



Australian Government



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Career Advice Australia



Linking Schools with Industry

## TOURISM WORKPLACEMENT

### EMPLOYER ASSESSMENT OF STUDENT

NAME OF STUDENT: \_\_\_\_\_

STUDENT'S SCHOOL: \_\_\_\_\_

NAME OF ORGANISATION: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PERIOD OF WORK: From \_\_\_\_\_ to \_\_\_\_\_ DAYS ABSENT: \_\_\_\_\_

GENERAL ASSESSMENT:

RATING (Please circle the appropriate point of the scale.)

	POOR					EXCELLENT				
1. CONDUCT AND COURTESY	1	2	3	4	5	1	2	3	4	5
2. PERSONAL GROOMING	1	2	3	4	5	1	2	3	4	5
3. PUNCTUALITY	1	2	3	4	5	1	2	3	4	5
4. WILLINGNESS TO LEARN	1	2	3	4	5	1	2	3	4	5
5. INITIATIVE SHOWN	1	2	3	4	5	1	2	3	4	5
6. ABILITY TO FOLLOW DIRECTIONS	1	2	3	4	5	1	2	3	4	5
7. ABILITY TO COOPERATE WITH OTHER WORKERS	1	2	3	4	5	1	2	3	4	5
8. QUALITY OF WORK (according to workplace standards)	1	2	3	4	5	1	2	3	4	5
9. APTITUDE FOR THIS KIND OF WORK	1	2	3	4	5	1	2	3	4	5

COMMENTS REGARDING THE STUDENT:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

SIGNED: \_\_\_\_\_ POSITION: \_\_\_\_\_

NAME: (Please print) \_\_\_\_\_ DATE: \_\_\_\_\_

*Also funded by the Board of Vocational Education & Training. Supported by Fairfield City Council.*

## SUPERVISOR'S REPORT ON INDUSTRY SPECIFIC COMPETENCIES

While on workplacement, students are required to complete tasks that are related to competencies from the Tourism national training package. Tasks should involve:

- I. instruction and demonstration given by the supervisor
- II. various opportunities to practise and satisfactorily complete set tasks

Please initial the appropriate column to indicate the tasks completed by the student on this placement.

<b>Worksite Induction/Orientation</b>	<b>Completed</b>
Pre-placement phone call or interview successfully completed.	
Workplace orientation completed (introduction to staff, location of facilities, OHS and other employee responsibilities, etc.)	

### Tasks Completed:

<b>Develop and update tourism industry knowledge</b>	<b>Satisfactory</b>	<b>Not yet satisfactory</b>	<b>N/A</b>
Seek information on the tourism industry.			
Source and apply information on legal and ethical issues that impact on the tourism industry.			
Update tourism industry knowledge.			
<b>Source and provide Australian destination information and advice</b>	<b>Satisfactory</b>	<b>Not yet satisfactory</b>	<b>N/A</b>
Develop knowledge of Australian destinations			
Update knowledge of Australian destinations			
Provide information and advice on Australian destinations.			
<b>Perform office procedures</b>	<b>Satisfactory</b>	<b>Not yet satisfactory</b>	<b>N/A</b>
Process office documents			
Draft written communication			
Maintain document systems			
<b>Work with colleagues and customers</b>	<b>Satisfactory</b>	<b>Not yet satisfactory</b>	<b>N/A</b>
Communicate with customers			
Maintain personal presentation standards			
Provide service to colleagues and customers.			
Respond to conflicts and customer complaints			
Work in a team			
<b>Work in a socially diverse environment</b>	<b>Satisfactory</b>	<b>Not yet satisfactory</b>	<b>N/A</b>
Communicate with customers and colleagues from diverse backgrounds			
Address cross cultural misunderstandings			
<b>Participate in environmentally sustainable work practices</b>	<b>Satisfactory</b>	<b>Not yet satisfactory</b>	<b>N/A</b>
Identify current resources used within the workplace.			
Comply with environmental regulations			
Seek opportunities to improve resource efficiency			

<b>Follow health, safety and security procedures</b>	<b>Satisfactory</b>	<b>Not yet satisfactory</b>	<b>N/A</b>
Follow workplace procedures for health, safety and security			
Follow procedures for emergency situations			
Participate in the organisation's OHS practices			

<b>Operate an online information system</b>			
Access online information			
Check and download information			

<b>Access and interpret product information</b>	<b>Satisfactory</b>	<b>Not yet satisfactory</b>	<b>N/A</b>
Identify and access product information			
Interpret product information			

<b>Sell tourism products and services</b>	<b>Satisfactory</b>	<b>Not yet satisfactory</b>	<b>N/A</b>
Identify customer needs			
Suggest products to meet customer needs			
Provide product information and advice			
Follow up sales opportunities			

<b>Prepare quotations</b>	<b>Satisfactory</b>	<b>Not yet satisfactory</b>	<b>N/A</b>
Calculate costs of products and services.			
Provide quotations to customer			
Update and amend quotations			

<b>Provide visitor information</b>	<b>Satisfactory</b>	<b>Not yet satisfactory</b>	<b>N/A</b>
Access and update visitor information.			
Provide information			
Seek feedback on services			

SIGNED: \_\_\_\_\_ POSITION: \_\_\_\_\_

NAME: (Please print) \_\_\_\_\_ DATE: \_\_\_\_\_