

STUDENT PERFORMANCE EVALUATION

Name : Natalie Theresia
 Hotel Name of practice : Food and Beverage
 Department : THE STEAK HOUSE
 Date of Appraisal from : 29 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 (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					
	• 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					
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>					

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		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		x			
	Clean and Tidy Restaurant		x			
	Provide table service		x			
	Prepare and serve coffee or tea		x			
	Prepare and serve wine			x		
	Receive, control and store stock			x		
	Ability to communicate on the telephone			x		
	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 = $\frac{\text{TOTAL MARK}}{\text{TOTAL NO}}$	85				

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B. CHARACTER						
4	MOTIVATION					
	• Enthusiasm towards job and effort to acquire necessary information to perform duties	x				
	• The desire and effort					
	• Willingness to accept responsibility					
5	COURTESY AND TACT					
	• Politeness, attention and respect other people (the guest fellow workers and superior)	x				
6	TEAM WORK					
	• Demonstrate the development of effective working relationships with staff and management	x				
	• 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					
	• 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		x			
9	PERSONAL APPEARANCE					
	• Personal grooming, hair, shoes, comportment and general outlook		x			
10	ATTENDANCE					
	• Reliability and punctuality to be on job		x			

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)
√			

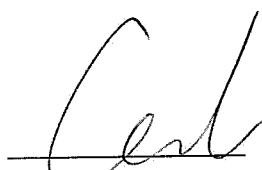
3. Review your rating and comments, then briefly outline what action you will take or suggest to maintain, improve or correct the behavior and output of this students as a overall evaluation grade.

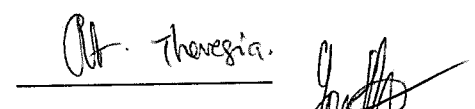
She demonstrated a good quality of work and has made valuable contributions to the team. She has shown a strong willingness to study and learn about new products, which reflects her commitment to personal and professional growth. Additionally, her friendly style and nice smile has made her a favorite among customers. Her name also shown on TripAdvisor many times.

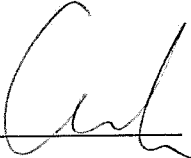
However, I have noticed that when faced with difficulties, she sometimes lacks confidence. This is understandable. It is commendable that she actively seeks assistance from senior team members, which shows her dedication to overcoming obstacles and improving her skills.

Overall, I am very satisfied with her performance. I believe that with continued support and encouragement, she will build her confidence and further excel in her role.

Date : 29 May 2025
 Signature : Luke


 (Appraiser)


 (Training Personnel)
 29 MAY



(Head of Department)



(Student)