English summary

Front Office is one of the most important departments that play an important role in hotel reputation. The choice and quality of the front office staff has to be done with well define criteria so that the professional that work there can by themselves take care of the image we wish to transmit.

For all of these reasons the hotels management should have a very good system to evaluate the front office staff started from the hiring till the exit to be sure all the front office staff are qualified and able to achieve the hotel goals and to improve the hotel service.

The Performance appraisal (PA) is a system of review and evaluation of an individual's or team's job performance.