

BHA401- INDUSTRIAL TRAINING FEEDBACK APPRAISAL

PERFORMANCE APPRAISAL FORM

Department: F&BS / FP / HK / FO

Name of Student: _____	NCHM&CT Roll No: _____
Academic Chapter: _____	Duration: _____
Name of the Hotel: _____	
From: _____	To: _____

GRADING CRITERIA

The department head or supervisor must grade the learner/trainee on the given criteria. Please mark with (✓) on the 5-point rating scale: 5 (Excellent), 4 (Very Good), 3 (Good), 2 (Satisfactory), 1 (Poor).

Assessment Criteria	Grade Obtained				
	5	4	3	2	1
1. Personal Grooming Clean uniform, Personal hygiene, Dental care, Skin care, Nail care & Hair care	5	4	3	2	1
2. Punctuality & Attendance Attends assigned tasks on time, Consistent in showing up on scheduled shifts	5	4	3	2	1
3. Oral Communication Interacts positively with staff and guests, Always mindful in choice of words and language at the workplace	5	4	3	2	1
4. Non-verbal Communication Display confident body language, Keeps pleasing facial expressions, Maintains eye contact during interactions, Attentive listener	5	4	3	2	1
5. Written Communication Make notes of instructions given by superior at the workplace, Note guest orders, messages for guests and staff, Write log book and department report	5	4	3	2	1
6. Cross-Cultural Communication	5	4	3	2	1



Respectfully deals with guests and staff from different cultural backgrounds, Tolerant towards different economic, educational, linguistic, gender, religious & social variables, Quick to learn & adapt to new regional or foreign languages, cuisines & cultures					
7. Accountability Honest and strong moral values, Takes responsibility at work, Admits mistakes if committed, Positively handles any adverse situation	5	4	3	2	1
8. Etiquettes & Manners Use proper greetings, Talk politely, display self-control and good faith behaviour & help others	5	4	3	2	1
9. Technology Acumen Able to work on computers and departmental software applications, Understand, analyze & interpret department data and generate reports	5	4	3	2	1
10. Department Oriented Skills Participate actively in tasks assigned, Demonstrate willingness to learn new tasks or concepts, Positively seek knowledge on a topic or area of work, Work driven and committed	5	4	3	2	1

Total Grade = _____ / 50

Name of Appraiser: _____	Signature: _____
Designation of Appraiser: _____	Date of Issue: _____
Signature of the Trainee: _____	Date of Submission: _____

