

STUDENT PERFORMANCE EVALUATION

Name : *Serry Romauli Br Hasugiam*
 Hotel Name of practice : *Aston Sentul Lake Resort & Conference Center*
 Department : *Front Office*
 Date of Appraisal from : *16 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:

N o	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	90	70			
	• Knowledge of facilities and equipment at outlet of practice assigned		70			
	• Mastery of English (written and oral)		67			
2	QUANTITY OF WORK					
	• Output of work has be done	85		72		
	• Completion of task and performance of daily duties					
3	QUALITY OF WORK					
	• Accurate and neat care of equipment and working areas	90	70			
	• Meets work quality requirement					
	• Stability, persistence, orderliness constant work under <u>pressure</u>		70			
N	CRITERIA & JUSTIFICATION	SCALE VALUE				

O		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	90	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)	95	70			
6	TEAM WORK					
	Demonstrate the development of effective working relationships with staff and management	90	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	90	70			
	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	95	72			
9	PERSONAL APPEARANCE					
	Personal grooming, hair, shoes, comportment and general outlook	90	75			
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	90				
	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					
	Ability to provide cleanest working area					
	SCORE = $\frac{\text{TOTAL MARK}}{\text{TOTAL NO}}$	$\frac{99.0}{4} = 90.8$				

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.

Maintain what is good, learn never to stop
 about hospitality, be confident and never give up.

Date : 24 January 2025

Signature :

Jyudi. hardian

(Appraiser)

Dh. h

(Training Personnel)

Hotel Stamp

[Signature]

(Head of Department)

[Signature]

(Student)

STUDENT PERFORMANCE EVALUATION

Name : *Selly Romauli Hasugian*
 Hotel Name of practice : *Aston Sentul Lake Resort & Conference Center*
 Department : *Housekeeping*
 Date of Appraisal from : *18 Januari 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:

N o	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	85				
	• 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	85				
	• 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 <u>pressure</u>					
N	CRITERIA & JUSTIFICATION	SCALE VALUE				

o		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	90				
	• The desire and effort					
	• Willingness to accept responsibility					
5	COURTESY AND TACT					
	• Politeness , attention and respect other people (the guest fellow workers and superior)	90				
6	TEAM WORK					
	• Demonstrate the development of effective working relationships with staff and management	95				
	• 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	90				
	• 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	90				
9	PERSONAL APPEARANCE					
	• Personal grooming, hair, shoes, comportment and general outlook	95				
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	95				
	Clean and prepare rooms for in-coming guests					
	Provide a lost and found facility					
	SCORE = $\frac{\text{TOTAL MARK}}{\text{TOTAL NO}}$	$\frac{990}{11} = 90$				

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
			✓	

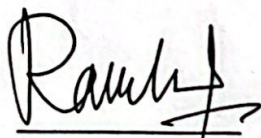
2. Students reaction to review and suggestion was : (check (v) one)

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

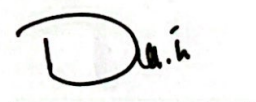
3. Review your rating and comments, and then briefly outline what action you will take or suggest to maintain, improve or correct the behavior and output of this student as a overall evaluation grade.

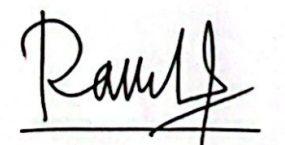
Adaptation to new Place is good, Improve skill in Administration

Date : 16 Januari 2020
 Signature :


 (Appraiser)

ASTON SENTUL LAKE
 RESORT & CONFERENCE CENTER
 Human Resources


 (Training Personnel)


 (Head of Department)

Hotel Stamp


 (Student)