


Ab intio Course Assessment Report



Name		Staff No:	
Facilitators		Course No.	
Performance Manager		Course Dares	

My Professionalism

1.1 Positive Approach: Shows drive, passion and energy

1.1.2 Had a consistently positive approach during sessions and throughout the course. Body language was open and friendly.

1.2 Resilient: Is calm and controlled under pressure. Adjusts to changes and manages challenging situations effectively.

1.2.2 Calm and controlled under pressure. Showed flexibility and adapted to changes when needed.

1.3 Cosmopolitan: Shows respect for other cultures and appreciates differences.

1.3.2 Showed respect for other cultures and appreciated cultral differnces amongst colleagues and customers.

1.4 Organised: Has an organised and structured approach to work.

1.4.2 Planned, prioritised and managed workload effectively in the galley and/or the cabin. Was punctual throughout the course.

1.5 Thorough: Demonstrates a strong attention to detail.

1.5.2 Ensured own work was complete and correct. Fixed any mistakes promptly. Demonstrated good attention to detail.

Comments:

1.1 Met expectations: Approached the training in a positive and enthusiastic way.

1.2 Met expectations: Remained calm under pressure by showing flexibility when facing challenging situations.

1.3 Met expectations: Demonstrated respect for other cultures and adopt a cultural sensitive approach to situations.

1.4 Met expectations: Arrived in classroom on time and ensured to be back from break at the agreed timings.

1.5 Met expectations: maintained a high standard of work by ensuring attention to detail.

My Customer Service

2.1 Friendly and Caring: Builds relationships with customers and creates a welcoming and comfortable environment

2.1.2 Greeted and welcomed customers on-board. Was friendly, smiling and initiated conversation with customers. Ensured customers were comfortable throughout their flight.

2.2 Anticipating customer needs: Anticipates customers' needs and uses their initiative to meet them

2.2.2 Available and active in the cabin. Checked cabin and lavatories to ensure customer comfort. Anticipated customer needs and was proactive in looking and finding ways to help them.

2.3 Responsive and Helpful: Provides a prompt and flexible approach to meeting customer needs and requests. Ability tohandle customer complaints and concerns.

2.3.2 Helpful and prompt in response to customer requests. Flexible and offered alternatives when needs could not be met. Made effort to resolve customer concerns or complaints.

2.4 Service Style: Fully reflected expectations for their cabin

2.4.2 Ensured service style was confident and professional. Used correct service phrases. Was aware of noise made in the galley and cabin and worked to minimise this.

Comments:

2.1 Met expectations: Built relationship with customers by creating an environment that was welcoming and comfortable.

2.2 Met expectations: Anticipated customers' needs and looked for ways to enhance their experience on board.

2.3 Met expectations: Provided customers with solutions and ensured follow up upon their requests.

2.4 Met expectations: Worked in a way that reflected customers' expectations in relation to the cabin that they are traveling in.

	<h2>My Teamwork</h2>
3.1 Relationship Builder: Develops good working relationship and promotes a positive work environment	
3.1.2 Showed consideration to colleagues. Contributed to an enjoyable and effective working environment. Created a strong team spirit.	
3.2 Team Player: Helps and supports others to achieve team goals. Understands how their work affects others	
3.2.2 Accepted an equal workload and contributed to achieving team goals. Shared experience and knowledge with colleagues. Actively supported colleagues as needed.	
3.3 Effective Communicator: Communicates clearly and appropriately. Shares information to ensure the efficient and effective delivery of service. Used active listening skills	
3.3.2 Communicated clearly, openly and appropriately with colleagues and customers. Sought clarification and guidance when unsure.	
Comments:	
3.1 Met expectations: Engaged in conversations with colleagues in order to create a positive working environment.	
3.2 Met expectations: Supported colleagues and shared workload in order to achieve team goals.	
3.3 Met expectations: Communicated clearly to ensure an efficient and effective delivery of service.	
	<h2>My Knowledge & Professional Image</h2>
4.1 Image and Uniform Standards	
4.1.1 Met Image and Uniform standards. Any shortfalls they had were corrected promptly. Portrayed a professional Emirates image.	
4.2 SEP / SEC / GMT	
4.2.1 Met knowledge standards in theory and practise. Correctly answered Safe Talk. Conducted thorough pre-flight security search. Consistently adhered to SOPs during normal situations. Regularly monitored cabin for safety/medical concerns.	
4.3 Knowledge and promotion of Emirates Products	
4.3.1 Good knowledge of menu and products, including terminology and pronunciation. Ensured that products were offered to customers. Was able to share information on EK services and products. Able to answer queries correctly.	
4.4 Knowledge and delivery of service standards and procedures	
4.4.1 Knowledge was up to date. Followed service standards and procedures and applied correct service order/flow.	
Comments:	
4.1 Met expectations: Met Image and Uniform standards and portrayed a professional Emirates image. Any shortfall was promptly corrected.	
4.2 Met expectations: Met SOPs knowledge standards in theory and/or practise.	
4.3 Met expectations: Demonstrated knowledge of the Emirates products when promoting items to customers.	
4.4 Met expectations: Demonstrated knowledge of service procedure and applied correct service procedures when delivering items to customers.	
Overall Comments:	

	DAV 3	DAV 4	DAV 5	DAV 6	DAV 7	DAV 8	DAV 9	DAV 10	DAV 11	DAV 12	DAV 13	DAV 14	Total
Practical Weighted Score						DEL	BKK	LHR-AT	JFK-LU				#DIV/0!
						#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!				
Knowledge Assessment & Homestudies Average				KA1		KA2		KA3			KA4	Home Studies	#DIV/0!
				#DIV/0!		#DIV/0!		#DIV/0!			#DIV/0!	100	
Comperency Average	98.99	98.99	98.99	98.99	98.99	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	98.99	98.99	98.99	#DIV/0!
OVERALL ASSESSMENT SUMMARY													#DIV/0!

[illegible]

The following questions must be answered for every learner's calculator in your batch by the end of Day 13. It must also be completed if they move from or leave your batch for any reason.

Batch for completion		Service star			
#VALUE!	Yes	#VALUE!			
Repeating course		Brand ambassador			
#VALUE!	No	#VALUE!	No		
Reason for repeating		English Concerns			
#VALUE!	N/A	#VALUE!	No		
Week repeated		General comments (not related to service review)			
From which week will he/she repeat?				N/A	
Original batch (if repeating)				Finishing with batch	
N/A				0	
Trainers of original batch					
N/A					
Previous score					
What was his/her overall score from the original batch? (If overall score is unavailable, enter "U/A")		N/A			

Service Review Details (if applicable)

Step 1 of 1:
#VALUE!

Place on service review?							
#VALUE!		No		What is the reason for service reiew?		Not on review	
#VALUE!							
1. My Professionalism		2. My Customer Service		3. My Teamwork		4. My Knowledge and Professional Image	
1.1 Positive Approach: Shows drive, passion and energy	No	2.1 Friendly and Caring: Builds relationships with customers and creates a welcoming and comfortable environment	No	3.1 Relationship Builder: Develops good working relationship and promotes a positive work environment	No	4.1 Image & Uniform	No
1.2 Resilient: Is calm and controlled under pressure. Adjusts to changes and manages challenging situations effectively	No	2.2 Anticipating customer needs: Anticipates customers' needs and uses their initiative to meet them	No	3.2 Team Player: Helps and supports others to achieve team goals. Understands how their work affects others	No	4.2 SEP/ SEC/ GMT	No
1.3 Cosmopolitan: Shows respect for other cultures and appreciates differences	No	2.3 Responsive and Helpful: Provides a prompt and flexible approach to meeting customer needs and requests. Ability to handle customer complaints and concerns.	No			4.3 Knowledge and promotion of Emirates products: Evaluation of crew in this category should take into account assigned cabin onboard	No
1.4 Organised: Has an organised and structured approach to work	No			3.3 Effective Communicator: Communicates clearly and appropriately. Shares information to ensure the efficient and effective delivery of service. Used active listening skills	No	4.4 Knowledge and delivery of service standards and procedures: Evaluation of crew in this category should take into account assigned cabin onboard	No
1.5 Thorough: Demonstrates a strong attention to detail	No	2.4 Service Style: Fully reflected expectations for their cabin	No				
Comments for service review (only needed if information was not captured in the above sections)							



Name :

Staff No :

Nationality :

Work Experience :

e Signature :

Abinitio No :

Course Dates :

Practical Group

e-Learnings

MP

MCS

TW

MKPI

3	4	5	6	7	8	9	10	11	12	13	14
1	1	1	1	1	1	1	1	1	1	1	1
98.99	98.99	98.99	98.99	98.99	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	98.99	98.99	98.99

1. My Professionalism

1.1 Positive Approach: Shows drive, passion and energy

<ul style="list-style-type: none">1.1.4 Appeared to have a negative attitude to the jobEncouraged negative conversationsDisplayed passive or aggressive body language, e.g scowling, pointing or crossing arms.	<ul style="list-style-type: none">1.1.3 Could have demonstrated greater enthusiasm when interacting with colleagues and/or customersSometimes appeared disinterested.	<ul style="list-style-type: none">1.1.2 Had a consistently positive approach during sessions and throughout the courseBody language was open and friendly.	<ul style="list-style-type: none">1.1.1 Passionate and enthusiastic about their role and inspired and encouraged a positive approach in others.	3	4	5	6	7	8	9	10	11	12	13	14
2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2

1.2 Resilient: Is calm and controlled under pressure. Adjusts to changes and manages challenging situations effectively

<ul style="list-style-type: none">1.2.4 Talks negatively about changeAppears agitated or distressed in challenging situations.	<ul style="list-style-type: none">1.2.3 Needs support to ensure composure and to develop resilience when faced with challenging situations.	<ul style="list-style-type: none">1.2.2 Calm and controlled under pressureShowed flexibility and adapted to changes when needed.	<ul style="list-style-type: none">1.2.1 Delivered an excellent service despite challenging circumstancesWas able to support others in difficult situations.	3	4	5	3	7	8	9	10	11	12	13	14
2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2

1.3 Cosmopolitan: Shows respect for other cultures and appreciates differences

<ul style="list-style-type: none">1.3.4 Talks about or behaves in a way which is disrespectful of othersDoes not interact with colleagues of other cultures.	<ul style="list-style-type: none">1.3.3 Could demonstrate more awareness/consideration of cultural differences.	<ul style="list-style-type: none">1.3.2 Showed respect for other cultures and appreciated cultural differences amongst colleagues and customers.	<ul style="list-style-type: none">1.3.1 Proactively used knowledge of different cultures and language skills to enhance the customer experience.	3	4	5	6	7	8	9	10	11	12	13	14
2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2

1.4 Organised: Has an organised and structured approach to work

<ul style="list-style-type: none">1.4.4 Reported late for duty or without required elements.	<ul style="list-style-type: none">1.4.3 Encouraged to show more initiative in performing various duties and to manage time more effectively.	<ul style="list-style-type: none">1.4.2 Planned, prioritised and managed workload effectively in the galley and/or the cabinWas punctual throughout the course.	<ul style="list-style-type: none">1.4.1 Anticipated challenges and put plans in place to overcome themAdjusted priorities and adapted quickly to changes when needed.	3	4	5	6	7	8	9	10	11	12	13	14
2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2

