

STUDENT PERFORMANCE EVALUATION

Name : Mellysa
 Hotel Name of practice : Rosewood Hong Kong
 Department : Rooms - Housekeeping
 Date of Appraisal from : 17 January 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:

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		70			
	• 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		73			
	• Completion of task and performance of daily duties					
3	QUALITY OF WORK					
	• Accurate and neat care of equipment and working areas		74			
	• Meets work quality requirement					
	• 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		70			
	• 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		72			
	• 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		70			
9	PERSONAL APPEARANCE					
	• Personal grooming, hair, shoes, comportment and general outlook	82				
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)					
	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 = $\frac{\text{TOTAL MARK}}{\text{TOTAL NO}}$	$\frac{813}{11} = 73.91$				

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.

Mellysa overall performance was good. She is willing to learn and cooperate well with her colleagues. However, she might not be able to work under pressure.

Date : 17 Jan 25
 Signature :

Slanny 17 Jan 2025
 (Appraiser)

[Signature]
 (Training Personnel)

Hotel Stamp

[Signature]
 (Head of Department)

 (Student)

香港瑰麗酒店
ROSEWOOD
HONG KONG

Certificate of Accomplishment

Congratulations to

Mellysa

For successfully completing the internship at Rosewood Hong Kong from 24 July 2024 to 17 January 2025

17 January 2025

DATE 日期



Dennis Wong
Director of Talent & Culture

SIGNATURE 簽署