

# VSA Course Assessment Report



Name	0	Staff No:	0
Facilitators	0	Course No.	0
Performance Manager	0	Course Date.	0

## My Professionalism

1.1 Positive Approach: Shows drive, passion and energy

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.

1.2.1 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.

1.3.1 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.

1.4.1 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.

1.5.3 Needs to ensure details are not missed or errors aren't repeated. Attempted to correct highlighted shortfalls.

Comments:

1.1 Met and exceeded expectations: Consistently approached the training in a positive and enthusiastic way.

1.2 Met and exceeded expectations: Consistently remained calm under pressure by showing flexibility when facing challenging situations.

1.3 Met and exceeded expectations: Consistently demonstrated respect for other cultures and adopted a cultural sensitive approach to situations.

1.4 Met and exceeded expectations: Consistently arrived in classroom on time and ensured to be back from break at the agreed timing.

1.5 Did not consistently meet expectations: Needs to consistently maintain 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

2.1.1 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

2.2.1 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.

2.3.1 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

2.4.1 Demonstrated a detailed awareness of service and presentation. Was able to make personal recommendations. Delivered service with style and finesse.

Comments:

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

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

2.3 Met and exceeded expectations: Consistently provided customers with solutions and ensured follow up upon their requests.

2.4 Met and exceeded expectations: Consistently worked in a way that reflected customers' expectations in relation to the cabin that they are traveling in.

## My Teamwork

3.1 Relationship Builder: Develops good working relationship and promotes a positive work environment

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

3.2.1 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

3.3.1 Took a leading role in sharing and communicating with others. An inspirational communicator; able to capture and hold people's attention.

Comments:

3.1 Met and exceeded expectations: Consistently engaged in conversations with colleagues in order to create a positive working environment.

3.2 Met and exceeded expectations: Consistently support colleagues and share workload in order to achieve team goals.

3.3 Met and exceeded expectations: Consistently communicated clearly to ensure an efficient and effective delivery of service.

My Knowledge & Professional Image	
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	
N/A	
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 or flow.	
Comments:	
4.1 Met Image and Uniform standards and portrayed a professional Emirates image. Any shortfall were promptly corrected.	
N/A	
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.	

Name :

Staff No :

Group :

CPM :

Date :

Result : In progress

Assessors :

## Service Training - Part Three Overall Summary Report



Assessment	Score Achieved	Max %
Assessment 1 (Image & Uniform)	100.00	100.00
Assessment 2 (Service Knowledge - Open Book)	0.00	100.00
Assessment 3 (Service Knowledge - Written)	In progress	100.00
Assessment 4 (Service Knowledge - Computer Based)	In progress	100.00
Assessment 5 (Individual - Learning Portfolio check)	100.00	100.00
Assessment 6 (Individual - Learning Portfolio - Customer Scenario shared)	100.00	100.00
Assessment 7 (Individual - Service Skills & Customer Scenario)	In progress	100.00
Assessment 8 (Individual Written activity - Customer scenario)	100.00	100.00
Assessment 9 (Individual - Service Practical & Customer Scenario)	100.00	100.00
Assessment 10 (Team - Cart Set Up)	In progress	100.00

Overall Summary :

In progress



## Service Training - Part Three

### Continual Assessment



Name : 0  
Staff No : 0  
Group : 0  
CCM : 0  
Date : 0

Case 2: I&U and Punctuality Concerns					Case 2: Conduct concerns		Positive Conduct	
3.4: Image & Uniform			4.5: Time management					
Day 1	2	Nails too long/Hair untidy Advised to shorten them/Advised to use more hair product Accepted feedback positively/negatively Actioned on day 2	2	XX minutes late. Arrived at XX:XX. Claimed that they did not anticipate traffic for that time of day/accident on road/missed the bus/bus was full/late/overslept Was apologetic/Acted defensively				
Day 2	2		2					
Day 3	2		2					

E-learning				English Language	
Day 3	2	✓	Hand Held Computer for Duty Free	English Concerns	
		✓	Bar Paperwork : Duty Free		

