Ab intio Course Assessment Report



		Emirates
Name	Staff No:	
Facilitators	Course No.	
Performance Manager	Course Dates	

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 Helnful: 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.

Mv Teamwork

- 3.1 Relationship Builder: Develops good working relationship and promotes a positive work environmen
- 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.

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 SER / 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. Regurarly 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:

rformance Manage				0					Course Da	163.	0			
				O۱	rerall A	Assessi	ment S	Summa	ary					
		DAV 3	DAY 4	DAV 5	DAV 6	DAY 7	DAV 8	DAV 9	DAY 10	DAY 11	DAY 12	DAV 13	DAY 14	Tota
							DEL	BKK	LHR-AT	JFK-LU				
Practical Weighte	d Score						#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!				#DIV
Knowledge Assess	sment &				KA1		KA2		KA3			KA4	Home Studies	#DI\
Homestudies Av	/erage				#DIV/0!		#DIV/0!		#DIV/0!			#DIV/0!	100	#DIV
Competency Av	verage	98.99	98.99	98.99	98.99	98.99	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	98.99	98.99	98.99	#DI\
									0	VERALL AS	SESSMEN	T SUMMAF	RV	#DI\
					Comp	etencı	, Brea	kdowr	1					
1. Mv	y Professior	nalism			2. My Custo	mer Service	?	3.	My Teamwo	ork	4. My Kn	nowledge an	ıd Professioı	nal lma
1.1 1.2	1.3	1.4	1.5	2.1	2.2	2.3	2.4	3.1	3.2	3.3	4.1	4.2	4.3	4
98.99 98.99	98.99	98.99												
	30.33	98.99	98.99	98.99	98.99	98.99	98.99	98.99	98.99	98.99	98.99	98.99	98.99	98.
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Service Review Details (if applicable)

Step 1 of 1:

#VALUE!

		ļ-	lace on ser	vice review	/ ?				
			No		What is the reaso	n for servi	ce reivew?	Not on	review
			#VA	LUE!					
	2. My Custo	mer Service			3. My Teamwork		4. My Knowledge an	d Profession	ial Image
No	relationships with customer	s and creates	No	working relati	onship and promotes a	No	4.1 Image & Uniform		No
No		ds and uses	No				4.2 SEP/ SEC/ GMT		No
No	prompt and flexible approach	ch to meeting	No	Understands others	how their work affects		Emirates products: Evaluati this category should take in	on of crew in	No
No			NO	Communicate	es clearly and appropriately.	N-		-fd	
No	2.4 Service Style: Fully refle expectations for their cabin	ected	No	efficient and e	effective delivery of service.		standards and procedures: crew in this category should	Evaluation of take into	No
	No No	2.1 Friendly and Caring: Burelationships with customer a welcoming and comfortat environment 2.2 Anticipating customer notaticipates customers' neet their initiative to meet them 2.3 Responsive and Helpful prompt and flexible approarcustomer needs and request handle customer complaint concerns.	2. My Customer Service 2.1 Friendly and Caring: Builds relationships with customers and creates a welcoming and comfortable environment 2.2 Anticipating customer needs: Anticipates customers' needs and uses their initiative to meet them 2.3 Responsive and Helpful: Provides a prompt and flexible approach to meeting customer needs and requests. Ability to handle customer complaints and concerns. 2.4 Service Style: Fully reflected	2. My Customer Service 2. 1 Friendly and Caring: Builds relationships with customers and creates a welcoming and comfortable environment No Anticipates customers' needs and uses their initiative to meet them 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 #VALUE! 2. My Customer Service	#VALUE! 2. My Customer Service 2. 1 Friendly and Caring: Builds relationships with customers and creates a welcoming and comfortable environment No a velcoming and comfortable environment 2.2 Anticipating customer needs: Anticipates customers' needs and uses their initiative to meet them 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 3.2 Team Player: Helps and supports others to achieve team goals. Understands how their work affects others No 3.3 Effective Communicates clearly and appropriately. Shares information to ensure the efficient and effective delivery of service. Used active listening skills	No What is the reason for service #VALUE!	#VALUE! 2. My Customer Service 2. 1 Friendly and Caring: Builds relationships with customers and creates a welcoming and comfortable environment No Anticipates customers' needs and uses their initiative to meet them 2. 3.1 Relationship Builder: Develops good working relationship and promotes a positive work environment No Anticipates customers' needs and uses their initiative to meet them No 2.3 Responsive and Helipful: Provides a prompt and flexible approach to meeting customer needs and requests. Ability to handle customer complaints and concerns. 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 standards and procedures: crew in this category should: screw i	No What is the reason for service reivew? Not on

BUSINE



Name Abinitio No

Staff No Course Dates

Nationality

Practical Group e-Learnings #DIV/0i MCS TW MKPI 8 8 8 8

#DIV/0i Work Experience e Signature 1. My Professionalism 1.1 Positive Approach: Shows drive, passion and energy 1.1.4 Appeared to have a negative attitude to the job 1.1.3 Could have demonstrated greater enthusiasm 1.1.2 Had a consistently positive approach during 1.1.1 Passionate and enthusiastic about their role and sessions and throughout the course Encouraged negative conversations when interacting with colleagues and/or customers inspired and encouraged a positive approach in others. Displayed passive or aggressive body language, e.g. Sometimes appeared disinterested. Body language was open and friendly. 2 2 2 2 2 scowling, pointing or crossing arms. 1.2 Resilient: Is calm and controlled under pressure. Adjusts to changes and manages challenging situations effectively 4 5 3 7 8 9 10 11 12 13 14 1.2.4 Talks negatively about change 1.2.3 Needs support to ensure composure and to 1.2.2 Calm and controlled under pressure 1.2.1 Delivered an excellent service despite Appears agitated or distressed in challenging develop resilience when faced with challenging Showed flexibility and adapted to changes when challenging circumstances situations. situations Was able to support others in difficult situations. 2 2 2 2 2 2 2 2 2 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 1.3 Cosmopolitan: Shows respect for other cultures and appreciates differences 1.3.4 Talks about or behaves in a way which is 1.3.3 Could demonstrate more 1.3.2 Showed respect for other cultures and • 1.3.1 Proactively used knowledge of different cultures appreciated cultural differences amongst colleagues and language skills to enhance the customer disrespectful of others awareness/consideration of cultural differences. Does not interact with colleagues of other cultures experience. and customers 2 2 2 1.4 Organised: Has an organised and structured approach to work 3 4 5 6 7 8 9 10 11 12 13 14 · 1.4.4 Reported late for duty or without required 1.4.3 Encouraged to show more initiative in 1.4.2 Planned, prioritised and managed workload · 1.4.1 Anticipated challenges and put plans in place to elements. performing various duties and to manage time more effectively in the galley and/or the cabin effectively. Was punctual throughout the course. Adjusted priorities and adapted quickly to changes 2 2 2 2 2 2 2 2 2 2 when needed. 3 4 5 6 7 8 9 10 11 12 13 14 1.5 Thorough: Demonstrates a strong attention to detail 1.5.4 Missed many details or often repeated errors 1,5,3 Needs to ensure details are not missed or errors 1,5,2 Ensured own work was complete and correct 1.5.1 Excellent attention to detail Fixed any mistakes promptly Didn't attempt to correct shortfalls that were aren't repeated Kept standard and quality of work high even when highlighted to them Attempted to correct highlighted shortfalls. Demonstrated good attention to detail. workload was heavy or complex. 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

BUSINE

NE		2. My Custo	omer Service										
	2.1 Friendly	and Caring: Builds relationships with custome	ers and creates a welcoming and comfortable	environment	3	4	5 6	7	8	9	10 1	1 12	13 14
	sive, abrupt or insincere with customers egative 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.	N/A	N/A	2 2	2	2	2	2 2	N/A	N/A N/A
	2.2 A	Anticipating customer needs: Anticipates custo	omers' needs and uses their initiative to meet	them	3	4	5 6	7	8	9	10 1	1 12	13 14
customers	spending time in the cabin with fferent 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.	N/A	N/A	A/N	2	2	2	2 2	N/A	N/A N/A
2.3	Responsive and Helpful: Provides	s a prompt and flexible approach to meeting o	customer needs and requests. Ability to handle	e customer complaints and concerns.	3	4	5 6	7	8	9	10 1	1 12	13 14
• 2.3.4 Did not requests.	identify or acknowledge customer	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.	N/A	N/A	2 2	2	2	2	2 2	N/A	N/A N/A
		2.4 Service Style: Fully reflect	ted expectations for their cabin		3	4	5 6	7	8	9	10 1	1 12	13 14
	ited service awkwardly nsy 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.	N/A	N/A	N/A	2	2	2	2 2	N/A	N/A N/A
0. Ε	oid not meet expectations	Did not consistently meet expectations	2. Met expectations	Met and exceeded expectations			,						

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IE .	3. My Te	eamwork earlier of the control of th											
3.1 R	elationship Builder: Develops good working rel	ationship and promotes a positive work envir	onment	3	4	5	6	7 8	9	10	11	12 1	3 14
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.	2	2	2	2 2	2 2	2	2	2	2 2	2 2
3.2 Team	n Player: Helps and supports others to achieve	e team goals. Understands how their work affe	ects others	3	4	5	6	7 8	9	10	11	12 1	3 14
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.	2	2	2	2 2	2 2	2	2	2	2 2	2 2
3.3 Effective Communicator: Communicator	cates clearly and appropriately. Shares informa	ation to ensure the efficient and effective deliv	very of service. Used active listening skills	3	4	5	6	7 8	9	10	11	12 1	3 14
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.	2	2	2	2 2	2 2	2	2	2	2 2	2 2
Did not meet expectations	Did not consistently meet expectations	2. Met expectations	3. Met and exceeded expectations		1								

	4. My Knowledge an	nd Professional Image										
	4.1 Image	e & Uniform		3	4 5	6	7	8	9 10	11	12 1	13
4.1.3 Image and Uniform was not to standard and/or neir 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 1	13
4.2.3 Did not meet knowledge standards in theory nd/or practise Gave incorrect or uncertain answers to safe talk uestions 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		N/A	A 2	2	2	2	2 2	2	N/A	N/A
4.3 Knowledge and r	promotion of Emirates products: Evaluation of c	Regularly monitored cabin for safety/medical rew in this category should take into account	assigned cabin onboard	3	4 5	6	7	8	9 10	11	12 1	13
4.3.3 Did not use accurate terminology when offering redlivering products on-board Oversimplified menu terminology Needs to demonstrate knowledge of wider EK produg Emirates Skywards.	g • 4.3.2 Terminology or pronunciation is inconsistent when introducing items to customers • Some items were not delivered to customers	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	AN 2				2 2	2	N/A	N/A
4.4 Knowledge and delivery	/ of service standards and procedures: Evaluation	on of crew in this category should take into ac	count assigned cabin onboard	3	4 5	6	7	8	9 10	11	12 1	13
4.4.3 Unable to follow the correct service sequence resentation Lacked knowledge of service standards, procedures r knowledge not updated.	or • 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	A /N 2	2	2	2	2 2	2	2	2
Did not meet expectations	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									

Name: Abinitio No: Staff No Course Dates : Hospitality & Customer Service Assessment DEL Group:

Orange

13. Rum &

Pepsi

14. Gin &

Tonic

15. Scotch

& Soda

Customers Profiles

16. Bloody

Mary

Customer Scenariors

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	

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		
	2.1 1		
	2.4 1		

	My Teamwork	1	2
3.1	Entered cabin together		
	TOTAL 3.1 1		

		Children's He Toys/Baby Kit		se	ets	
1.5		cked all required e available	l ite	m	S	
4.4		itioned bag acro ulders, in front o		dy	/	
4.4	Con	ducted service F	WE) 1	to	
4.3	stan	red items as pe dard i.e. Childre dsets & Toys/ B	n's	K	iits	
2.2	MU	Informed UM of IFE syste		11	oell,	
4.3	Parent	Highlighted d				
4.4	Pres / lab	sented Product v	vith	lc	gos	
			1.	5	1	
			2.	2	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	
	2.4 2	
	4.3 2	
	4.4 6	

Additional Comments

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					
	2.1 2					
	2.4 2					

	My Teamworl	k		1	2	3	4	5
3.1	Entered cabin to communicated w colleagues							
1.4	Ensure galley wa neat and tidy and items properly st	d all						
	TOTAL							

	1. SPML		Meal Cart with Drinks Drawer		3. Clearance Cart			4. Hot Beverage Car	t		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 3	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	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 4.3 2 4.4 5		2.4 3 4.4 5		2.4	Offered all items on presentation plate			
						-		2.4 3 4.3 2 4.4 4			

