

BIBLIOGRAPHY

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APPENDIX



FOUR
POINTS
BY SHERATON



Marriott | HOTEL
INTERNATIONAL | INTERNSHIP PROGRAM

Marriott International

takes great pleasure in awarding this certificate to

Yosephien Tanjani

in recognition of successful completion of

marriotternship

Food and Beverages Product Department

at **Four Points by Sheraton Surabaya**

From 5 April 2021 to 4 October 2021

Hotel Name

MASRI

MASRI

General Manager - Complex

ITA SALEH

ITA SALEH

Dir. of Human Resources - Complex

Internship Appraisal Form



AKADEMI KULINER & PATISERI
OTTIMMO[®]
INTERNASIONAL
CELEBRARY ARTS GASTRONOMY BAKING & PASTRY ARTS

INTERNSHIP

PLACE: Fourpoints by Sheraton Surabaya

First Name Yosephien Last Name Tanjung

Review Period/s : Monthly Quarterly Bi-annually Annually Date Joining
: 5 April 2024

Intern's Position : GPM trainee Department : FB Product

REVIEW DATE : 1/12/2024 Direct Supervisor : Andi Kristiugando

GRADING FACTORS

1. ORGANIZATIONAL & COMMUNICATION

Staffs Relations

Consistently demonstrates: attentiveness, courtesy and efficient service to other staff.
Creates friendly environment.

4

Team Player

Cooperates and works well with others. Enthusiastic, portrays a positive manner and
Works toward the Company's goal/s.

4

Follow -Through

Sees tasks through completion. Finishes work so that next shift is prepared.

3.5

2. CUSTOMERS INTERACTIONS

Customer Relations (*if any)

Consistently demonstrates: attentive, courtesy and efficient service to customers.
Treat customers with Considerations and Respects

3.5

Discussions/Notes;

Yoshephin doing great jobs and doing more than expectation, she always follow what her leader asking and her perform so far is very good.

PERFORMANCE SUMMARY * to be filled by OTTIMMO International	
TOTAL POINTS	<u>34.1</u>
RATING	<u>3.8 - somewhat exceeds expectations</u>
ACTION PLANS FOR DEVELOPMENT NEEDS	
1.	<u>Timing to finish his duty of jobs</u>
2.	<u>Product knowledge</u>
3.	
4.	
5.	

3. PERSONAL PRESENTATIONS

Grooming Standards

Practices and displays proper grooming, personal hygiene and care.

4

Maintains hair and facial hair (*if any) per proper F&B industrial standards

Uniforms

Always wear the proper and designated uniform.

3.5

4. ON THE JOB & KNOWLEDGE

Dependability

Can be counted upon to do what is expected and required

4

Follow instructions and completes work on time with minimum supervision

Work Quality

Work performed according to Chef's standard and on-site work requirements

3.8

All job descriptions specification are met. Consistency in work. All recipes are followed

Work Quantity

Complete the expected amount of work in relation to Company's standards

3.8


Grading Guidelines.

Using the 4 point scale below, fill up the following table:

- 4 - Exceeds expectations
- 3.5 - Somewhat Exceeds Expectations
- 3 - Meets expectations
- 2.5 - Somewhat meets expectations
- 2 - Less than expectations
- 1.5 - Somewhat less than expectations
- 1 - Inadequately short of expectations

III. SIGNATURES

On-Site Manager/Owner/Chef

Signature & Stamp:  _____ Dated 1/12/2021 _____

The Intern

Signature: _____ Dated _____

OTTIMMO International MasterGourmet Academy

Signature & Stamp: _____ Dated _____
Dept. Head Student Affairs