Assessment 1 (Image & Uniform)	Score	Assessment 2 (Knowledge - Open Book)	Score	/out of	Assessment 3 (Service Skills)	Score	/out of	Assessment 4 (Knowledge-CBT)	Score
I&U Checklist Feedback		Knowledge Open Book		35	Service Skills		30	Knowledge CBT	
		Knowledge Open Book (Resit)		35	Service Skills (Resit)		30	Knowledge CBT (Resit)	
Percentage	100.00	Percentage	0.00		Percentage	#DIV/0!		Percentage	#DIV/0!
				Average	#DIV/0!				

Competency scoring guide for all assessments:

3 : will be scored when a learner displays 'above and beyond' behaviours as a GR2

2 : will be scored when learner displays expected/trained behaviours as a GR2

1 : will be scored when a learner displays unsatisfactory behaviours as a GR2

#### 1. My Professionalism

- 1.1 Positive Approach
- 1.2 Resilient
- 1.3 Cosmopolitan
- 1.4 Organised
- 1.5 Thorough

#### 2. My Customer Service

- 2.1 Friendly and Caring
- 2.2 Anticipating customer needs
- 2.3 Responsive and Helpful
- 2.4 Service Style

#### 3. My Teamwork

- 3.1 Relationship Builder
- 3.2 Team Player
- 3.3 Effective Communicator

#### 4. My Knowledge & Professional Image

- 4.1 Image and Uniform Standards
- 4.2 SEP / SEC / GMT
- 4.3 Knowledge and promotion of Emirates Products
- 4.4 Knowledge and delivery of service standards and procedures

Name : 0  
Staff No : 0  
Group : 0

## Assessment 5 (Hospitality & Customer Care - Individual)

### Learning Portfolio

Portfolio Submission	If the learner submits a portfolio, score them as per the below rubric for each of the tasks.	Score		No. completed	Additional Comments
		D1	D2		
MFP (Cabin Supervisor Feedback) (min 4)	2 Required number of forms completed (4) / more than 4	2			Enter reason if applicable. Do not enter under Case 3.
	1 Less than 4 forms completed (forms without comments to be photographed by trainer for evidence)				
	0 No evidence				
Webinar (min 1)	3 Attended or viewed more than 1 webinar, has reflection notes	2			Title only.
	2 Attended or viewed recorded version (min 1) of webinar, has evidence				
	1 Attended or viewed recorded version but was not able to discuss learning				
Drop in Workshop (Recommended, not mandatory unless on Service Review)	0 Did not attend / has not viewed recorded version	2			Service Review information will be placed here if applicable. Please include under case 3 if not attended but do not mark down.
	3 Attended more than 1 drop in workshop				
	2 Attended (min 1) of drop in workshops or other workshops i.e. YC forum, hair workshop, bidding, catering tour.				
Task 1: Ekceptional My Professionalism / My Teamwork (min 1)	2 As this is a recommended task, if they have not attended a workshop, default score of 2 applies - document in additional comments	2			Enter missing elements here and include under case 3. If complete no need to write.
	3 Evidence of more than 1 email sent to crew and/or CCM				
	2 Evidence of 1 email sent to crew and/or CCM				
Task 2: Emirates Holidays My Customer Service / My Knowledge and Professional image (min 1)	1 Partially completed	2			Enter missing elements here and include under case 3. If complete no need to write.
	0 Not completed / No evidence				
	3 Evidence of 1 conversation with customer connecting back to emirateholidays.ae AND additional areas of the business				
Task 3: Service Recovery My Professionalism / My Customer Service (min 1)	2 Evidence of 1 conversation with customer connecting back to emiratesholidays.ae	2			Enter missing elements here and include under case 3. If complete no need to write.
	3 Evidence of more than 1 challenging customer experience and identifies what they would do differently in each situation				
	2 Evidence of 1 challenging customer experience and identifies what they would do differently				
Task 4: Galley Management My Professionalism / My Knowledge and Professional image (min 1)	1 Partially completed	2			Enter missing elements here and include under case 3. If complete no need to write.
	0 Not completed / No evidence				
	3 Provided additional reflections for galley management				
Task 5: Ideal Crew (min 1)	2 Evidence of 1 galley management plan for duties for all phases of the flight	2			Enter missing elements here and include under case 3. If complete no need to write.
	1 Partially completed				
	0 Not completed / No evidence				
Peer to Peer (min 8)	3 Evidence of more than 1 ideal crew experience	2			Enter missing elements here and include under case 3. If complete no need to write.
	2 Evidence of 1 ideal crew experience				
	1 Partially completed				
Self Reflection (min 4)	0 Not completed / No evidence	2			Enter missing elements here and include under case 3. If complete no need to write.
	2 Completed required number of peer to peer (8) / more than 8				
	1 Partially completed tasks				
	0 Not completed / No evidence				
	2 Completed required number of self reflection (4) / more than 4				
	1 Partially completed tasks				
	0 Not completed / No evidence				