Additional Comments

My Customer Service 1 2 3 4 5 6	1. Champagne	2. Wine - Small Bottles		3. White Wine Spritzer - Small Bottles		4. Wine - Big Bottles		5. Dry - White Wine Spritzer - Big Bottle of Wine		6. Sweet - White Wine Spritzer- Big Bottle of Wine Additional Comments
1.1 Smiled & Greeted customer 4.	Highlighted brand (both choices)	Offered a choice of red or white wine	4.3	Offered a choice of brand	4.3	Offered a choice of red or white wine	4	.3 Highlighted brand	4.3	Highlighted brand
2.4 Maintained eye contact, faced the customer 4.	Presented bottle on a presentation plate	Presented bottles on a presentation plate	4.4	Presented bottles on a presentation plate	4.3	customer by hand showed label & held bottle from lower half,		.3 showed label & held bottle from lower half, helping the label (if on	4.3	customer by hand showed label & held bottle from lower half, helpind the label (if on
1.1 Used polite/appropriate service phrases 4.	3 Good pronunciation 4.	Gave a brief description of wine	4.3	Gave a brief description of wine	4.3	Described wine briefly	4	.3 Described wine briefly	4.3	Described wine briefly
Approachable, polite, friendly, helpful and patient 4-	4 Highlighted price 4.	Good pronunciation	4.3	Good pronunciation	4.3	Good pronunciation	4	.3 Good pronunciation	4.3	Good pronunciation
Displayed enthusiasm, energy and passion while interacting with customers	Advised change would be in AED, cash and credit cards accepted 4.	4 Opened bottle	4.3	Offered appropriate mixer	4.4	Opened bottle	4	Offered appropriate mixer	4.3	Offered appropriate mixer
1.1 Displayed appropriate body posture/gesture 4.	3 Offered champagne flute 4.	4 Used one glass	4.4	Opened bottle/can	4.4	Used one glass	4	Opened bottle/can (if applicable)	4.4	Opened bottle/can (if applicable)
1.5 Used observation skills 4.	4 Offered to open bottle 4.	4 Held glass by base	4.3	Offered ice	4.4	Poured into a plastic glass on presentation plate (3/4th full).	4	.3 Offered ice	4.3	Offered ice
Left with a positive phrase/checked on meal, drink satisfaction	4 Held glass by base 4.	Placed glass on napkin/tray table as appropriate	4.4	Used one glass- if dry. Used 2 glasses if sweet - 1 with 7up & 1 empty glass	4.4	After pouring, slightly twisted to bottle to avoid dripping	4	Used 2 glasses - 1 with white wine and 1 empty	4.4	Used one glass - Mixed half white wine & half 7up
Worked quietly in the galley to ensure customers were not disturbed	Placed glass on napkin/tray table as appropriate 4.	Offered all items on presentation plate / Silver tray	4.4	Added swizzle stick	4.4	Held glass by base	4	.4 Added swizzle stick	4.4	Added swizzle stick
1.1 4 1.5 1 2.1 2.	Offered all items on presentation plate / Silver tray	Presented product with Logos/labels facing aft	4.4	Held glass by base	4.4	Replaced the cap on bottle		Held glass by base	4.4	Held glass by base
2.4 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	Presented product with Logos/labels facing aft	Prepared/offered as per standard	4.4	Placed glass on napkin/tray table as appropriate	4.4	Placed glass on napkin/tray table as appropriate	4	Placed glass on napkin/tray table as appropriate	4.4	Placed glass on napkin/tray table as appropriate
Entered cabin together/ 3.1 communicated with	Prepared/offered as per standard	2.4 1 4.3 3 4.4 7	4.4	Offered all items on presentation plate / Silver tray	2.4	Offered all items on presentation plate / Silver tray		Offered all items on presentation plate / Silver tray	2.4	Offered all items on presentation plate / Silver tray
colleagues Ensure galley was kept 1.4 neat and tidy and all	2.4 2 4.3 3 4.4 7		2.4	Presented product with Logos/labels facing aft	2.4	Presented product with Logos/labels facing aft		Presented product with Logos/labels facing aft	2.4	Presented product with Logos/labels facing aft
TOTAL 3.1 1 1.4 1			4.4	Prepared/offered as per standard		2.4 2 4.3 4 4.4 7		Prepared/offered as per standard	4.4	Prepared/offered as per standard
				2.4 1 4.3 5 4.4 8				2.4 2 4.3 6 4.4 6		2.4 2 4.3 6 4.4 6

My Customer	7. Liqueur	8. Shandy	9. Hot Beverage - Tea	10. Beer	11. Screwdriver	12. Gin & Orange Juice Additional Comments
1.1 Smiled & Greeted customer	4.3 Offered a choice of brand	4.3 Offered a choice of brand 4.3	Offered a choice of hot beverage	Offered a choice of brand	4.3 Highlighted brand 4.3	3 Highlighted brand
Maintained eye contact, faced the customer	4.3 Good pronunciation	4.3 Good pronunciation 4.3	Offered milk (with hot beverages; Tea - if milk is declined, offered lemon)	3 Good pronunciation	4.3 Good pronunciation 4.3	3 Good pronunciation
1.1 Used polite/appropriate service phrases	Described base, flavour accurately	4.3 Offered appropriate mixer 4.4	Prepared hot beverage in a paper cup	4 Opened can	4.3 Offered appropriate mixer 4.3	Offered appropriate mixer
Approachable, polite, 2.1 friendly, helpful and patient	4.4 Opened bottle	4.4 Opened cans 4.4	Used lined silver tray to offer hot beverage	4 Used one glass	4.4 Opened bottle 4.4	4 Opened bottle
Displayed enthusiasm, energy and passion while interacting with customers	4.3 Offered ice	Used 2 glasses - 1 with 7up & 1 empty glass	Placed napkin on tray table	4 Held glass by base	4.3 Offered ice 4.	3 Offered ice
1.1 Displayed appropriate body posture/gesture	4.4 Used one glass	4.4 Held glass by base 4.4	Placed cup on napkin 4.4	Placed glass on napkin/tray table as appropriate	4.4 Used two glasses 4.3	3 Used two glasses
1.5 Used observation skills	4.4 Held glass by base	Placed glass on napkin/tray table as appropriate 4.4	Placed beverage pack and milk jigger (if applicable) next to the napkin/Or lemon inside the cup	Offered all items on presentation plate / Silver tray	4.4 Added swizzle stick 4.4	4 Added swizzle stick
Left with a positive phrase/checked on meal, drink satisfaction	Placed glass on napkin/tray table as appropriate	Offered all items on 2.4 presentation plate / Silver tray	Presented product with Logos/labels facing aft	Presented product with Logos/labels facing aft	Placed ice, swizzle stick in one glass	Placed ice, swizzle stick in one glass
Worked quietly in the galley to ensure customers were not disturbed	Offered all items on presentation plate / Silver tray	Presented product with Logos/labels facing aft 4.4	Prepared/offered as per standard i.e. tea bag removed	Prepared/offered as per standard	Placed juice in other glass 4.4	Placed juice in other glass
1.1 4 1.5 1 2.1 2 2.4 2	Presented product with Logos/labels facing aft	Prepared/offered as per standard	2.4 1 4.3 2 4.4 6	2.4 2 4.3 2 4.4 5	4.4 Held glass by base 4.	4 Held glass by base
My Teamwork 7 8 9 10 11 12	Prepared/offered as per standard	24 2 43 3 44 5			Placed glass on napkin/tray table as appropriate	Placed glass on 4 napkin/tray table as appropriate
Entered cabin together/ 3.1 communicated with	2.4 2 4.3 4 4.4 5				Offered all items on presentation plate / Silver tray	Offered all items on 4 presentation plate / Silver tray
colleagues Ensure galley was kept 1.4 neat and tidy and all					Presented product with Logos/labels facing aft 2.	Presented product with Logos/labels facing aft
TOTAL 3.1 1 1.4 1					Prepared/offered as per standard 4.	Prepared/offered as per standard
				•	2.4 2 4.3 4 4.4 8	24 2 43 5 44 7

	My Customer Service	13	14	15	16		
1.1	Smiled & Greete customer						
2.4	Maintained eye of faced the custon	ıct,					
1.1	Used polite/appr service phrases	opria	ite				
2.1	Approachable, p friendly, helpful a patient						
1.1	Displayed enthus energy and pass while interacting customers	ion	n,				
1.1	Displayed approphody posture/ges						
1.5	Used observation	n ski	lls				
2.1	Left with a positive phrase/checked meal, drink satisf	on	on				
2.4	Worked quietly in galley to ensure customers were disturbed						
	<u> </u>	1.1	4				
		1.5	1				
		2.1	2				
		2.4	2				

	My Teamworl	k		13	14	15	16				
3.1	Entered cabin to communicated w colleagues		er/								
1.4	neat and tidy and	Ensure galley was kept neat and tidy and all items properly stowed									
	TOTAL	3.1	1								
		1									

	13. Rum & Pepsi		14. Gin & Tonic		15. Scotch & Soda		16. Bloody Mary
4.3	Highlighted brand	4.:	Highlighted brand	4.3	Offered a choice of brand	4.3	Highlighted brand
4.3	Good pronunciation						
4.3	Offered appropriate mixer	4.:	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	3 Offered ice	4.3	Offered ice	4.3	Offered ice
4.3	Offered lemon	4.3	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.	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.	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.	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	4.4	Placed glass on napkin/tray table as appropriate
	2.4 2 4.3 5 4.4 6		2.4 2 4.3 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

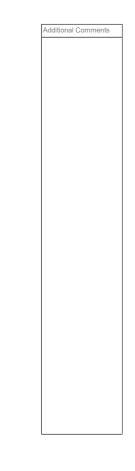
Additional Comments
1

2.4 2 4.3 6 4.4 8 Name : Abinitio No : Hospitality & Customer Service Assessment
Staff No : Course Dates : BKK Group :

Group A & B		ldren's dsets &	2. Menu Card & Landing Cards	1. Bar Snack Cart	c	2. Bar Clearance	3. SPML	4. Meal Cart with Drinks Drawer	5. Clearance Cart	6. Hot Beverage Cart	7. Final Clearance							
1. Champagne	- S	Vine mall tles	3. White Wine Spritzer - Small Bottles	4. Wine - Big Bottles	V	5. Dry - Vhite 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. Gi Ton	15. Scotch & Soda	16. Bloody Mary	

Welcome Services

	My Customer Service	1	2			Children's Headsets Toys/Baby Kits		2. Menu Card & Landing Cards
1.1	Smiled, Greeted, welcomed customer/ introduced self			1.5		cked all required items	4.4	Used a small lined silver tray (with Landing Card if applicable)
1.1	Maintained eye contact, faced the customer			4.4		tioned bag across ulders, in front of body	4.4	Conducted Service - 4 corners
2.4	Used polite/appropriate service phrases			4.4	Con AFT	ducted service FWD to	4.4	Served centre, aisle/window, centre, aisle; ladies first
1.1	Approachable, polite, friendly, helpful and patient			4.3	i.e. (red items as per standard Children's Headsets & s/ Baby Kits	4.4	Presented menu cards
2.1	Displayed enthusiasm, energy and passion while interacting with customers			4.3	Aware of services being offered			
1.1	Displayed appropriate body posture/gesture			4.3	Parent	Highlighted diapers, baby food, baby milk	4.3	Offered landing cards
1.5	Used observation skills			4.4		sented Product with logos /	4.4	Aware of the distribution procedure
	TOTAL 1.1 4 1.5 1 2.1 1					1.5 1 22 1 4.3 2	2.4	Held silver tray on the palm of hand
	My Teamwork	1	2]		4.4 3	2.4	Held silver tray in aisle
3.1	Entered cabin together	'					4.4	Presented Product with logos / labels facing aft
	TOTAL							2.4 2
	TOTAL 3.1 1			J				4.3 2
								4.4 6



Customers

Profiles

Customer

Scenariors

BKK Lunch

	My Customer	1	2	3	4 5	6		1. Bar Snack Cart		2. Bar Clearance		3. SPML		4. Meal Cart with		5. Clearance Cart		6. Hot Beverage Cart	Additional Comments
	Service													Drinks Drawer				Ŭ	
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.	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.	Conducted service FWD to AFT	4.4	Conducted service FWD to AFT	
1.1	Used polite/appropriate service phrases						2.4	Positioned cart appropriately		Cleared aisle, centre/aisle, centre, window	4.4	Confirmed if customer ordered the specific meal type	2.4	Positioned cart appropriately	2.	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.	Cleared aisle, centre/aisle, centre, window	4.3	Offered hot beverage	
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.	Offered to remove meal tray	2.4	Prepared hot beverage/juice on presentation plate on the cart	
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		4.3 2	4.4	Handle hot casserole with napkins	4.	Placed glasses containing liquid into drawer	4.3	Offered sugar, milk	
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	4.4	Placed stirrer in the cup / Provided sugar, milk or Bev pack as required from presentation plate	
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.	Offered all items on presentation plate	4.4	Held glass by base	
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	2.4	Offered all items on presentation plate	
	1.1 4 1.5 1 2.1 2 2.4 2																	2.4 3 4.3 2 4.4 4 4	