1.5 Thorough: Demonstrates a strong attention to detail

<ul style="list-style-type: none">1.5.4 Missed many details or often repeated errorsDidn't attempt to correct shortfalls that were highlighted to them.	<ul style="list-style-type: none">1.5.3 Needs to ensure details are not missed or errors aren't repeatedAttempted to correct highlighted shortfalls.	<ul style="list-style-type: none">1.5.2 Ensured own work was complete and correctFixed any mistakes promptlyDemonstrated good attention to detail.	<ul style="list-style-type: none">1.5.1 Excellent attention to detailKept standard and quality of work high even when workload was heavy or complex.	3	4	5	6	7	8	9	10	11	12	13	14
2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2

0. Did not meet expectations	1. Did not consistently meet expectations	2. Met expectations	3. Met and exceeded expectations
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4. My Knowledge and Professional Image																								
4.1 Image & Uniform										3	4	5	6	7	8	9	10	11	12	13	14			
• 4.1.3 Image and Uniform was not to standard and/or their shortfalls were not corrected.			• 4.1.2 Attempted to correct Image & Uniform shortfalls			• 4.1.1 Met Image and Uniform standards • Any Shortfalls they had were corrected promptly • Portrayed a professional Emirates image.								2	2	2	2	2	2	2	2	2	2	2
4.2 SEP/ SEC/ GMT										3	4	5	6	7	8	9	10	11	12	13	14			
• 4.2.3 Did not meet knowledge standards in theory and/or practise • Gave incorrect or uncertain answers to safe talk questions • Did not adhere to SOPs during the flight.			• 4.2.2 Managed scenario with guidance from trainers.			• 4.2.1 Met knowledge standards – in theory and practise • Correctly answered SafeTalk • Conducted thorough pre-flight security search • Consistently adhered to SOPs during normal situations • Regularly monitored cabin for safety/medical								N/A	N/A	2	2	2	2	2	2	N/A	N/A	N/A
4.3 Knowledge and promotion of Emirates products: Evaluation of crew in this category should take into account assigned cabin onboard										3	4	5	6	7	8	9	10	11	12	13	14			
• 4.3.3 Did not use accurate terminology when offering or delivering products on-board • Oversimplified menu terminology • Needs to demonstrate knowledge of wider EK product e.g • Emirates Skywards.			• 4.3.2 Terminology or pronunciation is inconsistent when introducing items to customers • Some items were not delivered to customers • Shared basic information of products • Response to queries at times incorrect.			• 4.3.1 Good knowledge of menu and products, including terminology and pronunciation • Ensured that products were offered to customers • Was able to share information on EK services and products • Able to answer queries correctly.								N/A	N/A	2	2	2	2	2	2	N/A	N/A	N/A
4.4 Knowledge and delivery of service standards and procedures: Evaluation of crew in this category should take into account assigned cabin onboard										3	4	5	6	7	8	9	10	11	12	13	14			
• 4.4.3 Unable to follow the correct service sequence or presentation • Lacked knowledge of service standards, procedures or knowledge not updated.			• 4.4.2 Demonstrated basic awareness of service standards • Standards or procedures delivered out of correct sequence or service order.			• 4.4.1 Knowledge was up to date • Followed service standards and procedures and applied correct service order or flow.								N/A	N/A	2	2	2	2	2	2	2	2	N/A
0. Did not meet expectations			1. Did not consistently meet expectations			2. Met expectations			3. Met and exceeded expectations															
e-learnings																								
Day 3	✓	A Journey Through India	Day 4	✓	Food Safety & Hygiene	Day 7	✓	Bar Paperwork: Economy Class	Day 14	✓	Flight Time Limitations - Abinitio													
	✓	Interacting with Arab Customers (Cabin Crew)					✓	Emirates Skywards - Driving Loyalty																
Additional Comments:																								

Group A & B	1. Children's Headsets	2. Menu Card & Landing	1. SPML	2. Meal Cart with Drinks	3. Clearance Cart	4. Hot Beverage Cart	5. Final Clearance												
1. Champagne	2. Wine - Small Bottles	3. White Wine Spritzer	4. Wine - Big Bottles	5. Dry - White Wine Spritzer -	6. Sweet - White Wine Spritzer-	7. Liqueur	8. Shandy	9. Hot Beverage - Tea	10. Beer	11. Screwdriver	12. Gin & Orange Juice	13. Rum & Pepsi	14. Gin & Tonic	15. Scotch & Soda	16. Bloody Mary				

Welcome Services

My Customer Service		1	2		
1.1	Smiled, Greeted, welcomed customer/ introduced self				
1.1	Maintained eye contact, faced the customer				
2.4	Used polite/appropriate service phrases				
1.1	Approachable, polite, friendly, helpful and patient				
2.1	Displayed enthusiasm, energy and passion while interacting with customers				
1.1	Displayed appropriate body posture/gesture				
1.5	Used observation skills				
TOTAL		1.1	4		
		1.5	1		
		2.1	1		
		2.4	1		

1. Children's Headsets & Toys/Baby Kits				
1.5	Checked all required items were available			
4.4	Positioned bag across shoulders, in front of body			
4.4	Conducted service FWD to AFT			
4.3	Offered items as per standard i.e. Children's Headsets & Toys/ Baby Kits			
2.2	UM	Informed UM of call bell, IFE system		
4.3	Parent	Highlighted diapers, baby food, baby milk		
4.4	Presented Product with logos / labels facing aft			
		1.5	1	
		2.2	1	
		4.3	2	
		4.4	3	

2. Menu Card & Landing Cards				
4.4	Used a small lined silver tray (with Landing Card if applicable)			
4.4	Conducted Service - 4 corners			
4.4	Served centre, aisle/window, centre, aisle; ladies first			
4.4	Presented menu cards			
4.3	Aware of services being offered			
4.3	Offered landing cards			
4.4	Aware of the distribution procedure			
2.4	Held silver tray on the palm of hand			
2.4	Held silver tray in aisle			
4.4	Presented Product with logos / labels facing aft			
		2.4	2	
		4.3	2	
		4.4	6	

My Teamwork		1	2		
3.1	Entered cabin together				
TOTAL		3.1	1		

Additional Comments	
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DEL Lunch (CAT 3)

	My Customer Service	1	2	3	4	5
1.1	Smiled & Greeted customer					
2.4	Maintained eye contact, faced the customer					
1.1	Used polite/appropriate service phrases					
2.1	Approachable, polite, friendly, helpful and patient					
1.1	Displayed enthusiasm, energy and passion while interacting with customers					
1.1	Displayed appropriate body posture/gesture					
1.5	Used observation skills					
2.1	Left with a positive phrase/checked on meal, drink satisfaction					
2.4	Worked quietly in the galley to ensure customers were not disturbed					
	1.1	4				
	1.5	1				
	2.1	2				
	2.4	2				

My Teamwork		1	2	3	4	5
3.1	Entered cabin together/ communicated with colleagues					
1.4	Ensure galley was kept neat and tidy and all items properly stowed					
TOTAL		3.1	1			
		1.4	1			

[illegible]

Drinks

[illegible]

Drinks

[illegible]

Drinks

My Customer Service		13	14	15	16
1.1	Smiled & Greeted customer				
2.4	Maintained eye contact, faced the customer				
1.1	Used polite/appropriate service phrases				
2.1	Approachable, polite, friendly, helpful and patient				
1.1	Displayed enthusiasm, energy and passion while interacting with customers				
1.1	Displayed appropriate body posture/gesture				
1.5	Used observation skills				
2.1	Left with a positive phrase/checked on meal, drink satisfaction				
2.4	Worked quietly in the galley to ensure customers were not disturbed				
1.1	4				
1.5	1				
2.1	2				
2.4	2				

My Teamwork		13	14	15	16
3.1	Entered cabin together/communicated with colleagues				
1.4	Ensure galley was kept neat and tidy and all items properly stowed				
TOTAL		3.1	1		
		1.4	1		

13. Rum & Pepsi		14. Gin & Tonic		15. Scotch & Soda		16. Bloody Mary	
4.3	Highlighted brand	4.3	Highlighted brand	4.3	Offered a choice of brand	4.3	Highlighted brand
4.3	Good pronunciation	4.3	Good pronunciation	4.3	Good pronunciation	4.3	Good pronunciation
4.3	Offered appropriate mixer	4.3	Offered appropriate mixer	4.3	Offered appropriate mixer	4.3	Offered appropriate mixer
4.4	Opened bottle/can	4.4	Opened bottle/can	4.4	Opened bottle/can	4.4	Opened bottle
4.3	Offered ice	4.3	Offered ice	4.3	Offered ice	4.3	Offered ice
4.3	Offered lemon	4.3	Offered lemon	4.4	Used one glass	4.3	Offered lemon
4.4	Used 2 glasses - 1 with pepsi & 1 with ice/slice	4.3	Used one glass	4.4	Added swizzle stick	4.3	Offered salt, pepper, Worcestershire sauce and tobasco sauce
4.4	Added swizzle stick	4.4	Added swizzle stick	4.4	Held glass by base	4.4	Used two glasses
4.4	Held glasses by base	4.4	Held glass by base	4.4	Placed glass on napkin/tray table as appropriate	4.4	Added swizzle stick
4.4	Placed glass on napkin/tray table as appropriate	4.4	Placed glass on napkin/tray table as appropriate	2.4	Offered all items on presentation plate / Silver tray	4.4	Placed ice, lemon, swizzle stick in one glass
2.4	Offered all items on presentation plate / Silver tray	2.4	Offered all items on presentation plate / Silver tray	2.4	Presented product with Logos/labels facing aft	4.4	Placed juice in other glass
2.4	Presented product with Logos/labels facing aft	2.4	Presented product with Logos/labels facing aft	4.4	Prepared/offered as per standard	4.4	Held glass by base
4.4	Prepared/offered as per standard	4.4	Prepared/offered as per standard			2.4	2
						4.3	4
						4.4	6
2.4	2	2.4	2			4.4	Placed glass on napkin/tray table as appropriate
4.3	5	4.3	6			2.4	Offered all items on presentation plate
4.4	6	4.4	5			2.4	Presented product with Logos/labels facing aft
						4.4	Prepared/offered as per standard

Additional Comments

2.4	2	
4.3	6	
4.4	8	

Group A & B		1. Children's Headsets &	2. Menu Card & Landing Cards	1. Bar Snack Cart	2. Bar Clearance	3. SPML	4. Meal Cart with Drinks Drawer	5. Clearance Cart	6. Hot Beverage Cart	7. Final Clearance			11. Screwdriver	12. Gin & Orange Juice	13. Rum & Pepsi	14. Gin & Tonic	15. Scotch & Soda	16. Bloody Mary
1. Champagne		2. Wine - Small Bottles	3. White Wine Spritzer - Small Bottles	4. Wine - Big Bottles	5. Dry - White Wine Spritzer -	6. Sweet - White Wine Spritzer-	7. Liqueur	8. Shandy	9. Hot Beverage - Tea	10. Beer								

