

TourismCareers.ie

# Work Experience Diary & Workbook



TourismCareers.ie

Name: \_\_\_\_\_

School/College: \_\_\_\_\_

Programme: \_\_\_\_\_

Work Placement Name: \_\_\_\_\_

Work Placement Address: \_\_\_\_\_

\_\_\_\_\_



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## Employer Introduction

The TourismCareers Work Experience Programme is for Transition Year and Senior Cycle Students. It is based around the national curriculum and encourages the development of key skills and career planning.

## Using this Workbook

First Meetings	Code of Conduct	[p9]	Discuss and sign off basic rules of conduct.
	Induction Checklist	[p10]	Discuss and sign off as appropriate.
During the placement	Help with Tasks		Sign off on the appropriate tasks.
	Support Skill Development		Sign off appropriate skill.
Exit Meeting	Employer Report 1	[p34]	Photocopy or cut report out. This is to be returned to the school by post. Not to be completed in presence of the student.
	Employer Report 2	[p35]	Optional - also to be returned to the school by post.
	Skills Passport	[p36]	Complete or append as per your experience with the student.
	Certificate of Completion	[p37]	Sign this on successful completion of the placement.

## The Programme

Students use this workbook to record their learning and experiences during their placement with you. Not all activities in this workbook are used by all students - this is subject to individual school requirements and the suitability of the activities to a particular placement. However, we recommend that you review any work completed and discuss this with the student.

## More Information

Visit [tourismcareers.ie](http://tourismcareers.ie) for information and resources to assist you in running work placements.

# Student Introduction

Ireland is famous for its incredible tourism experiences, and the tourism industry is critically important to every region in the country.

A career in tourism includes everything from front-line, operational, and management roles to specialist skills such as business development, finance, digital media, and marketing. What's unique about tourism is the fact that it is an energetic, entrepreneurial, and people-focused industry and one in which you can work in any part of the country and across the world.

Taking a work placement in the Tourism & Hospitality sector will provide you with unique insights into the services offered that make Ireland such a welcoming place for tourists.

## TourismCareers Work Experience Programme

Developed by Fáilte Ireland, Employers in the Tourism & Hospitality sector, and Work Experience Programme Coordinators in schools around Ireland, this Work Experience Diary and Workbook is designed to help you get the most out of your work placement.

Use this workbook to assist you in preparing for your placement and recording and evaluating your experiences. It includes sections on researching the placement, keeping a daily diary, and reflecting on how the placement went.

A key aim of the programme is to encourage you to recognise and develop your skills and to assist you in choosing a career direction.

# TourismCareers.ie

TourismCareers have developed a "One Stop Shop" to help you discover the diverse range of career, course, and job opportunities available within the Tourism & Hospitality sector. There are many different career areas within Tourism and Hospitality - so when completing your Career Investigation consider researching some of the following career areas:

Accommodation

Food and Beverages

Management

Waiting Staff

Front Office Skills/Reception

Revenue Management

Digital Media and Marketing

Business Marketing

Sales and Marketing

Attraction Manager

Chef

Events Manager

Hotel Manager

Activity Instructor

Tourism Officer

Restaurant Manager

Executive Chef



## Student, School and Placement details

Fill in details about yourself, your school and your placement employer in the form below:

### This book belongs to:

My Name:	
Home Address:	
Home Tel:	
My Mobile:	
My E-mail	

### My School Details:

Name:	
Address:	
Placement Co-ordinator:	
School Contact Tel:	
School Programme (TY/LC):	

### Placement Details:

Placement Organisation:	
Placement Address:	
Nature of Business / Placement	
Placement Main Tel:	
Main Contact Person/Supervisor:	
Tel:	
E-mail:	
Placement Dates: (Mention any dates organisation is closed)	
Normal start time:	
Normal finish time:	
Lunch Break:	
Uniform / Work Clothing:	
Notes:	



## Key Skills

Four Key Skill areas are understood to be essential outcomes of a good education. Work experience, particularly within the Tourism & Hospitality sector, offers a unique way of developing these skills, and we encourage you to look out for opportunities during your placement to develop them when the opportunity arises..

