

STUDENT PERFORMANCE EVALUATION

Name : Amatullah Azizah Badriah
 Hotel Name of practice : Aston SENTUL Lake Resort & conference center
 Department : front office
 Date of Appraisal from : 17 Januari 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 = 8 – 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:

N o	CRITERIA & JUSTIFICATION	SCALE VALUE				
		A (8 -100)	B (68 -79.99)	C (56-67.99)	D (45-55.99)	E (0-44.99)
A. PERFORMANCE						
1	JOB KNOWLADGE					
	• Understand all aspect of work at outlet of practice assigned	90	70			
	• Knowledge of facilities and equipment at outlet of practice assigned		78			
	• Mastery of English (written and oral)		70			
2	QUANTITY OF WORK					
	• Output of work has be done	95	75			
	• Completion of task and performance of daily duties		75			
3	QUALITY OF WORK					
	• Accurate and neat care of equipment and working areas	90	70			
	• Meets work quality requirement		75			
	• Stability, persistence, orderliness constant work under <u>pressure</u>		80			
N	CRITERIA & JUSTIFICATION	SCALE VALUE				

o		A	B	C	D	E
		(8 -100)	(68 -79.99)	(56-67.99)	(45-55.99)	(0-44.99)
B. CHARACTER						
4	MOTIVATION					
	• Enthusiasm towards job and effort to acquire necessary information to perform duties	90	75			
	• The desire and effort		75			
	• 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	90	75			
	• Demonstrate an ability to listen to others, actively contribute to the team and demonstrate flexibility in adapting to team priorities	80				
7	COMMUNICATION					
	• Demonstrate and understanding of various customers enquiries and communicate these accurately when referring the matter, as appropriate		75			
	• Prepare a range of documentation which demonstrates an ability to identify the key issues or points and communicate these clearly, concisely and effectively	85	75	30		
8	APPLIED TECHNOLOGY					
	• Ability to use machines and equipment found in the workplace	85				
9	PERSONAL APPEARANCE					
	• Personal grooming, hair, shoes, comportment and general outlook	90				
10	ATTENDANTE					
	• Reliability and punctuality to be on job	95				

No	CRITERIA & JUSTIFICATION	SCALE VALUE				
		A (8 -100)	B (68 -79.99)	C (56-67.99)	D (45-55.99)	E (0-44.99)
11	FRONT OFFICE KNOWLEDGE & OPERATIONAL (Chosen one regarding their job)					
	Technical Selling					
	Receive and process reservation (group/individual)			67		
	Ability to process financial transactions		70			
	Ability to maintain financial record in Front Office		70			
	Ability to process clerical		75			
	Ability to communicate on the telephone	95				
	Ability to conduct night audit		70			
	Ability to provide porter services					
	Ability to work with colleagues and customers		75			
	Ability to process lost and found	80				
	Ability to deal communication and handling conflict			67		
	Ability to process receive and store goods from guest		78			
	Ability to provide cleanest working area	80				
	SCORE = $\frac{\text{TOTAL MARK}}{\text{TOTAL NO}}$	$\frac{995}{11} = 90.45 = 227$				

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)

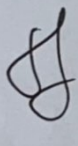
Appreciation (complete willing to strive for improvement)	Interest (Will try to follow suggestion)	Disinterest (Satisfied with present status)	Resentment (feels review is imposition)
	✓		

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

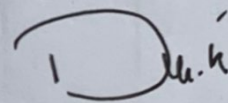
For now everything is good. Just hone Your knowledge about hospitality, Maintain what is already good and Show your best in the future.

Date : 24 January 2025

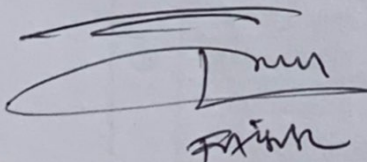
Signature :


Yudi Herdian

(Appraiser)

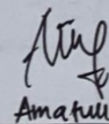


(Training Personnel)


Fahri

(Head of Department)

Hotel Stamp


Amatullah

(Student)

STUDENT PERFORMANCE EVALUATION

Name : Amatullah Azizah Badriah
 Hotel Name of practice : Aston Sentul lake Resort & conference center
 Department : Housekeeping
 Date of Appraisal from : 10 Januari 2020

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 = 8 – 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:

N o	CRITERIA & JUSTIFICATION	SCALE VALUE				
		A (8 -100)	B (68 -79.99)	C (56-67.99)	D (45-55.99)	E (0-44.99)
A. PERFORMANCE						
1	JOB KNOWLADGE					
	• Understand all aspect of work at outlet of practice assigned	90				
	• 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	85				
	• Completion of task and performance of daily duties					
3	QUALITY OF WORK					
	• Accurate and neat care of equipment and working areas	80				
	• Meets work quality requirement					
	• Stability, persistence, orderliness constant work under <u>pressure</u>					
N	CRITERIA & JUSTIFICATION	SCALE VALUE				

o		A	B	C	D	E
		(8 -100)	(68 -79.99)	(56-67.99)	(45-55.99)	(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	95				
	• 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	90				
	• 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	95				
10	ATTENDANTE					
	• Reliability and punctuality to be on job	85				

No	CRITERIA & JUSTIFICATION	SCALE VALUE				
		A (8-100)	B (68-79.99)	C (56-67.99)	D (45-55.99)	E (0-44.99)
11	HOUSE KEEPING KNOWLEDGE & OPERATIONAL (Chosen one regarding their job)					
12	Work effectively with colleague and costumer					
13	Implement occupational health and safety procedures					
14	Maintain hospitality industry knowledge					
15	Communicate effectively on the telephone					
16	Promote hospitality products and services					
17	Develop and update local knowledge					
18	Manage and resolve conflict situations					
19	Maintain and operate an industrial laundry facility	95				
20	Clean public areas, facilities and equipment					
21	Provide housekeeping services to guests					
22	Clean and prepare rooms for in-coming guests					
23	Provide a lost and found facility					
	SCORE = $\frac{\text{TOTAL MARK}}{\text{TOTAL NO}}$	$\frac{975}{11} = 88$				

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)

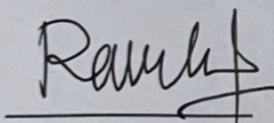
Appreciation (complete willing to strive for improvement)	Interest (Will try to follow suggestion)	Disinterest (Satisfied with present status)	Resentment (feels review is imposition)

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

.....

Date :

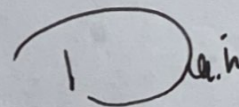
Signature :



(Appraiser)

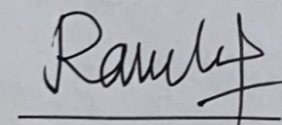
ASTON SENTUL LAKE
 RESORT & CONFERENCE CENTER

Human Resources

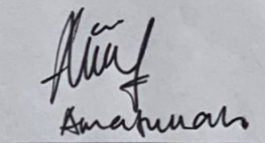


(Training Personnel)

Hotel Stamp



(Head of Department)



(Student)