



## GUESTROOM ATTENDANT/INSPECTOR RUBRIC

Name of Participant \_\_\_\_\_ School \_\_\_\_\_

Region \_\_\_\_\_

**Instructions:** Check the indicators demonstrated by the student. Circle the score that best describes the level of the performance based on the printed indicators for each element.

**Write positive, constructive comments whenever points are lowered to help participants identify their strengths and areas for improvement.**

<b>SELF INTRODUCTION:</b>				
<input type="checkbox"/> States name <input type="checkbox"/> States school <input type="checkbox"/> States project	<input type="checkbox"/> Maintains eye contact <input type="checkbox"/> Uses appropriate indoor voice <input type="checkbox"/> Speaks clearly	<input type="checkbox"/> Maintains comfortable space between people <input type="checkbox"/> Demonstrates good posture <input type="checkbox"/> Offers hand and gives firm handshake		
Does not attempt self-introduction.  <b>SCORE 0</b>	Attempts introduction and/or exhibits <b>5 or fewer indicators.</b>  <b>SCORE 1</b>	Introduction lacks confidence and/or exhibits <b>6-7 indicators.</b>  <b>SCORE 2 3</b>	Confident, clear self-introduction exhibiting <b>8-9 indicators.</b>  <b>SCORE 4 5</b>	<b>COMMENTS:</b>
<b>PROFESSIONAL APPEARANCE/ATTIRE/GROOMING:</b>				
<input type="checkbox"/> Spotless, pressed uniform according to industry standards. <input type="checkbox"/> Uniform appropriately sized to body. <input type="checkbox"/> Uniform pants hemmed to an appropriate length. <input type="checkbox"/> Shoes are clean and safe.	<input type="checkbox"/> No jewelry. <input type="checkbox"/> Light makeup or no makeup, if appropriate. <input type="checkbox"/> Hair is controlled, clean, and away from face.	<input type="checkbox"/> Clean nails, short nail length, and no nail polish. <input type="checkbox"/> Body is free of odors. <input type="checkbox"/> Breath is free of noticeable odors.		
Appearance, attire, and grooming needs improvement and/or exhibits <b>4 or fewer indicators.</b>  <b>SCORE 0 1 2 3 4</b>	Appearance, attire, and grooming lacks a professional image and/or exhibits <b>5-9 indicators.</b>  <b>SCORE 5 6 7 8 9</b>	Professional appearance, attire, and grooming exhibiting <b>all 10 indicators.</b>  <b>SCORE 10</b>	<b>COMMENTS:</b>	
<b>SAFETY AND SANITATION:</b>				
<input type="checkbox"/> Blanket and comforter/bedspread removed without touching the floor. <input type="checkbox"/> Removes linen by placing corners of sheets toward center of bed. <input type="checkbox"/> Avoids contact with body uniform when disposing of soiled linens. <input type="checkbox"/> (Upon removal of linen) Immediately places soiled linens in designated container. <input type="checkbox"/> If hands become contaminated during event (touching hair, face, body, etc.) re-sanitize with dry hand sanitizer.	<input type="checkbox"/> Stores chemicals separately from cleaning rags in carrying container. <input type="checkbox"/> Sprays chemicals away from face and on designated surfaces only. <input type="checkbox"/> Keeps clean linen from being contaminated. <input type="checkbox"/> Carries supplies into room and places on surface within reach, but not on floor. <input type="checkbox"/> Bends at knees when appropriate during bed making.			
Disregard of safety and sanitary practices create unsafe and unsanitary situations.  <b>SCORE 0</b>	Safety and sanitary concerns need to be addressed and/or exhibits <b>7 or fewer indicators.</b>  <b>SCORE 1 2 3 4 5 6 7</b>	Safety and sanitary practices need to be strengthened and/or exhibits <b>8-9 indicators.</b>  <b>SCORE 8 9</b>	Maintains safe and sanitary conditions during the event exhibiting <b>all 10 indicators.</b>  <b>SCORE 10</b>	<b>COMMENTS:</b>