Welcome Services

My Customer Service		1	2
1.1	Smiled, Greeted, welcomed customer/ introduced self		
1.1	Maintained eye contact, faced the customer		
2.4	Used polite/appropriate service phrases		
1.1	Approachable, polite, friendly, helpful and patient		
2.1	Displayed enthusiasm, energy and passion while interacting with customers		
1.1	Displayed appropriate body posture/gesture		
1.5	Used observation skills		
TOTAL		1.1	4
		1.5	1
		2.1	1
		2.4	1

1. Children's Headsets & Toys/Baby Kits	
1.5	Checked all required items were available
4.4	Positioned bag across shoulders, in front of body
4.4	Conducted service FWD to AFT
4.3	Offered items as per standard i.e. Children's Headsets & Toys/ Baby Kits
2.2	UM Informed UM of call bell, IFE system
4.3	Parent Highlighted diapers, baby food, baby milk
4.4	Presented Product with logos / labels facing aft
1.5	1
2.2	1
4.3	2
4.4	3

2. Menu Card & Landing Cards	
4.4	Used a small lined silver tray (with Landing Card if applicable)
4.4	Conducted Service - 4 corners
4.4	Served centre, aisle/window, centre, aisle; ladies first
4.4	Presented menu cards
4.3	Aware of services being offered
4.3	Offered landing cards
4.4	Aware of the distribution procedure
2.4	Held silver tray on the palm of hand
2.4	Held silver tray in aisle
4.4	Presented Product with logos / labels facing aft
2.4	2
4.3	2
4.4	6

My Teamwork		1	2
3.1	Entered cabin together		
TOTAL		3.1	1

Additional Comments

BKK Lunch

My Customer Service		1	2	3	4	5	6	1. Bar Snack Cart		2. Bar Clearance		3. SPML		4. Meal Cart with Drinks Drawer		5. Clearance Cart		6. Hot Beverage Cart		Additional Comments		
1.1	Smiled & Greeted customer							4.4	Set up cart as per standard		4.4	Used a small / large silver tray along with a cabin tidy bag		4.4	Prepared/placed SPML sticker with customer details		4.4	Set up cart as per standard		4.4	Set up cart as per standard	
2.4	Maintained eye contact, faced the customer							4.4	Conducted service FWD to AFT		2.4	Cleared/Collected items from customers tray table using polite service phrases		4.4	Added hot meal casserole to meal tray		4.4	Conducted service FWD to AFT		4.4	Conducted service FWD to AFT	
1.1	Used polite/appropriate service phrases							2.4	Positioned cart appropriately		4.4	Cleared aisle, centre/aisle, centre, window		4.4	Confirmed if customer ordered the specific meal type		2.4	Positioned cart appropriately		2.4	Positioned cart appropriately	
2.1	Approachable, polite, friendly, helpful and patient							4.4	Served centre, aisle/window, centre, aisle; ladies first		4.4	Placed empty cans/plastic miniatures/used plastic glasses into the cabin tidy bag		4.3	Highlighted meal type		4.4	Served centre, aisle/window, centre, aisle; ladies first		4.4	Cleared aisle, centre/aisle, centre, window	
1.1	Displayed enthusiasm, energy and passion while interacting with customers							4.3	Offered choice of all beverages available on cart		4.4	Placed glass miniatures/bottles, plastic glasses containing liquid on the silver tray		4.3	Highlighted drinks will follow shortly		4.3	Introduced meal service using correct menu terms		2.4	Offered to remove meal tray	
1.1	Displayed appropriate body posture/gesture							2.4	Placed snack / savoury biscuit neatly down on tray table next to the napkin			2.4 1 4.4 4		4.3 2 4.4 3		4.4	Handle hot casserole with napkins		4.4	Placed glasses containing liquid into drawer		
1.5	Used observation skills							4.4	Placed all drinks on napkin							4.4	Placed hot casserole on meal tray prior to presenting		4.4	Held glass by base		
2.1	Left with a positive phrase/checked on meal, drink satisfaction							4.4	Presented Product with logos / labels facing aft							4.3	Offered choice of all drinks available on cart		2.4	Offered all items on presentation plate		
2.4	Worked quietly in the galley to ensure customers were not disturbed								2.4 2 4.3 1 4.4 5							2.4 1 4.3 2 4.4 5			2.4 3 4.4 5			
		1.1 4																			2.4 3	
		1.5 1																			4.3 2	
		2.1 2																			4.4 4	
		2.4 2																				

My Teamwork		1	2	3	4	5	6
3.1	Entered cabin together/ communicated with colleagues						
1.4	Ensure galley was kept neat and tidy and all items properly stowed						
TOTAL		3.1 1 1.4 1					

BKK Lunch

	My Customer Service	7	
1.1	Smiled & Greeted customer		
2.4	Maintained eye contact, faced the customer		
1.1	Used polite/appropriate service phrases		
2.1	Approachable, polite, friendly, helpful and patient		
1.1	Displayed enthusiasm, energy and passion while interacting with customers		
1.1	Displayed appropriate body posture/gesture		
1.5	Used observation skills		
2.1	Left with a positive phrase/checked on meal, drink satisfaction		
2.4	Worked quietly in the galley to ensure customers were not disturbed		
1.1	4		
1.5	1		
2.1	2		
2.4	2		

	My Teamwork	7	
3.1	Entered cabin together/ communicated with colleagues		
1.4	Ensure galley was kept neat and tidy and all items properly stowed		
TOTAL	3.1	1	
	1.4	1	

	7. Final Clearance		
4.4	Used a small/large lined silver tray & cabin tidy bag		
4.4	Conducted service FWD to AFT		
4.4	Cleared aisle, centre/aisle, centre, window		
4.4	Placed glass bottles, glasses/melamine (with liquid) on silver tray		
4.4	Placed empty glasses/cans in cabin tidy bag		
2.4	Held silver tray on palm of hand		
2.4	Held silver tray in aisle		
2.4	2		
4.4	5		

Additional Comments

Drinks

[illegible]

Drinks

My Customer Service		13	14	15	16
1.1	Smiled & Greeted customer				
2.4	Maintained eye contact, faced the customer				
1.1	Used polite/appropriate service phrases				
2.1	Approachable, polite, friendly, helpful and patient				
1.1	Displayed enthusiasm, energy and passion while interacting with customers				
1.1	Displayed appropriate body posture/gesture				
1.5	Used observation skills				
2.1	Left with a positive phrase/checked on meal, drink satisfaction				
2.4	Worked quietly in the galley to ensure customers were not disturbed				
1.1	4				
1.5	1				
2.1	2				
2.4	2				

My Teamwork		13	14	15	16
3.1	Entered cabin together/ communicated with colleagues				
1.4	Ensure galley was kept neat and tidy and all items properly stowed				
TOTAL		3.1	1		
1.4	1				

13. Rum & Pepsi		14. Gin & Tonic		15. Scotch & Soda		16. Bloody Mary	
4.3	Highlighted brand	4.3	Highlighted brand	4.3	Offered a choice of brand	4.3	Highlighted brand
4.3	Good pronunciation	4.3	Good pronunciation	4.3	Good pronunciation	4.3	Good pronunciation
4.3	Offered appropriate mixer	4.3	Offered appropriate mixer	4.3	Offered appropriate mixer	4.3	Offered appropriate mixer
4.4	Opened bottle/can	4.4	Opened bottle/can	4.4	Opened bottle/can	4.4	Opened bottle
4.3	Offered ice	4.3	Offered ice	4.3	Offered ice	4.3	Offered ice
4.3	Offered lemon	4.3	Offered lemon	4.4	Used one glass	4.3	Offered lemon
4.4	Used 2 glasses - 1 with pepsi & 1 with ice/slice	4.3	Used one glass	4.4	Added swizzle stick	4.3	Offered salt, pepper, Worcestershire sauce and tobasco sauce
4.4	Added swizzle stick	4.4	Added swizzle stick	4.4	Held glass by base	4.4	Used two glasses
4.4	Held glasses by base	4.4	Held glass by base	4.4	Placed glass on napkin/tray table as appropriate	4.4	Added swizzle stick
4.4	Placed glass on napkin/tray table as appropriate	4.4	Placed glass on napkin/tray table as appropriate	2.4	Offered all items on presentation plate / Silver tray	4.4	Placed ice, lemon, swizzle stick in one glass
2.4	Offered all items on presentation plate / Silver tray	2.4	Offered all items on presentation plate / Silver tray	2.4	Presented product with Logos/labels facing aft	4.4	Placed juice in other glass
2.4	Presented product with Logos/labels facing aft	2.4	Presented product with Logos/labels facing aft	4.4	Prepared/offered as per standard	4.4	Held glass by base
4.4	Prepared/offered as per standard	4.4	Prepared/offered as per standard			2.4	2
						4.3	4
						4.4	6
2.4	2			2.4	2		
4.3	5			4.3	6		
4.4	6			4.4	5		
						2.4	Offered all items on presentation plate
						2.4	Presented product with Logos/labels facing aft
						4.4	Prepared/offered as per standard

Additional Comments

2.4	2	
4.3	6	
4.4	8	

Group A & B		1. Children's Headsets	2. Menu Card & Landing Cards	1. SPML	2. Meal Cart	3. Clearance Cart	4. Final Clearance											
1. Champagne		2. Wine - Small Bottles	3. White Wine Spritzer - Small	4. Wine - Big Bottles	5. Dry - White Wine Spritzer -	6. Sweet - White Wine Spritzer -	7. Liqueur	8. Shandy		9. Hot Beverage - Tea	10. Beer	11. Screwdriver	12. Gin & Orange Juice	13. Rum & Pepsi	14. Gin & Tonic	15. Scotch & Soda	16. Bloody Mary	

Welcome Services

My Customer Service		1	2
1.1	Smiled, Greeted, welcomed customer/ introduced self		
1.1	Maintained eye contact, faced the customer		
2.4	Used polite/appropriate service phrases		
1.1	Approachable, polite, friendly, helpful and patient		
2.1	Displayed enthusiasm, energy and passion while interacting with customers		
1.1	Displayed appropriate body posture/gesture		
1.5	Used observation skills		
TOTAL		1.1	4
		1.5	1
		2.1	1
		2.4	1

	My Teamwork	1	2
3.1	Entered cabin together		
TOTAL		3.1	1

		1. Children's Headsets & Toys/Baby Kits	
1.5	Checked all required items were available		
4.4	Positioned bag across shoulders, in front of body		
4.4	Conducted service FWD to AFT		
4.3	Offered items as per standard i.e. Children's Headsets & Toys/ Baby Kits		
2.2	UM	Informed UM of call bell, IFE system	
4.3	Parent	Highlighted diapers, baby food, baby milk	
4.4	Presented Product with logos / labels facing aft		
		1.5	1
		2.2	1
		4.3	2
		4.4	3

