

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

# Role-Play Marking Rubric

| CRITERIA                             | EXCEPTIONAL (3)                                                                                                                  | SKILLED (2)                                                                                                   | EMERGING (1)                                                                                                      |
|--------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| 1. Communication & Guest Interaction | Communicates naturally, confidently, and respectfully; uses active listening and positive language to ensure guest satisfaction. | Communicates politely and clearly; maintains a friendly tone with occasional lapses in confidence or empathy. | Struggles to communicate clearly or confidently; limited eye contact; tone may sound unprofessional or uncertain. |
| 2. Problem-Solving & Decision-Making | Quickly identifies issues and implements effective, guest-centered solutions with creativity and professionalism.                | Identifies reasonable solutions; shows initiative and applies sound judgment in most situations.              | Hesitates to act or relies heavily on others; offers limited or ineffective solutions to guest concerns.          |
| 3. Professionalism & Attitude        | Demonstrates calmness, confidence, and genuine care for guest experience even in demanding or unexpected situations.             | Maintains professionalism and composure most of the time; shows a generally positive attitude.                | Displays limited awareness of hospitality standards; may appear flustered or dismissive under pressure.           |

## Overall Impression:

1-4 Emerging Service Professional  
5-7 Skilled Service Professional  
8-9 Exceptional Service Professional

Team Leader Remarks:

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