

STUDENT PERFORMANCE EVALUATION

Name : Jesslyn
 Hotel Name of practice : Batam Marriott Hotel Harbour Bay
 Department : Front office
 Date of Appraisal from : 9 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 = 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	B	C	D	E
		(80 -100)	(68 -79.99)	(56-67.99)	(45-55.99)	(0-44.99)
A. PERFORMANCE						
1	JOB KNOWLEDGE					
	• Understand all aspect of work at outlet of practice assigned	80				
	• Knowledge of facilities and equipment at outlet of practice assigned	80				
	• Mastery of English (written and oral)	85				
2	QUANTITY OF WORK					
	• Output of work has be done	80				
	• Completion of task and performance of daily duties	80				
3	QUALITY OF WORK					
	• Accurate and neat care of equipment and working areas	80				
	• Meets work quality requirement	80				
	• Stability, persistence, orderliness constant work under <u>pressure</u>	80				

No	CRITERIA & JUSTIFICATION	SCALE VALUE				
		A	B	C	D	E
		(80 -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	80				
	The desire and effort	80				
	Willingness to accept responsibility	80				
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				
	Demonstrate an ability to listen to others, actively contribute to the team and demonstrate flexibility in adapting to team priorities	90				
7	COMMUNICATION					
	Demonstrate and understanding of various customers enquiries and communicate these accurately when referring the matter, as appropriate	80				
	Prepare a range of documentation which demonstrates an ability to identify the key issues or points and communicate these clearly, concisely and effectively	80				
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	95				
10	ATTENDANCE					
	Reliability and punctuality to be on job		79			

No	CRITERIA & JUSTIFICATION	SCALE VALUE				
		A (80 -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)	—				
	Ability to process financial transactions	—				
	Ability to maintain financial record in Front Office	—				
	Ability to process clerical	—				
	Ability to communicate on the telephone	90				
	Ability to conduct night audit	—				
	Ability to provide porter services	—				
	Ability to work with colleagues and customers	85				
	Ability to process lost and found	—				
	Ability to deal communication and handling conflict	—				
	Ability to process receive and store goods from guest	—				
	Ability to provide cleanest working area	90				
	SCORE = $\frac{\text{TOTAL MARK}}{\text{TOTAL NO}}$	$\frac{1839}{22} = 83.6 (A)$				

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
		✓		

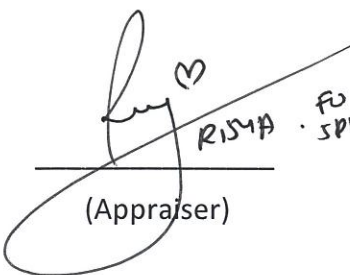
2. Students reaction to review and suggestion was : (check (v) one)

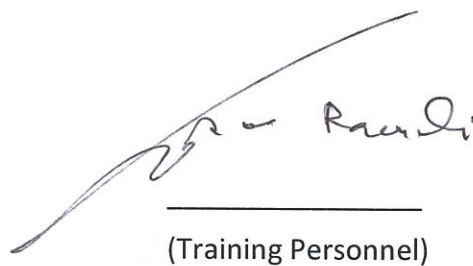
Appreciation (complete willing to strive for improvement)	Interest (Will try to follow suggestion)	Disinterest (Satisfied with present status)	Resentment (feels review is imposition)
✓			

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.

Jesslyn has shown her improvement in communication & skills with a good attitude. For future goals, please improve punctuality and minimize absences. Show more proactive approach in tasks and team collaboration.

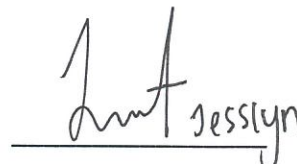
Date : 9 January 25.
 Signature :


 RISMA FU SPV.
 (Appraiser)


 (Training Personnel)


 11/Jan-25
 (Head of Department)

 Hotel Stamp
MARRIOTT
 BATAM HARBOUR BAY


 Jesslyn
 (Student)