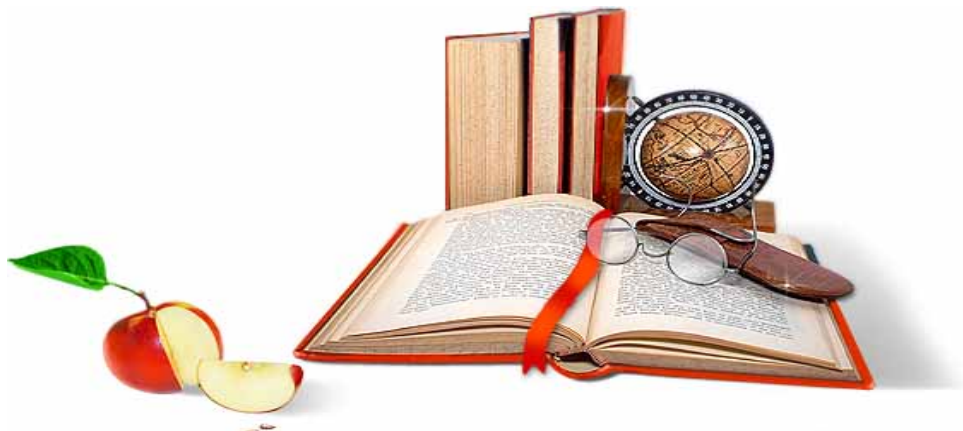


**BESPLATNI GOTOVI SEMINARSKI, DIPLOMSKI I MATURSKI RAD.**

**RADOVI IZ SVIH OBLASTI, POWERPOINT PREZENTACIJE I DRUGI  
EDUKATIVNI MATERIJALI.**



**[WWW.SEMINARSKIRAD.ORG](http://WWW.SEMINARSKIRAD.ORG)**

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**[WWW.ESSAYSX.COM](http://WWW.ESSAYSX.COM)**

**[WWW.FACEBOOK.COM/DIPLOMSKIRADOVI](http://WWW.FACEBOOK.COM/DIPLOMSKIRADOVI)**

NA NAŠIM SAJTOVIMA MOŽETE PRONAĆI SVE, BILO DA JE TO **SEMINARSKI**, **DIPLOMSKI** ILI **MATURSKI** RAD, POWERPOINT PREZENTACIJA I DRUGI EDUKATIVNI MATERIJAL. ZA RAZLIKU OD OSTALIH MI VAM PRUŽAMO DA POGLEDATE SVAKI RAD, NJEGOVO SADRŽAJ I PRVE TRI STRANE TAKO DA MOŽETE TAČNO DA ODABERETE ONO ŠTO VAM U POTPUNOSTI ODGOVARA. U BAZI SE NALAZE **GOTOVI SEMINARSKI, DIPLOMSKI I MATURSKI RADOVI** KOJE MOŽETE SKINUTI I UZ NJIHOVU POMOĆ NAPRAVITI JEDINSTVEN I UNIKATAN RAD. AKO U **BAZI** NE NAĐETE RAD KOJI VAM JE POTREBAN, U SVAKOM MOMENTU MOŽETE NARUČITI DA VAM SE IZRADI NOVI, UNIKATAN SEMINARSKI ILI NEKI DRUGI RAD NA LINKU **IZRADA RADOVA**. PITANJA I ODGOVORE MOŽETE DOBITI NA NAŠEM **FORUMU** ILI NA **MATURSKIRADOVI.NET@GMAIL.COM**

**Emirates****Cabin Crew Performance Management (CCPM) Appraisal**

CREW NAME (STAFF#/CCM)

**Report Data****Appraisee****Staff #:****Name:****Grade:** SFS**Flight Details:****Flight #:** EK**Sector:****Position:****Aircraft Registration:****Appraiser****Staff #:****Name:****Grade:** SFP**Date:****Config.:****Load:****Aircraft Type:****Flight Checklist**

Checked safety equipment onboard

☐ MET☐ NOT MET☐ NOT APPLICABLE

Comments:

Monitored, cleaned and replenished toilets

☐ MET☐ NOT MET☐ NOT APPLICABLE

Comments:

Participated in safety/first aid discussion at the briefing

☐ MET☐ NOT MET☐ NOT APPLICABLE

Comments:

Properly groomed / uniform standards met

☐ MET☐ NOT MET☐ NOT APPLICABLE

Comments:

Used pax names at least thrice for each pax starting at the time of boarding

☐ MET☐ NOT MET☐ NOT APPLICABLE

Comments:

Was conversant with the A/C door opening /closing procedure when handling A/C door

☐ MET☐ NOT MET☐ NOT APPLICABLE

Comments:



Emirates

## Cabin Crew Performance Management (CCPM) Appraisal

CREW NAME (STAFF#/CCM)

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### Interacting With Colleagues.

