

STUDENT PERFORMANCE EVALUATION

Name : Selvi Br Panglisan
 Hotel Name of practice : Padma Hotel Semarang
 Department : Housekeeping
 Date of Appraisal from : 22 Januari 2020

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:

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	90				
	• 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	86				
	• Completion of task and performance of daily duties					
3	QUALITY OF WORK					
	• Accurate and neat care of equipment and working areas	80				
	• Meets work quality requirement					
	• Stability, persistence, orderliness constant work under pressure					

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B. CHARACTER						
4	MOTIVATION					
	• Enthusiasm towards job and effort to acquire necessary information to perform duties	95				
	• 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	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	89				
	• 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	87				
9	PERSONAL APPEARANCE					
	• Personal grooming, hair, shoes, comportment and general outlook	90				
10	ATTENDANTE					
	• Reliability and punctuality to be on job	88				

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11	HOUSE KEEPING KNOWLEDGE & OPERATIONAL (Chosen one regarding their job)	90				
	Work effectively with colleague and costumer	86				
	Implement occupational health and safety procedures	88				
	Maintain hospitality industry knowledge	89				
	Communicate effectively on the telephone	91				
	Promote hospitality products and services	90				
	Develop and update local knowledge	89				
	Manage and resolve conflict situations	95				
	Maintain and operate an industrial laundry facility	95				
	Clean public areas, facilities and equipment	88				
	Provide housekeeping services to guests	95				
	Clean and prepare rooms for in-coming guests	90				
	Provide a lost and found facility	87				
SCORE = $\frac{\text{TOTAL MARK}}{\text{TOTAL NO}}$		$\frac{2036}{21} = 96.9$				

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
			✓	

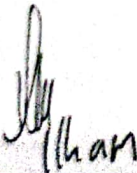
2. Students reaction to review and suggestion was : (check (v) one)

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

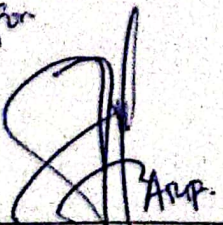
3. Review your rating and comments, and then briefly outline what action you will take or suggest to maintain, improve or correct the behavior and output of this student as a overall evaluation grade.

Upgrade Your knowledge and skill

Date : 22. Jan. 2025
 Signature : Iham


 Iham

(Appraiser)

For

 (Head of Department)


 Naemona Akhlisa

(Training Personnel)


 Selpi Panyaitan
 (Student)


PADMA
 SEMARANG