

How to complete self-assessment on Trade Portal



The aim of this presentation

This is a short step by step guide to assist you with completing the self-assessment using the trade portal.



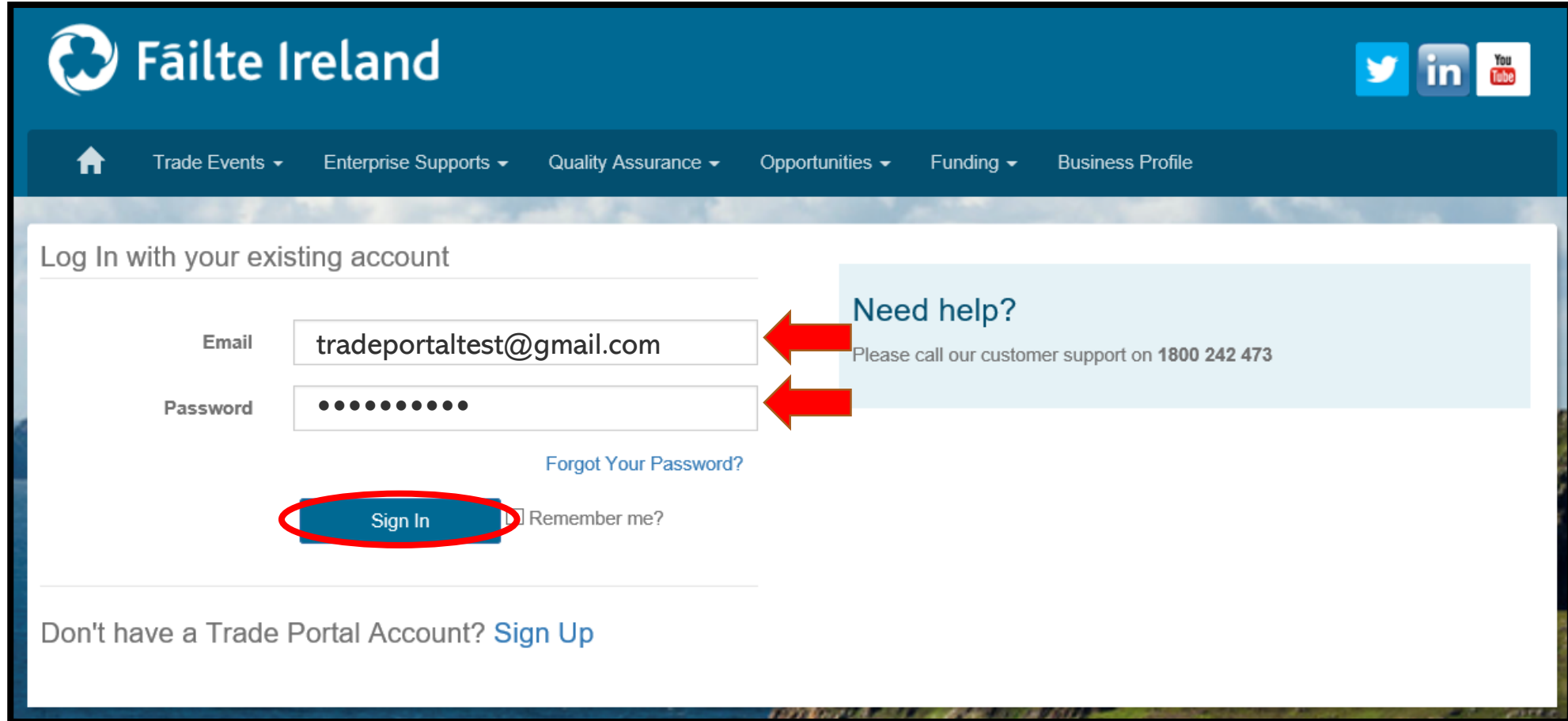


The screenshot shows the top navigation bar of the Fáilte Ireland website. The 'Log In' button is highlighted with a red circle. Below the navigation bar, the main heading reads 'Welcome to Fáilte Ireland's Trade Portal'. A grid of six tiles represents different services: Trade Events, Quality Assurance, Enterprise Supports, Opportunities, Funding, and Business Profile. The footer contains various links such as 'Portal Signup Request', 'Contact Us', 'Accessibility', 'Media centre', 'Site Map', 'Careers', 'Freedom of Information', 'Legal Terms', 'Privacy Policy', and 'Cookies Policy'.

Log into the Trade Portal in the same way that you do for your renewals:

www.tradeportal@failteireland.ie

Click on the “Log In” button on the top right hand side.