#### Trainer Observations/Comments:

Portfolio was submitted well organised and neat/ Portfolio was submitted unorganised and untidy  
Spoke with confidence about tasks / Did not speak confidently about tasks

#### Case 3: Incomplete portfolio (Include the incomplete task, the reason it was incomplete and if it was submitted on Day 2)

Day 1: Drop-in workshop mandatory on Service Review. Attended/Not attended  
Day 1: Task 4: Galley Management - incomplete, reflection notes missing. Day 2: Submitted/Outstanding  
Day 1: Peer to Peer: 7 out of 8 submitted. Day 2: Submitted/Outstanding  
Day 1: Self Reflection: 2 out of 4 submitted. Day 2: Submitted/Outstanding

	1. My Professionalism		2. My Customer Service		3 .My Teamwork		4. Organising For Results
N/A	1.1 Positive Approach	N/A	2.1 Friendly and Caring	N/A	3.1 Relationship Builder	N/A	4.1 Image and Uniform Standards
N/A	1.2 Resilient	N/A	2.2 Anticipating customer needs	N/A	3.2 Team Player	N/A	4.2 SEP / SEC / GMT
N/A	1.3 Cosmopolitan	N/A	2.3 Responsive and Helpful	2	3.3 Effective Communicator	N/A	4.3 Knowledge and promotion of Emirates Products
N/A	1.4 Organised	N/A	2.4 Service Style			N/A	4.4 Knowledge and delivery of service standards and procedures
2	1.5 Thorough						



Name : 0  
Staff No : 0  
Group : 0

Assessment 6 (Hospitality & Customer Care - Individual)

Ideal Crew (Customer Story)

	1. My Professionalism		2. My Customer Service		3 .My Teamwork		4. My Knowledge & Professional Image
2	1.1 Positive Approach	2	2.1 Friendly and Caring	N/A	3.1 Relationship Builder	N/A	4.1 Image and Uniform Standards
2	1.2 Resilient	2	2.2 Anticipating customer needs	N/A	3.2 Team Player	N/A	4.2 SEP / SEC / GMT
2	1.3 Cosmopolitan	2	2.3 Responsive and Helpful	2	3.3 Effective Communicator	N/A	4.3 Knowledge and promotion of Emirates Products
N/A	1.4 Organised	N/A	2.4 Service Style			N/A	4.4 Knowledge and delivery of service standards and procedures
2	1.5 Thorough						

Crew Actions/Comments:

Trainer Observations/ Comments:

1 : will be scored when a learner displays unsatisfactory behaviour                      2 : will be scored when learner displays expected/trained behaviour                      3 : will be scored when learner displays 'above & beyond' behaviour as a GR2

Name : 0  
Staff No : 0  
Group : 0

Assessment 7 (Hospitality & Customer Care - Individual)

Service Skills (Drink Delivery & Customer Scenario)

