

STUDENT PERFORMANCE EVALUATION

Name : Han Mirya Sari
 Hotel Name of practice : Ritz Carlton Honey Koney
 Department : Cafe 103
 Date of Appraisal from :

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:

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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					
	• Understand all aspect of work at outlet of practice assigned	90				
	• Knowledge of facilities and equipment at outlet of practice assigned					
	• Mastery of English (written and oral)					
2	QUANTITY OF WORK					
	• Output of work has be done	95				
	• Completion of task and performance of daily duties					
3	QUALITY OF WORK					
	• Accurate and neat care of equipment and working areas	85				
	• Meets work quality requirement					
	• Stability, persistence, orderliness constant work under <u>pressure</u>					

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B. CHARACTER						
4	MOTIVATION					
	Enthusiasm towards job and effort to acquire necessary information to perform duties	90				
	The desire and effort					
	Willingness to accept responsibility					
5	COURTESY AND TACT					
	Politeness, attention and respect other people (the guest fellow workers and superior)	95				
6	TEAM WORK					
	Demonstrate the development of effective working relationships with staff and management	95				
	Demonstrate an ability to listen to others, actively contribute to the team and demonstrate flexibility in adapting to team priorities					
7	COMMUNICATION					
	Demonstrate and understanding of various customers enquiries and communicate these accurately when referring the matter, as appropriate	89				
	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					
	Ability to use machines and equipment found in the workplace	90				
9	PERSONAL APPEARANCE					
	Personal grooming, hair, shoes, comportment and general outlook	95				
10	ATTENDANCE					
	Reliability and punctuality to be on job	97				

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11	WAITER AND BANQUETTE KNOWLEDGE & OPERATIONAL (Chosen one regarding their job)					
	Technical Selling Product	90				
	Clean and Tidy Restaurant	95				
	Provide table service	92				
	Prepare and serve coffee or tea	85				
	Prepare and serve wine	95				
	Receive, control and store stock	93				
	Ability to communicate on the telephone	90				
	Ability to work with colleagues and customers	95				
	Ability to process lost and found	90				
	Ability to deal communication and handling conflict	98				
	Ability process receive and store goods from guest	85				
	Ability to provide cleanliness working area	95				
	SCORE = $\frac{\text{TOTAL MARK}}{\text{TOTAL NO}}$	92				

PART 2. CAPACITY & AMBITION FOR ADVANCE

1. Check (v) 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 (v) 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.

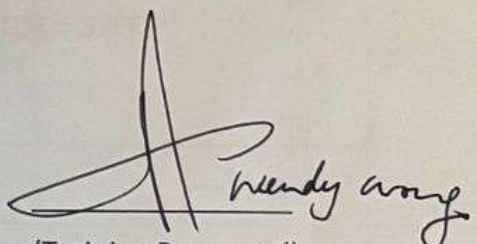
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Date :

Signature :


DUSIEN LAM.

(Appraiser)


(Training Personnel)


DUSIEN LAM.
Assistant Manager
Cafe 103
(Head of Department)




Han Miya Sari
(Student)