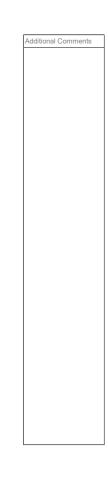
	My Teamwork	1	2	3	4	5	6
3.1	Entered cabin together/ communicated with colleagues						
1.4	Ensure galley was kept neat and tidy and all items properly stowed						
	TOTAL 3.1 1						
	1.4 1						

BKK Lunch

	My Customer Service			7
1.1	Smiled & Greeter customer	d		
2.4	Maintained eye of faced the custom		ct,	
1.1	Used polite/appro	opria	te	
2.1	Approachable, po friendly, helpful a patient			
1.1	Displayed enthus energy and passi interacting with customers			
1.1	Displayed appropropropropropropropropropropropropro		9	
1.5	Used observation	n skil	ls	
2.1	Left with a positive phrase/checked of drink satisfaction		eal,	
2.4	Worked quietly in galley to ensure customers were disturbed			
		1.1	4	
		1.5	1	
		2.1	2	
		2.4	2	

		2.1	2	
		2.4	2	
	My Teamworl	k		7
3.1	Entered cabin too communicated w colleagues		er/	
1.4	Ensure galley wa neat and tidy and items properly st	all		
	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



My Customer Service	1	2	3	4	5	6	1. Chan	mpagne		2. Wine - Small Bottles		3. White Wine Spritzer - Small Bottles		4. Wine - Big Bottles		5. Dry - White Wine Spritzer - Big Bottle of Wine		6. Sweet - White Wine Spritzer- Big Bottle of Wine	Additional Comments
.1 Smiled & Greeted customer							4.3 Highlighte choices)	ed brand (both	4.3	Offered a choice of red or white wine	4.3	Offered a choice of brand	4.3	Offered a choice of red or white wine	4	3 Highlighted brand	4.	.3 Highlighted brand	
Maintained eye contact, faced the customer							Presented presentati	d bottle on a ion plate	4.4	Presented bottles on a presentation plate		Presented bottles on a presentation plate	4.3	customer by hand showed label & held bottle from lower half,	4	customer by hand showed label & held bottle from lower half, helping the label (if on	4.	customer by hand showed label & held bottle from lower half, helpind the label (if on	
Used polite/appropriate service phrases							4.3 Good pro	nunciation	4.3	Gave a brief description of wine		Gave a brief description of wine	4.3	Described wine briefly	4	3 Described wine briefly	4.	.3 Described wine briefly	
Approachable, polite, friendly, helpful and patient							4.4 Highlighte	ed price	4.3	Good pronunciation	4.3	Good pronunciation	4.3	Good pronunciation	4	3 Good pronunciation	4.	3 Good pronunciation	
Displayed enthusiasm, energy and passion while interacting with customers							4.4 be in AED	change would 0, cash and ds accepted	4.4	Opened bottle		Offered appropriate mixer	4.4	Opened bottle	4	Offered appropriate mixer	4.	3 Offered appropriate mixer	
Displayed appropriate body posture/gesture							4.3 Offered cl	hampagne flute	4.4	Used one glass	4.4	Opened bottle/can	4.4	Used one glass	4	Opened bottle/can (if applicable)	4.	Opened bottle/can (if applicable)	
5 Used observation skills							4.4 Offered to	o open bottle	4.4	Held glass by base	4.3	Offered ice	4.4	Poured into a plastic glass on presentation plate (3/4th full).	4	3 Offered ice	4.	.3 Offered ice	
Left with a positive phrase/checked on meal, drink satisfaction							4.4 Held glass	s by base	4.4	Placed glass on napkin/tray table as appropriate	4.4	Used one glass- if dry. Used 2 glasses if sweet - 1 with 7up & 1 empty glass	4.4	After pouring, slightly twisted to bottle to avoid dripping	4	Used 2 glasses - 1 with white wine and 1 empty	4.	Used one glass - Mixed half white wine & half 7up	
Worked quietly in the galley to ensure customers were not disturbed							Placed gla napkin/tra appropria	y table as	4.4	Offered all items on presentation plate / Silver tray	4.4	Added swizzle stick	4.4	Held glass by base	4	4 Added swizzle stick	4.	.4 Added swizzle stick	
1.1 4 1.5 1 2.1 2								Il items on ion plate / Silver	2.4	Presented product with Logos/labels facing aft	4.4	Held glass by base	4.4	Replaced the cap on bottle	4	4 Held glass by base	4.	.4 Held glass by base	
2.4 2	1	2	3	4	5	6		d product with sels facing aft	4.4	Prepared/offered as per standard	4.4	Placed glass on napkin/tray table as appropriate	4.4	Placed glass on napkin/tray table as appropriate	4	Placed glass on napkin/tray table as appropriate	4.	Placed glass on napkin/tray table as appropriate	
My Teamwork Entered cabin together/ communicated with	1		3	4	5	0	Prepared/ standard	offered as per		2.4 1 4.3 3 4.4 7		Offered all items on presentation plate / Silver tray	2.4	Offered all items on presentation plate / Silver tray	2	Offered all items on presentation plate / Silver tray	2.	Offered all items on presentation plate / Silver tray	
colleagues Ensure galley was kept neat and tidy and all								2.4 2 4.3 3 4.4 7			2.4	Presented product with Logos/labels facing aft	2.4	Presented product with Logos/labels facing aft	2	Presented product with Logos/labels facing aft	2.	Presented product with Logos/labels facing aft	
TOTAL 3.1 1 1.4 1												Prepared/offered as per standard		2.4 2 4.3 4 4.4 7	4	Prepared/offered as per standard	4.	Prepared/offered as per standard	
												2.4 1 4.3 5 4.4 8				2.4 2 4.3 6 4.4 6		2.4 2 4.3 6 4.4 6	

	My Customer												9. Hot Beverage							Additional Comments
	Service	7	8	9	10	11	12		7. Liqueur		8. Shandy		- Tea		10. Beer		11. Screwdriver		12. Gin & Orange Juio	е
1.1	Smiled & Greeted customer							4.3	Offered a choice of brand	4.3	Offered a choice of brand	4	Offered a choice of hot beverage	4.3	3 Offered a choice of brand	4.3	Highlighted brand	4	.3 Highlighted brand	
2.4	Maintained eye contact, faced the customer							4.3	Good pronunciation	4.3	Good pronunciation	4	Offered milk (with hot beverages; Tea - if milk is declined, offered lemon)	4.0	3 Good pronunciation	4.3	Good pronunciation	4	.3 Good pronunciation	
1.1	Used polite/appropriate service phrases							4.3	Described base, flavour accurately	4.3	Offered appropriate mixer	4.	Prepared hot beverage in a paper cup	4.4	4 Opened can	4.3	Offered appropriate mixer	4	Offered appropriate mixer	
2.1	Approachable, polite, friendly, helpful and patient							4.4	Opened bottle	4.4	Opened cans	4	Used lined silver tray to offer hot beverage	4.4	4 Used one glass	4.4	Opened bottle	4	4 Opened bottle	
1.1	Displayed enthusiasm, energy and passion while interacting with customers							4.3	Offered ice	4.4	Used 2 glasses - 1 with 7up & 1 empty glass	4	Placed napkin on tray table	4.	4 Held glass by base	4.3	Offered ice	4	.3 Offered ice	
1.1	Displayed appropriate body posture/gesture							4.4	Used one glass	4.4	Held glass by base	4	4 Placed cup on napkin	4.4	Placed glass on napkin/tray table as appropriate	4.4	Used two glasses	4	.3 Used two glasses	
1.5	Used observation skills							4.4	Held glass by base	4.4	Placed glass on napkin/tray table as appropriate	4	Placed beverage pack and milk jigger (if applicable) next to the napkin/Or lemon inside the cup	2.	Offered all items on presentation plate / Silver tray	4.4	Added swizzle stick	4	4 Added swizzle stick	
2.1	Left with a positive phrase/checked on meal, drink satisfaction							4.4	Placed glass on napkin/tray table as appropriate	2.4	Offered all items on presentation plate / Silver tray	2	Presented product with Logos/labels facing aft	2.	Presented product with Logos/labels facing aft	4.4	Placed ice, swizzle stick in one glass	4	Placed ice, swizzle stick in one glass	
2.4	Worked quietly in the galley to ensure customers were not disturbed							2.4	Offered all items on presentation plate / Silver tray	2.4	Presented product with Logos/labels facing aft	4	Prepared/offered as per standard i.e. tea bag removed	4.4	Prepared/offered as per standard	4.4	Placed juice in other glass	4	Placed juice in other glass	
	1.1 4 1.5 1 2.1 2							2.4	Presented product with Logos/labels facing aft	4.4	Prepared/offered as per standard		2.4 1 4.3 2 4.4 6		2.4 2 4.3 2 4.4 5	4.4	Held glass by base	4	.4 Held glass by base	
	2.4 2	7	8	9	10	11	12	4.4	Prepared/offered as per standard		2.4 2 4.3 3 4.4 5					4.4	Placed glass on napkin/tray table as appropriate	4	Placed glass on napkin/tray table as appropriate	
3.1	Entered cabin together/communicated with	,	0	9	10	''	12		2.4 2 4.3 4 4.4 5							2.4	Offered all items on presentation plate / Silver tray	2	Offered all items on presentation plate / Silver tray	
1.4	colleagues Ensure galley was kept neat and tidy and all									_						2.4	Presented product with Logos/labels facing aft	2	Presented product with Logos/labels facing aft	
	TOTAL 3.1 1 1.4 1															4.4	Prepared/offered as per standard	4	Prepared/offered as per standard	
								•									2.4 2 4.3 4 4.4 8		2.4 2 4.3 5 4.4 7	

My Customer 13						
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 1.5 1			13	14	15	16
1.1 Used polite/appropriate service phrases	1.1					
service phrases Approachable, polite, friendly, helpful and patient Displayed enthusiasm, energy and passion while interacting with customers 1.1 Displayed appropriate body posture/gesture 1.5 Used observation skills Left with a positive phrase/checked on meal, drink satisfaction Worked quietly in the galley to ensure customers were not disturbed 1.1 4 1.2 1.2 1.1 1.2 1.2 1.1 1.2 1.2 1.3 1.4 1.5 1.6 1.5 1.5 1.5 1.5 1.5 1.5 1.5 1.5 1.5 1.5	2.4					
### Provided Part of the Communicated with Colleagues ### Provided Part of the Communication of the Colleagues ### Provided Part of the Colleagues #### Provided Part of the Colleagues ##### Provided Part of the Colleagues ###################################	1.1					
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 1.5 1	2.1	friendly, helpful and				
1.5 Used observation skills 2.1 Left with a positive phrase/checked on meal, drink satisfaction Worked quietly in the galley to ensure customers were not disturbed 1.1 4 15 1 1 12 12 12 12 12 12 12 12 12 12 12 12	1.1	energy and passion while interacting with				
Left with a positive phrase/checked on meal, drink satisfaction Worked quietly in the galley to ensure customers were not disturbed 1.1	1.1					
2.1 phrase/checked on meal, drink satisfaction 2.4 Worked quietly in the galley to ensure customers were not disturbed 1.1 4 15 1 1 15 1 1 1 15 1 1 1 15 1 1 1 15 1 1 1 15 1 1 1 15 1	1.5	Used observation skills				
1.1 4	2.1	phrase/checked on meal,				
My Teamwork 13 14 15 16 21 2	2.4	galley to ensure customers were not				
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		1.1 4				
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						
2.1 Entered cabin together/communicated with colleagues 1.4 Ensure galley was kept neat and tidy and all items properly stowed TOTAL 3.1 1						
2.1 Entered cabin together/communicated with colleagues 1.4 Ensure galley was kept neat and tidy and all items properly stowed TOTAL 3.1 1						
3.1 communicated with colleagues 1.4 Ensure galley was kept neat and tidy and all items properly stowed TOTAL 3.1 1		My Teamwork	13	14	15	16
1.4 neat and tidy and all items properly stowed TOTAL 3.1 1	3.1	communicated with				
101712	1.4	neat and tidy and all				
1.4 1		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	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 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	4.4	Placed glass on napkin/tray table as appropriate	
	2.4 2 4.3 5 4.4 6		2.4 2 4.3 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 Name : Abinitio No : Hospitality & Customer Service Assessment Customer Staff No : Course Dates : LHR AT Group : Scenariors

