

STUDENT PERFORMANCE EVALUATION

Name : Sweiney Tsang
 Hotel Name of practice : Regent Hong Kong
 Department : Lai Ching Heen
 Date of Appraisal from : 6th January 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		X			
	• 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		X			
	• Output of work has be done					
	• Completion of task and performance of daily duties					
3	QUALITY OF WORK		X			
	• 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		X			
	• Enthusiasm towards job and effort to acquire necessary information to perform duties					
	• The desire and effort					
	• Willingness to accept responsibility					
5	COURTESY AND TACT	X				
	• Politeness, attention and respect other people (the guest fellow workers and superior)					
6	TEAM WORK	X				
	• 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		X			
	• 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		X			
	• Ability to use machines and equipment found in the workplace					
9	PERSONAL APPEARANCE	X				
	• Personal grooming, hair, shoes, comportment and general outlook					
10	ATTENDANCE		X			
	• Reliability and punctuality to be on job					

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11	WAITER AND BANQUETTE KNOWLEDGE & OPERATIONAL (Chosen one regarding their job)		X			
	Technical Selling Product		X			
	Clean and Tidy Restaurant		X			
	Provide table service		X			
	Prepare and serve coffee or tea					
	Prepare and serve wine		X			
	Receive, control and store stock					
	Ability to communicate on the telephone					
	Ability to work with colleagues and customers		X			
	Ability to process lost and found		X			
	Ability to deal communication and handling conflict		X			
	Ability process receive and store goods from guest		X			
	Ability to provide cleanliness working area		X			
	SCORE = $\frac{\text{TOTAL MARK}}{\text{TOTAL NO}}$	78.9.				

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.

Overall Sweiney is perform very well in Lai Ching Heen. She takes immediately action when needed consistently working without close supervision. She knows her job and the requirements needed to deliver it. She understands and communicates of her guests and their current needs. She is a practical person. She organizes tasks efficient. She always completed work on time and consistence.

Date : 1st June 2025

Signature :



(Appraiser)



Hotel Stamp



(Training Personnel)



(Head of Department)



(Student)

Sweiney