### Communicating

These key skills are perhaps the most important of all the life skills that we require. Having strong communication skills allows us to develop and maintain relationships, both in the workplace and in our personal lives. Being able to communicate effectively in the workplace helps to build trust and maintain a positive and productive work environment with both fellow staff and customers. When we communicate we share both information and our attitude. ***During your work placement look for opportunities to communicate with staff/customers when appropriate. Always be respectful and truthful, be attentive and keep good eye contact. Always try to maintain a pleasant and professional demeanour.***

### Critical and Creative Thinking

These Key Skills help us become more aware of how the workplace operates and develop the necessary problem-solving skills that help us to know what to do in different situations. Within the Tourism & Hospitality industry, a business that can look after its customer's needs well is much more likely to secure a return visit from them in the future. To be effective thinkers, we need to take time to learn how to think creatively to solve new problems as they arise. ***In your placement, watch out for how effective people do things and how they solve issues for customers. If given the opportunity, offer your observations when you are with people who are thinking about a problem. A student's perspective can be valuable to an employer.***

### Working with Others

This Key Skill helps us interact effectively with other people and enables us to work productively as part of a team. Within workplaces there can be a variety of teams, and for these teams to be effective, all members need to play their part. Also, being able to work effectively with people from all backgrounds (e.g. different staff levels/races/cultures/religions/ages) is essential in order to succeed in any business. ***In your placement, understand how your role fits into the various teams in your workplace. Take note of the different nationalities and ages that may be represented, and try, where possible, to engage with people who are quite different from you.***

### Using your Initiative

This Key Skill is necessary in order to thrive in the busy Tourism & Hospitality industry. By using our initiative we can take more responsibility in the workplace and quickly develop useful new skills. Asking a customer if they need help is better than waiting to be asked. There will also be occasions when you should clear something with a colleague or a manager first before carrying out a task. Knowing when and where to use your initiative is an important skill to develop. ***In your placement, you may notice how some people are very effective at doing their work, and don't need to be told what to do. Be vigilant when around management and customers, keep an eye out if someone is looking for something, and offer your help. Keep busy throughout the day and take the opportunity to learn as much as possible across the business you are working in.***



# What Employers Look For

Every job and workplace is characterised by certain 'soft' skills - the sort of skills that you aren't taught in school, but are developed as part of your personality and experiences. Having the right mix of these skills is just as important as any qualifications you achieve - and employers are always on the lookout for people with the right combination.

Your work placement is a great place to learn and develop these skills, which can be divided into 3 main groups: People Skills, Task Skills and Personal Skills. Before your placement starts, read through the list below to know what employers are looking out for. While on placement, look for opportunities to develop some of these skills yourself.