Fáilte Ireland

Home Trade Events Enterprise Supports Quality Assurance Opportunities Funding Business Profile

Log In with your existing account

Email

Password

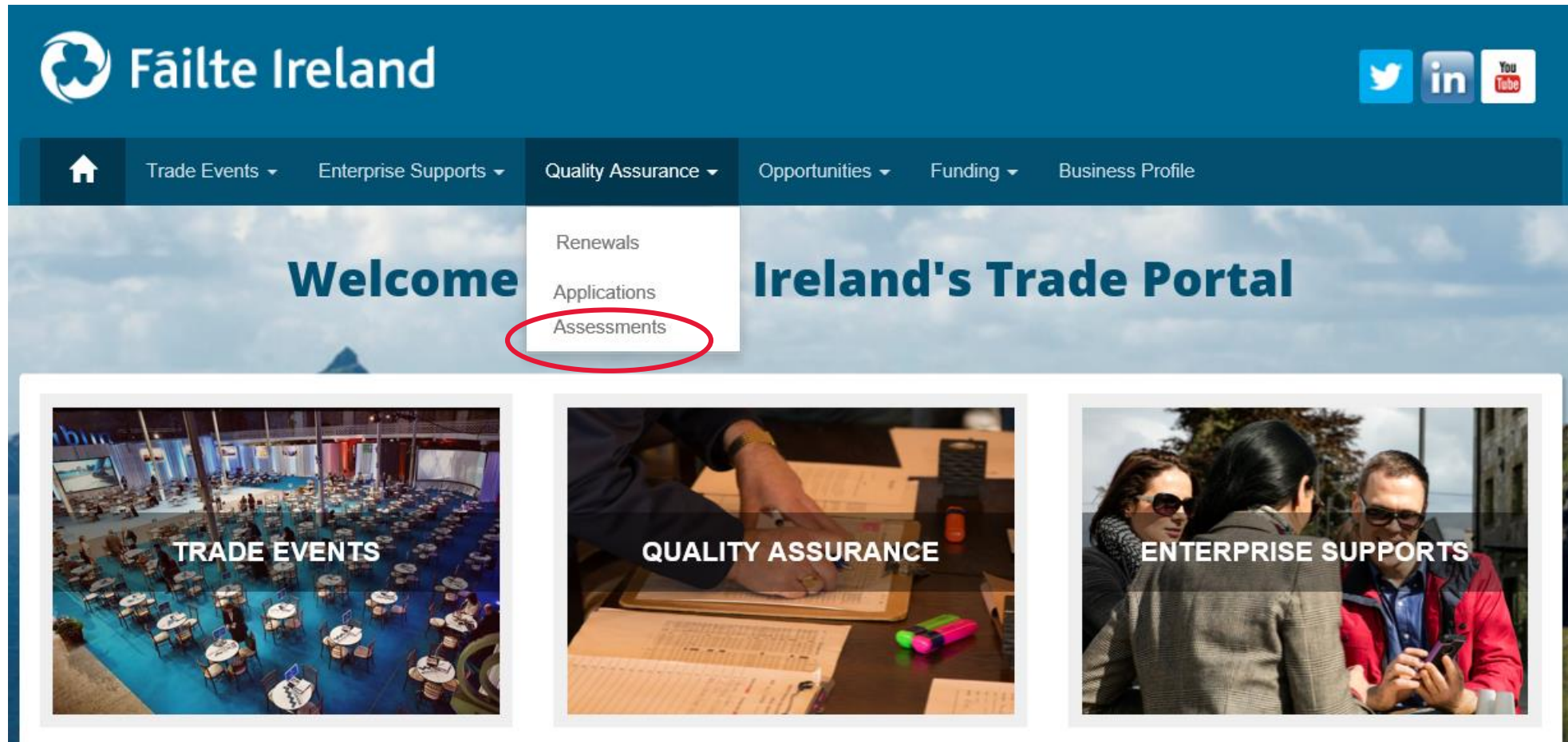
[Forgot Your Password?](#)

Sign In Remember me?

Don't have a Trade Portal Account? [Sign Up](#)

