

PEOPLE  
EXCELLENCE

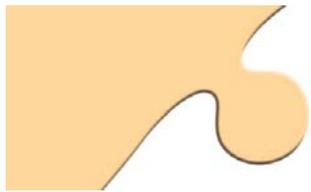


TOURISM  
EXCELLENCE

**TEMPLATE**

<b>SKILL GAP ANALYSIS</b>								
Company:								
Position:								
Candidate:								
DUTIES	Level Req.	Result*	SKILLS/ QUALIFICATIONS	Level Req.	Result*	EXPERIENCE	Level Req.	Result*
TOTALS								
Comments			Comments			Comments		
<b>RECOMMENDATION</b>								

\* result can be determined through interview, questionnaire ,inspection of work examples, references, testing, or a combination.



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TOURISM  
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**EXAMPLE**

<b>SKILL GAP ANALYSIS</b>								
Company: Hillside Conference Centre								
<b>POSITION:</b> Receptionist								
<b>CANDIDATE:</b> Jane Smith								
<b>DUTIES</b>	<b>Level Req.</b>	<b>Result*</b>	<b>SKILLS/ QUALIFICATIONS</b>	<b>Level Req.</b>	<b>Result*</b>	<b>EXPERIENCE</b>	<b>Level Req.</b>	<b>Result*</b>
Meet & Greet customers	8/10	7	Interpersonal skills	8/10	6	Frontline customer service	8/10	8
Telephone bookings	10/10	6	Personal presentation	6/10	8	Family run business	5/10	3
Operate booking system	9/10	9	Word processing & Excel proficiency	6/10	5	General administration	8/10	3
Handling complaints	6/10	3	Cert 2 Office Management	5/10	3	Business events	6/10	3
General administration	6/10	7						
Customer service	7/10	5						
Coordinating housekeeping	7/10	2						
Exit surveying	5/10	2						
<b>TOTALS</b>	<b>58</b>	<b>41</b>		<b>27</b>	<b>22</b>		<b>27</b>	<b>17</b>
<b>Comments</b>			<b>Comments</b>			<b>Comments</b>		
<b>RECOMMENDATION</b>								

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