

DACUM Skill Rating Scale

1 - Can perform some parts of this skill satisfactorily but requires assistance and/or supervision to perform the entire skill.

2 - Can perform this skill satisfactorily but requires periodic assistance and/or supervision.

3 - Can perform this skill competently without assistance or supervision.

4 - Can perform this skill competently without, assistance with more than acceptable quality, and with initiative/adaptability to unique situations.

PRACTICE ACCOUNTING PRINCIPLES			
A			

Calculate bills A1	Post changes A2	Balance cash (i.e. float) A3	Convert currencies A4	Process debit and credit card transactions A5	Process online transactions A6	Interpret financial statements and data A7	Identify / Assess variances A8
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Manage revenues A9	Balance invoices A10	Identify fraudulent practices / behaviours A11	Create efficiencies A12	Identify inefficiencies A13	Prepare cost / benefit analysis A14		
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4		

BUDGET			
B			

Prepare budget forecasts B1	Prepare budgets B2	Manage budgets B3	Track inventory B4	Identify / Explain inventory trends B5	Manage labour costs B6	Analyze costs B7	Calculate profit margins B8
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Practice "Revenue Management" principles B9	Plan for market changes / trends (internal/ external) B10						
1 2 3 4	1 2 3 4						

MARKET GUEST SERVICES			
C			

Describe benefits of available products / services C1	Recall hotel products and services C2	Relate experiences / best practices to others C3	Anticipate client needs C4	Design / employ merchandising strategies C5	Create a comfortable / welcoming environment C6	Solicit / record guest feedback C7	Compose strategic plans C8
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Respond to guest feedback C9	Demonstrate a commitment to customer service excellence C10						
1 2 3 4	1 2 3 4						

**DEMONSTRATE PROFESSIONAL / RESPONSIBLE BEHAVIOUR
G**

Demonstrate ethical behaviour G1	Demonstrate punctuality G2	Apply diversity and inclusion principles G3	Maintain client / guest / employee confidentiality G4	Operate / work within culture of industry G5	Demonstrate teamwork / collaboration skills (Internal/External) G6	Demonstrate a respect for others G7	Apply / follow Code of Conduct G8
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Employ Hotel Standards G9	Demonstrate an openness to change G10	Solve problems G11	Adapt to company / chain practices G12	Manage risk G13			
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4			

**MANAGE PHYSICAL PLANT
H**

Identify renovation needs H1	Propose renovation / plan / needs H2	Plan for renovations H3	Manage renovations H4	Practice preventative maintenance H5	Apply government laws and regulations H6	Apply industry standards H7	Create and maintain a safe environment H8
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4

**MANAGE HUMAN RESOURCES
I**

Demonstrate a commitment to wellness (self and others) I1	Foster a climate of wellness / safety I2	Multi-task I3	Demonstrate a commitment to life-long learning I4	Plan for staff development I5	Demonstrate adaptability I6	Propose innovative ideas I7	Demonstrate initiative I8
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Manage change I9							
1 2 3 4							