Rum & Diet Pepsi		Resit	My Customer Service		High Valued Customer	Bar Cart		General MKPI (if required)
4.3 Highlighted brand	4.3 Highlighted brand		1.1 Maintained eye contact, faced the customer	2.1 Addressed by name	4.4 Conducted service fwd to aft	2.1 Delivers a friendly/ professional service with care & confidence		
4.3 Correct pronunciation	4.3 Correct pronunciation		2.4 Used polite/appropriate service phrases	2.1 Welcomed back	4.3 Offered full selection of beverages	4.3 Has thorough/up-to-date knowledge of service standards		
4.3 Offered appropriate mixer	4.3 Offered appropriate mixer		1.1 Approachable, polite and friendly	2.1 Offered preferred drink	4.3 Offered savoury biscuits	4.4 Talks knowledgably about food & drink products		
4.4 Opened bottle/can	4.4 Opened bottle/can		2.1 Smiled					
4.3 Asked customer if they wished to have ice	4.3 Asked customer if they wished to have ice		1.1 Displayed appropriate body posture/gesture					
4.3 Asked customer if they wished to have lemon	4.3 Asked customer if they wished to have lemon		2.1 Left with a positive phrase					
4.3 Used one glass	4.4 Used one glass							
4.4 Added swizzle stick	4.4 Added swizzle stick							
4.4 Held glass by base	4.4 Held glass by base							
4.4 Placed glass on napkin/tray table as appropriate	4.4 Placed glass on napkin/tray table as appropriate							
4.4 Offered all items on presentation plate	4.4 Offered all items on presentation plate							
1.5 Product labels faced aft	1.5 Product labels faced aft							
4.4 Prepared/offered as per standard	4.4 Prepared/offered as per standard							

	1. My Professionalism		2. My Customer Service		3 .My Teamwork		4. My Knowledge & Professional Image
2	1.1 Positive Approach	2	2.1 Friendly and Caring	N/A	3.1 Relationship Builder	N/A	4.1 Image and Uniform Standards
N/A	1.2 Resilient	2	2.2 Anticipating customer needs	N/A	3.2 Team Player	N/A	4.2 SEP / SEC / GMT
N/A	1.3 Cosmopolitan	N/A	2.3 Responsive and Helpful	2	3.3 Effective Communicator	2	4.3 Knowledge and promotion of Emirates Products
2	1.4 Organised	2	2.4 Service Style			2	4.4 Knowledge and delivery of service standards and procedures
2	1.5 Thorough						

Request to pray	
Positively acknowledged customers' request	
Directed customer to exit door during service and in the galley after service	
Offered a new blanket	
Request to visit flight deck	
Positively acknowledged and informed customer about the policy	
Request for Free Upgrade	
Positively acknowledged /Apologised	
Informed customer that there is a charge for upgrading in flight / Recommended that customer used their skywards miles	
Assured customer that they will be looked after in YC	
Request to visit friend seated in JC	
Positively acknowledged /Apologised	
Highlighted that as a courtesy to JC customers crosscabin movement can not be permitted	
Advised customer they can use the seat to seat calling	
Advised customer the friend may come to YC to see them	

Trainer Observations/Comments:  
Assessor:

Resit Drink 0% 0 / 13

Crew Actions/Comments:

Name : 0  
Staff No : 0  
Group : 0

## Assessment 8 (Hospitality & Customer Care - Individual)

### Customer Feedback (Written)

	1. My Professionalism		2. My Customer Service		3. My Teamwork		4. My Knowledge & Professional Image
2	1.1 Positive Approach	2	2.1 Friendly and Caring	N/A	3.1 Relationship Builder	N/A	4.1 Image and Uniform Standards
N/A	1.2 Resilient	2	2.2 Anticipating customer needs	2	3.2 Team Player	N/A	4.2 SEP / SEC / GMT
N/A	1.3 Cosmopolitan	2	2.3 Responsive and Helpful	2	3.3 Effective Communicator	N/A	4.3 Knowledge and promotion of Emirates Products
2	1.4 Organised	N/A	2.4 Service Style			2	4.4 Knowledge and delivery of service standards and procedures
2	1.5 Thorough						