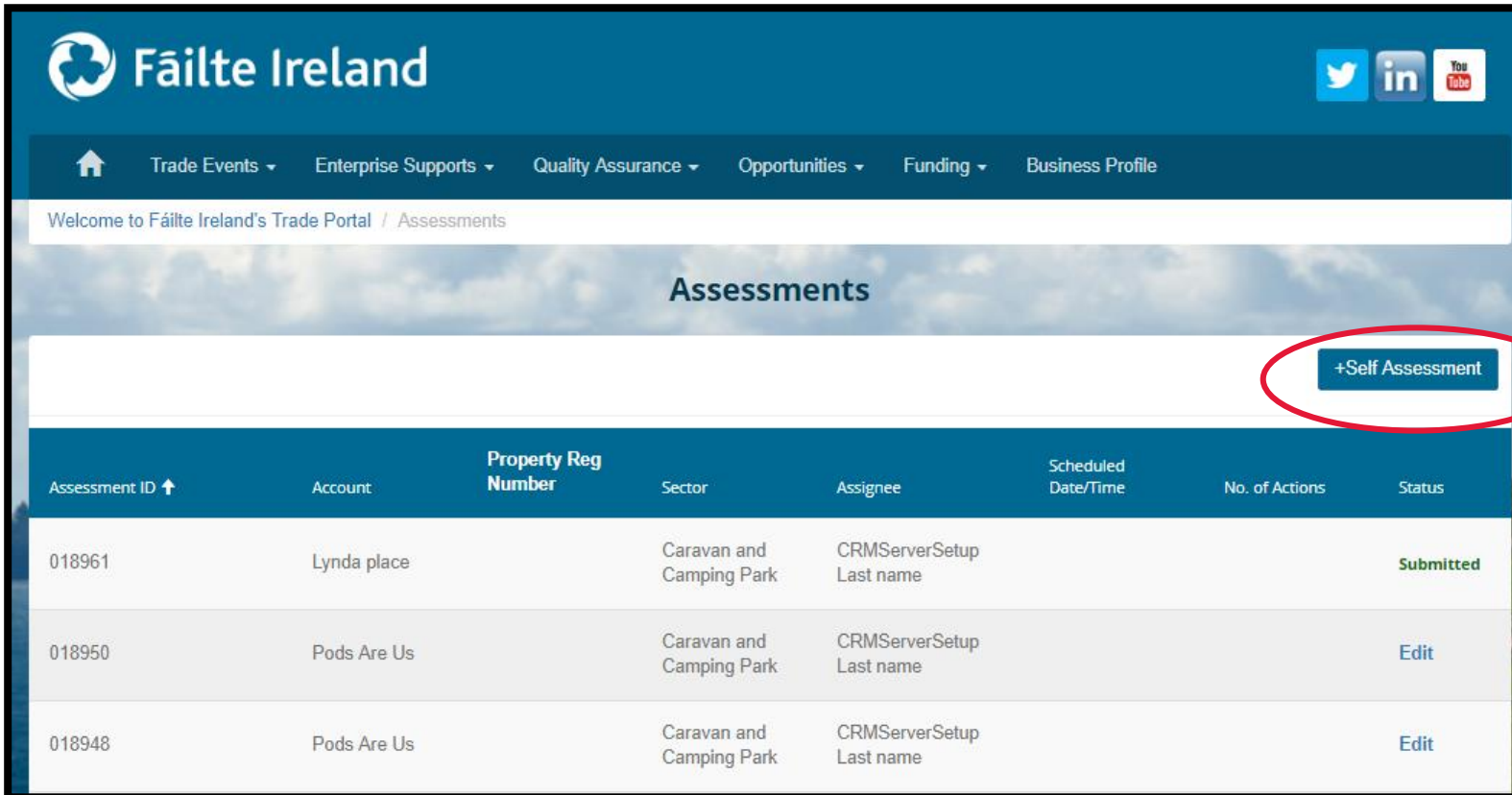
Need help?
Please call our customer support on 1800 242 473

Enter your email address and password in the same way that you do for Renewing your property



