

STUDENT PERFORMANCE EVALUATION

Name : Lee Elly
 Hotel Name of practice : Batam Marriott Hotel Harbourbay
 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	90				
	• Knowledge of facilities and equipment at outlet of practice assigned	90				
	• Mastery of English (written and oral)	90				
2	QUANTITY OF WORK					
	• Output of work has be done	90				
	• Completion of task and performance of daily duties	90				
3	QUALITY OF WORK					
	• Accurate and neat care of equipment and working areas	90				
	• Meets work quality requirement	90				
	• Stability, persistence, orderliness constant work under <u>pressure</u>	85				

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		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 ✓	95				
	• The desire and effort ✓	90				
	• Willingness to accept responsibility ✓	95				
5	COURTESY AND TACT					
	• Politeness , attention and respect other people (the guest fellow-workers and superior) ✓	95				
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 ✓	90				
	• Prepare a range of documentation which demonstrates an ability to identify the key issues or points and communicate these clearly, concisely and effectively ✓	90				
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 ✓	85				
10	ATTENDANCE					
	• Reliability and punctuality to be on job ✓	96				

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	85				
	Ability to conduct night audit	-				
	Ability to provide porter services	-				
	Ability to work with colleagues and customers	90				
	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 = $\frac{\text{TOTAL MARK}}{\text{TOTAL NO}}$	$\frac{1991}{22} = 90.5 (A)$				

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)
✓			

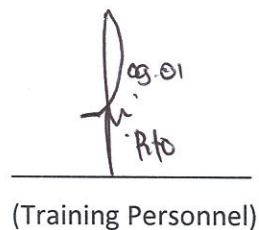
3. Review your rating and comments, and then briefly outline what action you will take or suggest to maintain, improve or correct the behavior and output of this student as a overall evaluation grade.

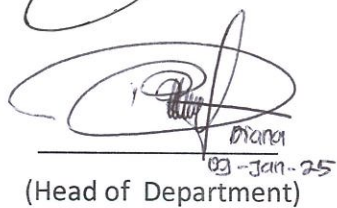
Strong team player with positive attitude. We can rely on her.
To future grow, focus on communicating with guests is an area for development. Elly has a very positive attitude, and dedication.

Date : 9 Jan 2025.

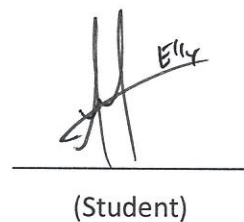
Signature :


(Appraiser)


(Training Personnel)


(Head of Department)

 Hotel Stamp
MARRIOTT
BATAM HARBOUR BAY


(Student)