



TOURISM
EXCELLENCE

TEMPLATE

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

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

EXAMPLE

SKILL GAP ANALYSIS								
Company: Hillside Conference Centre								
POSITION: Receptionist								
CANDIDATE: Jane Smith								
DUTIES	Level Req.	Result*	SKILLS/ QUALIFICATIONS	Level Req.	Result*	EXPERIENCE	Level Req.	Result*
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						
TOTALS	58	41		27	22		27	17
Comments			Comments			Comments		
RECOMMENDATION								

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