Click on the '**Quality Assurance**' tab at the top of the screen

Then click on the '**Assessments**' section



Welcome to Fáilte Ireland's Trade Portal / Assessments

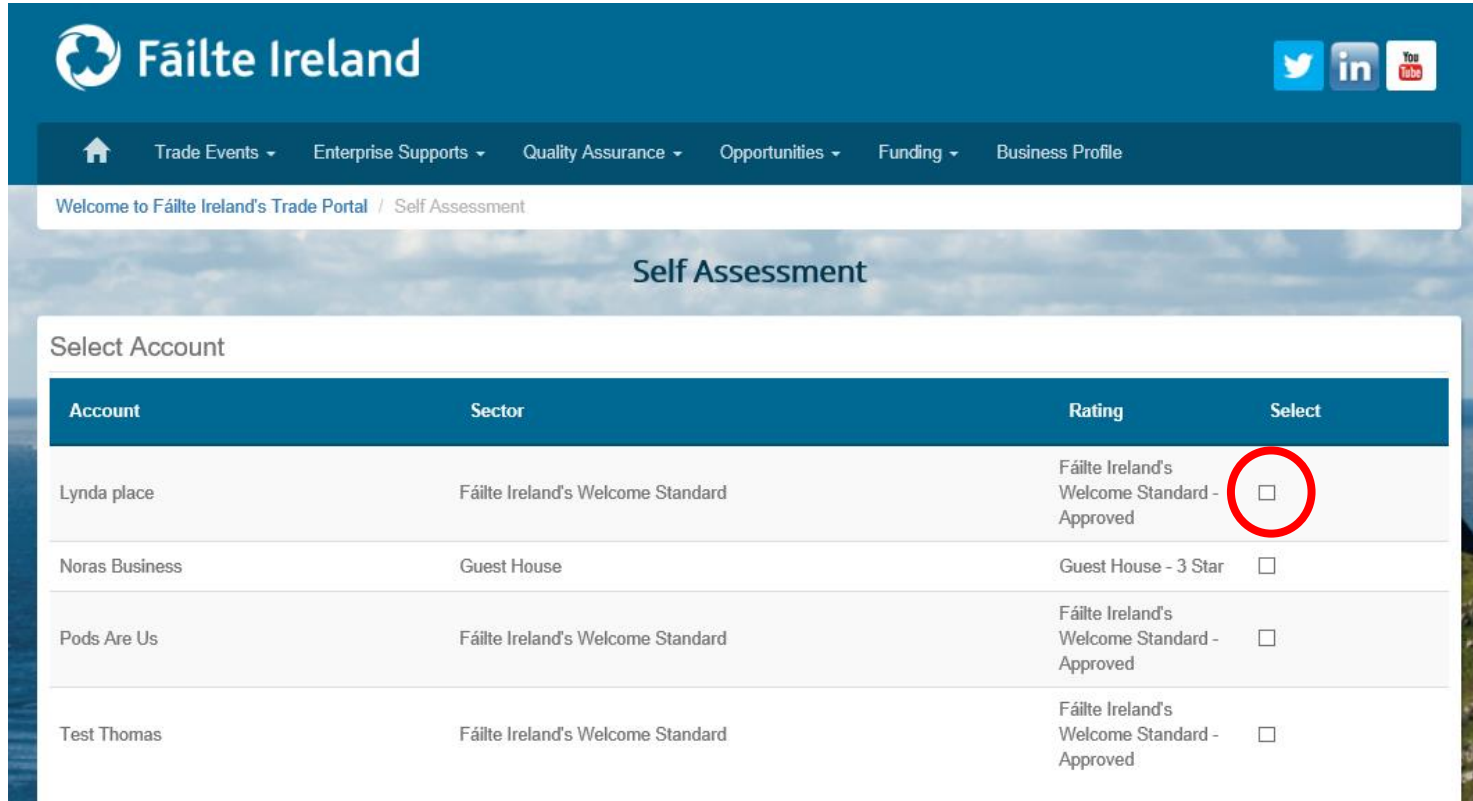
Assessments

[+Self Assessment](#)

Assessment ID ↑	Account	Property Reg Number	Sector	Assignee	Scheduled Date/Time	No. of Actions	Status
018961	Lynda place		Caravan and Camping Park	CRMServerSetup Last name			Submitted
018950	Pods Are Us		Caravan and Camping Park	CRMServerSetup Last name			Edit
018948	Pods Are Us		Caravan and Camping Park	CRMServerSetup Last name			Edit

Then click on the **'+ Self Assessment'** button on the right hand side to start your self assessment.

You can start the self assessment mid way and it will save you answers, this is where you can see the Edit button. Once you have completed the self-assessment, you will see the Submitted button.



Fáilte Ireland

Trade Events ▾ Enterprise Supports ▾ Quality Assurance ▾ Opportunities ▾ Funding ▾ Business Profile

Welcome to Fáilte Ireland's Trade Portal / Self Assessment

Self Assessment

Select Account

Account	Sector	Rating	Select
Lynda place	Fáilte Ireland's Welcome Standard	Fáilte Ireland's Welcome Standard - Approved	<input type="checkbox"/>
Noras Business	Guest House	Guest House - 3 Star	<input type="checkbox"/>
Pods Are Us	Fáilte Ireland's Welcome Standard	Fáilte Ireland's Welcome Standard - Approved	<input type="checkbox"/>
Test Thomas	Fáilte Ireland's Welcome Standard	Fáilte Ireland's Welcome Standard - Approved	<input type="checkbox"/>

Choose your property that you wish to self-assess by ticking in the box to the right of the property.

Self Assessment

Select Sector

Account *

Accommodation Test Ltd

Sector

Classifications

Generate Assessment

This page will allow you to choose the sector and classification, whether it is Approved or if you wish to go for classification

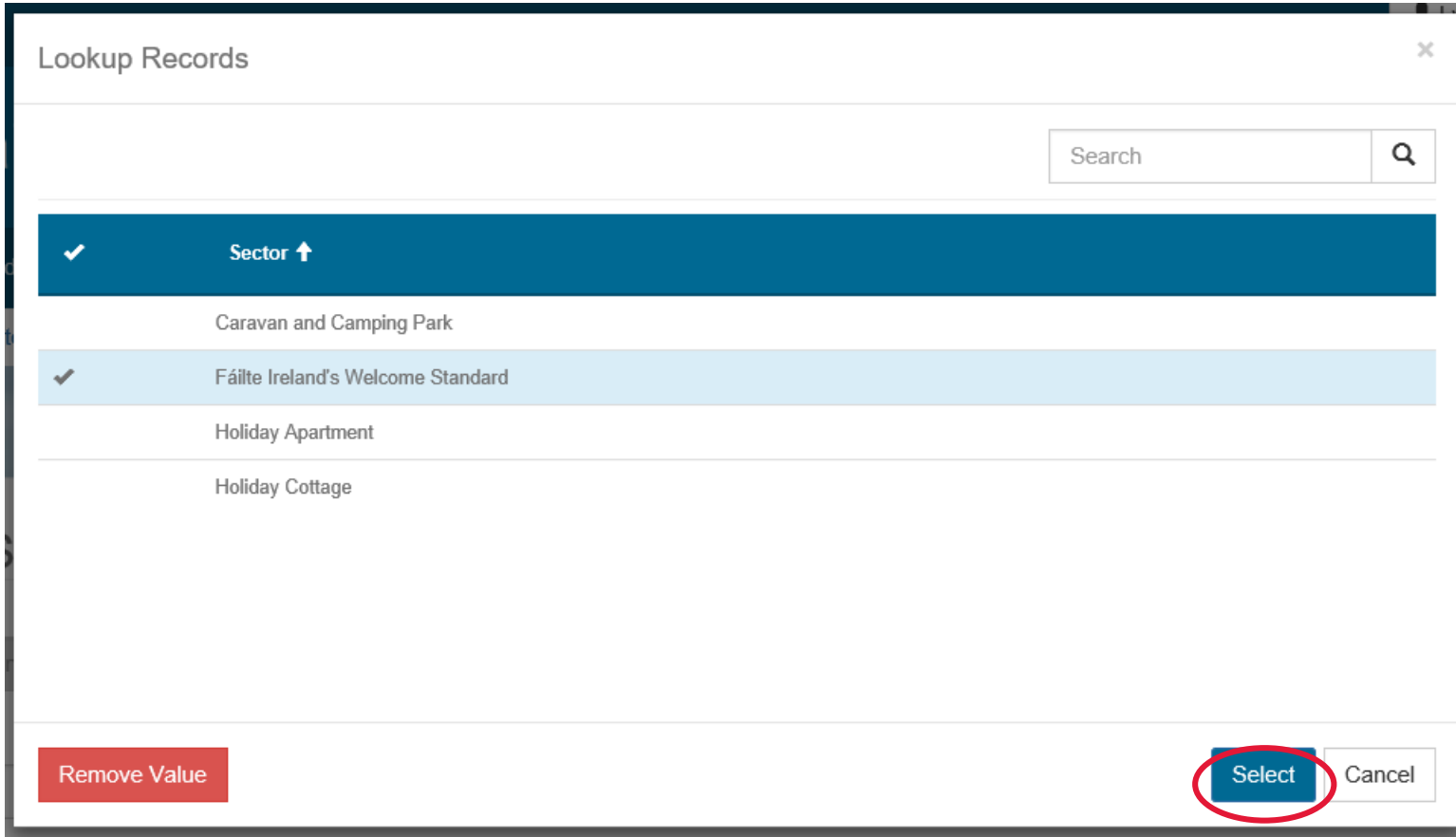
Click and choose your correct sector i.e. Fáilte Ireland Welcome Standard