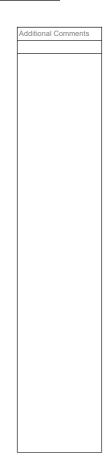
A & B	Children's Headsets		& Landing Cards	1. SPML	Cart	Clearance Cart	Clearance									
1. Champagn e	2. Wine - Small Bottles	V	3. White Nine Spritzer - Small	4. Wine - Big Bottles	5. Dry - White Wine Spritzer -	6. Sweet - White Wine Spritzer-	7. Liqueur	8. Shandy	9. Hot Beverage - Tea	10. Beer	11. 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		

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

		Children's Headsets oys/Baby Kits		2. Menu Card & Landing Cards	1
1.5		cked all required items available	4.4	Used a small lined silver tray (with Landing Card if applicable)	
4.4		tioned bag across Ilders, in front of body	4.4	Conducted Service - 4 corners	
4.4	Cond	ducted service FWD to	4.4	Served centre, aisle/window, centre, aisle; ladies first	
4.3	stan	red items as per dard i.e. Children's dsets & Toys/ Baby Kits	4.4	Presented menu cards	
2.2	MU	Informed UM of call bell, IFE system	4.3	Aware of services being offered	
4.3	Parent	Highlighted diapers, baby food, baby milk	4.3	Offered landing cards	
4.4		ented Product with logos els facing aft	4.4	Aware of the distribution procedure	
		1.5 1 2.2 1 4.3 2	2.4	Held silver tray on the palm of hand	
		4.4 3	2.4	Held silver tray in aisle	
			4.4	Presented Product with logos / labels facing aft	
				2.4 2	
				4.3 2	



ilit /tireilioon re												
My Customer Service	1	2	3 4	1. SPML		2. Meal Cart		3. Clearance Cart		4. Final Clearance		Addi
Smiled & Greeted customer				Prepared/Placed SPML sticker on the meal items (not on basket)	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		
Maintained eye contact, faced the customer				4.4 Added heated scone to basket, prior to delivery	4.4	Double ended cart & conducted service in four corner style	4.4	Conducted service FWD to AFT	4.4	Conducted service FWD to AFT		
Used polite/appropriate service phrases				Confirmed if customer ordered the specific meal type	2.4	Positioned cart appropriately	2.4	Positioned cart appropriately	4.4	Cleared aisle, centre/aisle, centre, window		
Approachable, polite, friendly, helpful and patient				4.3 Highlighted meal type	4.4	Served centre, aisle/window, centre, aisle; ladies first	4.4	Cleared aisle, centre/aisle, centre, window	4.4	Placed glass bottles, glasses/melamine (with liquid) on silver tray		
Displayed enthusiasm, energy and passion while interacting with customers				4.3 Highlighted drinks will follow shortly	4.3	Introduced meal service using correct menu terms	2.4	Offered to remove meal tray	4.4	Placed empty glasses/cans in cabin tidy bag		
Displayed appropriate body posture/gesture				4.3 2 4.4 3	4.3	Added scone to the basket prior to delivering	4.4	Placed glasses containing liquid into drawer	2.4	Held silver tray on palm of hand		
Used observation skills					4.3	Offered choice of all beverages available on cart	4.4	Held glass by base	2.4	Held silver tray in aisle		
Left with a positive phrase/checked on meal, drink satisfaction					2.4	Requested customer to place cup on presentation plate	2.4	Offered all items on presentation plate		2.4 2 4.4 5		
Worked quietly in the galley to ensure customers were not disturbed					4.3	Offered milk with hot beverages (Tea- if milk is declined, offered lemon)		2.4 3 4.4 5				
1.1 4 1.5 1 2.1 2					4.3	Offered sugar/sweetener						
2.4 2					2.4	Offered all items on presentation plate						
My Teamwork	1	2	3 4			2.4 3						
Entered cabin together/ communicated with colleagues						4.4 3						
Ensure galley was kept neat and tidy and all items properly stowed												
TOTAL 3.1 1 1.4 1												

LHR Afternoon Tea

My Customer Service	1	2	3 4	1 5	5 6		1. Champagne		2. Wine - Small Bottles		3. White Wine Spritzer - Small Bottles		4. Wine - Big Bottles		5. Dry - White Wine Spritzer - Big Bottle of Wine	f	6. Sweet - White Wine Spritzer- Big Bottle of Wine	Additional Comments
Smiled & Greeted customer						4.	Highlighted brand (both choices)	4.3	Offered a choice of red or white wine	4	Offered a choice of brand	4	Offered a choice of red or white wine	4	.3 Highlighted brand		1.3 Highlighted brand	
Maintained eye contact, faced the customer						4.	Presented bottle on a presentation plate	4.4	Presented bottles on a presentation plate	2	Presented bottles on a presentation plate	4	.3 showed label & held bottle from lower half, helping the label (if on	4	ustomer by hand showed label & held bottle from lower half,		customer by hand showed label & held bottle from lower half,	
Used polite/appropriate service phrases						4.	3 Good pronunciation	4.3	Gave a brief description of wine	4	Gave a brief description of wine	4	.3 Described wine briefly	4	.3 Described wine briefly		1.3 Described wine briefly	
Approachable, polite, friendly, helpful and patient						4.	4 Highlighted price	4.3	Good pronunciation	4	.3 Good pronunciation	4	3 Good pronunciation	4	.3 Good pronunciation		6.3 Good pronunciation	
Displayed enthusiasm, energy and passion while interacting with customers						4.	Advised change would be in AED, cash and credit cards accepted	4.4	Opened bottle	4	Offered appropriate mixer	4	.4 Opened bottle	4	Offered appropriate mixer		Offered appropriate mixer	
Displayed appropriate body posture/gesture						4.	Offered champagne flute	4.4	Used one glass	4	.4 Opened bottle/can	4	4 Used one glass	4	Opened bottle/can (if applicable)	,	Opened bottle/can (if applicable)	
5 Used observation skills						4.	4 Offered to open bottle	4.4	Held glass by base	4	0.3 Offered ice	4	Poured into a plastic glass on presentation plate (3/4th full).	4	.3 Offered ice		0.3 Offered ice	
Left with a positive phrase/checked on meal, drink satisfaction						4.	4 Held glass by base	4.4	Placed glass on napkin/tray table as appropriate	4	Used one glass- if dry. Used 2 glasses if sweet - 1 with 7up & 1 empty glass	4	After pouring, slightly twisted to bottle to avoid dripping	4	Used 2 glasses - 1 with white wine and 1 empty		Used one glass - Mixed half white wine & half 7up	
Worked quietly in the galley to ensure customers were not disturbed						4.	Placed glass on napkin/tray table as appropriate	4.4	Offered all items on presentation plate / Silver tray	4	Added swizzle stick	4	4 Held glass by base	4	4 Added swizzle stick		Added swizzle stick	
1.1 4 1.5 1 2.1 2						2.	Offered all items on presentation plate / Silver tray	2.4	Presented product with Logos/labels facing aft	4	Held glass by base	4	Replaced the cap on bottle	4	.4 Held glass by base		Held glass by base	
2.4 2 My Teamwork	1	2	3 4	1 5	5 6	2.	Presented product with Logos/labels facing aft	4.4	Prepared/offered as per standard	4	Placed glass on napkin/tray table as appropriate	4	Placed glass on napkin/tray table as appropriate	4	Placed glass on napkin/tray table as appropriate		Placed glass on napkin/tray table as appropriate	
Entered cabin together/ communicated with	1	2	3 4			4.	Prepared/offered as per standard		2.4 1 4.3 3 4.4 7		Offered all items on presentation plate / Silver tray	2	Offered all items on presentation plate / Silver tray	2	Offered all items on presentation plate / Silver tray		Offered all items on presentation plate / Silver tray	
colleagues Ensure galley was kept neat and tidy and all							2.4 2 4.3 3 4.4 7			2	Presented product with Logos/labels facing aft	2	Presented product with Logos/labels facing aft	2	Presented product with Logos/labels facing aft		Presented product with Logos/labels facing aft	
TOTAL 3.1 1 1.4 1										4	Prepared/offered as per standard		2.4 2 4.3 4 4.4 7	4	Prepared/offered as per standard		Prepared/offered as per standard	
						_				_	2.4 1 4.3 5 4.4 8				2.4 2 4.3 6 4.4 6		2.4 2 4.3 6 4.4 6	

My Customer Service	7	8	9 10) 1	1 1:	2	7. Liqueur		8. Shandy	9. Hot Beverage - Tea	10. Beer		11. Screwdriver		12. Gin & Orange Juice	Addit	tional Comments
Smiled & Greeted customer						4.	Offered a choice of brand	4.3	Offered a choice of brand	Offered a choice of hot beverage	Offered a choice of brand	4.	3 Highlighted brand	4.3	Highlighted brand		
Maintained eye contact, faced the customer						4.	3 Good pronunciation	4.3	Good pronunciation	Offered milk (with hot beverages; Tea - if milk is declined, offered lemon)	4.3 Good pronunciation	4.	Good pronunciation	4.3	Good pronunciation		
.1 Used polite/appropriate service phrases						4.	Described base, flavour accurately	4.3	Offered appropriate mixer	Prepared hot beverage in a paper cup	4.4 Opened can	4.	Offered appropriate mixer	4.3	Offered appropriate mixer		
Approachable, polite, friendly, helpful and patient						4.	4 Opened bottle	4.4	Opened cans	Used lined silver tray to offer hot beverage	4.4 Used one glass	4.	4 Opened bottle	4.4	Opened bottle		
Displayed enthusiasm, energy and passion while interacting with customers						4.	3 Offered ice	4.4	Used 2 glasses - 1 with 7up & 1 empty glass	Placed napkin on tray table	4.4 Held glass by base	4.	3 Offered ice	4.3	Offered ice		
Displayed appropriate body posture/gesture						4.	4 Used one glass	4.4	Held glass by base	Placed cup on napkin	Placed glass on napkin/tray table as appropriate	4.	4 Used two glasses	4.3	Used two glasses		
.5 Used observation skills						4.	4 Held glass by base	4.4	Placed glass on napkin/tray table as appropriate	Placed beverage pack and milk jigger (if applicable) next to the napkin/Or lemon inside the cup	Offered all items on presentation plate / Silver tray	4.	4 Added swizzle stick	4.4	Added swizzle stick		
Left with a positive phrase/checked on meal, drink satisfaction						4.	Placed glass on napkin/tray table as appropriate	2.4	Offered all items on presentation plate / Silver tray	Presented product with Logos/labels facing aft	Presented product with Logos/labels facing aft	4.	Placed ice, swizzle stick in one glass	4.4	Placed ice, swizzle stick in one glass		
Worked quietly in the galley to ensure customers were not disturbed						2.	Offered all items on presentation plate / Silver tray	2.4	Presented product with Logos/labels facing aft	Prepared/offered as per standard i.e. tea bag removed	Prepared/offered as per standard	4.	Placed juice in other glass	4.4	Placed juice in other glass		
1.1 4 1.5 1 2.1 2						2.	Presented product with Logos/labels facing aft	4.4	Prepared/offered as per standard	2.4 1 4.3 2 4.4 6	2.4 2 4.3 2 4.4 5	4.	4 Held glass by base	4.4	Held glass by base		
My Teamwork	7	8	9 10	1	1 1:	4.	Prepared/offered as per standard		2.4 2 4.3 3 4.4 5			4.	Placed glass on napkin/tray table as appropriate	4.4	Placed glass on napkin/tray table as appropriate		
Entered cabin together/ communicated with	,		3 10				2.4 2 4.3 4 4.4 5					2.	Offered all items on presentation plate / Silver tray	2.4	Offered all items on presentation plate / Silver tray		
colleagues Ensure galley was kept neat and tidy and all												2.	Presented product with Logos/labels facing aft	2.4	Presented product with Logos/labels facing aft		
TOTAL 3.1 1 1.4 1												4.	Prepared/offered as per standard	4.4	Prepared/offered as per standard		
						_							2.4 2 4.3 4 4.4 8		2.4 2 4.3 5 4.4 7		

	My Customer Service			13	14	15	16
1.1	Smiled & Greete customer	d					
2.4	Maintained eye of faced the custon		act,				
1.1	Used polite/appr service phrases	opria	ate				
2.1	Approachable, p friendly, helpful a patient		,				
1.1	Displayed enthus energy and pass while interacting customers	ion	n,				
1.1	Displayed appro body posture/ge:						
1.5	Used observatio	n ski	lls				
2.1	Left with a position phrase/checked meal, drink satistics	on	on				
2.4	Worked quietly in galley to ensure customers were disturbed		1				
		1.1	4				
		1.5	1				
		2.1	2				
		2.4	2				

