

STUDENT PERFORMANCE EVALUATION

Name : Natalie Puteri
 Hotel Name of practice : Radisson Golf & Convention Center Batam
 Department : Housekeeping
 Date of Appraisal from : 24 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	√				
	• 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	√				
	• Completion of task and performance of daily duties	√				
3	QUALITY OF WORK					
	• Accurate and neat care of equipment and working areas	√				
	• Meets work quality requirement	√				
	• Stability, persistence, orderliness constant work under <u>pressure</u>	√				

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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)
B. CHARACTER						
4	MOTIVATION					
	• Enthusiasm towards job and effort to acquire necessary information to perform duties	√				
	• The desire and effort	√				
	• Willingness to accept responsibility	√				
5	COURTESY AND TACT					
	• Politeness , attention and respect other people (the guest fellow workers and superior)	√				
6	TEAM WORK					
	• 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					
	• 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					
	• Ability to use machines and equipment found in the workplace	√				
9	PERSONAL APPEARANCE					
	• Personal grooming, hair, shoes, comportment and general outlook	√				
10	ATTENDANTE					
	• Reliability and punctuality to be on job	√				

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	√				
	Clean and prepare rooms for in-coming guests	√				
	Provide a lost and found facility	√				
	SCORE = $\frac{\text{TOTAL MARK}}{\text{TOTAL NO}}$	90				

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.

She follow the rules and Good Attitude and Absentation
 During her training, and she doing Good Performance.

Date : 24 January 2025

Signature :


 DESI 24/1/25
 (Appraiser)


 (Head of Department)


 GOLF & CONVENTION
 CENTER BATAM
**Human Resources
 Department**
 Hotel ramp

 DEYBY.TALUMEPA


 (Training Personnel)


 (Student)