Lookup Records ×

Search

✓	Sector ↑
	Caravan and Camping Park
	Fáilte Ireland's Welcome Standard
	Holiday Apartment
	Holiday Cottage

Then click on select at the bottom right to confirm the sector.



Lookup Records

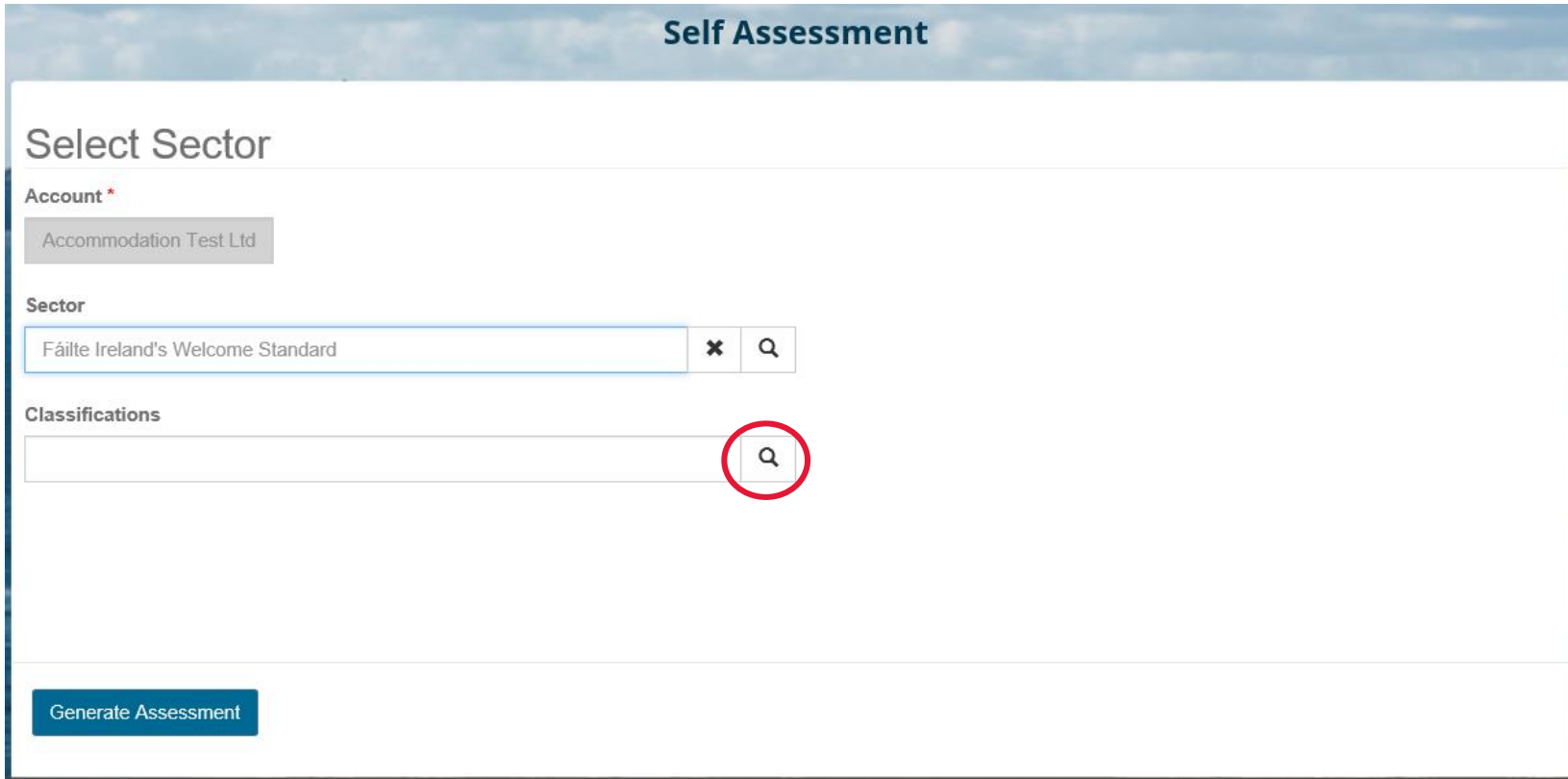
Search

✓	Sector ↑
	Caravan and Camping Park
✓	Fáilte Ireland's Welcome Standard
	Holiday Apartment
	Holiday Cottage

