

STUDENT PERFORMANCE EVALUATION

Name : Kartika Noviasanti
 Hotel Name of practice : The St. Regis Hong Kong
 Department : Private Dining
 Date of Appraisal from : 26 Juni 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:

Case given by:

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					
	Mastery of English (written and oral)					
2	QUANTITY OF WORK					
	Output of work has be done	90				
	Completion of task and performance of daily duties					
3	QUALITY OF WORK					
	Accurate and neat care of equipment and working areas	90				
	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)	90				
6	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					
7	COMMUNICATION					
	• Demonstrate and understanding of various customers enquiries and communicate these accurately when referring the matter, as appropriate	85				
	• 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	90				
10	ATTENDANCE					
	• Reliability and punctuality to be on job	90				

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11	WAITER AND BANQUETTE KNOWLEDGE & OPERATIONAL (Chosen one regarding their job)					
	Technical Selling Product	80				
	Clean and Tidy Restaurant	90				
	Provide table service	85				
	Prepare and serve coffee or tea	95				
	Prepare and serve wine	90				
	Receive, control and store stock	80				
	Ability to communicate on the telephone	80				
	Ability to work with colleagues and customers	85				
	Ability to process lost and found	85				
	Ability to deal communication and handling conflict	80				
	Ability process receive and store goods from guest	90				
	Ability to provide cleanliness working area	90				
	SCORE = $\frac{\text{TOTAL MARK}}{\text{TOTAL NO}}$	86				

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.

Tika has very good behavior, always keep smiling and positive initiative. Tika has develop a solid grasp service. Her continued commitment to education and me believe she is going to experience great academic success.

Date : 25-6-2025
 Signature : Chris Ho

Chris Ho
 (Appraiser)

Kartika Noviantanti
 (Training Personnel)

[Signature]
 (Head of Department)

Hotel Stamp

[Signature]
 (Student)