

Legend: 3 = very important 2 = important 1 = less important										
	communication skills	em-pathy	emotional intelligence	conflict management	problem solving skills	asser-tiveness skills	work motivation and career success	stress mgt	behaviour in group and team-building	
BASIC LEVEL										
receptionist	3	3	2	3	3	2	2	3	2	front office
chambermaid	1	1	1	1	1	1	2	1	1	rooms division
commis de cuisine	1	1	1	1	2	1	2	2	3	kitchen
commis de salle	3	2	2	3	2	2	2	3	2	restaurant
secretary	3	3	2	2	2	2	2	3	3	administrative
reservation agent	3	2	2	2	2	2	2	3	2	reservations
technical aid	1	1	1	1	2	1	2	1	2	maintenance
SUPERVISORY LEVEL										
shiftleader FO	3	3	2	3	3	3	3	3	3	front office
floorsupervisor HK	2	2	1	2	2	2	3	2	2	rooms division
chef de partie	1	2	1	2	3	2	3	3	3	kitchen
maitre d'hotel	3	3	2	3	3	3	3	3	3	restaurant
f&b controller	1	2	2	2	2	2	3	2	3	administrative
reservation supervi	3	2	2	2	2	2	3	2	2	reservations
maintenance supervi	1	1	2	1	2	1	3	2	2	maintenance
MANAGEMENT LEVEL										
FO manager	3	3	3	3	3	2	3	2	3	front office
executive HK	2	1	1	2	2	2	3	2	2	rooms division
kitchen chef	2	1	2	3	2	2	3	3	3	kitchen
restaurant manager	3	2	2	3	2	2	3	3	3	restaurant
director of finance	2	1	1	3	2	2	3	3	2	administrative
sales manager	3	3	2	2	2	2	3	3	2	reservations
head technical dpt	2	2	2	2	3	2	3	2	2	maintenance