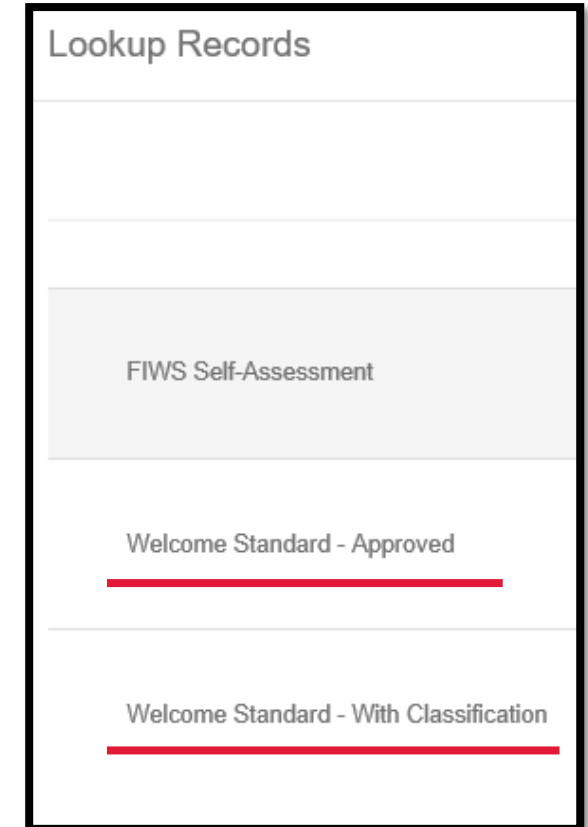
Remove Value

Select Cancel

Next, choose the classification that you would like to self assess, whether it is for Approved or if you would like to apply for classification.