2. Menu Card & Landing Cards		
4.4	Used a small lined silver tray (with Landing Card if applicable)	
4.4	Conducted Service - 4 corners	
4.4	Served centre, aisle/window, centre, aisle; ladies first	
4.4	Presented menu cards	
4.3	Aware of services being offered	
4.3	Offered landing cards	
4.4	Aware of the distribution procedure	
2.4	Held silver tray on the palm of hand	
2.4	Held silver tray in aisle	
4.4	Presented Product with logos / labels facing aft	

Additional Comments

LHR Afternoon Tea

[illegible]

[illegible]

Drinks

[illegible]

Drinks

My Customer Service		13	14	15	16
1.1	Smiled & Greeted customer				
2.4	Maintained eye contact, faced the customer				
1.1	Used polite/appropriate service phrases				
2.1	Approachable, polite, friendly, helpful and patient				
1.1	Displayed enthusiasm, energy and passion while interacting with customers				
1.1	Displayed appropriate body posture/gesture				
1.5	Used observation skills				
2.1	Left with a positive phrase/checked on meal, drink satisfaction				
2.4	Worked quietly in the galley to ensure customers were not disturbed				
1.1	4				
1.5	1				
2.1	2				
2.4	2				

My Teamwork		13	14	15	16
3.1	Entered cabin together/ communicated with colleagues				
1.4	Ensure galley was kept neat and tidy and all items properly stowed				
TOTAL		3.1 1			
		1.4 1			

13. Rum & Pepsi		14. Gin & Tonic		15. Scotch & Soda		16. Bloody Mary	
4.3	Highlighted brand	4.3	Highlighted brand	4.3	Offered a choice of brand	4.3	Highlighted brand
4.3	Good pronunciation	4.3	Good pronunciation	4.3	Good pronunciation	4.3	Good pronunciation
4.3	Offered appropriate mixer	4.3	Offered appropriate mixer	4.3	Offered appropriate mixer	4.3	Offered appropriate mixer
4.4	Opened bottle/can	4.4	Opened bottle/can	4.4	Opened bottle/can	4.4	Opened bottle
4.3	Offered ice	4.3	Offered ice	4.3	Offered ice	4.3	Offered ice
4.3	Offered lemon	4.3	Offered lemon	4.4	Used one glass	4.3	Offered lemon
4.4	Used 2 glasses - 1 with pepsi & 1 with ice/slice	4.3	Used one glass	4.4	Added swizzle stick	4.3	Offered salt, pepper, Worcestershire sauce and tobasco sauce
4.4	Added swizzle stick	4.4	Added swizzle stick	4.4	Held glass by base	4.4	Used two glasses
4.4	Held glasses by base	4.4	Held glass by base	4.4	Placed glass on napkin/tray table as appropriate	4.4	Added swizzle stick
4.4	Placed glass on napkin/tray table as appropriate	4.4	Placed glass on napkin/tray table as appropriate	2.4	Offered all items on presentation plate / Silver tray	4.4	Placed ice, lemon, swizzle stick in one glass
2.4	Offered all items on presentation plate / Silver tray	2.4	Offered all items on presentation plate / Silver tray	2.4	Presented product with Logos/labels facing aft	4.4	Placed juice in other glass
2.4	Presented product with Logos/labels facing aft	2.4	Presented product with Logos/labels facing aft	4.4	Prepared/offered as per standard	4.4	Held glass by base
4.4	Prepared/offered as per standard	4.4	Prepared/offered as per standard			2.4 2	Placed glass on napkin/tray table as appropriate
		2.4 2				4.3 4	
		4.3 5				4.4 6	
		4.4 6				2.4	Offered all items on presentation plate
						2.4	Presented product with Logos/labels facing aft
						4.4	Prepared/offered as per standard

Additional Comments

2.4	2	
4.3	6	
4.4	8	

Customers Profiles	Customer Scenarios
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Group :

Welcome Services

	My Teamwork	1	2
3.1	Entered cabin together		
TOTAL		3.1	1

Additional Comments

LHR Lunch

My Customer Service		1	2	3	4	5
1.1	Smiled & Greeted customer					
2.4	Maintained eye contact, faced the customer					
1.1	Used polite/appropriate service phrases					
2.1	Approachable, polite, friendly, helpful and patient					
1.1	Displayed enthusiasm, energy and passion while interacting with customers					
1.1	Displayed appropriate body posture/gesture					
1.5	Used observation skills					
2.1	Left with a positive phrase/checked on meal, drink satisfaction					
2.4	Worked quietly in the galley to ensure customers were not disturbed					
1.1	4					
1.5	1					
2.1	2					
2.4	2					

My Teamwork		1	2	3	4	5
3.1	Entered cabin together/ communicated with colleagues					
1.4	Ensure galley was kept neat and tidy and all items properly stowed					
TOTAL		3.1 1				
		1.4 1				

1. SPML		2. Meal Cart with Drinks Drawer		3. Clearance Cart		4. Hot Beverage Cart		5. Final Clearance	
4.4	Prepared/placed SPML sticker with customer details	4.4	Set up cart as per standard	4.4	Set up cart as per standard	4.4	Set up cart as per standard	4.4	Used a small/large lined silver tray & cabin tidy bag
4.4	Added hot meal casserole to meal tray	4.4	Conducted service FWD to AFT	4.4	Conducted service FWD to AFT	4.4	Conducted service FWD to AFT	4.4	Conducted service FWD to AFT
4.4	Confirmed if customer ordered the specific meal type	2.4	Positioned cart appropriately	2.4	Positioned cart appropriately	2.4	Positioned cart appropriately	4.4	Cleared aisle, centre/aisle, centre, window
4.3	Highlighted meal type	4.4	Served centre, aisle/window, centre, aisle; ladies first	4.4	Cleared aisle, centre/aisle, centre, window	4.3	Offered hot beverage	4.4	Placed glass bottles, glasses/melamine (with liquid) on silver tray
4.3	Highlighted drinks will follow shortly	4.3	Introduced meal service using correct menu terms	2.4	Offered to remove meal tray	2.4	Prepared hot beverage/juice on presentation plate on the cart	4.4	Placed empty glasses/cans in cabin tidy bag
4.3	2	4.4	Handle hot casserole with napkins	4.4	Placed glasses containing liquid into drawer	4.3	Offered sugar, milk	2.4	Held silver tray on palm of hand
4.4	3	4.4	Placed hot casserole on meal tray prior to presenting	4.4	Held glass by base	4.4	Placed stirrer in the cup / Provided sugar, milk or Bev pack as required from presentation plate	2.4	Held silver tray in aisle
		4.3	Offered choice of all drinks available on cart	2.4	Offered all items on presentation plate	4.4	Held glass by base	2.4 2	4.4 5
		2.4 1		2.4 3		2.4	Offered all items on presentation plate		
		4.3 2		4.4 5					
		4.4 5							
						2.4 3			
						4.3 2			
						4.4 4			

Additional Comments

Drinks

[illegible]

Drinks

[illegible]

Drinks

My Customer Service		13	14	15	16
1.1	Smiled & Greeted customer				
2.4	Maintained eye contact, faced the customer				
1.1	Used polite/appropriate service phrases				
2.1	Approachable, polite, friendly, helpful and patient				
1.1	Displayed enthusiasm, energy and passion while interacting with customers				
1.1	Displayed appropriate body posture/gesture				
1.5	Used observation skills				
2.1	Left with a positive phrase/checked on meal, drink satisfaction				
2.4	Worked quietly in the galley to ensure customers were not disturbed				
1.1	4				
1.5	1				
2.1	2				
2.4	2				

My Teamwork		13	14	15	16
3.1	Entered cabin together/ communicated with colleagues				
1.4	Ensure galley was kept neat and tidy and all items properly stowed				
3.1	1				
1.4	1				
TOTAL					

13. Rum & Pepsi		14. Gin & Tonic		15. Scotch & Soda		16. Bloody Mary	
4.3	Highlighted brand	4.3	Highlighted brand	4.3	Offered a choice of brand	4.3	Highlighted brand
4.3	Good pronunciation	4.3	Good pronunciation	4.3	Good pronunciation	4.3	Good pronunciation
4.3	Offered appropriate mixer	4.3	Offered appropriate mixer	4.3	Offered appropriate mixer	4.3	Offered appropriate mixer
4.4	Opened bottle/can	4.4	Opened bottle/can	4.4	Opened bottle/can	4.4	Opened bottle
4.3	Offered ice	4.3	Offered ice	4.3	Offered ice	4.3	Offered ice
4.3	Offered lemon	4.3	Offered lemon	4.4	Used one glass	4.3	Offered lemon
4.4	Used 2 glasses - 1 with pepsi & 1 with ice/slice	4.3	Used one glass	4.4	Added swizzle stick	4.3	Offered salt, pepper, Worcestershire sauce and tobasco sauce
4.4	Added swizzle stick	4.4	Added swizzle stick	4.4	Held glass by base	4.4	Used two glasses
4.4	Held glasses by base	4.4	Held glass by base	4.4	Placed glass on napkin/tray table as appropriate	4.4	Added swizzle stick
4.4	Placed glass on napkin/tray table as appropriate	4.4	Placed glass on napkin/tray table as appropriate	2.4	Offered all items on presentation plate / Silver tray	4.4	Placed ice, lemon, swizzle stick in one glass
2.4	Offered all items on presentation plate / Silver tray	2.4	Offered all items on presentation plate / Silver tray	2.4	Presented product with Logos/labels facing aft	4.4	Placed juice in other glass
2.4	Presented product with Logos/labels facing aft	2.4	Presented product with Logos/labels facing aft	4.4	Prepared/offered as per standard	4.4	Held glass by base
4.4	Prepared/offered as per standard	4.4	Prepared/offered as per standard				
2.4	2	2.4	2	2.4	2		
4.3	5	4.3	6	4.3	4	4.4	Placed glass on napkin/tray table as appropriate
4.4	6	4.4	5	4.4	6		
						2.4	Offered all items on presentation plate
						2.4	Presented product with Logos/labels facing aft
						4.4	Prepared/offered as per standard

Additional Comments

2.4	2	
4.3	6	
4.4	8	

Staff No :

Abinitio No :

Course Dates :

Hospitality & Customer Service Assessment

JFK LU

Group :

Customers Profiles	Customer Scenarios
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Group A & B		1. Children's Headsets		2. Menu Card & Landing Cards		3. Kit Bags		1. SPML		2. Meal Cart with Drinks		3. Clearance Cart		4. Hot Beverage Cart		5. Final Clearance															
1. Champagne		2. Wine - Small Bottles		3. White Wine Spritzer - Small		4. Wine - Big Bottles		5. Dry - White Wine Spritzer -		6. Sweet - White Wine Spritzer -		7. Liqueur		8. Shandy		9. Hot Beverage - Tea		10. Beer		11. Screwdriver		12. Gin & Orange Juice		13. Rum & Pepsi		14. Gin & Tonic		15. Scotch & Soda		16. Bloody Mary	

