

STUDENT PERFORMANCE EVALUATION

Name : *RomaDoni*
 Hotel Name of practice : *Aston Sentral lake Resort & conference center*
 Department : *front Office*
 Date of Appraisal from : *12*

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 ABILITY 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	92.				
	• 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	87				
	• Completion of task and performance of daily duties					
3	QUALITY OF WORK					
	• Accurate and neat care of equipment and working areas	90				
	• 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	89				
	The desire and effort					
	Willingness to accept responsibility					
5	COURTESY AND TACT					
	Politeness , attention and respect other people (the guest fellow workers and superior)	91				
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					
7	COMMUNICATION					
	Demonstrate and understanding of various customers enquiries and communicate these accurately when referring the matter, as appropriate	88				
	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	93				
9	PERSONAL APPEARANCE					
	Personal grooming, hair, shoes, comportment and general outlook	89				
10	ATTENDANTE					
	Reliability and punctuality to be on job	90				

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	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					
	Ability to conduct night audit					
	Ability to provide porter services					
	Ability to work with colleagues and customers					
	Ability to process lost and found					
	Ability to deal communication and handling conflict					
	Ability to process receive and store goods from guest	95				
	Ability to provide cleanest working area					
	SCORE = $\frac{\text{TOTAL MARK}}{\text{TOTAL NO}}$	$\frac{994}{11} = 90.4$				

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.

Overall everything is fine, for communication, knowledge, and grooming is good. in training period mainly be a Concierge but a good performance, need to keep learning about hospitality for more.

Date :

Signature :



(Appraiser)

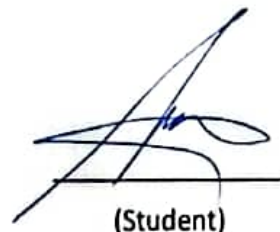


(Training Personnel)



(Head of Department)

Hotel Stamp



(Student)