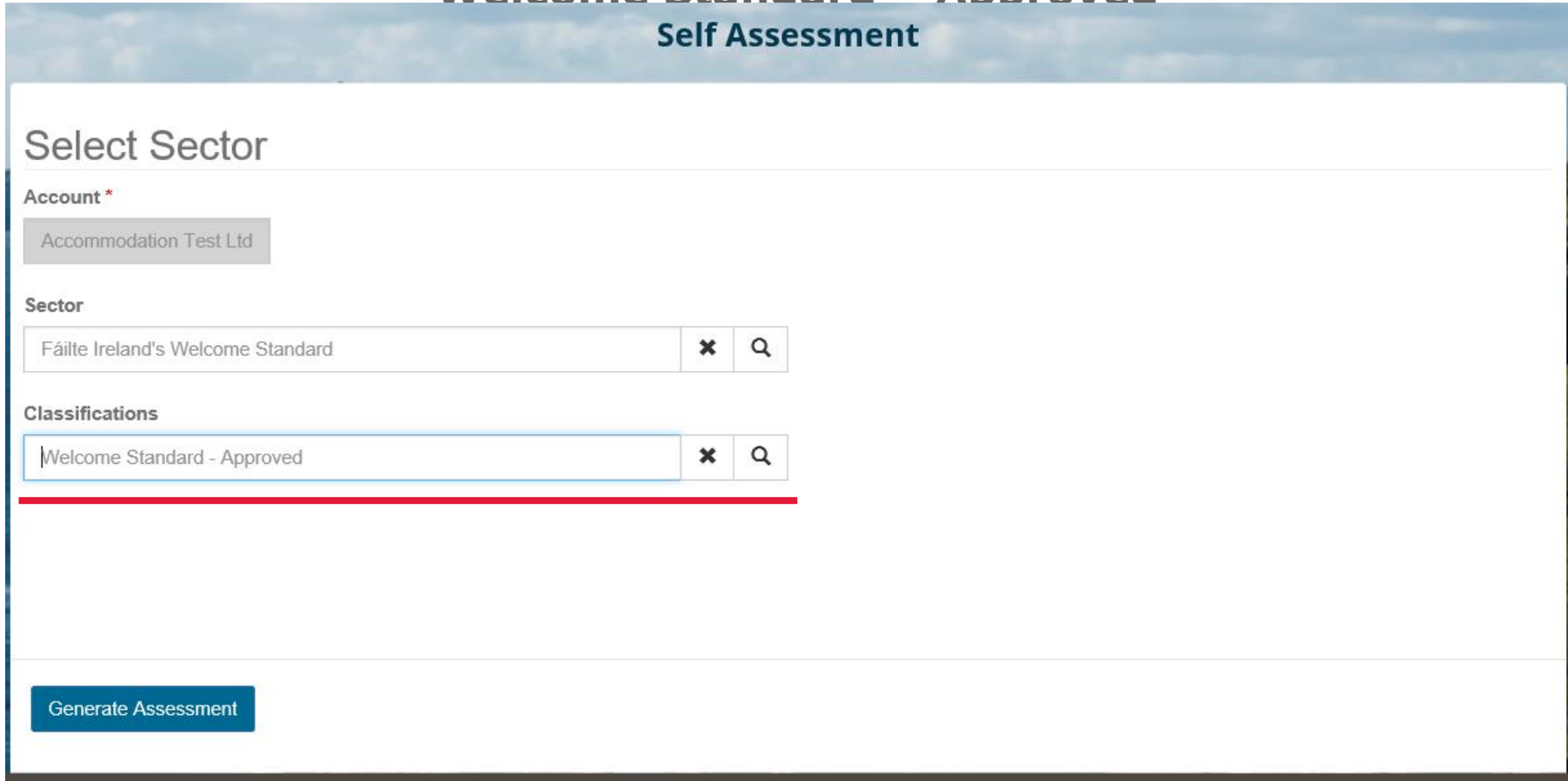


The screenshot shows a web form titled "Self Assessment". At the top, it says "Select Sector". Below this, there is a field for "Account *" with the value "Accommodation Test Ltd". Underneath is a "Sector" dropdown menu currently showing "Fáilte Ireland's Welcome Standard". Below the sector field is a "Classifications" field, which is currently empty. A red circle highlights the search icon (magnifying glass) in the "Classifications" field. At the bottom left of the form is a blue button labeled "Generate Assessment".



The screenshot shows a dropdown menu titled "Lookup Records". The menu is open, showing three options: "FIWS Self-Assessment", "Welcome Standard - Approved", and "Welcome Standard - With Classification". The "Welcome Standard - Approved" and "Welcome Standard - With Classification" options are underlined with a red line.

If you wish to choose to continue to be assessed as 'Approved', please choose
'Welcome Standard – Approved'



Self Assessment

Select Sector

Account *
Accommodation Test Ltd

Sector
Fáilte Ireland's Welcome Standard

Classifications
Welcome Standard - Approved

Generate Assessment

Then click on 'Generate Assessment'

If you wish to choose to continue to be assessed as 'Approved', please complete the:

1. Standards
2. Code of Ethics

Standards

Question	Select Answer
1.1 Reliable and consistent performance of daily operations evident.	<input type="text"/>
1.2 The business is aware of and addressing its statutory obligations with adequate documentation e.g. Building Regulations, Planning Regulations, Fire Safety Regulations.	<input type="text"/>
1.3 Procedures are in place to ensure that all staff have good knowledge of the facilities and services provided.	<input type="text"/>
1.4 Procedures in place to resolve guest complaints.	<input type="text"/>
1.5 Clear evidence that the business is complying with the Fáilte Ireland Code of Ethics.	<input type="text"/>
2.1 Business is clearly identified in an appropriate manner when answering the phone.	<input type="text"/>
2.2 Clear and accurate information on the facilities and services is provided during the call, or via a website if provided.	<input type="text"/>
2.3 Clear directions provided on how to locate the business.	<input type="text"/>
2.4 Clear information on payment methods is communicated.	<input type="text"/>
2.5 All enquiries are responded efficiently within the appropriate time for the guest.	<input type="text"/>
3.1 Staff are on duty during guest arrival periods.	<input type="text"/>

Code of Ethics

Question	Select Answer
<p>Please read and answer the questions below. You must be able to answer yes to all questions to proceed.</p> <p><small>If you have any queries, you can contact the Fáilte Ireland Quality Assurance Team on 1800 607 000 or by email at qualityassurance@failteireland.ie.</small></p>	
1. Maintain high standards and fair practice in all business transactions.	<input type="text"/>
2. Recognise the right of the guest to courteous and honest service at all times.	<input type="text"/>
3. Acquaint themselves with the respect visitors and guests and find out about their lifestyle, tastes and expectations.	<input type="text"/>
4. Provide guests with objective and honest information on their places of destination, accommodation, travel and hospitality.	<input type="text"/>
5. Take a positive and proactive approach to dealing with queries from the general public whether they are their own customers or not.	<input type="text"/>
6. Respect employees by providing appropriate training and development where required or beneficial, and by establishing a culture of honesty and trust amongst all staff.	<input type="text"/>

Standards

When completing the standards, please answer all questions. Once all questions have been answered, click on '**Save and Continue**'.

Please note, you must be able to answer yes to all questions to be able to proceed, with the exception of question 4.5.