Scenario # 2

Crew Actions/Comments:

Trainer Observations/Comments:

1 : will be scored when a learner displays unsatisfactory behaviour

2 : will be scored when learner displays expected/trained behaviour

3 : will be scored when learner displays 'above & beyond' behaviour as a GR2

Name : 0  
Staff No : 0  
Group : 0

## Assessment 9 (Hospitality & Customer Care - Individual)

### Individual Assessment (Drink Delivery)

Wine		My Customer Service	1	High Valued Customer	1	Meal Cart	1	General MKPT (if required)	1
4.3 Offered a choice of red or white wine		1.1 Maintained eye contact, faced the customer		2.1 Addressed by name	1	4.3 Conducted service fwd to aft	1	2.1 Delivers a friendly/ professional service with care & confidence	1
4.3 Presented bottle to customer by hand showed label & held bottle from lower half, behind the label (if on cart)		2.4 Used polite/appropriate service phrases	1	2.1 Welcomed back	1	4.3 Offered choice of all beverages available on the cart	1	4.3 Has thorough/up-to-date knowledge of service standards	1
4.3 Gave a brief description of wine		1.1 Approachable, polite and friendly	1	2.1 Offered preferred drink	1			4.4 Talks knowledgeably about food & drink products	1
4.3 Correct pronunciation		2.1 Smiled	1						
4.4 Opened bottle		1.1 Displayed appropriate body posture/gesture	1						
4.4 Used one glass		2.1 Left with a positive phrase	1						
4.4 Poured into a plastic glass on presentation plate (3/4th full).									
4.4 After pouring, slightly twisted to bottle to avoid dripping									
4.4 Replaced the cap on bottle									
1.5 Held glass by base									
4.4 Placed glass on napkin/tray table as appropriate									
4.4 Offered all items on presentation plate / Silver tray									
1.5 Product labels faced aft									

	1. My Professionalism		2. My Customer Service		3. My Teamwork		4. My Knowledge & Professional Image
N/A	1.1 Positive Approach	2	2.1 Friendly and Caring	N/A	3.1 Relationship Builder	N/A	4.1 Image and Uniform Standards
N/A	1.2 Resilient	N/A	2.2 Anticipating customer needs	N/A	3.2 Team Player	N/A	4.2 SEP / SEC / GMT
N/A	1.3 Cosmopolitan	2	2.3 Responsive and Helpful	N/A	3.3 Effective Communicator	2	4.3 Knowledge and promotion of Emirates Products
2	1.4 Organised	2	2.4 Service Style			2	4.4 Knowledge and delivery of service standards and procedures
2	1.5 Thorough						

Scenario : 38D Mrs. Maya Rose  
1B Cold meal

Request for nut free meal	
Positively acknowledged and informed customer that we are unable to cater SPMLs for customers with nut allergies	
Asked customer what they could eat, highlighted available choices	
Organised meal for customer based on their response	
Requested customer to bring their own meals, which could be stored and heated in flight	
Foreign Object in meal	
Apologised and immediately offered to remove meal tray	
Offered an alternative	
Informed Cabin Supervisor	
Thanked customer for feedback. Highlighted that information would be sent back to catering for review	
Checked to ensure customer was satisfied	
Request for items from First class	
Positively acknowledged /Apologised	
Politely advised that can not offer items from premium cabins	
Offered alternatives from Economy Class	
Assured customer that they will be looked after in YC	
Frozen IFE	
Positively acknowledged	
Attempted resetting screen	
Explained to customer what they will do to rectify	
Flight is not full -offered a seat swaps if / Flight full - Offered magazines or options	
Checked to ensure customer was satisfied	
Cold Meal	
Positively Acknowledged / Apologised	
Removed the meal tray	
Offered alternative meal	
Checked to ensure customer was satisfied	
Informed cabin Supervisor	