<b>PEOPLE SKILLS</b>	
Sensitivity to others	<i>Shows ability to maintain a deep interest in the concerns and feelings of others. Inclined to find ways to help people.</i>
Insight into others	<i>Shows an understanding of what makes people do what they do, and tolerance of the actions of others. Good at reading the moods of others.</i>
Openness to others	<i>Is open to, and communicates with people at all levels. Inclined to share personal experiences and trust people.</i>
Respect	<i>Shows consideration for the feelings, needs, thoughts, wishes and preferences of others (including other cultures and races).</i>
Speaking / Presenting	<i>Presents information clearly and confidently to other individuals or groups. Maintains good eye contact and keeps the attention of an audience or individual.</i>
Active listening	<i>Pays full attention to what other people are saying, takes time to understand the points being made, asks questions as needed, and does not interrupt inappropriately.</i>
Conversation	<i>Speaks clearly and listens attentively. Attends to other people, not to themselves. Seeks clarification where necessary and attends to body language appropriately.</i>
Persuasion	<i>Shows ability to influence people's beliefs and actions. Shows ability to win people's co-operation and support for ideas or activities.</i>
Team membership	<i>Works easily with groups of people and shows loyalty and commitment to the teams' objectives. Attends to each member's views equally.</i>
Team participation	<i>Openly expresses views and opinions within a group. Shows willingness to take on tasks and responsibilities as appropriate to one's experience.</i>
Leadership	<i>Shows the ability to communicate a vision or goal to others and lead them towards achieving it. Pushes for action and results, and wins the support and help of others.</i>
<b>TASK SKILLS</b>	
Planning / Organising	<i>Creates clear goals, identifies and finds the resources (e.g. time, people, materials) needed to achieve them, and schedules tasks so that work is completed on time.</i>
Time management	<i>Takes the time to organise events and tasks carefully so as to use time efficiently. Uses a diary/planner to ensure tasks are undertaken.</i>
Practical skills	<i>Uses equipment, tools or technology effectively. Easily follows instructions and shows willingness to use whatever tools or technology is required.</i>
Computer skills	<i>Confidently uses a computer to write documents, browse the internet or use email programs. Can save files, locate them efficiently and print them.</i>
Problem solving	<i>Shows interest in finding the cause of problems, looks for and chooses effective solutions and takes the necessary action to resolve them.</i>
Business awareness	<i>Shows understanding of the main business activities of the company/organisation. Has a good sense of the business opportunities available, and the primary competitors.</i>
Customer focus	<i>Shows understanding and concern for customers' needs, is helpful and friendly to them, and deals effectively with any questions or complaints they may have.</i>
<b>PERSONAL SKILLS</b>	
Learning skills	<i>Seeks and willingly takes opportunities to learn. Shows interest in personal learning and development. Looks for feedback to improve understanding.</i>
Adaptability	<i>Adapts easily to new challenges and shows openness to new ways of doing things. Effective at changing plans or actions to deal with changing situations.</i>
Goal setting	<i>Shows the ability to make a decision about what is wanted, and determine when it is to be achieved. Stays committed to the goal, and deals with setbacks realistically.</i>
Initiative	<i>Demonstrates ability to take the initiative in a situation. Shows inclination to find opportunities to make decisions or influence events.</i>
Independence	<i>Able to perform tasks effectively with minimum help or approval, or without direct supervision.</i>
Motivation	<i>Shows the drive to succeed and excel at tasks. Shows confidence in abilities and expects to succeed at all tasks agreed on.</i>
Dependability	<i>Is reliable, responsible and dependable in fulfilling duties. Carefully checks work to ensure all details have been considered.</i>
Professionalism	<i>Remains calm and self-controlled under stressful situations. Works to deliver the best interests of the organisation at all times, and maintains an appropriate dress code.</i>



# Company Research – 1 [before placement]

What do you know about the business you are getting work experience with? Write down a few things you know about the company in the lines that follow.

What are the main services offered?


What job roles (occupations) do you expect to find?


How many people do you think work there?


What other businesses offer similar services nearby?




# Personal Objectives

Work experience offers you the chance to gain an excellent insight into the world of work. You will have the opportunity to learn a great deal about a variety of jobs and also get to experience the differences between a school day and a working day.

Try to keep an open mind about all the possible job roles in your placement and observe as many people working in different roles as much as possible. If you notice someone else's work that is interesting to you, ask questions to find out more.

It can be useful at the outset of your placement to examine what you feel your current skill set is and to set yourself some objectives and goals you would like to achieve from your placement.

What areas of work interest you and what do you feel you are good at?





What tasks/responsibilities would you like to try out and explore during your placement?

What do I value and what type of work would support my values?

Do you have any concerns before you start your work placement?



# Health & Safety in the Workplace

Health & Safety at work is very important and the safety precautions that are in place are there to protect all workers. Your employer is likely to discuss some of the precautions that you will need to pay attention to during your work placement. If you notice something you think is dangerous or might be a hazard during your placement (for example a wet floor) report it to your supervisor.

## Common hazards

All workplaces should have fire safety plans and procedures, your supervisor should inform you of these during your induction. Other hazards such as slipping, tripping or falling can also be common in a busy workplace and it is up to you to be careful as you go about your duties. Take care when lifting heavy or awkward objects, get help if needed.

Bullying can also be considered a workplace hazard and if you are subject to any form of bullying you should report it to your work supervisor or school coordinator.