6.1 Staff are on duty for departure, check out and exit.	Yes <input type="button" value="v"/>
6.2 Check out, departure or exit process in place.	Yes <input type="button" value="v"/>
6.3 Where appropriate, bill account correct and clearly presented with explanation.	Yes <input type="button" value="v"/>
6.4 Guest satisfaction check carried out.	Yes <input type="button" value="v"/>
6.5 Guest thanked for choosing the business, the region or Ireland as appropriate.	Yes <input type="button" value="v"/>
6.6 Guest wished farewell hoping they will return soon in the future.	Yes <input type="button" value="v"/>

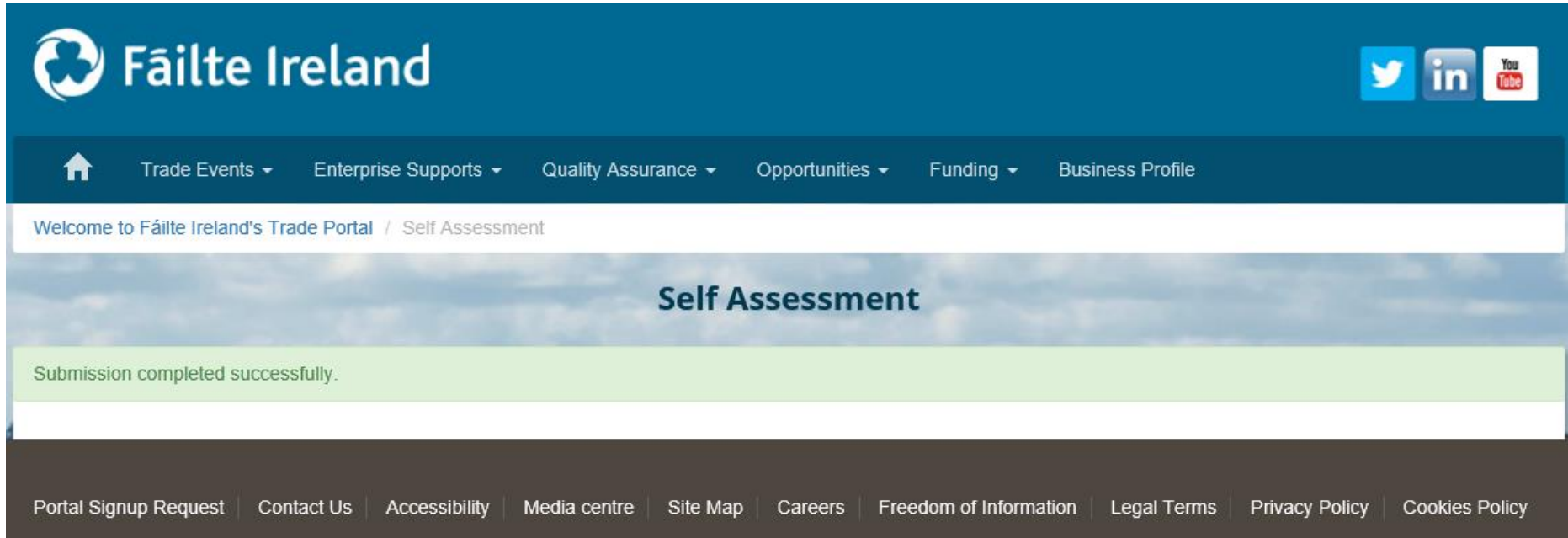
Code of Ethics

When completing the code of ethics, please answer all questions. Once all questions have been answered, click on '**Save and Submit**'.

Please note, you must be able to answer yes to all questions to be able to submit the self-assessment.

Question	Select Answer
1. Maintain high standards and fair practice in all business transactions.	Yes <input type="button" value="v"/>
2. Recognise the right of the guest to courteous and honest service at all times.	Yes <input type="button" value="v"/>
3. Acquaint themselves with the respect visitors and guests and find out about their lifestyle, tastes and expectations.	Yes <input type="button" value="v"/>
4. Provide guests with objective and honest information on their places of destination, accommodation, travel and hospitality.	Yes <input type="button" value="v"/>
5. Take a positive and proactive approach to dealing with queries from the general public whether they are their own customers or not.	Yes <input type="button" value="v"/>
6. Respect employees by providing appropriate training and development where required or beneficial, and by establishing a culture of honesty and trust amongst all staff.	Yes <input type="button" value="v"/>
7. All activities should be conducted with respect for the artistic, historic and cultural heritage of Ireland.	Yes <input type="button" value="v"/>
8. All activities and developments should, where possible, integrate with and benefit the local community and environment.	Yes <input type="button" value="v"/>
9. Maintain the highest standards of cleanliness throughout all parts of the business.	Yes <input type="button" value="v"/>
10. Uphold the interests and reputation of Ireland as a high quality destination for guests from home and overseas.	Yes <input type="button" value="v"/>

Once you have submitted your self-assessment, you will receive an email within 48 hours confirming that your self-assessment has been submitted.



The screenshot shows the Fáilte Ireland website interface. At the top left is the Fáilte Ireland logo and name. To the right are social media icons for Twitter, LinkedIn, and YouTube. Below this is a navigation menu with a home icon and links for Trade Events, Enterprise Supports, Quality Assurance, Opportunities, Funding, and Business Profile. A breadcrumb trail reads "Welcome to Fáilte Ireland's Trade Portal / Self Assessment". The main content area features a large "Self Assessment" heading over a background image of a cloudy sky. A prominent green banner displays the message "Submission completed successfully." At the bottom, a dark footer contains a list of links: Portal Signup Request, Contact Us, Accessibility, Media centre, Site Map, Careers, Freedom of Information, Legal Terms, Privacy Policy, and Cookies Policy.



Thank You