#### Advance

- 1-Went out of the way to assist and support colleagues.
- 2-Took responsibility in making colleagues aware of consequences of their actions.

#### Effective

- 3-Acted as mentor to junior/new crew.
- 4-Contributed to a happy work atmosphere.
- 5-Freely shared information, ideas and experience.
- 6-Sought assistance from colleagues to overcome own limitations.
- 7-Was aware when conflict began to occur and dealt with it to contain it.
- 8-Volunteered to assist.

#### Developing

- 9-Did not address concerns with the individuals but complains or avoids the issue.
- 10-Dominated other members of the team.
- 11-Was not supportive or helpful towards colleagues.
- 12-Was not considerate of others when defending own views and opinions.
- 13-Was not culturally sensitive.

Comments:



Emirates

## Cabin Crew Performance Management (CCPM) Appraisal

CREW NAME (STAFF#/CCM)

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### Interacting With Customers.

#### Advanced

1-Consistently exceeded customer expectations through personal touch.

#### Effective

2-Displayed warmth and care at all times.

3-Sought to understand customers as individuals.

4-Welcomed and personally escorted customer to seat and made them comfortable.

5-Asked questions to establish customer expectation.

6-Conversed with customers in all areas of the cabin.

#### Developing

7-Did not take personal responsibility and interest in customers needs.

8-Avoided resolving customers problems.

9-Did not clarify when unsure of customer request.

10-Did not follow up on promises.

11-Did not spend enough time in the cabin.

12-Did not use customer names.

Comments:

### PROFESSIONAL IMAGE.



**Emirates**

## Cabin Crew Performance Management (CCPM) Appraisal

CREW NAME (STAFF#/CCM)

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### Advanced

- 1-Encourage colleagues to project a positive image.
- 2-Had immaculate deportment, posture and projected elegance.

### Effective

- 3-Was able to calm others in difficult situations.
- 4-Was on best behavior that reflected well on Emirates.
- 5-Followed grooming standard.
- 6-Remained calm under pressure.
- 7-Was diplomatic and avoided conflict.
- 8-Was elegant and courteous.
- 9-Was positive and enthusiastic.

### Developing

- 10-Was not professional when dealing with non customer (colleagues, hotel and catering staff).
- 11-Was not punctual.
- 12-Personal items worn or carried did not meet the company standard.
- 13-Did not pay attention to personal hygiene.
- 14-Uniform items and/ or luggage needed attention.
- 15-Did not show respect to colleagues (including cleaners and caterers).
- 16-Was loud and noisy.
- 17-Was not diplomatic.

Comments:



**PROFESSIONAL KNOWLEDGE.**

**Advanced**

- 1-Effectively promoted all Emirates Group product.
- 2-Evaluated ideas and made suggestions for product improvement and documented them.
- 3-Was sought for advise by others.

**Effective**

- 4-Prepared for service in time.
- 5-Ensure that all A/C equipment met the quality and quantity requirements.
- 6-Was aware of the latest procedures.
- 7-Maintained a clean and hygienic work environment.
- 8-Promoted safety and first aid standard.
- 9-Worked in a organized manner, creating an environment where the crew did not get in each others way.
- 10-Knew where to look up information when in doubt.

**Developing**

- 11-Product and service knowledge was not up to the required standard.
- 12-Food and beverages were not served at the right temperature.
- 13-Did not maintain a hygienic working environment.
- 14-Relied on others for procedures/knowledge.
- 15-Did not maintain a tidy cabin.
- 16-Manals and documentation were not updated/available.

Comments:



Emirates

## Cabin Crew Performance Management (CCPM) Appraisal

CREW NAME (STAFF#/CCM)

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### SERVICE FLAIR.

#### Advanced

- 1-Found innovative ways to enhance the product presentation.
- 2-Service offered gracefully.

#### Effective

- 3-Made an effort to enhance the visual appeal of food and beverages.
- 4-Service was carried out in a smooth and elegant manner.
- 5-Suggested and recommended food and wine as appropriate.
- 6-Conducted the service to suit individual customer needs.
- 7-Paid attention to detail.

#### Developing

- 8-Was rushed/disorganized when offering service.
- 9-Was sloppy with the trolley and wine baskets.
- 10-Fumbled and fiddled when offering service.
- 11-handled crockery and cutlery in an inappropriate manner.
- 12-Had a loud/noisy working style.

Comments:



**Emirates**

## Cabin Crew Performance Management (CCPM) Appraisal

CREW NAME (STAFF#/CCM)

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### Conclusion

S.M.A.R.T Action/Development Plan(s):

### Additional Comments

### Appraisal Closure





**Emirates**

## Cabin Crew Performance Management (CCPM) Appraisal

CREW NAME (STAFF#/CCM)

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This appraisal has been fully discussed and agreed upon.

\_\_\_\_\_  
NAME, Appraisee

*Signature*  
NAME, Appraiser

DATE