	My Teamwor	k		13	14	15	16			
3.1	Entered cabin to communicated w									
1.4	neat and tidy and	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	4.4	Placed glass on napkin/tray table as appropriate
	2.4 2 4.3 5 4.4 6		2.4 2 4.3 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
							· · · · · · · · · · · · · · · · · · ·

Add	itional	Com	men	s

2.4 2 4.3 6 4.4 8 Name: Abinitio No: Staff No : Course Dates :

Hospitality & Customer Service Assessment LHR LU

Group:

Customers Customer Profiles Scenariors

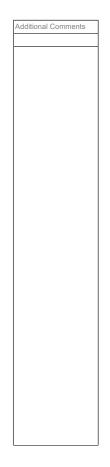
Group A & B	1. Children's Headsets	2. Menu Card & Landing Cards	1. SPML	2. Meal Cart with Drinks	3. Clearance Cart	4. Hot Beverage Cart	5. Final Clearance								
1. Champagn e	2. Wine - Small Bottles	3. White Wine Spritzer - Small	4. Wine - Big Bottles	5. Dry - White Wine Spritzer -	6. Sweet - White 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		

		Children's Headsets oys/Baby Kits			2. Menu Card & Landing Cards	1
1.5		cked all required items available		4.4	Used a small lined silver tray (with Landing Card if applicable)	
4.4		tioned bag across ılders, in front of body		4.4	Conducted Service - 4 corners	
4.4	Con AFT	ducted service FWD to		4.4	Served centre, aisle/window, centre, aisle; ladies first	
4.3	stan	red items as per dard i.e. Children's dsets & Toys/ Baby Kits		4.4	Presented menu cards	
2.2	MU	Informed UM of call bell, IFE system		4.3	Aware of services being offered	
4.3	Parent	Highlighted diapers, baby food, baby milk		4.3	Offered landing cards	
4.4		ented Product with logos els facing aft		4.4	Aware of the distribution procedure	
		1.5 1 2.2 1 4.3 2		2.4	Held silver tray on the palm of hand	
		4.4 3		2.4	Held silver tray in aisle	
				4.4	Presented Product with logos / labels facing aft	
					2.4 2	



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 Teamworl	(1	2	3	4	5
3.1	Entered cabin to communicated w colleagues						
1.4	Ensure galley wa neat and tidy and items properly st	d all					
	TOTAL	3.1					
		1.4					

	1. SPML		2. Meal Cart with Drinks Drawer		3. Clearance Cart	Cart		4. Hot Beverage Car	rt		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 3	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	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 4.3 2 4.4 5		2.4 3 4.4 5		2.4	Offered all items on presentation plate			
				•				2.4 3 4.3 2 4.4 4			

Additional	Comments

My Customer Service	1	2	3	4	5	6	1. Champagne		2. Wine - Small Bottles	3. White Wine Spritzer - Small Bottles		4. Wine - Big Bottles		5. Dry - White Wine Spritzer - Big Bottle o Wine	of	6. Sweet - White Wine Spritzer- Big Bottle of Wine	onal Comments
Smiled & Greeted customer						4.	Highlighted brand (both choices)	4.3	Offered a choice of red or white wine	4.3 Offered a choice of brand	4.3	Offered a choice of red or white wine	4	.3 Highlighted brand		4.3 Highlighted brand	
Maintained eye contact, faced the customer						4	Presented bottle on a presentation plate	4.4	Presented bottles on a presentation plate	Presented bottles on a presentation plate	4.	customer by hand showed label & held bottle from lower half,		.3 showed label & held bottle from lower half, helping the label (if on		4.3 showed label & held bottle from lower half, helping the label (if on	
Used polite/appropriate service phrases						4.	.3 Good pronunciation	4.3	Gave a brief description of wine	4.3 Gave a brief description of wine	4.:	Described wine briefly	4	.3 Described wine briefly		4.3 Described wine briefly	
Approachable, polite, 1 friendly, helpful and patient						4.	4 Highlighted price	4.3	Good pronunciation	4.3 Good pronunciation	4.3	Good pronunciation	4	.3 Good pronunciation		4.3 Good pronunciation	
Displayed enthusiasm, energy and passion while interacting with customers						4.	Advised change would be in AED, cash and credit cards accepted	4.4	Opened bottle	4.3 Offered appropriate mixer	4.	4 Opened bottle	4	Offered appropriate mixer		4.3 Offered appropriate mixer	
Displayed appropriate body posture/gesture						4	Offered champagne flute	4.4	Used one glass	4.4 Opened bottle/can	4.	Used one glass	4	Opened bottle/can (if applicable)		Opened bottle/can (if applicable)	
5 Used observation skills						4	4 Offered to open bottle	4.4	Held glass by base	4.3 Offered ice	4.4	Poured into a plastic glass on presentation plate (3/4th full).	4	.3 Offered ice		4.3 Offered ice	
Left with a positive phrase/checked on meal, drink satisfaction						4	.4 Held glass by base	4.4	Placed glass on napkin/tray table as appropriate	Used one glass- if dry. Used 2 glasses if sweet - 1 with 7up & 1 empty glass	4.4	After pouring, slightly twisted to bottle to avoid dripping	4	Used 2 glasses - 1 with white wine and 1 empty		Used one glass - Mixed half white wine & half 7up	
Worked quietly in the galley to ensure customers were not disturbed						4.	Placed glass on napkin/tray table as appropriate	4.4	Offered all items on presentation plate / Silver tray	4.4 Added swizzle stick	4.4	Held glass by base	4	.4 Added swizzle stick		4.4 Added swizzle stick	
1.1 4 1.5 1 2.1 2						2	Offered all items on presentation plate / Silver tray	2.4	Presented product with Logos/labels facing aft	4.4 Held glass by base	4.4	Replaced the cap on bottle		.4 Held glass by base		4.4 Held glass by base	
2.4 2	1	2	3	4	5	6	Presented product with Logos/labels facing aft	4.4	Prepared/offered as per standard	Placed glass on napkin/tray table as appropriate	4.	Placed glass on napkin/tray table as appropriate	4	Placed glass on napkin/tray table as appropriate		Placed glass on napkin/tray table as appropriate	
My Teamwork Entered cabin together/ communicated with		2	3	4	5	4.	Prepared/offered as per standard		2.4 1 4.3 3 4.4 7	Offered all items on presentation plate / Silver tray	2.4	Offered all items on presentation plate / Silver tray	:	Offered all items on presentation plate / Silver tray		Offered all items on presentation plate / Silver tray	
colleagues Ensure galley was kept neat and tidy and all							2.4 2 4.3 3 4.4 7			Presented product with Logos/labels facing aft	2.	Presented product with Logos/labels facing aft	:	Presented product with Logos/labels facing aft		Presented product with Logos/labels facing aft	
TOTAL 3.1 1 1.4 1										4.4 Prepared/offered as per standard		2.4 2 4.3 4 4.4 7		.4 Prepared/offered as per standard		4.4 Prepared/offered as per standard	
										2.4 1 4.3 5 4.4 8				2.4 2 4.3 6 4.4 6		2.4 2 4.3 6 4.4 6	

My Customer Service	7	8	9 10	1	1 12	7. Liqueur	8. Shandy	9. Hot Beverage - Tea		10. Beer		11. Screwdriver		12. Gin & Orange Juice	Additional Comments
1.1 Smiled & Greeted customer						4.3 Offered a choice of brand	Offered a choice of brand	4.3 Offered a choice of hot beverage	2	Offered a choice of brand	4	.3 Highlighted brand	4.3	Highlighted brand	
Maintained eye contact, faced the customer						4.3 Good pronunciation	4.3 Good pronunciation	4.3 Offered milk (with hot beverages; Tea - if milk is declined, offered lemon)	4	.3 Good pronunciation	4	.3 Good pronunciation	4.3	Good pronunciation	
1.1 Used polite/appropriate service phrases						4.3 Described base, flavour accurately	Offered appropriate mixer	4.4 Prepared hot beverage in a paper cup	4	.4 Opened can	4	3 Offered appropriate mixer	4.3	Offered appropriate mixer	
Approachable, polite, friendly, helpful and patient						4.4 Opened bottle	4.4 Opened cans	4.4 Used lined silver tray to offer hot beverage	4	.4 Used one glass	4	.4 Opened bottle	4.4	Opened bottle	
Displayed enthusiasm, energy and passion while interacting with customers						4.3 Offered ice	Used 2 glasses - 1 with 7up & 1 empty glass	4.4 Placed napkin on tray table	4	.4 Held glass by base	4	.3 Offered ice	4.3	Offered ice	
1.1 Displayed appropriate body posture/gesture						4.4 Used one glass	4.4 Held glass by base	4.4 Placed cup on napkin	4	Placed glass on napkin/tray table as appropriate	4	.4 Used two glasses	4.3	Used two glasses	
1.5 Used observation skills						4.4 Held glass by base	Placed glass on napkin/tray table as appropriate	Placed beverage pack and milk jigger (if applicable) next to the napkin/Or lemon inside the cup	1	Offered all items on presentation plate / Silver tray	4	.4 Added swizzle stick	4.4	Added swizzle stick	
Left with a positive phrase/checked on meal, drink satisfaction						4.4 Placed glass on napkin/tray table as appropriate	Offered all items on presentation plate / Silver tray	2.4 Presented product with Logos/labels facing aft		Presented product with Logos/labels facing aft	4	Placed ice, swizzle stick in one glass	4.4	Placed ice, swizzle stick in one glass	
Worked quietly in the galley to ensure customers were not disturbed						2.4 Offered all items on presentation plate / Silver tray	Presented product with Logos/labels facing aft	4.4 Prepared/offered as per standard i.e. tea bag removed	2	Prepared/offered as per standard	4	Placed juice in other glass	4.4	Placed juice in other glass	
1.1 4 1.5 1 2.1 2						2.4 Presented product with Logos/labels facing aft	Prepared/offered as per standard	24 1 43 2 44 6		2.4 2 4.3 2 4.4 5	4	.4 Held glass by base	4.4	Held glass by base	
My Teamwork	7	8	9 10) 1	1 12	4.4 Prepared/offered as per standard	2.4 2 4.3 3 4.4 5		_		4	Placed glass on napkin/tray table as appropriate	4.4	Placed glass on napkin/tray table as appropriate	
Entered cabin together/ communicated with	,	0	9 10		1 12	2.4 2 4.3 4 4.4 5					2	Offered all items on presentation plate / Silver tray	2.4	Offered all items on presentation plate / Silver tray	
Ensure galley was kept 1.4 neat and tidy and all											2	Presented product with Logos/labels facing aft	2.4	Presented product with Logos/labels facing aft	
TOTAL 3.1 1 1.4 1											4	Prepared/offered as per standard	4.4	Prepared/offered as per standard	
			·	•	•	-					_	2.4 2 4.3 4 4.4 8		2.4 2 4.3 5 4.4 7	

	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 Teamwor	<		13	14	15	16
3.1	Entered cabin to communicated w		er/				
1.4	Ensure galley wa neat and tidy and items properly st	d all					
	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	4.4	Placed glass on napkin/tray table as appropriate
	2.4 2 4.3 5 4.4 6		2.4 2 4.3 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

2.4 2 4.3 6 4.4 8 Name: Staff No : Abinitio No :

Hospitality & Customer Service Assessment JFK LU

13. Rum &

Pepsi

12. Gin & Orange

11.

