

STUDENT PERFORMANCE EVALUATION

Name : *Amelia*
 Hotel Name of practice : *Rosewood Hong Kong.*
 Department : *Rooms - Housekeeping.*
 Date of Appraisal from : *17 January 2018*

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:

No	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					
	• Knowledge of facilities and equipment at outlet of practice assigned		71			
	• Mastery of English (written and oral)					
2	QUANTITY OF WORK					
	• Output of work has be done					
	• Completion of task and performance of daily duties		71			
3	QUALITY OF WORK					
	• Accurate and neat care of equipment and working areas					
	• Meets work quality requirement		72			
	• Stability, persistence, orderliness constant work under pressure					

No	CRITERIA & JUSTIFICATION	SCALE VALUE				
		A (8 -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		72			
	• The desire and effort					
	• Willingness to accept responsibility					
5	COURTESY AND TACT					
	• Politeness , attention and respect other people (the guest fellow workers and superior)		72			
6	TEAM WORK					
	• Demonstrate the development of effective working relationships with staff and management		70			
	• 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		75			
	• 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		72			
9	PERSONAL APPEARANCE					
	• Personal grooming, hair, shoes, comportment and general outlook	80				
10	ATTENDANTE					
	• Reliability and punctuality to be on job	82				

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)					
	Work effectively with colleague and costumer					
	Implement occupational health and safety procedures					
	Maintain hospitality industry knowledge					
	Communicate effectively on the telephone					
	Promote hospitality products and services					
	Develop and update local knowledge					
	Manage and resolve conflict situations					
	Maintain and operate an industrial laundry facility					
	Clean public areas, facilities and equipment					
	Provide housekeeping services to guests		75			
	Clean and prepare rooms for in-coming guests					
	Provide a lost and found facility					
SCORE = $\frac{\text{TOTAL MARK}}{\text{TOTAL NO}}$		812 / 11 = 73.82.				

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
		✓		

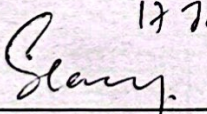
2. Students reaction to review and suggestion was : (check (V) one)

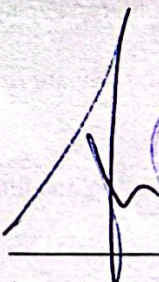
Appreciation (complete willing to strive for improvement)	Interest (Will try to follow suggestion)	Disinterest (Satisfied with present status)	Resentment (feels review is imposition)
		✓	

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.

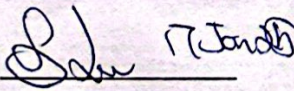
Amelia is a good learner. She can perform the job most of the time. She is also polite and work well with her colleagues.

Date : 17 Jan 25
 Signature :

17 Jan 25

 (Appraiser)


 (Training Personnel)

Hotel Stamp


 (Head of Department)

 (Student)