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<b>COMPLETED BED*:</b>				
<input type="checkbox"/> Fitted sheet is placed over mattress correctly on the first attempt and is smooth and wrinkle free. <input type="checkbox"/> First flat sheet is placed even with top of mattress and is smooth and wrinkle-free. <input type="checkbox"/> Blanket is placed evenly over the 1 <sup>st</sup> sheet, approximately 18" from top of mattress, and is smooth and wrinkle-free. <input type="checkbox"/> Second flat sheet is placed even with top of blanket and is smooth and wrinkle-free. <input type="checkbox"/> Top of first flat sheet is folded down evenly over blanket and second flat sheet with smooth side up. <input type="checkbox"/> First sheet, blanket and second sheet are tightly mitered at foot at 90 degree angles. <input type="checkbox"/> First sheet, blanket and second sheet are tightly tucked under mattress on all three sides.	<input type="checkbox"/> Comforter presents a smooth appearance with an equal amount of side hangover <input type="checkbox"/> Comforter is folded back from top of bed to avoid touching turned down sheet. <input type="checkbox"/> Pillows are set up on edge against headboard. <input type="checkbox"/> Pillowcases are wrinkle-free with seam facing outsides of bed. <input type="checkbox"/> Open edges of pillowcases are tucked inside pillowcases. <input type="checkbox"/> Open edges of pillowcases are touching and facing the inside of bed. <input type="checkbox"/> Standing pillows present an attractive symmetrical appearance and do not touch the folded down sheet or comforter. <input type="checkbox"/> Bed skirt hangs freely from bed and avoids being caught up under the mattress as a result of tucking blanket and sheets.			
Bed making not attempted.	Bed making lacks necessary steps and/or exhibits <b>1-7 indicators.</b>	Completed bed but lacks professional neatness and/or exhibits <b>8-10 indicators.</b>	Professional, neat, completed bed maintains freshly made appearance exhibiting <b>11-15 indicators.</b>	<b>COMMENTS:</b>
<b>SCORE 0</b>	<b>SCORE 1 2 3 4 5 6 7</b>	<b>SCORE 8 9 10</b>	<b>SCORE 11 12 13 14 15</b>	
<b>TELEPHONE:</b>				
<input type="checkbox"/> Sprays cloth with appropriate cleaning solution for telephone. <input type="checkbox"/> Cleans handset with attention to receiver and mouthpiece. <input type="checkbox"/> Holds down the hook switch button while cleaning the dialing buttons. <input type="checkbox"/> Listens for dial tone and notifies judges if dial tone is absent.. <input type="checkbox"/> Telephone is returned to original position with cord on correct side. <input type="checkbox"/> Telephone is clean and shows no dust, streaks, or dirt.				
Fails to clean telephone.	Telephone cleaning lacks attention to details and/or exhibits <b>2 or fewer indicators.</b>	Completed telephone lacks cleanliness and/or exhibits <b>3-4 indicators.</b>	Clean, completed, professional-looking telephone exhibiting <b>5-6 indicators.</b>	<b>COMMENTS:</b>
<b>SCORE 0</b>	<b>SCORE 1 2</b>	<b>SCORE 3 4</b>	<b>SCORE 5</b>	
<b>NIGHTSTAND***: (VINYL/FORMICA SURFACE)</b>				
<input type="checkbox"/> Selects appropriate cleaning supplies for nightstand with a vinyl/Formica surface. <input type="checkbox"/> Sprays cleaning cloth with sanitizer. <input type="checkbox"/> Cleans surface of nightstand. <input type="checkbox"/> Cleans sides and front of nightstand. <input type="checkbox"/> Cleans drawer and handle. <input type="checkbox"/> Cleans shelf if present. <input type="checkbox"/> Nightstand shows no crumbs, streaks or dust.				
Fails to clean nightstand.	Nightstand cleaning lacks attention to details and/or exhibits <b>4 or fewer indicators.</b>	Completed nightstand lacks cleanliness and/or exhibits <b>5-6 indicators.</b>	Clean, completed, professional-looking nightstand exhibiting <b>all 7 indicators.</b>	<b>COMMENTS:</b>
<b>SCORE 0</b>	<b>SCORE 1 2 3 4</b>	<b>SCORE 5 6</b>	<b>SCORE 7 8 9 10</b>	