Screwdriver

10. Beer

Group:

14. Gin &

Tonic

15. Scotch

& Soda

16. Bloody

Mary

Customers Customer Profiles Scenariors

Staff No:										Course Dates :									
	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. Champagn		2. Wine - Small		3. White Wine Spritzer		4. Wine - Big Bottles		5. Dry - White Wine		6. Sweet - White Wine		7. Liqueur		8. Shandy		9. Hot Beverage		

Welcome Services

	My Customer Service	Customer Service 1 2 3 1. Children's Headsets & Toys/Baby Kits							2. Menu Card & Landing Cards	
1.1	Smiled, Greeted, welcomed customer/ introduced self				1.5		necked all required items ere available			Used a small lined silver tray (with Landing Card if applicable)
1.1	Maintained eye contact, faced the customer				4.4		tioned bag across Ilders, in front of body		4.4	Conducted Service - 4 corners
2.4	Used polite/appropriate service phrases				4.4	Con	ducted service FWD to		4.4	Served centre, aisle/window, centre, aisle; ladies first
1.1	Approachable, polite, friendly, helpful and patient				4.3	stan	red items as per dard i.e. Children's dsets & Toys/ Baby Kits		4.4	Presented menu cards
2.1	Displayed enthusiasm, energy and passion while interacting with customers				2.2	MO	Informed UM of call bell, IFE system		4.3	Aware of services being offered
1.1	Displayed appropriate body posture/gesture				4.3	Parent	Highlighted diapers, baby food, baby milk		4.3	Offered landing cards
1.5	Used observation skills				4.4		ented Product with logos els facing aft		4.4	Aware of the distribution procedure
	TOTAL 1.1 4 1.5 1 2.1 1						TOTAL 1.5 1 2.2 1 4.3 2		2.4	Held silver tray on the palm of hand
	2.4 1						4.4 3		2.4	Held silver tray in aisle
	My Teamwork	1	2	3						
3.1	Entered cabin together								4.4	Presented Product with logos / labels facing aft
	TOTAL 3.1 1									TOTAL 2.4 2 4.3 2
					ı					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

51	K Lunch						
	My Customer Service		1	2	3	4	5
1.1	Smiled & Greeted customer						
2.4	Maintained eye conta faced the customer	ct,					
1.1	Used polite/appropria service phrases	te					
2.1	Approachable, polite, friendly, helpful and patient						
1.1	Displayed enthusiasm energy and passion while interacting with customers	١,					
1.1	Displayed appropriate body posture/gesture	•					
1.5	Used observation skil	ls					
2.1	Left with a positive phrase/checked on meal, drink satisfactio	n					
2.4	Worked quietly in the galley to ensure customers were not disturbed						
	1.1	4					
	1.5	1					
	2.1	2					
	My Teamwork		1	2	3	4	5
3.1	Entered cabin togethe communicated with colleagues						
1.4	Ensure galley was ke 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 Car	t		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 3	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	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 4.3 2 4.4 5		2.4 3 4.4 5		2.4	Offered all items on presentation plate			
				J		į		2.4 3 4.3 2 4.4 4			

1	

My Customer Service	1	2	3	4	5	6	1. Champagne	2. Wir - Sma	ne III Bottles		3. White Wine Spritzer - Small Bottles		4. Wine - Big Bottles		5. Dry - White Wine Spritzer - Big Bottle of Wine	f	6. Sweet - White Wine Spritzer- Big Bottle of Wine	Additional Comments
Smiled & Greeted customer						4	Highlighted brand (both choices)	Offered or white	I a choice of red wine	4.	Offered a choice of brand	4.3	Offered a choice of red or white wine	4.0	Highlighted brand	4	.3 Highlighted brand	
Maintained eye contact, faced the customer							Presented bottle on a presentation plate		ted bottles on a tation plate	4	Presented bottles on a presentation plate	4.3	customer by hand showed label & held bottle from lower half, hehind the label (if on	4.3	customer by hand showed label & held bottle from lower half,	4	ustomer by hand showed label & held bottle from lower half, helping the label (if on	
Used polite/appropriate service phrases						4	.3 Good pronunciation	Gave a of wine	brief description	4.	Gave a brief description of wine	4.3	Described wine briefly	4.3	Described wine briefly	4	.3 Described wine briefly	
Approachable, polite, friendly, helpful and patient						4	.4 Highlighted price	4.3 Good p	ronunciation	4.	Good pronunciation	4.3	Good pronunciation	4.0	Good pronunciation	4	.3 Good pronunciation	
Displayed enthusiasm, energy and passion while interacting with customers						4	Advised change would be in AED, cash and credit cards accepted	4.4 Opened	d bottle	4.	Offered appropriate mixer	4.4	4 Opened bottle	4.0	Offered appropriate mixer	4	Offered appropriate mixer	
Displayed appropriate body posture/gesture							Offered champagne flute	4.4 Used or	ne glass	4.	4 Opened bottle/can	4.4	4 Used one glass	4.4	Opened bottle/can (if applicable)	4	Opened bottle/can (if applicable)	
5 Used observation skills							.4 Offered to open bottle	4.4 Held gla	ass by base	4.	3 Offered ice	4.4	Poured into a plastic 4 glass on presentation plate (3/4th full).	4.0	Offered ice	4	.3 Offered ice	
Left with a positive phrase/checked on meal, drink satisfaction							.4 Held glass by base		glass on tray table as riate	4.	Used one glass- if dry. Used 2 glasses if sweet - 1 with 7up & 1 empty glass	4.4	After pouring, slightly twisted to bottle to avoid dripping	4.4	Used 2 glasses - 1 with white wine and 1 empty	4	Used one glass - Mixed half white wine & half 7up	
Worked quietly in the galley to ensure customers were not disturbed						4	Placed glass on napkin/tray table as appropriate		I all items on tation plate / ray	4.	4 Added swizzle stick	4.4	Held glass by base	4.4	Added swizzle stick	4	.4 Added swizzle stick	
1.1 4 1.5 1 2.1 2						-	Offered all items on presentation plate / Silver tray		ted product with abels facing aft	4	4 Held glass by base	4.4	Replaced the cap on bottle	4.	Held glass by base	4	Held glass by base	
2.4 2	1	2	3	4	5	6	Presented product with Logos/labels facing aft	Prepare standar	ed/offered as per	4.	Placed glass on napkin/tray table as appropriate	4.4	Placed glass on napkin/tray table as appropriate	4.4	Placed glass on napkin/tray table as appropriate	4	Placed glass on napkin/tray table as appropriate	
My Teamwork Entered cabin together/ communicated with		2	3	4	5	4	Prepared/offered as per standard		2.4 1 4.3 3 4.4 7	4	Offered all items on presentation plate / Silver tray	2.4	Offered all items on presentation plate / Silver tray	2.	Offered all items on presentation plate / Silver tray	2	Offered all items on presentation plate / Silver tray	
colleagues Ensure galley was kept neat and tidy and all							2.4 2 4.3 3 4.4 7			2	Presented product with Logos/labels facing aft	2.4	Presented product with Logos/labels facing aft	2.4	Presented product with Logos/labels facing aft	2	Presented product with Logos/labels facing aft	
TOTAL 3.1 1 1.4 1										4	Prepared/offered as per standard		2.4 2 4.3 4 4.4 7	4.	Prepared/offered as per standard	4	Prepared/offered as per standard	
											2.4 1 4.3 5 4.4 8				2.4 2 4.3 6 4.4 6		2.4 2 4.3 6 4.4 6	

My Customer Service	7	8	9 10) 1	1 1:	2	7. Liqueur		8. Shandy	9. Hot Beverage - Tea	10. Beer		11. Screwdriver		12. Gin & Orange Juice	Addit	tional Comments
Smiled & Greeted customer						4.	Offered a choice of brand	4.3	Offered a choice of brand	Offered a choice of hot beverage	Offered a choice of brand	4.	3 Highlighted brand	4.3	Highlighted brand		
Maintained eye contact, faced the customer						4.	3 Good pronunciation	4.3	Good pronunciation	Offered milk (with hot beverages; Tea - if milk is declined, offered lemon)	4.3 Good pronunciation	4.	Good pronunciation	4.3	Good pronunciation		
.1 Used polite/appropriate service phrases						4.	Described base, flavour accurately	4.3	Offered appropriate mixer	Prepared hot beverage in a paper cup	4.4 Opened can	4.	Offered appropriate mixer	4.3	Offered appropriate mixer		
Approachable, polite, friendly, helpful and patient						4.	4 Opened bottle	4.4	Opened cans	Used lined silver tray to offer hot beverage	4.4 Used one glass	4.	4 Opened bottle	4.4	Opened bottle		
Displayed enthusiasm, energy and passion while interacting with customers						4.	3 Offered ice	4.4	Used 2 glasses - 1 with 7up & 1 empty glass	Placed napkin on tray table	4.4 Held glass by base	4.	3 Offered ice	4.3	Offered ice		
Displayed appropriate body posture/gesture						4.	4 Used one glass	4.4	Held glass by base	Placed cup on napkin	Placed glass on napkin/tray table as appropriate	4.	4 Used two glasses	4.3	Used two glasses		
.5 Used observation skills						4.	4 Held glass by base	4.4	Placed glass on napkin/tray table as appropriate	Placed beverage pack and milk jigger (if applicable) next to the napkin/Or lemon inside the cup	Offered all items on presentation plate / Silver tray	4.	4 Added swizzle stick	4.4	Added swizzle stick		
Left with a positive phrase/checked on meal, drink satisfaction						4.	Placed glass on napkin/tray table as appropriate	2.4	Offered all items on presentation plate / Silver tray	Presented product with Logos/labels facing aft	Presented product with Logos/labels facing aft	4.	Placed ice, swizzle stick in one glass	4.4	Placed ice, swizzle stick in one glass		
Worked quietly in the galley to ensure customers were not disturbed						2.	Offered all items on presentation plate / Silver tray	2.4	Presented product with Logos/labels facing aft	Prepared/offered as per standard i.e. tea bag removed	Prepared/offered as per standard	4.	Placed juice in other glass	4.4	Placed juice in other glass		
1.1 4 1.5 1 2.1 2						2.	Presented product with Logos/labels facing aft	4.4	Prepared/offered as per standard	2.4 1 4.3 2 4.4 6	2.4 2 4.3 2 4.4 5	4.	4 Held glass by base	4.4	Held glass by base		
My Teamwork	7	8	9 10	1	1 1:	4.	Prepared/offered as per standard		2.4 2 4.3 3 4.4 5			4.	Placed glass on napkin/tray table as appropriate	4.4	Placed glass on napkin/tray table as appropriate		
Entered cabin together/ communicated with	,		3 10				2.4 2 4.3 4 4.4 5					2.	Offered all items on presentation plate / Silver tray	2.4	Offered all items on presentation plate / Silver tray		
colleagues Ensure galley was kept neat and tidy and all												2.	Presented product with Logos/labels facing aft	2.4	Presented product with Logos/labels facing aft		
TOTAL 3.1 1 1.4 1												4.	Prepared/offered as per standard	4.4	Prepared/offered as per standard		
						_							2.4 2 4.3 4 4.4 8		2.4 2 4.3 5 4.4 7		

	My Customer Service			13	14	15	16
1.1	Smiled & Greete customer	d					
2.4	Maintained eye of faced the custon		act,				
1.1	Used polite/appr service phrases	opria	ate				
2.1	Approachable, p friendly, helpful a patient		,				
1.1	Displayed enthus energy and pass while interacting customers	ion	n,				
1.1	Displayed appro body posture/ge:						
1.5	Used observatio	n ski	lls				
2.1	Left with a position phrase/checked meal, drink satistics	on	on				
2.4	Worked quietly in galley to ensure customers were disturbed		1				
		1.1	4				
		1.5	1				
		2.1	2				
		2.4	2				

	My Teamwor	k		13	14	15	16
3.1	Entered cabin to communicated w		er/				
1.4	Ensure galley wa neat and tidy and items properly st	d all					
	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	4.4	Placed glass on napkin/tray table as appropriate
	2.4 2 4.3 5 4.4 6		2.4 2 4.3 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
							· · · · · · · · · · · · · · · · · · ·

Add	itional	Com	men	s

2.4 2 4.3 6 4.4 8 Name: Abinitio No : Hospitality & Customer Service Assessment Customers Customer Profiles Staff No JFK LB | BF Scenariors Course Dates : Group 2. Menu Card & Landing 3. LB-Clearance 3. BF -4. BF- Final Group 1. LB-2. LB-Mea 4. LB-Fina 1. BF-Children's 3. Kit Bags BreakFast Cart with Clearance A&B SPML Cart Clearance SPML Clearance Cards 3. White Headsets Cart Juice and cart 12. Gin & 5. Dry 6. Sweet -9. Hot 4. Wine 11. 13. Rum & 14. Gin & 15. Scotch 16. Bloody Champagn 8. Shandy 10. Beer - Small Wine Spritzer White Wine White Wine 7. Liqueur Beverage Orange & Soda Mary - Big Bottles Screwdriver Pepsi Tonic

