SHIPBOARD PERFORMANCE APPRAISALS

Surname:	Ramdani	Forenames:	Dadan
Employee Number:	413174	Position:	Junior Waiter
Nationality:	Indonesian	Manning Agency:	PT Alpha Magsaysay
Date Joined Ship:	06/25/2021	Planned Leave Date:	03/12/2022
Appraisal Type:	Final	Vessel:	Sky
Date Acknowledged Role Description:	07/24/2021		

Guest Service and Experience Ownership 30% of Appraisal	Performance
Supports the Waiter in providing a positive dining experience to every guest by always applying the brand and Service Excellence standards.	Very Good
Embraces and utilizes MedallionClass products, services, and applications.	Very Good
Demonstrates to every guest that his or her satisfaction is our top priority by immediately acknowledging every request, responding promptly and effectively to resolve any request or concern, and following up to ensure guest satisfaction.	Very Good
Nurtures a memorable connection with every guest by always showing genuine interest during service and remaining fully engaged throughout the voyage.	Very Good
Understands the setup, product and service expectations of their respective area and immediately rectifies any shortfalls that would have a negative impact on the guest experience.	Very Good
Consistently supports the efforts to exceed service targets and other key metrics by adhering to the Service Excellence standards.	Very Good
Comments	
Dadan is good with guest interactions. He delivers a professional yet average working performance. He has made effective use of the Medallion Class Technology and has used it to his advantage to enhance guest experiences.	
Section Score	***4.00***

Product Delivery and Operational Efficiency 20% of Appraisal	Performance
Actively assists the Waiter during the set-up of the restaurant, checking the cleanliness and quality of all equipment, glassware, cutlery, chinaware, linen, napkins, etc.	Good
Assists in the preparation of any mis-en-place and equipment required for service, ensuring they are being stored correctly until required.	Good
Assists the Waiter during service periods and ensures service sequences are being followed during meal periods.	Very Good
Assists with guest dietary requirements.	Very Good
Ensures the appropriate table settings are in place and in line with both company and sanitation protocols.	Very Good
Knowledgeable about the dining and beverage menus and actively upsells and makes recommendations based on guest preferences.	Good
Comments	
Section Score	***3.50***

Financial Responsibility 20% of Appraisal	Performance
Minimizes breakage, loss, and theft of service items by always handling equipment and supplies with care.	Good
Actively promotes in a helpful manner alternative dining venues and other company initiatives to guests.	Good

Operates shipboard devices and technologies to ensure accurate processing of guest transactions.	Good
Comments	
Section Score	***3.00***

Team Development & CRUISE 10% of Appraisal	Performance
Embraces an inclusive, harassment free and diverse culture.	Very Good
Understands and demonstrates commitment to our Corporate Culture Essentials and our brand Shared Purpose, Core Values and CRUISE Service Essentials.	Very Good
Shares best practices and efficiencies with the Food and Beverage leadership team and colleagues.	Very Good
Embraces company updates, trainings, and strategies to deliver on our guest experience commitment.	Very Good
Comments	
Section Score	***4.00***

Safety and Compliance 20% of Appraisal	Performance
Performs General Emergency Procedure's and duties with a sense of urgency as directed by HESS.	Good
Follows appropriate procedures for the correct handling and sorting of garbage, bio-hazardous and sharps waste as per company standards.	Good
Collaborate with persons in charge to create a safe and compliant environment while fostering a commitment to Operation Oceans Alive.	Good
Promptly reports any RSA related issues in guest or teammate areas to their supervisor or manager on duty.	Good
Maintains current, accurate knowledge of public health, environmental and safety standards as stated in HESS and ensures adherence to the standards and immediate reporting of any out of compliance issues to their supervisor/manager.	Good
Promptly assists in responding to outbreak situations as directed by their supervisor that necessitate increased sanitation levels.	Good
Complies with all brand operational standards in the course of their duties.	Good
Comments	
Section Score	***3.00***

Summary

Overall Score:	3.5		
Summary Comments:	An overall successful contract. Dadan has given guests a satisfactory level of service delivery. He is hard working and has been cooperative with managers throughout his contract. He contributes towards a suitable atmosphere within the working environment and treats his guests and colleagues with respect. Thanks Dadan for the pleasant contract.		
Appraiser:	Giuseppe Gelmini (Dir Restaurant Operations)	Signed on:	02/19/2022
First Approver:	Frank Oliver Neuburger (FB Dir)	Signed on:	02/28/2022

Acknowledgement

(I confirm that my appraisal has been delivered to me. This does not necessarily mean I agree with the appraisal. If I disagree with the appraisal, I understand that I can include comments or discuss the situation with the Human Resources Manager.)

Acknowledged by:	Dadan Ramdani
Acknowledged on:	3/12/22 8:48 AM
Crewmember Comments:	