1 : will be scored when a learner displays unsatisfactory behaviour

2 : will be scored when learner displays expected/trained behaviour

3 : will be scored when learner displays 'above & beyond' behaviour as a GR2

Drink1 0 / 0

100%

Drink2 2 / 2

Crew Actions/Comments:

Trainer Observations/Comments:

Assessor:

Name : 0  
Staff No : 0  
Group : 0

## Assessment 10 (Hospitality & Customer Care - Group)

### Service Preparation (Cart Setup)

1. Snack Bar Cart		2. Light Bites		3. Full Meal Cart		4. Full Breakfast Cart	
Extension top fitted correctly	Mini extension with miniatures	2 Plastic drawers	Tea & coffee flasks	Oven insert placed correctly	Lemon slices next to miniatures	Oven insert placed correctly	Tea & Coffee flasks
Correct liner placed	Mini extension from PD kit	Paper cups in cup holders	Milk jug	Oven cover	Full selection of juices	Oven cover	Cupholder attached to the plastic drawer
Grey wasted bag fitted on aft	Napkins	Plastic glasses in cup holders	Melamine cups	Presentation plate	Red wine	Presentation plate	Papercups and plastic glasses in cupholder
Plastic drawer	Plastic glass with swizzle stick, cocktail stick, salt & pepper	Apple Juice	Presentation plate	Menu	White wine	Menu	Glass with sugar/stirrers in ring binder
Bottles of wines / pepsi / 7Up	Worcestershire & tobasco sauce	Orange Juice	Drawers placed on FWD & AFT	Napkin	Beers	Napkin	PD mini extn attached
Full selection of juices	Lemon slices	Mini extension from PD kit	No additional items added i.e. drink selection, miniatures	Plastic drawer	Cup holder attached to plastic drawer	Plastic drawer	Milk jiggers in mini extn
Plastic glasses	Cocktail stick for lemon slices	Napkins	No Liner under the drawers	Water bottle	Ice bucket in cupholder	Water bottle	Beverage packs in mini extn
Ice bucket	Kitkats/Pretzels neatly arranged on the fwd	Plastic glass with beverage packs & stirrers	Drawer clips used for 2 drawers	Mini extension with miniatures attached to drawerf	Ice tong	Apple juice	
Ice tong	No additional items removed i.e. beverage pack, stirrer (except sugar)	Plastic glass with sugar & sweetener			Plastic glasses in cupholder	Orange juice	
Presentation plate		Water bottle					
Water							

#### Additional Comments:

1. My Professionalism		2. My Customer Service		3. My Teamwork		4. My Knowledge & Professional Image	
2	1.1 Positive Approach	2	2.1 Friendly and Caring	2	3.1 Relationship Builder	2	4.1 Image and Uniform Standards
N/A	1.2 Resilient	N/A	2.2 Anticipating customer needs	2	3.2 Team Player	N/A	4.2 SEP / SEC / GMT
N/A	1.3 Cosmopolitan	N/A	2.3 Responsive and Helpful	2	3.3 Effective Communicator	2	4.3 Knowledge and promotion of Emirates Products
2	1.4 Organised	N/A	2.4 Service Style			2	4.4 Knowledge and delivery of service standards and procedures
2	1.5 Thorough						

1. My Professionalism		
1.1 Positive Approach: Shows drive, passion and energy		
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		
1.2.3 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		
1.3.3 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		
1.4.3 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		
1.5.3 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		
2.1.3 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		
2.2.3 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.		
2.3.3 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		
2.4.3 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		
3.1.3 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		
3.2.3 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		
3.3.3 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		
	4.1.2 Image and Uniform was not to standard and/or their shortfalls were not corrected.	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		
	4.2.2 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.	4.2.1 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		
	4.3.2 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.	4.3.1 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		
	4.4.2 Unable to follow the correct service sequence or presentation. Lacked knowledge of service standards, procedures or knowledge not updated.	4.4.1 Knowledge was up to date. Followed service standards and procedures and applied correct service order or flow.