Welcome Services

	My Customer Service	1	2	3	1. Children's Headsets & Toys/Baby Kits		
1.1	Smiled, Greeted, welcomed customer/ introduced self				1.5	Checked all required items were available	
1.1	Maintained eye contact, faced the customer				4.4	Positioned bag across shoulders, in front of body	
2.4	Used polite/appropriate service phrases				4.4	Conducted service FWD to AFT	
1.1	Approachable, polite, friendly, helpful and patient				4.3	Offered items as per standard i.e. Children's Headsets & Toys/ Baby Kits	
2.1	Displayed enthusiasm, energy and passion while interacting with customers				2.2	UM Informed UM of call bell, IFE system	
1.1	Displayed appropriate body posture/gesture				4.3	Parent Highlighted diapers, baby food, baby milk	
1.5	Used observation skills				4.4	Presented Product with logos / labels facing aft	
TOTAL		1.1	4			TOTAL	1.5 1
		1.5	1				2.2 1
		2.1	1				4.3 2
		2.4	1				4.4 3

	My Teamwork	1	2	3
3.1	Entered cabin together			
TOTAL		3.1	1	

2. Menu Card & Landing Cards		
4.4	Used a small lined silver tray (with Landing Card if applicable)	
4.4	Conducted Service - 4 corners	
4.4	Served centre, aisle/window, centre, aisle; ladies first	
4.4	Presented menu cards	
4.3	Aware of services being offered	
4.3	Offered landing cards	
4.4	Aware of the distribution procedure	
2.4	Held silver tray on the palm of hand	
2.4	Held silver tray in aisle	
4.4	Presented Product with logos / labels facing aft	
TOTAL		
	2.4	2
	4.3	2
	4.4	6

3. Kit Bags			
1.5	Checked all required items were available		
4.4	Positioned bag across shoulders, in front of body		
4.4	Conducted Service - 4 corners (FWD Aft in case of 2 bags)		
4.4	Served centre, aisle/window, centre, aisle; ladies first		
4.3	Offered kit bag with bookmark		
4.4	Presented Product with logos / labels facing aft		
TOTAL		1.5	1
		4.3	1
		4.4	4

Additional Comments

JFK Lunch

My Customer Service		1	2	3	4	5
1.1	Smiled & Greeted customer					
2.4	Maintained eye contact, faced the customer					
1.1	Used polite/appropriate service phrases					
2.1	Approachable, polite, friendly, helpful and patient					
1.1	Displayed enthusiasm, energy and passion while interacting with customers					
1.1	Displayed appropriate body posture/gesture					
1.5	Used observation skills					
2.1	Left with a positive phrase/checked on meal, drink satisfaction					
2.4	Worked quietly in the galley to ensure customers were not disturbed					
1.1	4					
1.5	1					
2.1	2					
2.4	2					

My Teamwork		1	2	3	4	5
3.1	Entered cabin together/ communicated with colleagues					
1.4	Ensure galley was kept neat and tidy and all items properly stowed					
TOTAL		3.1 1				
		1.4 1				

1. SPML		2. Meal Cart with Drinks Drawer		3. Clearance Cart		4. Hot Beverage Cart		5. Final Clearance	
4.4	Prepared/placed SPML sticker with customer details	4.4	Set up cart as per standard	4.4	Set up cart as per standard	4.4	Set up cart as per standard	4.4	Used a small/large lined silver tray & cabin tidy bag
4.4	Added hot meal casserole to meal tray	4.4	Conducted service FWD to AFT	4.4	Conducted service FWD to AFT	4.4	Conducted service FWD to AFT	4.4	Conducted service FWD to AFT
4.4	Confirmed if customer ordered the specific meal type	2.4	Positioned cart appropriately	2.4	Positioned cart appropriately	2.4	Positioned cart appropriately	4.4	Cleared aisle, centre/aisle, centre, window
4.3	Highlighted meal type	4.4	Served centre, aisle/window, centre, aisle; ladies first	4.4	Cleared aisle, centre/aisle, centre, window	4.3	Offered hot beverage	4.4	Placed glass bottles, glasses/melamine (with liquid) on silver tray
4.3	Highlighted drinks will follow shortly	4.3	Introduced meal service using correct menu terms	2.4	Offered to remove meal tray	2.4	Prepared hot beverage/juice on presentation plate on the cart	4.4	Placed empty glasses/cans in cabin tidy bag
4.3 2		4.4	Handle hot casserole with napkins	4.4	Placed glasses containing liquid into drawer	4.3	Offered sugar, milk	2.4	Held silver tray on palm of hand
4.4 3		4.4	Placed hot casserole on meal tray prior to presenting	4.4	Held glass by base	4.4	Placed stirrer in the cup / Provided sugar, milk or Bev pack as required from presentation plate	2.4	Held silver tray in aisle
		4.3	Offered choice of all drinks available on cart	2.4	Offered all items on presentation plate	4.4	Held glass by base	2.4 2	
		2.4 1		2.4 3				4.4 5	
		4.3 2		4.4 5		2.4	Offered all items on presentation plate		
		4.4 5							
						2.4 3			
						4.3 2			
						4.4 4			

Additional Comments

Drinks

[illegible]

Drinks

[illegible]

Drinks

My Customer Service		13	14	15	16
1.1	Smiled & Greeted customer				
2.4	Maintained eye contact, faced the customer				
1.1	Used polite/appropriate service phrases				
2.1	Approachable, polite, friendly, helpful and patient				
1.1	Displayed enthusiasm, energy and passion while interacting with customers				
1.1	Displayed appropriate body posture/gesture				
1.5	Used observation skills				
2.1	Left with a positive phrase/checked on meal, drink satisfaction				
2.4	Worked quietly in the galley to ensure customers were not disturbed				
1.1	4				
1.5	1				
2.1	2				
2.4	2				

My Teamwork		13	14	15	16
3.1	Entered cabin together/ communicated with colleagues				
1.4	Ensure galley was kept neat and tidy and all items properly stowed				
TOTAL		3.1 1			
1.4	1				

13. Rum & Pepsi		14. Gin & Tonic		15. Scotch & Soda		16. Bloody Mary	
4.3	Highlighted brand	4.3	Highlighted brand	4.3	Offered a choice of brand	4.3	Highlighted brand
4.3	Good pronunciation	4.3	Good pronunciation	4.3	Good pronunciation	4.3	Good pronunciation
4.3	Offered appropriate mixer	4.3	Offered appropriate mixer	4.3	Offered appropriate mixer	4.3	Offered appropriate mixer
4.4	Opened bottle/can	4.4	Opened bottle/can	4.4	Opened bottle/can	4.4	Opened bottle
4.3	Offered ice	4.3	Offered ice	4.3	Offered ice	4.3	Offered ice
4.3	Offered lemon	4.3	Offered lemon	4.4	Used one glass	4.3	Offered lemon
4.4	Used 2 glasses - 1 with pepsi & 1 with ice/slice	4.3	Used one glass	4.4	Added swizzle stick	4.3	Offered salt, pepper, Worcestershire sauce and tobasco sauce
4.4	Added swizzle stick	4.4	Added swizzle stick	4.4	Held glass by base	4.4	Used two glasses
4.4	Held glasses by base	4.4	Held glass by base	4.4	Placed glass on napkin/tray table as appropriate	4.4	Added swizzle stick
4.4	Placed glass on napkin/tray table as appropriate	4.4	Placed glass on napkin/tray table as appropriate	2.4	Offered all items on presentation plate / Silver tray	4.4	Placed ice, lemon, swizzle stick in one glass
2.4	Offered all items on presentation plate / Silver tray	2.4	Offered all items on presentation plate / Silver tray	2.4	Presented product with Logos/labels facing aft	4.4	Placed juice in other glass
2.4	Presented product with Logos/labels facing aft	2.4	Presented product with Logos/labels facing aft	4.4	Prepared/offered as per standard	4.4	Held glass by base
4.4	Prepared/offered as per standard	4.4	Prepared/offered as per standard			2.4 2	
						4.3 4	4.4 Placed glass on napkin/tray table as appropriate
						4.4 6	
2.4	2	2.4	2				2.4 Offered all items on presentation plate
4.3	5	4.3	6				2.4 Presented product with Logos/labels facing aft
4.4	6	4.4	5			4.4	Prepared/offered as per standard

Additional Comments

2.4	2	
4.3	6	
4.4	8	

Group A & B		1. Children's Headsets	2. Menu Card & Landing Cards	3. Kit Bags	1. LB-SPML	2. LB-Meal Cart	3. LB-Clearance Cart	4. LB-Final Clearance	BreakFast		1. BF-SPML	2. BF-Meal Cart with Juice and	3. BF - Clearance cart	4. BF- Final Clearance				
1. Champagne	2. Wine - Small Bottles	3. White Wine Spritzer - Small	4. Wine - Big Bottles	5. Dry - White Wine Spritzer -	6. Sweet - White Wine Spritzer-	7. Liqueur	8. Shandy	9. Hot Beverage - Tea	10. Beer	11. Screwdriver	12. Gin & Orange Juice	13. Rum & Pepsi	14. Gin & Tonic	15. Scotch & Soda	16. Bloody Mary			

Welcome Services

My Customer Service	1	2	3	1. Children's Headsets & Toys/Baby Kits	2. Menu Card & Landing Cards	3. Kit Bags	Additional Comments
1.1 Smiled, Greeted, welcomed customer/ introduced self				1.5 Checked all required items were available	4.4 Used a small lined silver tray (with Landing Card if applicable)	1.5 Checked all required items were available	
1.1 Maintained eye contact, faced the customer				4.4 Positioned bag across shoulders, in front of body	4.4 Conducted Service - 4 corners	4.4 Positioned bag across shoulders, in front of body	
2.4 Used polite/appropriate service phrases				4.4 Conducted service FWD to AFT	4.4 Served centre, aisle/window, centre, aisle; ladies first	4.4 Conducted Service - 4 corners (FWD Aft in case of 2 bags)	
1.1 Approachable, polite, friendly, helpful and patient				4.3 Offered items as per standard i.e. Children's Headsets & Toys/ Baby Kits	4.4 Presented menu cards	4.4 Served centre, aisle/window, centre, aisle; ladies first	
2.1 Displayed enthusiasm, energy and passion while interacting with customers				2.2 UM Informed UM of call bell, IFE system	4.3 Aware of services being offered	4.3 Offered kit bag with bookmark	
1.1 Displayed appropriate body posture/gesture				4.3 Parent Highlighted diapers, baby food, baby milk	4.3 Offered landing cards	4.4 Presented Product with logos / labels facing aft	
1.5 Used observation skills				4.4 Presented Product with logos / labels facing aft	4.4 Aware of the distribution procedure		
TOTAL	1.1 4			TOTAL	1.5 1	TOTAL	1.5 1
	1.5 1				2.2 1		4.3 1
	2.1 1				4.3 2		4.4 4
	2.4 1				4.4 3		
My Teamwork	1	2	3				
3.1 Entered cabin together							
TOTAL	3.1 1				TOTAL	2.4 2	
						4.3 2	
						4.4 6	

