

STUDENT PERFORMANCE EVALUATION

Name : *Iham Oktandi*
 Hotel Name of practice : *The Ritz-Carlton, Hong Kong*
 Department : *F & B Service, Banquets*
 Date of Appraisal from : *10 February 2025 – 7 August 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					
	• Understand all aspect of work at outlet of practice assigned	85				
	• Knowledge of facilities and equipment at outlet of practice assigned	85				
	• Mastery of English (written and oral)	80				
2	QUANTITY OF WORK					
	• Output of work has be done	82				
	• Completion of task and performance of daily duties	85				
3	QUALITY OF WORK					
	• Accurate and neat care of equipment and working areas	80				
	• Meets work quality requirement	82				
	• Stability, persistence, orderliness constant work under <u>pressure</u>	85				

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B. CHARACTER						
4	MOTIVATION					
	• Enthusiasm towards job and effort to acquire necessary information to perform duties	85				
	• The desire and effort	80				
	• Willingness to accept responsibility	85				
5	COURTESY AND TACT					
6	• Politeness, attention and respect other people (the guest fellow workers and superior)	85				
	TEAM WORK					
	• Demonstrate the development of effective working relationships with staff and management	85				
	• Demonstrate an ability to listen to others, actively contribute to the team and demonstrate flexibility in adapting to team priorities	85				
7	COMMUNICATION					
	• Demonstrate and understanding of various customers enquiries and communicate these accurately when referring the matter, as appropriate	82				
	• Prepare a range of documentation which demonstrates an ability to identify the key issues or points and communicate these clearly, concisely and effectively	82				
8	APPLIED TECHNOLOGY					
	• Ability to use machines and equipment found in the workplace	85				
9	PERSONAL APPEARANCE					
	• Personal grooming, hair, shoes, comportment and general outlook	85				
10	ATTENDANCE					
	• Reliability and punctuality to be on job	85				

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11	WAITER AND BANQUETTE KNOWLEDGE & OPERATIONAL (Chosen one regarding their job)					
	Technical Selling Product					
	Clean and Tidy Restaurant	85				
	Provide table service	85				
	Prepare and serve coffee or tea	85				
	Prepare and serve wine	85				
	Receive, control and store stock					
	Ability to communicate on the telephone					
	Ability to work with colleagues and customers	85				
	Ability to process lost and found					
	Ability to deal communication and handling conflict					
	Ability process receive and store goods from guest	82				
	Ability to provide cleanliness working area	85				
	SCORE = $\frac{\text{TOTAL MARK}}{\text{TOTAL NO}}$	84 //				

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
			✓	

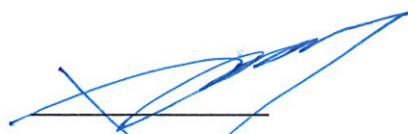
2. Students reaction to review and suggestion was : (check (✓) one)

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.

imposes own standards of excellence . keep trying until task
is completed

Date : 23 July 2025
Signature :


(Appraiser)

 23 July 2025.
(Training Personnel)


(Head of Department)



(Student)