

STUDENT PERFORMANCE EVALUATION

Name : Muhammad Dwi Firdaus
 Hotel Name of practice : Sheraton & four points by Sheraton Hong Kong Tung Chung
 Department : Housekeeping
 Date of Appraisal from : 24 July 2024 - 21 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 = 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 (8 -100)	B (68 -79.99)	C (56-67.99)	D (45-55.99)	E (0-44.99)
A. PERFORMANCE						
1	JOB KNOWLADGE	84				
	• Understand all aspect of work at outlet of practice assigned					
	• Knowledge of facilities and equipment at outlet of practice assigned					
	• Mastery of English (written and oral)					
2	QUANTITY OF WORK		79			
	• Output of work has be done					
	• Completion of task and performance of daily duties					
3	QUALITY OF WORK	81				
	• Accurate and neat care of equipment and working areas					
	• Meets work quality requirement					
	• Stability, persistence, orderliness constant work under pressure					

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B. CHARACTER						
4	MOTIVATION		79			
	• Enthusiasm towards job and effort to acquire necessary information to perform duties					
	• The desire and effort					
	• Willingness to accept responsibility					
5	COURTESY AND TACT	83				
	• Politeness , attention and respect other people (the guest fellow workers and superior)					
6	TEAM WORK		77			
	• Demonstrate the development of effective working relationships with staff and management					
	• Demonstrate an ability to listen to others, actively contribute to the team and demonstrate flexibility in adapting to team priorities					
7	COMMUNICATION		79			
	• Demonstrate and understanding of various customers enquiries and communicate these accurately when referring the matter, as appropriate					
	• 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		78			
	• Ability to use machines and equipment found in the workplace					
9	PERSONAL APPEARANCE	80				
	• Personal grooming, hair, shoes, comportment and general outlook					
10	ATTENDANTE	85				
	• Reliability and punctuality to be on job					

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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	85				
	Provide housekeeping services to guests					
	Clean and prepare rooms for in-coming guests					
	Provide a lost and found facility					
SCORE = $\frac{\text{TOTAL MARK}}{\text{TOTAL NO}}$		$\frac{890}{11} = 80.9 \quad (A)$				

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.

Muhammad is helpful trainee. Mainly be a Room Attendant dirty linen shanter, and carpet man for the carpet Shampoo and remove the carpet stain in guest room.

Date : 8 Jan 2015
 Signature : Anson

Kwok Chun Ho Anson 223
 Head Floor Supervisor HSKP
 (Appraiser)

Kwok Chun Ho Anson 223
 Head Floor Supervisor HSKP
 (Training Personnel)

Chun 8 Jan 15

(Head of Department)



(Student)