JFK Light Bites

	My Customer Service	1	2	3	4
1.1	Smiled & Greeted customer				
2.4	Maintained eye contact, faced the customer				
1.1	Used polite/appropriate service phrases				
2.1	Approachable, polite, friendly, helpful and patient				
1.1	Displayed enthusiasm, energy and passion while interacting with customers				
1.1	Displayed appropriate body posture/gesture				
1.5	Used observation skills				
2.1	Left with a positive phrase/checked on meal, drink satisfaction				
2.4	Worked quietly in the galley to ensure customers were not disturbed				
	1.1	4			
	1.5	1			
	2.1	2			
	2.4	2			
	My Teamwork	1	2	3	4
3.1	Entered cabin together/ communicated with colleagues				
1.4	Ensure galley was kept neat and tidy and all items properly stowed				
	TOTAL	3.1	1		
		1.4	1		

	1. LB-SPML		2. LB-Meal Cart		3. LB-Clearance Cart		4. LB-Final Clearance	
4.4	Prepared/placed SPML sticker with customer details		4.4	Set up cart as per standard		4.4	Cart set up as per standard	
4.4	Used large lined silver tray with napkins		4.4	Conducted service FWD to AFT		4.3	Conducted service FWD to AFT	
4.4	Confirmed if customer ordered the specific meal type		2.4	Positioned cart appropriately		2.4	Positioned cart appropriately	
4.3	Highlighted meal type		4.4	Served centre, aisle/window, centre, aisle; ladies first		4.4	Cleared aisle, centre/aisle, centre, window	
4.3	Highlighted drinks will follow shortly		4.3	Introduced meal service using correct menu terms		2.4	Offered to remove items from tray table	
	4.3	2						
	4.4	3						
			4.4	Placed napkin on tray table		4.3	Placed pizza boxes, cups, meal plates in plastic drawer inside the cart	
			4.4	Placed pizza from a presentation plate on side of napkin		4.4	Placed glasses, bottles in plastic drawer on top of the cart	
			4.3	Offered choice of all beverages available on cart		2.4	Held glass by base	
			4.3	Offered milk with hot beverages (Tea- if milk is declined, offered lemon)		2.4	Offered all items on presentation plate	
			4.4	Placed cup and beverage pack on meal plate				
						2.4	4	
						4.3	2	
						4.4	3	
			4.3	Offered sugar/sweetener				
			2.4	Offered all items on presentation plate				
			4.4	Product labels faced aft				
			2.4	2				
			4.3	4				
			4.4	7				

Additional Comments

JFK Breakfast

	My Customer Service	1	2	3	4
1.1	Smiled & Greeted customer				
2.4	Maintained eye contact, faced the customer				
1.1	Used polite/appropriate service phrases				
2.1	Approachable, polite, friendly, helpful and patient				
1.1	Displayed enthusiasm, energy and passion while interacting with customers				
1.1	Displayed appropriate body posture/gesture				
1.5	Used observation skills				
2.1	Left with a positive phrase/checked on meal, drink satisfaction				
2.4	Worked quietly in the galley to ensure customers were not disturbed				
1.1	4				
1.5	1				
2.1	2				
2.4	2				

	My Teamwork	1	2	3	4
3.1	Entered cabin together/ communicated with colleagues				
1.4	Ensure galley was kept neat and tidy and all items properly stowed				
TOTAL		3.1	1		
		1.4	1		

	1. BF-SPML		2. BF-Meal Cart with Juice and Hot Bev drawer		3. BF - Clearance cart		4. BF- Final Clearance							
4.4	Prepared/placed SPML sticker with customer details		4.4	Cart set up as per standard		4.4	Cart set up as per standard		4.4	Used a small/large lined silver tray & cabin tidy bag				
4.4	Added hot meal casserole to meal tray		4.3	Conducted service FWD to AFT		4.4	Conducted service FWD to AFT		4.3	Conducted service FWD to AFT				
1.5	Confirmed if customer ordered the specific meal type		2.4	Positioned cart appropriately		4.3	Positioned cart appropriately		2.4	Cleared aisle, centre/aisle, centre, window				
4.3	Highlighted meal type		4.3	Served centre, aisle/window, centre, aisle; ladies first		4.3	Cleared aisle, centre/aisle, centre, window		4.4	Placed glass bottles, glasses/melamine (with liquid) on silver tray				
2.1	Highlighted drinks will follow shortly		4.4	Introduced meal service using correct menu terms		4.3	Offered to remove meal tray		2.4	Placed empty glasses/cans in cabin tidy bag				
	1.5	1												
	2.1	1		2.4	Napkins were used to handle hot casserole		2.4	Placed glasses containing liquid into drawer		4.4	Held silver tray on palm of hand			
	4.3	1												
	4.4	2		4.4	Placed hot casserole on meal tray prior to presenting		2.4	Held glass by base		2.4	Held silver tray in aisle			
				4.3	Offered choice of all beverages available on cart		4.3	Offered all items on presentation plate				2.4	3	
												4.3	1	
												4.4	3	
				2.4	2							2.4	2	
				4.3	3							4.3	4	
				4.4	3							4.4	2	

Additional Comments

Drinks

[illegible]

Drinks

[illegible]

Drinks

My Customer Service		13	14	15	16
1.1	Smiled & Greeted customer				
2.4	Maintained eye contact, faced the customer				
1.1	Used polite/appropriate service phrases				
2.1	Approachable, polite, friendly, helpful and patient				
1.1	Displayed enthusiasm, energy and passion while interacting with customers				
1.1	Displayed appropriate body posture/gesture				
1.5	Used observation skills				
2.1	Left with a positive phrase/checked on meal, drink satisfaction				
2.4	Worked quietly in the galley to ensure customers were not disturbed				
1.1	4				
1.5	1				
2.1	2				
2.4	2				

My Teamwork		13	14	15	16
3.1	Entered cabin together/ communicated with colleagues				
1.4	Ensure galley was kept neat and tidy and all items properly stowed				
TOTAL		3.1 1			
		1.4 1			

13. Rum & Pepsi		14. Gin & Tonic		15. Scotch & Soda		16. Bloody Mary	
4.3	Highlighted brand	4.3	Highlighted brand	4.3	Offered a choice of brand	4.3	Highlighted brand
4.3	Good pronunciation	4.3	Good pronunciation	4.3	Good pronunciation	4.3	Good pronunciation
4.3	Offered appropriate mixer	4.3	Offered appropriate mixer	4.3	Offered appropriate mixer	4.3	Offered appropriate mixer
4.4	Opened bottle/can	4.4	Opened bottle/can	4.4	Opened bottle/can	4.4	Opened bottle
4.3	Offered ice	4.3	Offered ice	4.3	Offered ice	4.3	Offered ice
4.3	Offered lemon	4.3	Offered lemon	4.4	Used one glass	4.3	Offered lemon
4.4	Used 2 glasses - 1 with pepsi & 1 with ice/slice	4.3	Used one glass	4.4	Added swizzle stick	4.3	Offered salt, pepper, Worcestershire sauce and tobasco sauce
4.4	Added swizzle stick	4.4	Added swizzle stick	4.4	Held glass by base	4.4	Used two glasses
4.4	Held glasses by base	4.4	Held glass by base	4.4	Placed glass on napkin/tray table as appropriate	4.4	Added swizzle stick
4.4	Placed glass on napkin/tray table as appropriate	4.4	Placed glass on napkin/tray table as appropriate	2.4	Offered all items on presentation plate / Silver tray	4.4	Placed ice, lemon, swizzle stick in one glass
2.4	Offered all items on presentation plate / Silver tray	2.4	Offered all items on presentation plate / Silver tray	2.4	Presented product with Logos/labels facing aft	4.4	Placed juice in other glass
2.4	Presented product with Logos/labels facing aft	2.4	Presented product with Logos/labels facing aft	4.4	Prepared/offered as per standard	4.4	Held glass by base
4.4	Prepared/offered as per standard	4.4	Prepared/offered as per standard			2.4 2	
						4.3 4	4.4 Placed glass on napkin/tray table as appropriate
						4.4 6	
2.4	2	2.4	2			2.4	Offered all items on presentation plate
4.3	5	4.3	6			2.4	Presented product with Logos/labels facing aft
4.4	6	4.4	5			4.4	Prepared/offered as per standard

Additional Comments

2.4	2	
4.3	6	
4.4	8	

KHI	DEL	BKK	LHR-AT	LHR-LU	JFK-LU	JFK-LB BF
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Auto-tick

Customers Profiles

Boarding	K	D	B	L	J	iO	K	D	B	L	J	High Valued Customer	K	D	B	L	J	Parent with Infant	K	D	B	L	J	Others	K	D	B	L	J
Warmly welcomed customers						Addressed by name						Addressed by name						Addressed by name						Addressed by name					
Stood in designated service area						Escorted to seat						Escorted to seat						Escorted to seat						Escorted to seat					
Moved towards customers in aisle						Welcomed back						Welcomed back						Introduced self						Introduced self					
Used names if possible						Introduced self						Introduced self						Offered baby bassinet						Highlighted call bell, explained IFE					
Guided customers to seats						Offered preferred drink						Offered preferred drink						Offered BBML						Regularly checked on wellbeing & comfort					
Noted down useful customer information						Offered meal choice first						Offered Fast Track card						Offered to take photograph											
Assisted with customers baggage						Offered Fast Track card						Regularly checked on wellbeing & comfort						Regularly checked on wellbeing & comfort											
						Regularly checked on wellbeing & comfort																							

We Care	K	D	B	L	J	Honeymoon Couple	K	D	B	L	J	Unaccompanied Minor	K	D	B	L	J	Customer Visually Impaired	K	D	B	L	J	Deportee	K	D	B	L	J
Cleanliness: Actively tidied all lavatories and cabin area						Addressed by name						Addressed by name						Addressed by name						Addressed by name					
						Escorted to seat						Escorted to seat						Escorted to seat						Escorted to seat					
Customer Care: Monitored cabin anticipating customer needs						Introduced self						Introduced self						Introduced self						Introduced self					
						Congratulated couple						Highlighted call bell, explained IFE						Provided safety brief						Reassured with regards to documents					
Refreshments: Offered refreshments in the cabin						Offered to take photograph						Offered to take photograph						Explained menu/meal tray setup						Regularly checked on wellbeing & comfort					
						Offered surprising treat						Regularly checked on wellbeing & comfort						Regularly checked on wellbeing & comfort						Highlighted disembarkation procedure					
						Regularly checked on wellbeing & comfort						Highlighted disembarkation procedure																	

Non English Speaker	K	D	B	L	J	Customer on Wheelchair	K	D	B	L	J
Addressed by name						Addressed by name					
Escorted to seat						Escorted to seat					
Communicated with a language speaker						Introduced self					
Used appropriate body language to explain						Assisted to use lavatory					
Regularly checked on wellbeing & comfort						Regularly checked on wellbeing & comfort					

