



STUDENT PERFORMANCE EVALUATION

Name : Laurensius Tasman
 Hotel Name of practice : SHERATON Tung Chung Hong Kong
 Department : In Room Dining (Room Service)
 Date of Appraisal from : 31 Maret 2025 – 31 September 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					
	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	90				
	Meets work quality requirement					
	Stability, persistence, orderliness constant work under <u>pressure</u>					

No	CRITERIA & JUSTIFICATION	SCALE VALUE				
		A (80 -100)	B (68 -79.99)	C (56-67.99)	D (45-55.99)	E (0-44.99)
B. CHARACTER						
4	MOTIVATION					
	• Enthusiasm towards job and effort to acquire necessary information to perform duties	95				
	• 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	80				
	• 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	80				
9	PERSONAL APPEARANCE					
	• Personal grooming, hair, shoes, comportment and general outlook	80				
10	ATTENDANCE					
	• Reliability and punctuality to be on job	95				

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)					
	Technical Selling Product					
	Clean and Tidy Restaurant					
	Provide table service	80				
	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 = $\frac{\text{TOTAL MARK}}{\text{TOTAL NO}}$	86.8 —				

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.

Overall performance is excellent, demonstrating strong skills and contributing significantly to team. Working attitude very good, polite and very hard working student.

Date : 22 July 2015
 Signature : *[Signature]* Type text here

[Signature]
 (Appraiser)

[Signature]
 (Training Personnel)

[Signature]
 (Head of Department)



[Signature]
 (Student)