

STUDENT PERFORMANCE EVALUATION

Name : Jolin.
 Hotel Name of practice : Regent Hong Kong
 Department : The Lobby Lounge.
 Date of Appraisal from : 3rd June 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	✓				
	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	✓				
	Completion of task and performance of daily duties					
3	QUALITY OF WORK					
	Accurate and neat care of equipment and working areas	✓				
	Meets work quality requirement					
	Stability, persistence, orderliness constant work under pressure					

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B. CHARACTER						
4	MOTIVATION					
	Enthusiasm towards job and effort to acquire necessary information to perform duties	✓				
	The desire and effort					
	Willingness to accept responsibility					
5	COURTESY AND TACT					
	Politeness, attention and respect other people (the guest fellow workers and superior)	✓				
6	TEAM WORK					
	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					
	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					
	Ability to use machines and equipment found in the workplace		✓			
9	PERSONAL APPEARANCE					
	Personal grooming, hair, shoes, comportment and general outlook	✓				
10	ATTENDANCE					
	Reliability and punctuality to be on job	✓				

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

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)

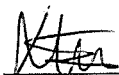
Appreciation (complete willing to strive for improvement)	Interest (Will try to follow suggestion)	Disinterest (Satisfied with present status)	Resentment (feels review is imposition)
✓			

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.

Julia is very hardworking, polite and eager to learn. She takes initiative to help and is willing to take extra steps. She picked up on her assigned job tasks very quickly and adapts very quickly. One suggestion for her would be to speak up and communicate more with regards to her thoughts. Lastly, she could increase her confidence and try to step up more and let herself stand out.

Date :

Signature :

 3/6/2025

(Appraiser)



3/6/2025

(Training Personnel)

 Joe 3/6/25

(Head of Department)



(Student)