

## STUDENT PERFORMANCE EVALUATION

Name : NELLY KIWI HARTONO  
 Hotel Name of practice : Regent Hong Kong  
 Department : Nobu  
 Date of Appraisal from : 28<sup>th</sup> May, 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<br>(80 -100) | B<br>(68 -79.99) | C<br>(56-67.99) | D<br>(45-55.99) | E<br>(0-44.99) |
| A. PERFORMANCE |                                                                                                                        |                |                  |                 |                 |                |
| 1              | JOB KNOWLEDGE                                                                                                          | 95             |                  |                 |                 |                |
|                | <ul style="list-style-type: none"><li>• Understand all aspect of work at outlet of practice assigned</li></ul>         |                |                  |                 |                 |                |
|                | <ul style="list-style-type: none"><li>• Knowledge of facilities and equipment at outlet of practice assigned</li></ul> |                |                  |                 |                 |                |
|                | <ul style="list-style-type: none"><li>• Mastery of English (written and oral)</li></ul>                                |                |                  |                 |                 |                |
| 2              | QUANTITY OF WORK                                                                                                       | 95             |                  |                 |                 |                |
|                | <ul style="list-style-type: none"><li>• Output of work has be done</li></ul>                                           |                |                  |                 |                 |                |
|                | <ul style="list-style-type: none"><li>• Completion of task and performance of daily duties</li></ul>                   |                |                  |                 |                 |                |
| 3              | QUALITY OF WORK                                                                                                        | 95             |                  |                 |                 |                |
|                | <ul style="list-style-type: none"><li>• Accurate and neat care of equipment and working areas</li></ul>                |                |                  |                 |                 |                |
|                | <ul style="list-style-type: none"><li>• Meets work quality requirement</li></ul>                                       |                |                  |                 |                 |                |
|                | <ul style="list-style-type: none"><li>• Stability, persistence, orderliness constant work under pressure</li></ul>     |                |                  |                 |                 |                |

| No                  | CRITERIA & JUSTIFICATION                                                                                                                                                                                       | SCALE VALUE    |                  |                 |                 |                |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|------------------|-----------------|-----------------|----------------|
|                     |                                                                                                                                                                                                                | A<br>(80 -100) | B<br>(68 -79.99) | C<br>(56-67.99) | D<br>(45-55.99) | E<br>(0-44.99) |
| <b>B. CHARACTER</b> |                                                                                                                                                                                                                |                |                  |                 |                 |                |
| 4                   | <b>MOTIVATION</b>                                                                                                                                                                                              | 100            |                  |                 |                 |                |
|                     | <ul style="list-style-type: none"><li>• Enthusiasm towards job and effort to acquire necessary information to perform duties</li></ul>                                                                         |                |                  |                 |                 |                |
|                     | <ul style="list-style-type: none"><li>• The desire and effort</li></ul>                                                                                                                                        |                |                  |                 |                 |                |
|                     | <ul style="list-style-type: none"><li>• Willingness to accept responsibility</li></ul>                                                                                                                         |                |                  |                 |                 |                |
| 5                   | <b>COURTESY AND TACT</b>                                                                                                                                                                                       | 100            |                  |                 |                 |                |
|                     | <ul style="list-style-type: none"><li>• Politeness, attention and respect other people (the guest fellow workers and superior)</li></ul>                                                                       |                |                  |                 |                 |                |
| 6                   | <b>TEAM WORK</b>                                                                                                                                                                                               | 100            |                  |                 |                 |                |
|                     | <ul style="list-style-type: none"><li>• Demonstrate the development of effective working relationships with staff and management</li></ul>                                                                     |                |                  |                 |                 |                |
|                     | <ul style="list-style-type: none"><li>• Demonstrate an ability to listen to others, actively contribute to the team and demonstrate flexibility in adapting to team priorities</li></ul>                       |                |                  |                 |                 |                |
| 7                   | <b>COMMUNICATION</b>                                                                                                                                                                                           | 90             |                  |                 |                 |                |
|                     | <ul style="list-style-type: none"><li>• Demonstrate and understanding of various customers enquiries and communicate these accurately when referring the matter, as appropriate</li></ul>                      |                |                  |                 |                 |                |
|                     | <ul style="list-style-type: none"><li>• Prepare a range of documentation which demonstrates an ability to identify the key issues or points and communicate these clearly, concisely and effectively</li></ul> |                |                  |                 |                 |                |
| 8                   | <b>APPLIED TECHNOLOGY</b>                                                                                                                                                                                      | 95             |                  |                 |                 |                |
|                     | <ul style="list-style-type: none"><li>• Ability to use machines and equipment found in the workplace</li></ul>                                                                                                 |                |                  |                 |                 |                |
| 9                   | <b>PERSONAL APPEARANCE</b>                                                                                                                                                                                     | 95             |                  |                 |                 |                |
|                     | <ul style="list-style-type: none"><li>• Personal grooming, hair, shoes, comportment and general outlook</li></ul>                                                                                              |                |                  |                 |                 |                |
| 10                  | <b>ATTENDANCE</b>                                                                                                                                                                                              | 100            |                  |                 |                 |                |
|                     | <ul style="list-style-type: none"><li>• Reliability and punctuality to be on job</li></ul>                                                                                                                     |                |                  |                 |                 |                |