Customer Scenariors

Request for window sear	Request to sit together	Cabin bag does nor fit in hatrack	Consuming alcohol from own bottle	Requested SPML declined by customer	Request for alcoholic beverage on ground		
Positively acknowledged and informed customer that they would check for window seat	Positively acknowledged and informed customer that they would check for vacant seats	Looked to rearrange the hatrack if possible	Politely discouraged customer from drinking from their own bottle	Informed customer that they could offer the SPML tray now	Positively acknowledged customer's request		
Informed customer that it may take a few minutes due to boarding.	Seats available: Moved customer	If bags were stowed in a hat rack away from customer's seat then kept them informed of its location	Offered complimentary alternatives from bar	Would check if there are additional meals available once all other customers are served	Highlighted that alcoholic drinks can be served after take-off		
Checked PILUKIS (if available) for vacant window seat	Full flight: Spoke to other customers (first choice-customers in vicinity) and requested them.	If bags to be offloaded then highlighted to customer that they will be placed in the cargo	Offered to chill the alcohol bottle in the galley	Informed Cabin Supervisor	Offered water cuplet as an alternative		
Seats available: Moved customer	Checked if customers had ordered for SPML	Advised that this will be complimentary and customer will receive this with their checked in baggage	Did not force customer to hand over the bottle	Returned to customer with a response	After take-off, returned to customer to take order and deliver alcoholic drink		
Full flight: Informed customer that they would try their best to look for customers willing to swap seats	Reflected change on PIL	Informed Cabin Supervisor	Informed Cabin Supervisor	Asked if they would like assistance in cancelling future SPML requests on EK flights	Request to visit flight deck		
No window seat: Tried looking for an aisle seat/emergency exit row seat	Informed Cabin Supervisor	Asked customer to remove any valuables, documents, lithium battery and e-cigarette from their bag	Monitored customer throughout the flight	Informed Cabin Supervisor to cancel SPML booking for customer	Positively acknowledged and informed customer about the policy		
Ran out of meal Choice	Seat reclined during meal service	Request for nut free meal	Requesting items from Premium cabins i.e nuts	SPML requested during flight	Request for Additional Meal		
Positively acknowledged/apologised.	Politely requested customer in front to put seat upright for them to enjoy the meal	Positively acknowledged and informed customer that we are unable to cater SPMLs for customers with nut allergies	Positively acknowledged customers request	Apologised and checked meal choices to see if they were suitable for the type of SPML	Positively acknowledged customer's request		
Advised customers that do not have it at the moment	Customer declined: Attempted to move customer at the back	Asked customer what they could eat, highlighted available choices	Explained that unable to offer items from other cabins	Informed customer that they would check other available options and return promptly	Informed politely once meal tray distribution is finished,will come back and serve if any extra meal still available.		
offered a tray	Full flight: Apologised sincerely and monitored customer	Organised meal for customer based on their response	Offered an alternative from YC	Informed Cabin Supervisor	Brought additional meal after tray distribution / followed up as required		
Delivered meal on a large lined silver tray / Offered an alternative i.e. crew meals, J/C meals	Informed Cabin Supervisor	Requested customer to bring their own meals, which could be stored and heated in flight	Informed CSV				
Baby stroller request	Refuse to sit besides a male customer	Request to pray	Customer pressed me can ben several times & no one attended?	Customer requests for a free upgrade	Foreign object in meal		
Acknowledged and informed them about baby stroller facility available while in transit in DXB	Positively acknowledged and politely asked customer to wait while they found an alternative	Positively acknowledged customers' request	Positively acknowledged and apologised	Positively acknowledged reques	Apologised and immediately offered to remove entire meal tray		
Highlighted that strollers are available at the end of the aerobridge	Changed customer's seat ensuring she is seated next to a female customer	Directed customer to exit door during service and in the galley after service	Clarified the need of the customer	Highlighted that unable to upgrade for free I	Offered an alternative		
Informed customer their baby stroller would be received on the baggage belt at final destination	Full flight: Politely requested a male customer sitting next to a female to swap seats	Offered a new blanket	Delivered customers request as soon as possible	Offered to find out the price /miles required for upgrade	Informed Cabin Supervisor		
			Informed CSV	Customer declines to pay - offered options i.e swap seats, extra leg room etc	Thanked customer for feedback. Highlighted that information would be sent back to catering for review		
			Checked on customers comfort throughout the flight	Informed CSV	Checked on customers comfort throughout the flight		
				Checked on customers comfort throughout the flight			

Additional Comments
Additional Comments

Name: 0
Facilitators: 0

Staff No: 0
Course No: 0

Knowledge Assessments	Score	Resit	Average
KA 1			#DIV/0!
KA 2			#DIV/0!
KA 3			#DIV/0!
KA 4			#DIV/0!
Bar 1			#DIV/0!
Bar 2			#DIV/0!
Home Studies			100

Hospitality & Customer Care Assessments	Score
KHI	0.00
DEL	#DIV/0!
BKK	#DIV/0!
LHR-AT	#DIV/0!
JFK-LU	#DIV/0!

Total #DIV/0!

OVERALL SUMMARY #DIV/0!

Below Standard Below 80

Maintain Above 80

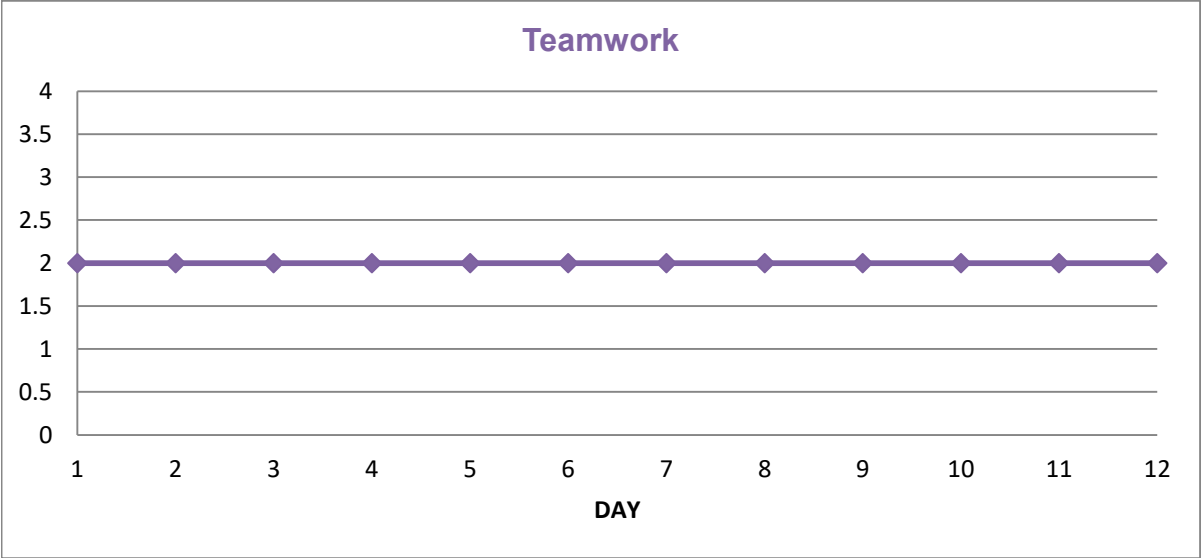
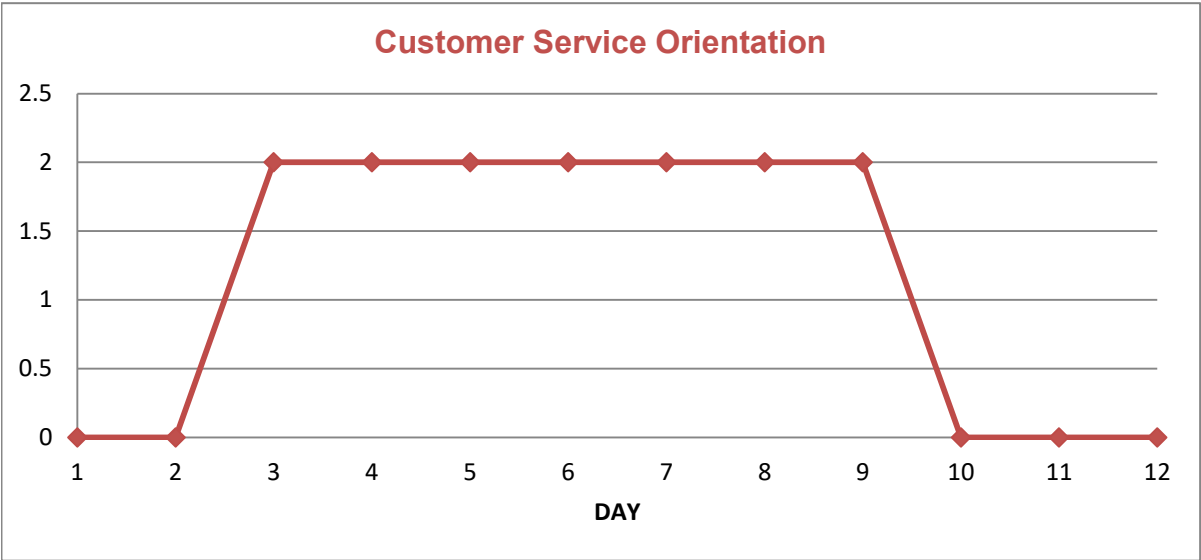
Total #DIV/0!

OVERALL SUMMARY #DIV/0!