## Health & Safety Signs

During your placement you may notice signs designed to warn you of a hazard or prohibition. Most are easy to understand - but you should ask if any are unclear. Examples:

Prohibition Signs



Mandatory Signs



Warning Signs



# Code of Conduct

I agree that:

	Student Initials
I will attend the workplace on the right days and at the times agreed with my employer / workplace supervisor.	
I will perform my placement duties to the best of my ability and comply with all reasonable directions of the employer and its employees.	
If during the placement I have access to information which is private and confidential, I will not convey to any person outside the organisation any knowledge or information which I have gained as a result of the placement.	
I will notify my employer and school/college of any absences or changes to my placement (e.g. sickness, appointments, etc.).	
If I am in contact with any members of the public as part of the placement, I will treat them with the highest respect and politeness as I am aware that I am representing the organisation at all times during the placement.	
I will comply with all Health and Safety regulations.	
I recognise that my involvement in work experience is a privilege and as such I have responsibilities to my employer and my school/college.	

Student Signature: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_



# Student Induction Checklist

This form should be completed by the employer and student on the first day or early during the placement.

		Yes	No	Student initials
1	The student is welcomed and introduced to the workplace.			
2	The business of the organisation is described.			
3	The student is given a tour of the premises and introduced to appropriate staff members.			
4	Toilet locations are shown.			
5	Staff lunch, break times and toilet locations identified. Normal protocols described.			
6	Telephone/Computer/Equipment use is explained. Training provided if necessary.			
7	Use of mobile phone agreed.			
8	Health & Safety issues explained including Fire Safety policy & procedures. Training provided if necessary (e.g. manual handling).			
9	The student is advised on how to report an accident/injury/near miss			
10	Work times, Punctuality and Absenteeism rules are explained.			
11	Personal standards, dress code, behaviour and responsibilities are explained. Code of conduct signed.			
12	School insurance details have been given to the employer.			

Other Comments:


Student Signature: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_



# Student Journal, Day 1

Date:
Start Time:
Finish Time:

Choose any three of the following headings to complete your journal for the day.

(Try to alternate the topics you use from day to day)

Activities / Duties Performed   Training Received   Staff / Customer Interactions

Difficulties or challenges I encountered   Observations / highlights of the day

What I learned about myself   What I learned about the organisation   What skills I used (see pages 3 & 4)

1.


2.


3.




# Student Journal, Day 2

Date:
Start Time:
Finish Time:

Choose **any three** of the following headings to complete your journal for the day.  
(Try to alternate the topics you use from day to day)

- Activities / Duties Performed
- Training Received
- Staff / Customer Interactions
- Difficulties or challenges I encountered
- Observations / highlights of the day
- What I learned about myself
- What I learned about the organisation
- What skills I used (see pages 3 & 4)

1.


2.


3.




# Student Journal, Day 3

Date:
Start Time:
Finish Time:

Choose **any three** of the following headings to complete your journal for the day.

(Try to alternate the topics you use from day to day)

Activities / Duties Performed   Training Received   Staff / Customer Interactions

Difficulties or challenges I encountered   Observations / highlights of the day

What I learned about myself   What I learned about the organisation   What skills I used (see pages 3 & 4)

1.


2.


3.




# Student Journal, Day 4

Date:
Start Time:
Finish Time:

**Choose any three of the following headings to complete your journal for the day.  
(Try to alternate the topics you use from day to day)**

Activities / Duties Performed	Training Received	Staff / Customer Interactions
Difficulties or challenges I encountered	Observations / highlights of the day	
What I learned about myself	What I learned about the organisation	What skills I used (see pages 3 & 4)

1.


2.


3.




















# Job Roles / Occupations Observed

Review some of the occupations you observed in your workplace while on work placement. Rate how you like this occupation, and provide brief details on your reasons.

Note: In some smaller workplaces the same person may perform a number of occupational roles- e.g., a Barperson can also be a Waiter/Waitress. Treat these as separate occupations for the purpose of this exercise..

Job Role / Occupation	 My Rating 	Reasons why I think I would like/not like this occupation
	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	
	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	
	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	
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	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	



# Highs and Lows

It may be useful to note your feelings, both Highs and Lows, during your placement. For each day of your work experience place a dot in the box corresponding to how you felt, e.g. +4 for an excellent day, -4 for a really bad day. Then join the dots to form a graph of your Highs and Lows. Give reasons for your choices at the side.

Day	-4	-3	-2	-1	0	+1	+2	+3	+4	Reasons for highs/lows
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										

By the end of your placement you should have a picture of how you felt during this time. The example below is for a 10 day placement and shows some of the highs and lows experienced, and why.

