

# APPRAISAL EXAMPLES

\*This list is not exhaustive, these are just some examples to support you in completing the appraisal document

## Comments

PRACTICAL SKILLS - Use of Work Tools

What are the tools used in the position?

Can the employee use them adequately?

This will vary for every position e.g. iPad, Fidelio, Knife Skills, Technical skills

THEORETICAL KNOWLEDGE - Knowledge and experience for the position

What knowledge and past experience does the employee have?

Do they have any relevant qualifications?

Have they worked in this position before?

Again this will vary for every position e.g. F&B knowledge evidenced by tests, Watch-keeping experience

PLANNING & ORDER SKILLS - Ability to plan, prioritize and work in an orderly manner

Think of examples

What has the employee planned in advance?

Have there been times where they have not planned/prioritised work?

Do they work in an orderly manner?

Are they tidy and thorough in their work?

Depending on the position, this will again relate to different aspects of the role e.g. administration, money handling, workplace organisation

SAFETY AWARENESS - Adherence to Policy, including Public Health

Drill attendance

Safety duties

Vigilance with Public Health

Have there been any concerns regarding Safety Awareness?

Has the employee gone over and above? Maybe received a Safety Award?

**JUDGEMENT & PROFESSIONAL SERIOUSNESS** - Attitude towards work and appropriate actions

Does the employee act in a professional manner?

Do they adapt their style to suit the situation they are in?

Do you have any concerns with their behaviour?

**LOYALTY** - Pride in Silversea

Are they proud to work for Silversea?

Do they speak highly of Silversea to guests and crew?

Does the employee take pride in their work?

Does the employee take care of Silversea equipment?

Do they act as an ambassador of Silversea?

**ENERGY** - Enthusiasm and Positivity

Are they keen to work each day?

Do they have a positive, 'can-do' attitude?

Do they react negatively to requests/change?

**SELF-MOTIVATION & INITIATIVE** - Willing and able to carry out tasks with little instruction

Does the employee use their own initiative to find answers e.g. asking a colleague, reading the manual?

Do they attempt to complete tasks to the best of their ability?

Do they constantly need to be told what to do?

**RELIABILITY** - Honest, Punctual, Diligent

Do you trust the employee?

Are they always punctual?

Would you describe them as hard working?

**VIGILANCE** - Focus, concentration, alertness

Does the employee work with 'blinkers' on i.e. not aware of what is going on around them?

Does the employee pay attention to all that is going on around them?

Are they focused on the task in hand?

Do they follow tasks through to completion?

Are they easily distracted?

STRESS RESISTANCE - Emotional reactions, coping behaviours

People can act very differently when under pressure or stress at work. How does the employee act differently in these situations?

Do they remain calm in stressful situations?

Do they control their emotions as work?

Do stressors in their personal life affect their performance at work?

PERSONAL APPEARANCE - Adherence to Grooming Policy, Body Language

Every crew member needs to follow the Silversea Grooming Policy every day

Every crew member needs to wear the correct, clean, pressed uniform for their position

Does the employee have a welcoming smile?

Does the employee have open, welcoming body language?

COMMUNICATION SKILLS - Verbal and written English

Does the employee always speak English in Guest areas?

Does the employee have any other language skills that are useful in their role?

Is the employee's spoken and written English clear and professional?

SOCIAL TALENT - Team work, friendliness and acceptance of others

Does the employee work well as part of the team?

Do they motivate and support colleagues?

Are they generally friendly towards others?

INTERCULTURAL SKILLS - Awareness and respect for other cultures

Does the employee have cultural awareness and understanding?

Are they keen to learn about other cultures?

Do they respect all guests and colleagues regardless of any cultural differences?

SELF-KNOWLEDGE - Awareness of own strengths and weaknesses

Have they asked for feedback on their strengths and weaknesses?

Do they acknowledge their weaknesses?

Do they work to improve weaknesses?

Do they use their strengths and support others?

TEACHABILITY - Willingness and Capacity to learn

Are they attentive and active participants in training sessions?

Do they ask questions?

Do they request training?

Do they complete study outside of formal training?

E.g. do they practice skills, learn menu's, read relevant information, study manuals etc.

Have they completed mandatory e-learning?

LEADERSHIP SKILLS - Ability to lead and inspire a team

Is leadership a requirement of their position?

Do they motivate and inspire the team?

What is their leadership style?

Do the team have respect for them?

# Training and Development requirements

TRAINING	REQUIREMENTS
Personal development	
Specific qualifications/study	Specific to the crew member
Specific areas of development	Specific to the crew member
LAND BASED COURSES	
Public Health training	Deck, Engine & Hotel Officers responsible for onboard Hygiene & Sanitation
Train the Trainer	STCW Requirement for Safety Officer and any other Officer onboard responsible for training
Marine High Voltage	Electrical Officers
Ship Security Officer	Staff Captain/Chief Officer and Chief Security Officer
Ice Navigation Basic	For polar water vessels only, required for Bridge watch keeping
Ice Navigation Advanced	For polar water vessels only, required for Capt. & Staff Captain
Bridge Watchkeeper course	1 <sup>st</sup> Officer, Navigation Officer, 2 <sup>nd</sup> Officer, 3 <sup>rd</sup> Officer
Crew Resource Management	STCW Required by ALL Deck and Engine Officers
E-learning	
Marlins e-learning	As per matrix and courses provided to all crew
On board training	
Leadership	All supervisors /managers or potential future supervisors/managers.
Appraisal	All supervisors /managers or potential future supervisors/managers.
Coaching & Training Skills	All supervisors /managers or potential future supervisors/managers.
Service Excellence Training	All guest facing crew
Any of the training available on share-point	All crew
Any job specific training & Silversea Standards	All crew

## Key Achievements

This will be different for every position and specific to each individual. These are just a few examples:

Hospitality cup winner /runner up for quarter x
Employee of the month for x
Safety Award winner for x
Ratings to or above target every voyage
Excellent guest comments
Created a training plan for the Dining Room team and greatly improved standards
Enforced Public Health standards in the Galley supporting the successful USPH inspections
Promoted to x on x (date)
Improved Butler ratings from x to x
Successfully implemented x
Successfully inducted and trained 5 new employees during this contract
Stepped up to support when we were short of x
Completed x training
Kept x costs below the budget of x
Met the set target of x
Completed cross training for x
Completed promotional training for x
Maitre D'Outlet training was approved
Senior Butler training was approved
100% on the cocktail test for x
100% on the guest name test for x
Worked 2 months during dry dock with great success
Lead the team when short of xx position for xx time
Managed the tender operation in a number of difficult ports and challenging weather
Delivered x training to x
Improved Standards in x department specifically xxx
Played a key role in the excellent public health inspection results
Reported as a top performer for the duration of the contract
Successfully developed x
Significantly improved x
Successful Audit of x
Demonstrated readiness for promotion to x
Successfully completed challenging clearance procedures in multiple ports including x
Received a letter of thanks from x
Positive feedback from x during their visit