

STUDENT PERFORMANCE EVALUATION

Name : DESI NATASYA ASWAR
 Hotel Name of practice : THE RITZ-CARLTON HONG KONG
 Department : THE LOUNGE AND BAR
 Date of Appraisal from : 4 JULY 2025

The purpose of this evaluation is to provide an objective measure of student performance during the Supervised Field training. Rating will be done in a scale value of 0 – 100 as follows:

Grade: A = 80 – 100 : (Very Good Performance)
 B = 68 – 79.99 : (Good Performance)
 C = 56 – 67.99 : (Satisfactory Performance)
 D = 45 – 55.99 : (Unsatisfactory Performance)
 E = 0 – 44.99 : (Poor Performance)
 Note : Minimum Passing Grade C = 56 – 67.99

PART 1 ABLITY AND APPLICATION

Please give into application section:

No	CRITERIA & JUSTIFICATION	SCALE VALUE				
		A (80-100)	B (68-79.99)	C (56-67.99)	D (45-55.99)	E (0-44.99)
A. PERFORMANCE						
1	JOB KNOWLEDGE	100				
	Understand all aspect of work at outlet of practice assigned					
	Knowledge of facilities and equipment at outlet of practice assigned					
	Mastery of English (written and oral)					
2	QUANTITY OF WORK	100				
	Output of work has be done	Handle				
	Completion of task and performance of daily duties	Hostess Duties				
3	QUALITY OF WORK	95				
	Accurate and neat care of equipment and working areas					
	Meets work quality requirement					
	Stability, persistence, orderliness constant work under pressure					

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		A (80-100)	B (68-79.99)	C (56-67.99)	D (45-55.99)	E (0-44.99)
B. CHARACTER						
4	MOTIVATION	100				
	Enthusiasm towards job and effort to acquire necessary information to perform duties	Very Positive				
	The desire and effort					
	Willingness to accept responsibility					
5	COURTESY AND TACT	100				
	Politeness, attention and respect other people (the guest fellow workers and superior)					
6	TEAM WORK	100				
	Demonstrate the development of effective working relationships with staff and management					
	Demonstrate an ability to listen to others, actively contribute to the team and demonstrate flexibility in adapting to team priorities					
7	COMMUNICATION	95				
	Demonstrate and understanding of various customers enquiries and communicate these accurately when referring the matter, as appropriate					
	Prepare a range of documentation which demonstrates an ability to identify the key issues or points and communicate these clearly, concisely and effectively					
8	APPLIED TECHNOLOGY	100				
	Ability to use machines and equipment found in the workplace					
9	PERSONAL APPEARANCE	100				
	Personal grooming, hair, shoes, comportment and general outlook					
10	ATTENDANCE	90				
	Reliability and punctuality to be on job					

No	CRITERIA & JUSTIFICATION	SCALE VALUE				
		A (80 - 100)	B (68 - 79.99)	C (56 - 67.99)	D (45 - 55.99)	E (0 - 44.99)
11	WAITER AND BANQUETTE KNOWLEDGE & OPERATIONAL (Chosen one regarding their job)	98				
	Technical Selling Product	..				
	Clean and Tidy Restaurant	/				
	Provide table service	/				
	Prepare and serve coffee or tea	/				
	Prepare and serve wine	/				
	Receive, control and store stock	/				
	Ability to communicate on the telephone	/				
	Ability to work with colleagues and customers	/				
	Ability to process lost and found	/				
	Ability to deal communication and handling conflict	.				
	Ability process receive and store goods from guest	/				
	Ability to provide cleanliness working area					
	SCORE = $\frac{\text{TOTAL MARK}}{\text{TOTAL NO}}$	$\text{Total} = 1078 / 11$ $= 98$				



PART 2. CAPACITY & AMBITION FOR ADVANCE

1. Check (✓) application (more than one section may apply)

REGRESSING	NOT LIKELY TO ADVANCE	PROGRESSING	SATISFACTORY	MAX PERFORMANCE ON JOB
				✓

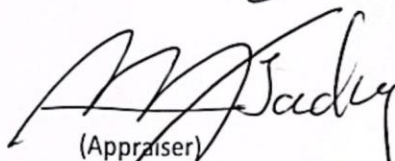
2. Students reaction to review and suggestion was : (check (✓) one)

Appreciation (complete willing to strive for improvement)	Interest (Will try to follow suggestion)	Disinterest (Satisfied with present status)	Resentment (feels review is imposition)
✓			

3. Review your rating and comments, then briefly outline what action you will take or suggest to maintain, improve or correct the behavior and output of this students as a overall evaluation grade.

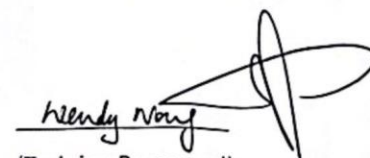
Desi is a very positive and full of energy to engage with the guest and team. Very good job to assist floor, hostess and mini wow for many guests. Also received 11 Trip advisor 5 stars reviews.

Date : 4 July 2025
Signature :


(Appraiser)


(Head of Department)




(Training Personnel)


Desi Notasya
(Student)