Day	-4	-3	-2	-1	0	+1	+2	+3	+4	Reasons for highs/lows
1										<i>Everybody very nice and helpful</i>
2										<i>Was on my own a lot</i>
3										<i>got to learn to use the computers</i>
4										<i>Given job to do by myself - did a good job</i>
5										<i>Met new people, learned how to deal with clients</i>
6										<i>Felt tired - nothing very interesting to do</i>
7										<i>Worked with Sarah - really fun and interesting</i>
8										<i>Learned to operate new equipment</i>
9										<i>everyone was very busy, not much to do</i>
10										<i>Got really good feedback - people were so nice</i>









# Key Skills Development

Summarise here the main skills you developed over the course of your placement. Which skills are particularly important in the Tourism and Hospitality Sector? Refer to the Key Skills and Career Skills mentioned on pages 3 & 4 for suggestions. Mention if these skills can be used in other areas of your life.

## Communicating


## Critical and Creative Thinking


## Working with Others


## Using your Initiative






What do you most like about the job?


What made you interested in working in Tourism and Hospitality?


Did you ever work in the Tourism and Hospitality Sector while in school or college, for example, a work experience/part time job?


What subjects did you do at school and how have these influenced your career path?


Continued...











Discuss the career in terms of your personal aptitude and interests:

[how well do your personal aptitudes and interests match what is needed for the job?]


Discuss this career in terms of the subjects you are studying (or planning to study):

[how relevant are your subject choices in terms of preparing you for this career, or courses required for this career?]


Note three things you discovered about this career that you really like?


Note three things you discovered about this career that you might find challenging?


What other careers in Tourism and Hospitality would you like to investigate?




## Company Research – 2 [during/after placement]

In this investigation, we ask you to explore the business you have undertaken your placement with to get a deeper understanding of what it does. You will need to interview a member of staff to complete this report, so ask your supervisor to either help you with the answers or arrange to interview someone who can help you.

What are the main products or services offered by the organisation?


What are the main job roles (occupations) employed here?


What locations does the organisation operate from?


How does the organisation advertise and market its products/services?




What areas of the business/service are expanding and what areas are contracting?


What job roles (occupations) will the organisation most likely be recruiting in the coming years?


Who are the main competitors?


How did the organisation start?

[Was there a single entrepreneur (name), what are the origins, what needs/problems were met]




# Employer Report on Work Experience

Form 1

Participant \_\_\_\_\_ Dates \_\_\_\_\_

Supervisor \_\_\_\_\_ Employer \_\_\_\_\_

Please provide information on some of the 'transferable skills' demonstrated by this participant during their work placement with you.

