



STUDENT PERFORMANCE EVALUATION

Name : Nadya Putri Tanjung
 Hotel Name of practice : Cassia Bintan Hotel
 Department : Housekeeping
 Date of Appraisal from : 22 July 2024 TO 06 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:

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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		75			
	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		70			
	Completion of task and performance of daily duties					
3	QUALITY OF WORK					
	Accurate and neat care of equipment and working areas		70			
	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		68			
	The desire and effort					
	Willingness to accept responsibility					
5	COURTESY AND TACT					
	Politeness , attention and respect other people (the guest fellow workers and superior)		70			
6	TEAM WORK					
	Demonstrate the development of effective working relationships with staff and management		68			
	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		68			
	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		75			
9	PERSONAL APPEARANCE					
	Personal grooming, hair, shoes, comportment and general outlook		75			
10	ATTENDANTE					
	Reliability and punctuality to be on job		75			

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11	HOUSE KEEPING KNOWLEDGE & OPERATIONAL (Chosen one regarding their job)					
	Work effectively with colleague and costumer		70			
	Implement occupational health and safety procedures		68,5			
	Maintain hospitality industry knowledge		69,50			
	Communicate effectively on the telephone		69.50			
	Promote hospitality products and services		70			
	Develop and update local knowledge		70			
	Manage and resolve conflict situations		68.5			
	Maintain and operate an industrial laundry facility		68			
	Clean public areas, facilities and equipment		68			
	Provide housekeeping services to guests	80.00	68.00			
	Clean and prepare rooms for in-coming guests		79.99			
	Provide a lost and found facility			67.99		
	SCORE = $\frac{\text{TOTAL MARK}}{\text{TOTAL NO}}$	89(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)

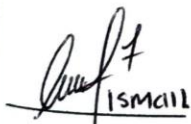
Appreciation (complete willing to strive for improvement)	Interest (Will try to follow suggestion)	Disinterest (Satisfied with present status)	Resentment (feels review is imposition)
	✓		

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.

Nadya is able to work well, can be relied on, but she still need monitoring from supervisor/senior. the most important nadya need to improved is a time management, accuracy or details and speed. overall nadya is good.

Date :

Signature :


 (Appraiser)


 (Head of Department)




 (Training Personnel)


 (Student)