- Tea

Welcome Services

- Small

My Customer Service 1 2 3 1. Children's Headsets & Toys/Baby Kits 2. Menu Card & Landing Cards Used a small lined silver tray (with Landing Card if applicable) Used polite/appropriate service phrases Used a small lined silver tray (with Landing Card if applicable) Conducted Service - 4 corners Served centre, aisle/window, centre, aisle/window, centre, aisle/window, centre, aisle/window, centre, aisle/sides first Used appropriate service FWD to AFT Used appropriate body posture/geature Used appropriate service FWD to AFT Highlighted diapers, baby food, baby milk Used appropriate body posture/geature Used appropriate service FWD to AFT Used appropriate service FWD to AFT Used appropriate service FWD to AFT TOTAL Used appropriate service FWD to AFT Highlighted diapers, baby food, baby milk Used appropriate body posture/geature Used appropriate service FWD to AFT TOTAL Used a		_						 _	
List Service de Nercomed customer introduced self user available 15 Checked an required items were available 16 Maintained eye contact, faced the customer 18 Maintained eye contact, faced the customer 18 Approachable, polite, friendly, helpful and patient 19 Displayed enthusiasm, energy and passion while interacting with customers 19 Displayed appropriate body posture/gesture 19 Displayed appropriate body posture/gesture 19 Displayed appropriate body posture/gesture 10 Displayed appropriate body posture/gesture 11 Displayed appropriate body posture/gesture 12 Displayed appropriate body posture/gesture 13 Displayed appropriate body posture/gesture 14 Presented Product with logos / labels facing aft 15 Displayed appropriate body posture/gesture 16 Displayed appropriate body posture/gesture 17 DTAL 11 4	My Customer Service	1	2	3					
Used polite/appropriate service phrases Used polite/appropriate service phrases Used polite/appropriate service phrases Offered items as per standard i.e. Children's Headsets & Toys/ Baby Kits Displayed enthusiasm, IFE system Displayed appropriate body posture/gesture Used observation skills TOTAL 1.5 1					1.5			4.4	(with Landing Card if
Approachable, polite, friendly, helpful and patient Displayed enthusiasm, energy and passion while interacting with customers Displayed appropriate body posture/gesture Displayed appropriate body posture/gesture TOTAL TOTAL 1.1					4.4			4.4	
A standard i.e. Children's Headsets & Toys/ Baby Kits					4.4		ducted service FWD to	4.4	
energy and passion while interacting with customers 1.1 Displayed appropriate body posture/gesture 1.2 Displayed appropriate body posture/gesture 1.3 Displayed appropriate body posture/gesture 1.5 Used observation skills 1.6 Displayed appropriate body posture/gesture 1.7 Displayed appropriate body posture/gesture 1.8 Displayed appropriate body posture/gesture 1.9 Displayed appropriate body posture/gesture 1.1 Displayed appropriate body posture/gesture 1.2 Displayed appropriate body posture/gesture 1.3 Displayed appropriate body posture/gesture 1.4 Displayed appropriate body posture/gesture 1.5 Displayed appropriate body posture/gesture 1.6 Displayed appropriate body posture/gesture 1.7 Displayed appropriate body posture/gesture 1.8 Displayed appropriate body posture/gesture 1.8 Displayed appropriate body posture/gesture 1.8 Displayed appropriate body posture/gesture 1.9 Displayed appropriate body posture/gesture 1.0 Displayed appropriate body posture/gestu					4.3	stand	dard i.e. Children's	4.4	Presented menu cards
TOTAL 1.1 4	energy and passion while				2.2	UM		4.3	
TOTAL 1.1 4					4.3	Parent		4.3	Offered landing cards
15 1 22 1 33 24 44 3 24 44 3 24 44 3 24 44 3 24 44 3 24 44 3 24 44 3 24 44 3 24 44 3 24 44 3 24 44 3 24 44 3 24 44 3 24 24	Used observation skills				4.4			4.4	
My Teamwork 1 2 3 Held silver tray in aisle 4.4 Presented Product with logos / labels facing aft TOTAL 2.4 2	1.5 1						2.2 1	2.4	
4.4 Presented Product with logos / labels facing aft TOTAL 2.4 2	2.4 1] 1		4.4 3	2.4	Held silver tray in aisle
1.1 Entered cabin together TOTAL 2.4 2	My Teamwork	1	2	3					
	Entered cabin together							4.4	logos / labels facing aft
IOIAL 3.1 1 4.3 2	TOTAL								101712
4.4 6	101AL 3.1 1								

Spritzer -

	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 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 Teamworl	<		1	2	3	4
;	3.1	Entered cabin to communicated w colleagues		er/				
	1.4	Ensure galley wa neat and tidy and items properly st	d all					
		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 a small/large lined silver tray & cabin tidy bag	
4.4	Used large lined silver tray with napkins	4.4	Conducted service FWD to AFT	4.3	Conducted service FWD to AFT	4.3	Conducted service FWD to AFT	
4.4	Confirmed if customer ordered the specific meal type	2.	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	4.4	Placed glass bottles, glasses/melamine (with liquid) on silver tray	
4.3	Highlighted drinks will follow shortly	4.0	Introduced meal service using correct menu terms	2.4	Offered to remove items from tray table	4.4	Placed empty glasses/cans in cabin tidy bag	
	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	2.4	Held silver tray on palm of hand	
		4.	Placed pizza from a presentation plate on side of napkin	4.4	Placed glasses, bottles in plastic drawer on top of the cart	2.4	Held silver tray in aisle	
		4.0	Offered choice of all beverages available on cart	2.4	Held glass by base		2.4 2 4.3 1 4.4 4	
		4.0	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			
		4.0	Offered sugar/sweetener					
		2.4	Offered all items on presentation plate					
		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 & Greete customer	d					
2.4	Maintained eye of faced the custom		act,				
1.1	Used polite/appr service phrases	opria	ate				
2.1	Approachable, pering friendly, helpful a patient		,				
1.1	Displayed enthus energy and pass while interacting customers	ion	n,				
1.1	Displayed approphody posture/ges						
1.5	Used observation	n ski	lls				
2.1	Left with a positive phrase/checked meal, drink satisf	on	on				
2.4	Worked quietly in galley to ensure customers were disturbed		•				
		1.1	4				
		1.5	1				
		2.1	2				
		2.4	2				

	2.4	2				
My Teamwork	(1	2	3	4
Entered cabin to communicated w colleagues		er/				
Ensure galley wa neat and tidy and items properly sto	d all					
TOTAL	3.1	1				
	1.4	1				

	1. BF-SPML		2. BF-Meal Cart with Juice and Hot Bev drawer	l		3. BF - Clearance ca	art		4. BF- Final Clearan	ice
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 4.3 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	
	4.4 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 4.3 3 4.4 3			2.4 2 4.3 4 4.4 2				

Additi	onal	Cor	nme	nts
Additi	Jilai	001	TITTLE	IIIO

My Customer Service	1	2	3 4	1 5	5 6	6	1. Champagne		2. Wine - Small Bottles		3. White Wine Spritzer - Small Bottles		4. Wine - Big Bottles		5. Dry - White Wine Spritzer - Big Bottle of Wine	f	6. Sweet - White Wine Spritzer- Big Bottle of Wine	Additional Comments
Smiled & Greeted customer						4	Highlighted brand (both choices)	4.3	Offered a choice of red or white wine	4	Offered a choice of brand	4	Offered a choice of red or white wine	4	.3 Highlighted brand		1.3 Highlighted brand	
Maintained eye contact, faced the customer						4	Presented bottle on a presentation plate	4.4	Presented bottles on a presentation plate	4	Presented bottles on a presentation plate	4	.3 showed label & held bottle from lower half, helping the label (if on	4	.3 showed label & held bottle from lower half, helping the label (if on		customer by hand showed label & held bottle from lower half, helping the label (if on	
Used polite/appropriate service phrases						4	3 Good pronunciation	4.3	Gave a brief description of wine	4	Gave a brief description of wine	4	.3 Described wine briefly	4	.3 Described wine briefly		Described wine briefly	
Approachable, polite, friendly, helpful and patient						4	4 Highlighted price	4.3	Good pronunciation	4	.3 Good pronunciation	4	3 Good pronunciation	4	.3 Good pronunciation		6.3 Good pronunciation	
Displayed enthusiasm, energy and passion while interacting with customers						4	Advised change would be in AED, cash and credit cards accepted	4.4	Opened bottle	4	Offered appropriate mixer	4	.4 Opened bottle	4	Offered appropriate mixer		Offered appropriate mixer	
Displayed appropriate body posture/gesture						4	Offered champagne flute	4.4	Used one glass	2	.4 Opened bottle/can	4	4 Used one glass	4	Opened bottle/can (if applicable)	,	Opened bottle/can (if applicable)	
Used observation skills						4	4 Offered to open bottle	4.4	Held glass by base	4	0.3 Offered ice	4	Poured into a plastic glass on presentation plate (3/4th full).	4	.3 Offered ice		0.3 Offered ice	
Left with a positive phrase/checked on meal, drink satisfaction						4	4 Held glass by base	4.4	Placed glass on napkin/tray table as appropriate	4	Used one glass- if dry. Used 2 glasses if sweet - 1 with 7up & 1 empty glass	4	After pouring, slightly twisted to bottle to avoid dripping	4	Used 2 glasses - 1 with white wine and 1 empty		Used one glass - Mixed half white wine & half 7up	
Worked quietly in the galley to ensure customers were not disturbed						4	Placed glass on napkin/tray table as appropriate	4.4	Offered all items on presentation plate / Silver tray	4	Added swizzle stick	4	4 Held glass by base	4	.4 Added swizzle stick		Added swizzle stick	
1.1 4 1.5 1 2.1 2						2	Offered all items on presentation plate / Silver tray	2.4	Presented product with Logos/labels facing aft	4	Held glass by base	4	Replaced the cap on bottle	4	.4 Held glass by base		Held glass by base	
2.4 2 My Teamwork	1	2	3 4		5 6	2	Presented product with Logos/labels facing aft	4.4	Prepared/offered as per standard	4	Placed glass on napkin/tray table as appropriate	4	Placed glass on napkin/tray table as appropriate	4	Placed glass on napkin/tray table as appropriate		Placed glass on napkin/tray table as appropriate	
Entered cabin together/ communicated with	1	۷	3 4	• 3		4	Prepared/offered as per standard		2.4 1 4.3 3 4.4 7	4	Offered all items on presentation plate / Silver tray	2	Offered all items on presentation plate / Silver tray	2	Offered all items on presentation plate / Silver tray		Offered all items on presentation plate / Silver tray	
Ensure galley was kept neat and tidy and all							2.4 2 4.3 3 4.4 7			2	Presented product with Logos/labels facing aft	2	Presented product with Logos/labels facing aft	2	Presented product with Logos/labels facing aft		Presented product with Logos/labels facing aft	
TOTAL 3.1 1 1.4 1								-		4	Prepared/offered as per standard		2.4 2 4.3 4 4.4 7	4	Prepared/offered as per standard		Prepared/offered as per standard	
						_				_	2.4 1 4.3 5 4.4 8				2.4 2 4.3 6 4.4 6		2.4 2 4.3 6 4.4 6	

My Customer Service	7	8	9 10) 1	1 1:	2	7. Liqueur		8. Shandy	9. Hot Beverage - Tea	10. Beer		11. Screwdriver		12. Gin & Orange Juice	Addit	tional Comments
Smiled & Greeted customer						4.	Offered a choice of brand	4.3	Offered a choice of brand	Offered a choice of hot beverage	Offered a choice of brand	4.	3 Highlighted brand	4.3	Highlighted brand		
Maintained eye contact, faced the customer						4.	3 Good pronunciation	4.3	Good pronunciation	Offered milk (with hot beverages; Tea - if milk is declined, offered lemon)	4.3 Good pronunciation	4.	Good pronunciation	4.3	Good pronunciation		
.1 Used polite/appropriate service phrases						4.	Described base, flavour accurately	4.3	Offered appropriate mixer	Prepared hot beverage in a paper cup	4.4 Opened can	4.	Offered appropriate mixer	4.3	Offered appropriate mixer		
Approachable, polite, friendly, helpful and patient						4.	4 Opened bottle	4.4	Opened cans	Used lined silver tray to offer hot beverage	4.4 Used one glass	4.	4 Opened bottle	4.4	Opened bottle		
Displayed enthusiasm, energy and passion while interacting with customers						4.	3 Offered ice	4.4	Used 2 glasses - 1 with 7up & 1 empty glass	Placed napkin on tray table	4.4 Held glass by base	4.	3 Offered ice	4.3	Offered ice		
Displayed appropriate body posture/gesture						4.	4 Used one glass	4.4	Held glass by base	Placed cup on napkin	Placed glass on napkin/tray table as appropriate	4.	4 Used two glasses	4.3	Used two glasses		
.5 Used observation skills						4.	4 Held glass by base	4.4	Placed glass on napkin/tray table as appropriate	Placed beverage pack and milk jigger (if applicable) next to the napkin/Or lemon inside the cup	Offered all items on presentation plate / Silver tray	4.	4 Added swizzle stick	4.4	Added swizzle stick		
Left with a positive phrase/checked on meal, drink satisfaction						4.	Placed glass on napkin/tray table as appropriate	2.4	Offered all items on presentation plate / Silver tray	Presented product with Logos/labels facing aft	Presented product with Logos/labels facing aft	4.	Placed ice, swizzle stick in one glass	4.4	Placed ice, swizzle stick in one glass		
Worked quietly in the galley to ensure customers were not disturbed						2.	Offered all items on presentation plate / Silver tray	2.4	Presented product with Logos/labels facing aft	Prepared/offered as per standard i.e. tea bag removed	Prepared/offered as per standard	4.	Placed juice in other glass	4.4	Placed juice in other glass		
1.1 4 1.5 1 2.1 2						2.	Presented product with Logos/labels facing aft	4.4	Prepared/offered as per standard	2.4 1 4.3 2 4.4 6	2.4 2 4.3 2 4.4 5	4.	4 Held glass by base	4.4	Held glass by base		
My Teamwork	7	8	9 10	1	1 1:	4.	Prepared/offered as per standard		2.4 2 4.3 3 4.4 5			4.	Placed glass on napkin/tray table as appropriate	4.4	Placed glass on napkin/tray table as appropriate		
Entered cabin together/ communicated with	,		3 10				2.4 2 4.3 4 4.4 5					2.	Offered all items on presentation plate / Silver tray	2.4	Offered all items on presentation plate / Silver tray		
colleagues Ensure galley was kept neat and tidy and all												2.	Presented product with Logos/labels facing aft	2.4	Presented product with Logos/labels facing aft		
TOTAL 3.1 1 1.4 1												4.	Prepared/offered as per standard	4.4	Prepared/offered as per standard		
						_							2.4 2 4.3 4 4.4 8		2.4 2 4.3 5 4.4 7		