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## GUESTROOM ATTENDANT/INSPECTOR RUBRIC

<b>VACUUMING:</b>				
<input type="checkbox"/> Unwinds and lays out cord loop by loop to avoid tangling. <input type="checkbox"/> Vacuum is adjusted according to carpet height. <input type="checkbox"/> Cord is plugged in near doorway to guestroom. <input type="checkbox"/> Begins by vacuuming in far area of room and moving toward the doorway. <input type="checkbox"/> Uses a back and forth rocking method during vacuuming.		<input type="checkbox"/> Cord is handled safely during vacuuming (such as: refrains from vacuuming over cord and from pulling vacuum by cord). <input type="checkbox"/> Cord is removed from socket using the plug. <input type="checkbox"/> Cord is wrapped neatly on vacuum. <input type="checkbox"/> Vacuum stored out of the walking area, against a wall, and clear of the entry door. <input type="checkbox"/> Carpet has no visible dirt or crumbs remaining.		
Fails in vacuum.	Vacuuming lacks efficiency and thoroughness and/or exhibits <b>5 or fewer indicators.</b>	Completed vacuuming but lacks professional appearance and/or exhibits <b>6-8 indicators.</b>	Efficient, thorough vacuuming exhibiting <b>9-10 indicators.</b>	<b>COMMENTS:</b>
<b>SCORE 0</b>	<b>SCORE 1 2 3 4 5</b>	<b>SCORE 6 7 8</b>	<b>SCORE 9 10</b>	
<b>EXIT EVALUATION:</b>				
<input type="checkbox"/> Visually inspects all assigned work. <input type="checkbox"/> Makes minor corrections of work as required.		<input type="checkbox"/> Neatly packs all supplies into carrying device. <input type="checkbox"/> With minimum amount of moves/actions, removes all supplies from room. <input type="checkbox"/> Removes equipment without hitting walls or doors.		
Completes tasks without exit evaluation or visual inspection and/or exhibits <b>2 or fewer indicators.</b>	Exits room and fails to make final adjustments and/or exhibits <b>3-4 indicators.</b>	Thoroughly and efficiently completes the exit evaluation and makes necessary adjustments exhibiting <b>all 5 indicators.</b>		<b>COMMENTS:</b>
<b>SCORE 0 1 2</b>	<b>SCORE 3 4</b>	<b>SCORE 5</b>		
<b>RESPONSE TO EVALUATORS' QUESTIONS:</b>				
Fails to answer questions.	Partial or incomplete answers are given for all questions and/or answers are unclear or inaudible.	Answers 4 questions correctly in a clear, audible voice or answers questions but demonstrates limited knowledge.	Complete, accurate answers are given for all 5 questions in a clear, audible voice.	<b>COMMENTS:</b>
<b>SCORE 0</b>	<b>SCORE 1 2 3 4 5</b>	<b>SCORE 6 7 8</b>	<b>SCORE 9 10</b>	
<b>ROOM INSPECTION SHEET**:</b>				
Fails to submit room inspection sheet.	Number of room inspection items marked correctly.	Number of room inspection items marked correctly.	Number of room inspection items marked correctly.	<b>COMMENTS:</b>
<b>SCORE 0</b>	<b>SCORE 1 2 3 4 5 6 7 9 10</b>	<b>SCORE 11 12 13 14 15</b>	<b>SCORE 16 17 18 19 20</b>	

**For tiebreaker use total score for category: \*1<sup>st</sup> Tiebreaker, \*\* 2<sup>nd</sup> Tiebreaker, \*\*\* 3<sup>rd</sup> Tiebreaker.**

<u>Regional/State Rating</u>	
3 STAR Rating	90-100 pts.
2 STAR Rating	70-89 pts.
1 STAR Rating	1-69 pts.

PAGE 1 TOTAL _____	Total (Evaluators please initial after rating event)	_____
PAGE 2 TOTAL _____	Verification of total score (please initial)	_____
PAGE 3 TOTAL _____	Room Consultant (Event Chairperson)	_____
	Lead Consultant (Tally Room)	_____
EVENT TOTAL _____	Final Verification	_____