

STUDENT PERFORMANCE EVALUATION

Name : Wanda Resti Devi
 Hotel Name of practice : Aston Sentra 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	89				
	• 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	90				
	• Completion of task and performance of daily duties					
3	QUALITY OF WORK					
	• Accurate and neat care of equipment and working areas	85				
	• 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	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)	96				
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	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	85				
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	95				
	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 = $\frac{\text{TOTAL MARK}}{\text{TOTAL NO}}$	$\frac{979}{11} = 89$				

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.

..... Communication and socialization skill Must be
 Improved

Date :

Signature :

ASTON SENTUL LAKE
 RESORT & CONFERENCE CENTER

Human Resources

Ramli

(Appraiser)

Dia

(Training Personnel)

Ramli

(Head of Department)

Hotel Stamp

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(Student)