

STUDENT PERFORMANCE EVALUATION

Name : *Siddiq Jombang Sardi*
 Hotel Name of practice : *Sherraton Hong Kong Tung Chung Hotel*
 Department : *FBS - Cafe Lantan*
 Date of Appraisal from : *14 July 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 ABILITY 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	80				
	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	90				
3	QUALITY OF WORK					
	- Accurate and neat care of equipment and working areas - Meets work quality requirement - Stability, persistence, orderliness constant work under <u>pressure</u>	90				

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		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	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	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	90				

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					
	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	85				
	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 = $\frac{\text{TOTAL MARK}}{\text{TOTAL NO}}$	85.5				

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.

*Continue improving customer service skills
 paying attention on small details and
 guest cus will benefit to his career path.*

Date : 14 July 2018
 Signature :


 (Appraiser)


 (Head of Department)




 (Training Personnel)


 (Student)