	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 Teamwor	k		13	14	15	16
3.1	Entered cabin to communicated w		er/				
1.4	Ensure galley wa neat and tidy and items properly st	d all					
	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	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 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	4.4	Placed glass on napkin/tray table as appropriate	
	2.4 2 4.3 5 4.4 6		2.4 2 4.3 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	

2.4 2 4.3 6 4.4 8
 Iame :
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 BKK
 LHR-AT
 LHR-LU
 JFK-LU
 JFK-LB |BF

Hospitality & Customer Service Assessment Group :

Auto-tick

Customers Profiles	9																												
Boarding	K	D	В	L	J	iO	K	D	В	L	J	High Valued Customer	К) E	3	L J	Parent with Infant	K	D	В	L	. J	J	Others	K	D	Е	3	L
Varmly welcomed customers						Addressed by name						Addressed by name					Addressed by name						Ad	ddressed by name					
Stood in designated service area						Escorted to seat						Escorted to seat					Escorted to seat						Es	scorted to seat					
Moved towards customers in aisle						Welcomed back						Welcomed back					Introduced self						Int	troduced self					
Jsed names if possible						Introduced self						Introduced self					Offered baby bassinet						Hi	ighlighted call bell, explained E					
Guided customers to seats						Offered preferred drink						Offered preferred drink					Offered BBML							egularly checked on ellbeing & comfort					
Noted down useful customer information						Offered meal choice first						Offered Fast Track card					Offered to take photograph												
Assisted with customers paggage						Offered Fast Track card						Regularly checked on wellbeing & comfort					Regularly checked on wellbeing & comfort												
						Regularly checked on wellbeing & comfort																							
We Care	K	D	В	L	J	Honeymoon Couple	K	D	В	L	J	Unaccompanied Minor	К) E	3	L J	Customer Visually Impaired	К	D	В	L	. J	J	Deportee	K	D	Е	3	L
Cleanliness: Actively tidied all						Addressed by name						Addressed by name					Addressed by name						Ad	ddressed by name					
avatories and cabin area						Escorted to seat						Escorted to seat					Escorted to seat						Es	scorted to seat					
Customer Care: Monitored						Introduced self						Introduced self					Introduced self						Int	troduced self					
abin anticipating customer needs						Congratulated couple						Highlighted call bell, explained IFE					Provided safety brief							eassured with regards to ocuments					
Refreshments: Offered						Offered to take photograph						Offered to take photograph					Explained menu/meal tray setup							egularly checked on ellbeing & comfort					
efreshments in the cabin						Offered surprising treat						Regularly checked on wellbeing & comfort		ĺ			Regularly checked on wellbeing & comfort							ighlighted disembarkation ocedure					
						Regularly checked on wellbeing & comfort						Highlighted disembarkation procedure														•			
Non English Speaker	K	D	В	L	J	Customer on Wheelchair	K	D	В	L	J				Ĺ		_												
Addressed by name						Addressed by name																							
scorted to seat						Escorted to seat																							
Communicated with a anguage speaker			l			Introduced self																							
Ised appropriate body anguage to explain						Assisted to use lavatory																							
Regularly checked on velibeing & comfort			T			Regularly checked on wellbeing & comfort																							

Customer Scenariors

Request for window seat	Request to sit together	Cabin bag does not fit in hatrack	Consuming alcohol from own bottle	Requested SPML declined by customer	Request for alcoholic beverage on ground
ositively acknowledged and informed ustomer that they would check for indow 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
formed customer that it may take a w 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
hecked PIL/KIS (if available) for icant 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
ats 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
Il flight: Informed customer that ey would try their best to look for stomers 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
window seat: Tried looking for an le 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
sitively 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
dvised customers that do not have it 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.
ered 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
elivered meal on a large lined silver ny / Offered an alternative i.e. crew eals, 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	several times & no one	Customer requests for a free upgrade	Foreign object in meal
knowledged and informed them out baby stroller facility available ille 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
ghlighted that strollers are available 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
ormed customer their baby stroller ould be received on the baggage belt 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 Staff No: 0 Facilitators: 0 Course No: 0

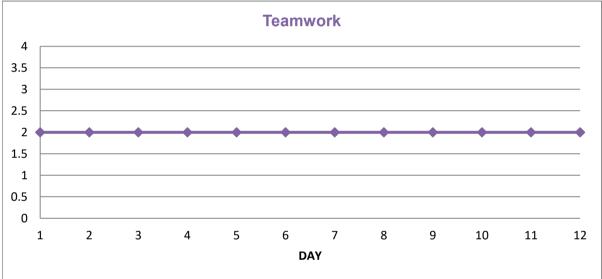
Knowledge Assessments	Score	Resit	Average
KA 1			#DIV/0!
KA 2			#DIV/0!
KA 3			#DIV/0!
KA 4			#DIV/0!
Bar 1			#DIV/0!
Bar 2			#DIV/0!
Home Studies			100

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

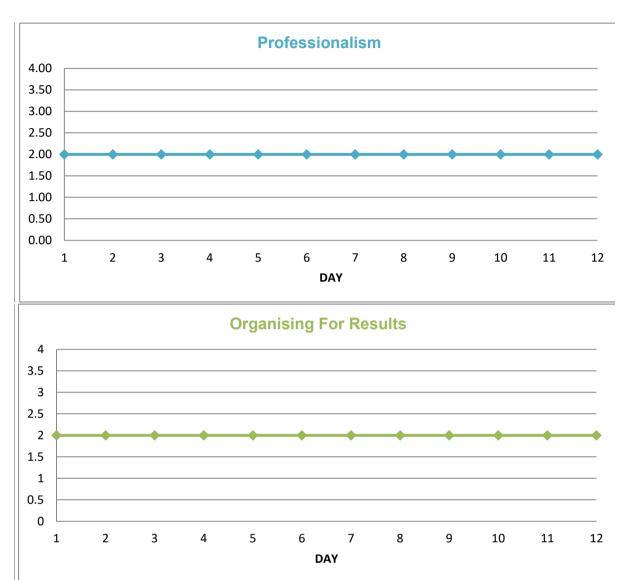
Total #DIV/0!		Total #DIV/0!		
OVERALL SUMMARY	#DIV/0!	OVERALL SUMMARY	#DIV/0!	
Below Standard	Below 80	Below Standard	Below 80	
Maintain	Above 80	Maintain	Above 80	

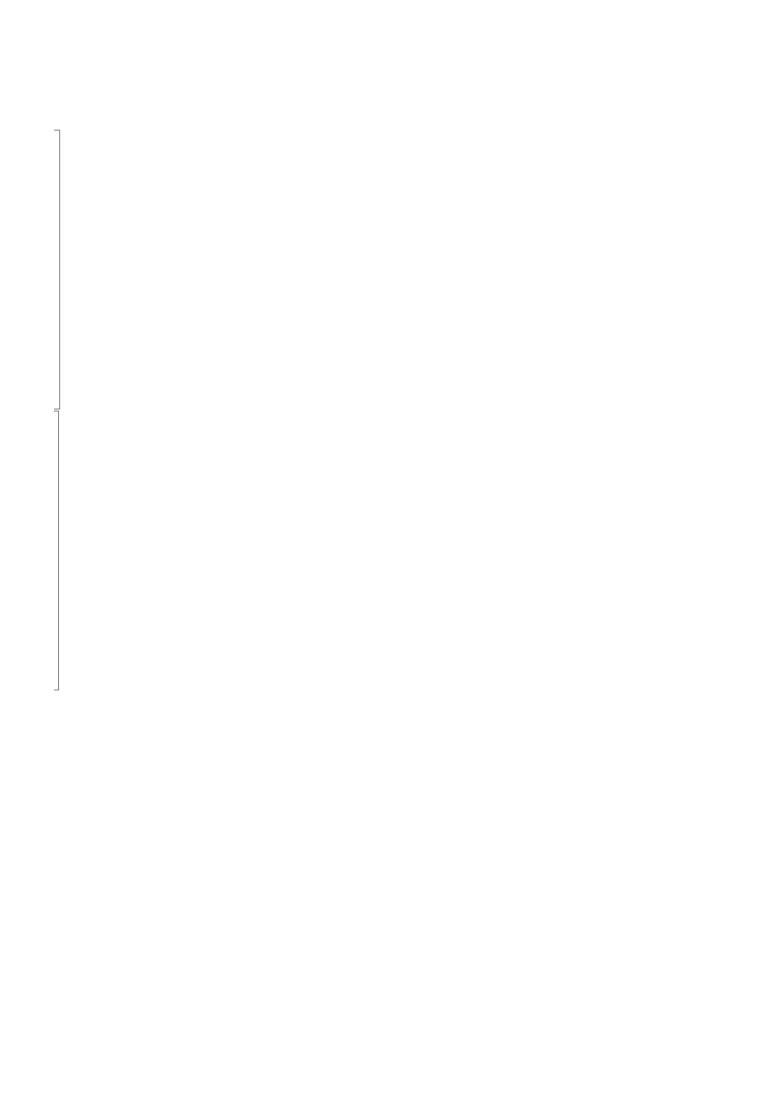
Name: 0 Facilitators: 0





Staff No: 0 Course No: 0





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. Sometimes appeared disinterested.	1.1.2 Had a consistently positive approach during sessions and throughout the course. Body language was open and friendly. In changes and manages challenging situations off	1.1.1 Passionate and enthusiastic about their role and inspired and encouraged a positive approach in others. Certively.			
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 1.2.3 Needs support to ensure composure and to 1.2.2 Calm and controlled under pressure. Showed 1.2.1 Delivered an excellent service despite challenging						
distressed in challenging situations.	develop resilience when faced with challenging situations.	flexibility and adapted to changes when needed.	circumstances. Was able to support others in difficult situations.			
1.3.4 Talks about or behaves in a way which is	<u> </u>	ther cultures and appreciates differences	1.3.1 Proactively used knowledge of different cultures			
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 Productively used knowledge of diliterent cultures and language skills to enhance the customer experience.			
	1.4 Organised: Has an organised	d 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 F	riendly and Caring: Builds relationships with custome		nment			
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.			
	Provides a prompt and flexible approach to meeting					
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.			
		ted expectations for their cabin	To a de la companya d			
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						
3.1.4 Does not interact or involve others in discussions.	3.1 Relationship Builder: Develops good working rel 3.1.3 Needs to ensure builds good working relationships with colleagues. Be aware not to make others feel excluded.	ationship 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.	t 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: Cor 3.3.4 Interrupts others or does not listen to the full communication. Appears to dominate others or retain important information.	mmunicates clearly and appropriately. Shares informa 3.3.3 Needs to ensure that communication is clear and appropriate.	ation to ensure the efficient and effective delivery of s 3.3.2 Communicated clearly, openly and appropriately with colleagues and customers. Sought clarification and guidance when unsure.	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.			
	4 My Knowledge an	d Professional Image				
	4.1.3 Image and Uniform was not to standard and/or their shortfalls were not corrected.	& Uniform 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/ 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.	SEC/ GMT 4.2.2 Managed scenario with guidance from trainers.	4.2.1 Met knowledge standards – in theory and practise. Correctly answered SafeTalk. Conducted thorough preflight 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.			