Not Applicable  
Undeveloped  
Some experience  
Well developed

PEOPLE SKILLS					
Sensitivity to others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Shows ability to maintain a deep interest in the concerns and feelings of others. Inclined to find ways to help people.
Insight into others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Shows an understanding of what makes people do what they do, and tolerance of the actions of others. Good at reading the moods of others.
Openness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is open to, and communicates with people at all levels. Inclined to share personal experiences and trust people.
Respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Shows consideration for the feelings, needs, thoughts, wishes and preferences of others (including other cultures and races).
Speaking / Presenting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Presents information clearly and confidently to other individuals or groups. Maintains good eye contact and keeps the attention of an audience or individual.
Active listening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Pays full attention to what other people are saying, takes time to understand the points being made, asks questions as needed, and does not interrupt inappropriately.
Conversation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Speaks clearly and listens attentively. Attends to other people, not to themselves. Seeks clarification where necessary and attends to body language appropriately.
Persuasion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Shows ability to influence people's beliefs and actions. Shows ability to win people's co-operation and support for ideas or activities.
Team membership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Works easily with groups of people and shows loyalty and commitment to the teams' objectives. Attends to each member's views equally.
Team participation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Openly expresses views and opinions within a group. Shows willingness to take on tasks and responsibilities as appropriate to one's experience.
Leadership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Shows the ability to communicate a vision or goal to others and lead them towards achieving it. Pushes for action and results, and wins the support and help of others.
TASK SKILLS					
Planning / Organising	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Creates clear goals, identifies and finds the resources (e.g. time, people, materials) needed to achieve them, and schedules tasks so that work is completed on time.
Time management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Takes the time to organise events and tasks carefully so as to use time efficiently. Uses a diary/planner to ensure tasks are undertaken.
Practical skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Uses equipment, tools or technology effectively. Easily follows instructions and shows willingness to use whatever tools or technology is required.
Computer skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Confidently uses a computer to write documents, browse the internet or use email programs. Can save files, locate them efficiently and print them.
Problem solving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Shows interest in finding the cause of problems, looks for and chooses effective solutions and takes the necessary action to resolve them.
Business awareness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Shows understanding of the main business activities of the company/organisation. Has a good sense of the business opportunities available, and the primary competitors.
Customer focus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Shows understanding and concern for customers' needs, is helpful and friendly to them, and deals effectively with any questions or complaints they may have.
PERSONAL SKILLS					
Learning skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Seeks and willingly takes opportunities to learn. Shows interest in personal learning and development. Looks for feedback to improve understanding.
Adaptability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Adapts easily to new challenges and shows openness to new ways of doing things. Effective at changing plans or actions to deal with changing situations.
Goal setting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Shows the ability to make a decision about what is wanted, and determine when it is to be achieved. Stays committed to the goal, and deals with setbacks realistically.
Initiative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Demonstrates ability to take the initiative in a situation. Shows inclination to find opportunities to make decisions or influence events.
Independence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Able to perform tasks effectively with minimum help or approval, or without direct supervision.
Motivation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Shows the drive to succeed and excel at tasks. Shows confidence in abilities and expects to succeed at all tasks agreed on.
Dependability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is reliable, responsible and dependable in fulfilling duties. Carefully checks work to ensure all details have been considered.
Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Remains calm and self-controlled under stressful situations. Works to deliver the best interests of the organisation at all times, and maintains an appropriate dress code.



# Employer Report on Work Experience

Form 2

Participant \_\_\_\_\_ Dates \_\_\_\_\_

Supervisor \_\_\_\_\_ Employer \_\_\_\_\_

## Description of Work Experience / Duties:


Please indicate your assessment of this participant during their work placement with you:

	Needs Improvement	Not Assessed	Acceptable	Good	Excellent	Comments...
Attendance & punctuality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Personal appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Attitude towards job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to follow instructions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Initiative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to complete jobs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Interaction with customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to handle technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Relationship with supervisors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Relationship with staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Please add any other comments you wish to make about this participant...

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Would you be willing to take students from this school/college for work experience next year?

YES  NO  If yes, contact details: \_\_\_\_\_



# Tourism and Hospitality Skills Passport

Participant \_\_\_\_\_

The following skills have been endorsed by the employer(s) below during their Work Placement / Employment

- Basic: has been introduced to the task
- Intermediate: ability to perform the skill under supervision
- Advanced: ability to perform skill without supervision
- Professional: highly skilled and can supervise/train staff

*Not Assessed*  
*Basic*  
*Intermediate*  
*Advanced*  
*Professional*

Skill / Task	Endorsement by Employer
Greet and book in guests	
Make beds & manage bedrooms	
Wait tables	
Barista / make coffee, teas	
Prepare food	
Take orders	
Present menus and advise guests	
Operate the till	
Prepare the restaurant for service	
Set and lay tables	
Prepare trolley service and serve	
Clear tables	
Take reservations	
Use credit card machine	
Clean facilities	
Serve drinks	
Work in a spa	
Order supplies	
Work in the office	
Work with marketing staff	

	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Supervisor \_\_\_\_\_ Employer \_\_\_\_\_ Dates \_\_\_\_\_

Supervisor \_\_\_\_\_ Employer \_\_\_\_\_ Dates \_\_\_\_\_

Supervisor \_\_\_\_\_ Employer \_\_\_\_\_ Dates \_\_\_\_\_



# Certificate of Completion

This document certifies that

\_\_\_\_\_

Has successfully completed work experience for a

period of \_\_\_\_\_ days during the month(s) of \_\_\_\_\_ 20\_\_\_\_\_

With

\_\_\_\_\_

Signed:

\_\_\_\_\_ Work Supervisor

\_\_\_\_\_ School Co-ordinator

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