

STUDENT PERFORMANCE EVALUATION

Name : Arisda Mei Br Aritonang
 Hotel Name of practice : Holiday Inn Resort Batam
 Department : Housekeeping
 Date of Appraisal from :

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	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	95				
	• Completion of task and performance of daily duties					
3	QUALITY OF WORK					
	• Accurate and neat care of equipment and working areas	94				
	• Meets work quality requirement					
	• Stability, persistence, orderliness constant work under <u>pressure</u>					

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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)	98				
6	TEAM WORK					
	Demonstrate the development of effective working relationships with staff and management	91				
	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	95				
	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	95				
9	PERSONAL APPEARANCE					
	Personal grooming, hair, shoes, comportment and general outlook	92				
10	ATTENDANCE					
	Reliability and punctuality to be on job	80				

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11	HOUSEKEEPING KNOWLEDGE & OPERATIONAL (Chosen one regarding their job)					
	Work effectively with colleague and costumer	90				
	Implement occupational health and safety procedures	90				
	Maintain hospitality industry knowledge	95				
	Communicate effectively on the telephone	92				
	Promote hospitality products and services	95				
	Develop and update local knowledge	91				
	Manage and resolve conflict situations	90				
	Maintain and operate an industrial laundry facility	70				
	Clean public areas, facilities and equipment	70				
	Provide housekeeping services to guests	70				
	Clean and prepare rooms for in-coming guests	70				
	Provide a lost and found facility	90				
	SCORE = $\frac{\text{TOTAL MARK}}{\text{TOTAL NO}}$	1933 / 22 = 87				

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.

Mei has good performance during Internship, she quickly adapted with the system,
Have rule & Has Hospitality serve with the guest & the colleague.

Date :

Signature :



(Appraiser)

(Head of Department)




Marsius

(Training Personnel)



(Student)