

**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
<b>1. Personal Grooming</b> Clean uniform, Personal hygiene, Dental care, Skin care, Nail care & Hair care	5	4	3	2	1
<b>2. Punctuality &amp; Attendance</b> Attends assigned tasks on time, Consistent in showing up on scheduled shifts	5	4	3	2	1
<b>3. Oral Communication</b> Interacts positively with staff and guests, Always mindful in choice of words and language at the workplace	5	4	3	2	1
<b>4. Non-verbal Communication</b> Display confident body language, Keeps pleasing facial expressions, Maintains eye contact during interactions, Attentive listener	5	4	3	2	1
<b>5. Written Communication</b> 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
<b>6. Cross-Cultural Communication</b>	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					
<b>7. Accountability</b> Honest and strong moral values, Takes responsibility at work, Admits mistakes if committed, Positively handles any adverse situation	5	4	3	2	1
<b>8. Etiquettes &amp; Manners</b> Use proper greetings, Talk politely, display self-control and good faith behaviour & help others	5	4	3	2	1
<b>9. Technology Acumen</b> Able to work on computers and departmental software applications, Understand, analyze & interpret department data and generate reports	5	4	3	2	1
<b>10. Department Oriented Skills</b> 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: _____

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