

**EMPLOYEE PERFORMANCE
EVALUATION / APPRAISAL FORM**
(Category 1c – Ordinary Employees with no Supervisory Duties - Waiters)

Personal Information of the Employee to be evaluated

Name :
 Department :
 Position/job title :
 Employment date : Years of Service:
 Period of Appraisal: from to
 Date of Appraisal:

Personal data of Reporting Department Head

Name :
 Department :
 Position/job title :

PART A: Employee's Duties & Responsibilities

A1. Provide a short description of the Employee's Duties & Responsibilities

Providing excellent waiter service to ensure guest satisfaction. Taking customer orders and delivering food and beverages. Prepare tables by setting up linen, silveware and glasses. If I have chance to get Maitre D position and I want work with Mr Wawan Maitre D

PART B: Performance Evaluation Criteria - To be completed by the Reporting Appraiser / Evaluator

Rating : 1-10, 10 = Maximum

Category score 1-100, 100 = Maximum

B1.	Personal Skills & Competencies	Rating 1-10 Reporting	Rating 1-10 Reviewing	Weighted rating	SCORE Appraiser / Evaluator	SCORE Reviewer / Second level Evaluator
1	Job Knowledge	10	9	25%	25.00	22.50
2	Quality of Work	9	9	10%	9.00	9.00
3	Productivity	9	9	10%	9.00	9.00
4	Professionalism	9	9	9%	8.10	8.10
5	Professional Experience	9	9	5%	4.50	4.50
6	Implementation of Company Policies & Procedures (BAGDPT, Laporan, Laporan)	9	9	10%	9.00	9.00
7	Customer Services Skills	9	9	8%	7.20	7.20
8	Languages Skills (please refer in your comments languages & level)	8	8	5%	4.00	4.00
9	Ability to work under pressure	9	9	8%	7.20	7.20
10	Ability to follow instructions	9	8	10%	9.00	8.00
B1 SCORE TOTAL					92.00	88.50

B1 score weight =55%

B1 TOTAL WEIGHTED SCORE = B1 score weight * B1 Score Total

50.60

B2.	Character / Personality / General Presence	Rating 1-10 Reporting	Rating 1-10 Reviewing	Weighted rating	SCORE Appraiser / Evaluator	SCORE Reviewer / Second level Evaluator
1	Integrity & Reliability	9	9	20%	18.00	18.00
2	Assumption of Responsibility	9	9	15%	13.50	13.50
3	Sagacity / Self Confidence	9	9	15%	13.50	13.50
4	Interaction with the guests	9	9	12%	10.80	10.80
5	Working co-operatin with fellow employees & supervisors	9	9	10%	9.00	9.00
6	General Appearance / Uniform	9	9	14%	12.60	12.60
7	General Attitude	9	8	14%	12.60	11.20
B2 SCORE TOTAL					90.00	88.60

B2 score weight =25%

B2 TOTAL WEIGHTED SCORE = B2 score weight * B2 Score Total

22.50

B3.	Dedication	Rating 1-10 Reporting	Rating 1-10 Reviewing	Weighted rating	SCORE Appraiser / Evaluator	SCORE Reviewer / Second level Evaluator
1	Punctuality	9	9	25%	22.50	22.50
2	Interest towards his assigned duties	9	8	25%	22.50	20.00
3	Commitment & Loyalty	9	8	20%	18.00	16.00
4	Utilization of Working time	9	9	30%	27.00	27.00
B3 SCORE TOTAL					90.00	85.50

B3 score weight =20%

B3 TOTAL WEIGHTED SCORE = B3 score weight * B3 Score Total

18.00

B4 Total Evaluation Score Reporting : Appraiser / Evaluator (total B1+B2+B3):

91.10

or

89.10

PART C: GENERAL COMMENTS - To be completed by the Reporting Appraiser / Evaluator

C1. General Comments & Observations referring to the employee

Imrove my german language also professional work

Appraiser's Signature :

Jm

Date

12-08-2022

PART D: APPRAISAL / EVALUATION REVIEW - To be completed by the Hotel Manager

	Weighted Average Per category	Average rating (Evaluator & Reviewer)
Personal Skills & Competencies	(B 1) 48,68	49,64
Character / Personality	(B 2) 22,15	22,15
Dedication	(B 3) 17,10	17,10
REVIEWER'S TOTAL SCORE		88,89 or 88,89%

Average Score Reporting & Reviewing Evaluators

D1. Improvement Targets

Keine

D2. General Comments and Suggestions

Sie ist seh gut im Restaurant und in der Bar sehr gut. Sie ist kein Maitre.

Hotel Manager

Paul

Date :

13.08.22

PART E: EMPLOYEE COMMENTS on the evaluation - To be completed by the Employee

I agree with the above evaluation / appraisal

YES NO

Comments

Signature of employee :

Paul

Date:

13-08-2022

Rating (%)	Level of Performance	Explanation
90 - 100	Excellent	The overall performance is excellent and always meets exceeds performance standards
80 - 89	Very Good	The overall performance is very good, meets performance standards but there are possibilities of further improvement
70 - 79	Satisfactory	The overall performance is viewed as satisfactory and performance standards are meet most of the time but improvement is needed
60 - 69	Average	Performance is average or at boarder line levels substantial improvement is needed as well as occasional supervision during his the execution of his duties. Written notice to be given
40 - 59	Below average	Performance is at the majority of times below acceptable standards considerable improvement and effort is needed as well as frequent supervision during the execution of his duties Written warning to be given
	Unacceptable	The performance is always below acceptable standards and can not carry out his duties in satisfactory manner. The employee requires constant and vigorous training. Written Warning to be given. Services may also be terminated