| No | CRITERIA & JUSTIFICATION                                                                    | SCALE VALUE    |                  |                 |                 |                |
|----|---------------------------------------------------------------------------------------------|----------------|------------------|-----------------|-----------------|----------------|
|    |                                                                                             | A<br>(80 -100) | B<br>(68 -79.99) | C<br>(56-67.99) | D<br>(45-55.99) | E<br>(0-44.99) |
| 11 | <b>WAITER AND BANQUETTE KNOWLEDGE &amp; OPERATIONAL</b><br>(Chosen one regarding their job) |                |                  |                 |                 |                |
|    | Technical Selling Product                                                                   | 95             |                  |                 |                 |                |
|    | Clean and Tidy Restaurant                                                                   | 100            |                  |                 |                 |                |
|    | Provide table service                                                                       | 95             |                  |                 |                 |                |
|    | Prepare and serve coffee or tea                                                             | 90             |                  |                 |                 |                |
|    | Prepare and serve wine                                                                      | 90             |                  |                 |                 |                |
|    | Receive, control and store stock                                                            |                |                  |                 |                 |                |
|    | Ability to communicate on the telephone                                                     | 90             |                  |                 |                 |                |
|    | Ability to work with colleagues and customers                                               | 100            |                  |                 |                 |                |
|    | 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                                                 | 100            |                  |                 |                 |                |
|    | <b>SCORE = <math>\frac{\text{TOTAL MARK}}{\text{TOTAL NO}}</math></b>                       | 90             |                  |                 |                 |                |

## PART 2. CAPACITY & AMBITION FOR ADVANCE

1. Check (v) application (more than one section may apply)

| REGRESSING | NOT LIKELY TO<br>ADVANCE | PROGRESSING | SATISFACTORY | MAX<br>PERFORMANCE<br>ON JOB |
|------------|--------------------------|-------------|--------------|------------------------------|
|            |                          |             |              | v                            |

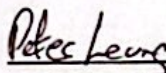
2. Students reaction to review and suggestion was : (check (v) one)

| Appreciation<br>(complete willing to<br>strive for<br>improvement) | Interest (Will try to<br>follow suggestion) | Disinterest (Satisfied<br>with present status) | Resentment (feels<br>review is imposition) |
|--------------------------------------------------------------------|---------------------------------------------|------------------------------------------------|--------------------------------------------|
| v                                                                  |                                             |                                                |                                            |

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 an overall evaluation grade.

Nelly has been a great team member for the past 6 months, she has shown willingness to participate in daily operation, learning and applying knowledge. She always brings a positive attitude to work and is dependable to work as a team and also independently. I wish her great success in her future

Date : 28/5/2025  
 Signature : 

  
 (Appraiser)

\_\_\_\_\_  
 (Training Personnel)

Hotel Stamp

\_\_\_\_\_  
 (Head of Department)

\_\_\_\_\_  
 (Student)