

STUDENT PERFORMANCE EVALUATION

Name : *Zuliyanti*
 Hotel Name of practice : *Rosewood Hong Kong*
 Department : *Star Rooms - Housekeeping*
 Date of Appraisal from : *7 Jan 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		70			
	• 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		70			
	• Completion of task and performance of daily duties					
3	QUALITY OF WORK					
	• Accurate and neat care of equipment and working areas		70			
	• Meets work quality requirement					
	• Stability, persistence, orderliness constant work under <u>pressure</u>					

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		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		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)		70			
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			65		
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		70			
8	APPLIED TECHNOLOGY					
	• Ability to use machines and equipment found in the workplace		70			
9	PERSONAL APPEARANCE					
	• Personal grooming, hair, shoes, comportment and general outlook		70			
10	ATTENDANTE					
	• Reliability and punctuality to be on job			55		

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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		70			
	Clean and prepare rooms for in-coming guests					
	Provide a lost and found facility					
	SCORE = $\frac{\text{TOTAL MARK}}{\text{TOTAL NO}}$	$\frac{700}{11} = 63.6$				