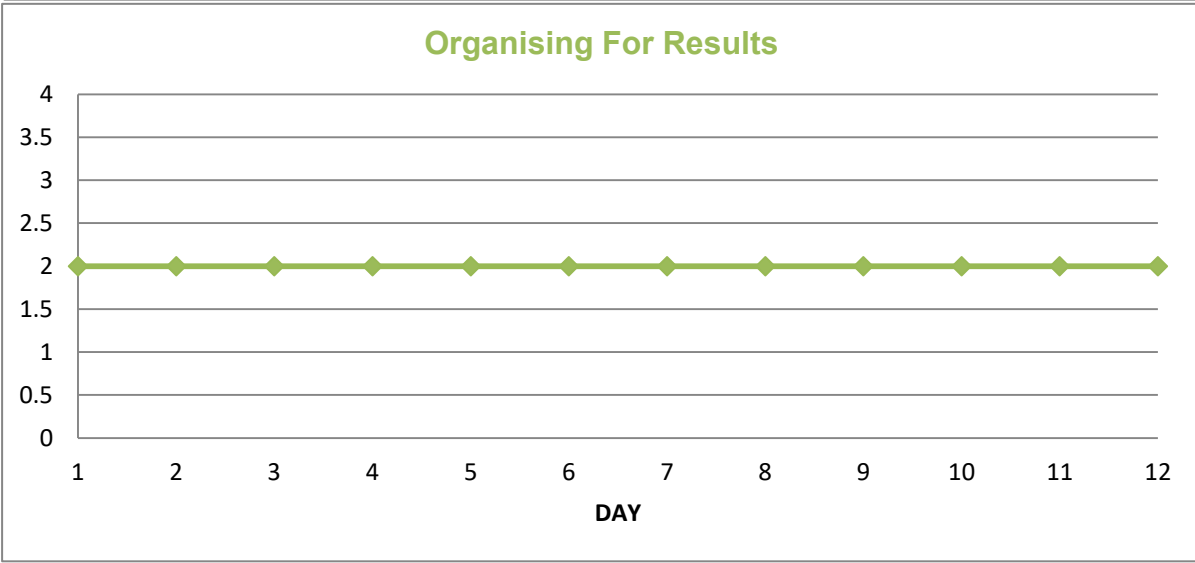
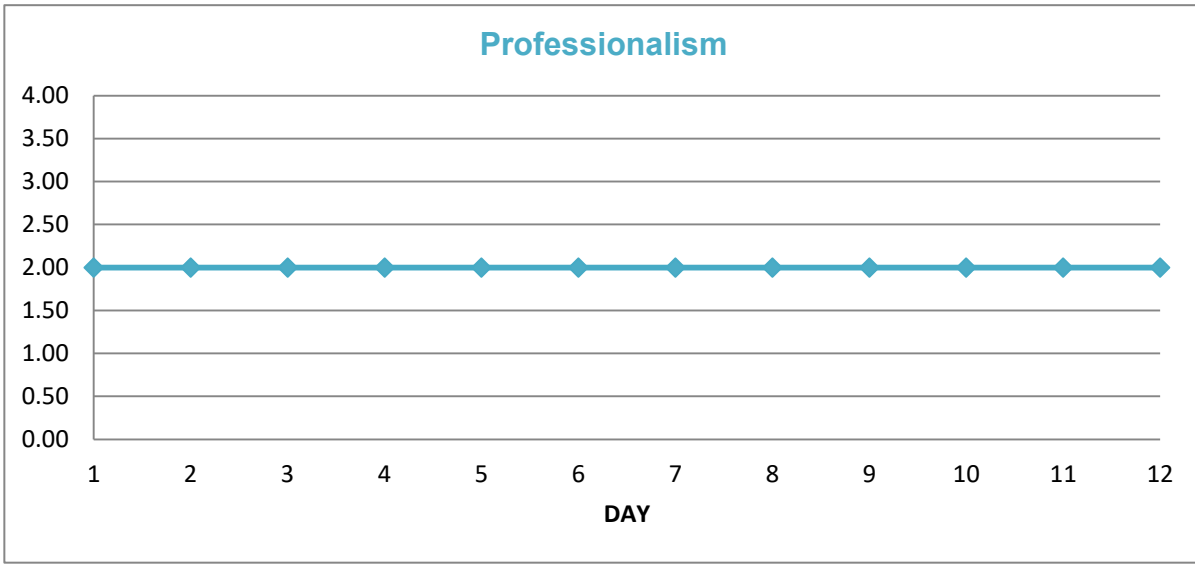
Below Standard Below 80

Maintain Above 80

Name: 0
Facilitators: 0



Staff No: 0
Course No: 0



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1. My Professionalism			
1.1 Positive Approach: Shows drive, passion and energy			
1.1.4 Appeared to have a negative attitude to the job. Encouraged negative conversations. Displayed passive or aggressive body language, e.g. scowling, pointing or crossing arms.	1.1.3 Could have demonstrated greater enthusiasm when interacting with colleagues and/or customers. Sometimes appeared disinterested.	1.1.2 Had a consistently positive approach during sessions and throughout the course. Body language was open and friendly.	1.1.1 Passionate and enthusiastic about their role and inspired and encouraged a positive approach in others.
1.2 Resilient: Is calm and controlled under pressure. Adjusts to changes and manages challenging situations effectively			
1.2.4 Talks negatively about change. Appears agitated or distressed in challenging situations.	1.2.3 Needs support to ensure composure and to develop resilience when faced with challenging situations.	1.2.2 Calm and controlled under pressure. Showed flexibility and adapted to changes when needed.	1.2.1 Delivered an excellent service despite challenging circumstances. Was able to support others in difficult situations.
1.3 Cosmopolitan: Shows respect for other cultures and appreciates differences			
1.3.4 Talks about or behaves in a way which is disrespectful of others. Does not interact with colleagues of other cultures.	1.3.3 Could demonstrate more awareness/consideration of cultural differences.	1.3.2 Showed respect for other cultures and appreciated cultural differences amongst colleagues and customers.	1.3.1 Proactively used knowledge of different cultures and language skills to enhance the customer experience.
1.4 Organised: Has an organised and structured approach to work			
1.4.4 Reported late for duty or without required elements.	1.4.3 Encouraged to show more initiative in performing various duties and to manage time more effectively.	1.4.2 Planned, prioritised and managed workload effectively in the galley and/or the cabin. Was punctual throughout the course.	1.4.1 Anticipated challenges and put plans in place to overcome them. Adjusted priorities and adapted quickly to changes when needed.
1.5 Thorough: Demonstrates a strong attention to detail			
1.5.4 Missed many details or often repeated errors. Didn't attempt to correct shortfalls that were highlighted to them.	1.5.3 Needs to ensure details are not missed or errors aren't repeated. Attempted to correct highlighted shortfalls.	1.5.2 Ensured own work was complete and correct. Fixed any mistakes promptly. Demonstrated good attention to detail.	1.5.1 Excellent attention to detail. Kept standard and quality of work high even when workload was heavy or complex.
2. My Customer Service			
2.1 Friendly and Caring: Builds relationships with customers and creates a welcoming and comfortable environment			
2.1.4 Dismissive, abrupt or insincere with customers. Creates a negative first impression.	2.1.3 Needs to ensure customers feel welcome and comfortable by engaging in conversation with them and smiling.	2.1.2 Greeted and welcomed customers on-board. Was friendly, smiling and initiated conversation with customers. Ensured customers were comfortable throughout their flight.	2.1.1 Built strong rapport with customers. Made exceptional effort to engage with customers and inspired others in customer care.
2.2 Anticipating customer needs: Anticipates customers' needs and uses their initiative to meet them			
2.2.4 Avoids spending time in the cabin with customers. Appears indifferent to customer needs.	2.2.3 Could be more attentive to customer needs e.g., those travelling with children; replenishing drinks; being more present in the cabin.	2.2.2 Available and active in the cabin. Checked cabin and lavatories. Anticipated customer needs and was proactive in looking and finding ways to help them.	2.2.1 Used their initiative and found ways and opportunities to really exceed customer expectations and enhance their overall experience.
2.3 Responsive and Helpful: Provides a prompt and flexible approach to meeting customer needs and requests. Ability to handle customer complaints and concerns.			
2.3.4 Did not identify or acknowledge customer requests.	2.3.3 Not always responsive to call bells and/or customer requests. Had to be repeatedly reminded to assist customers.	2.3.2 Helpful and prompt in response to customer requests. Flexible and offered alternatives when needs could not be met. Made effort to resolve customer concerns or complaints.	2.3.1 Demonstrated exceptional effort in response to challenging customer needs or requests. Able to deal with difficult customer complaints; provided solutions and ensured follow up.
2.4 Service Style: Fully reflected expectations for their cabin			
2.4.4 Presented service awkwardly. Appears clumsy when handling service items.	2.4.3 Needs to ensure service style and presentation is confident and professional. Had some shortfalls.	2.4.2 Ensured service style was confident and professional. Used correct service phrases. Was aware of noise made in the galley and cabin and worked to minimise this.	2.4.1 Demonstrated a detailed awareness of service and presentation. Was able to make personal recommendations. Delivered service with style and finesse.
3. My Teamwork			
3.1 Relationship Builder: Develops good working relationship and promotes a positive work environment			
3.1.4 Does not interact or involve others in discussions.	3.1.3 Needs to ensure builds good working relationships with colleagues. Be aware not to make others feel excluded.	3.1.2 Showed consideration to colleagues. Contributed to an enjoyable and effective working environment. Created a strong team spirit.	3.1.1 Built strong relationships and/or engaged with wider teams e.g. ground staff. Provided encouragement to colleagues in challenging situations.
3.2 Team Player: Helps and supports others to achieve team goals. Understands how their work affects others			
3.2.4 Appears to avoid taking ownership or working with others. Does not assist colleagues or acknowledge ideas of others.	3.2.3 Could have worked more closely with colleagues throughout the flight. Encouraged to offer assistance to colleagues in need.	3.2.2 Accepted an equal workload and contributed to achieving team goals. Shared experience and knowledge with colleagues. Actively supported colleagues as needed.	3.2.1 Actively encouraged team work. Offered solutions to help resolve team challenges. Exceptional support to colleagues through challenging situations.
3.3 Effective Communicator: Communicates clearly and appropriately. Shares information to ensure the efficient and effective delivery of service. Used active listening skills			
3.3.4 Interrupts others or does not listen to the full communication. Appears to dominate others or retain important information.	3.3.3 Needs to ensure that communication is clear and appropriate.	3.3.2 Communicated clearly, openly and appropriately with colleagues and customers. Sought clarification and guidance when unsure.	3.3.1 Took a leading role in sharing and communicating with others. An inspirational communicator; able to capture and hold people's attention.
4. My Knowledge and Professional Image			
4.1 Image & Uniform			
	4.1.3 Image and Uniform was not to standard and/or their shortfalls were not corrected.	4.1.2 Attempted to correct Image & Uniform shortfalls	4.1.1 Met Image and Uniform standards. Any Shortfalls they had were corrected promptly. Portrayed a professional Emirates image.
4.2 SEP/ SEC/ GMT			
	4.2.3 Did not meet knowledge standards in theory and/or practise. Gave incorrect or uncertain answers to safe talk questions. Did not adhere to SOPs during the flight.	4.2.2 Managed scenario with guidance from trainers.	4.2.1 Met knowledge standards – in theory and practise. Correctly answered SafeTalk. Conducted thorough pre-flight security search. Consistently adhered to SOPs during normal situations. Regularly monitored cabin for safety/medical concerns.
4.3 Knowledge and promotion of Emirates products: Evaluation of crew in this category should take into account assigned cabin onboard			
	4.3.3 Did not use accurate terminology when offering or delivering products on-board. Oversimplified menu terminology. Needs to demonstrate knowledge of wider EK product e.g. Emirates Skywards.	4.3.2 Terminology or pronunciation is inconsistent when introducing items to customers. Some items were not delivered to customers. Shared basic information of products. Response to queries at times incorrect.	4.3.1 Good knowledge of menu and products, including terminology and pronunciation. Ensured that products were offered to customers. Was able to share information on EK services and products. Able to answer queries correctly.
4.4 Knowledge and delivery of service standards and procedures: Evaluation of crew in this category should take into account assigned cabin onboard			
	4.4.3 Unable to follow the correct service sequence or presentation. Lacked knowledge of service standards, procedures or knowledge not updated.	4.4.2 Demonstrated basic awareness of service standards. Standards or procedures delivered out of correct sequence or service order.	4.4.1 Knowledge was up to date. Followed service standards and procedures and applied correct service order or flow.