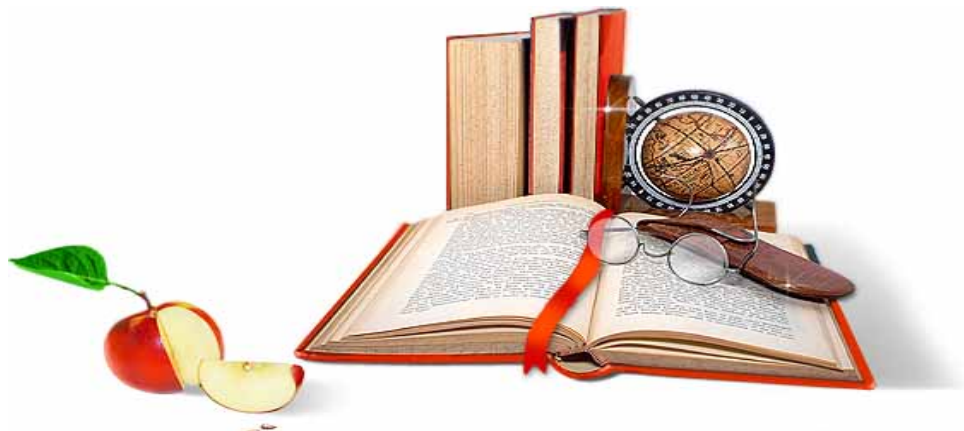


BESPLATNI GOTOVI SEMINARSKI, DIPLOMSKI I MATURSKI RAD.

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



WWW.SEMINARSKIRAD.ORG

WWW.MATURSKIRADOVI.NET

WWW.MATURSKI.NET

WWW.SEMINARSKIRAD.INFO

WWW.MATURSKI.ORG

WWW.ESSAYSX.COM

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)

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-Contributed to a happy work atmosphere.
- 4-Freely shared information, ideas and experience.
- 5-Sought assistance from colleagues to overcome own limitations.
- 6-Was aware when conflict began to occur and dealt with it to contain it.
- 7-Acted as mentor to junior/new crew.
- 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-Did not show respect to colleagues (including cleaners, caterers, ground staff, etc)
- 14-Was not culturally sensitive.

Comments:



Emirates

Cabin Crew Performance Management (CCPM) Appraisal

CREW NAME (STAFF#/CCM)

Interacting With Customers.

Advanced

1-Consistently exceeded customer expectations through personal touch.

Effective

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

3-Sought to understand customers as individuals.

4-Displayed warmth and care at all times.

5-Asked questions to establish customer expectation.

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

Developing

7-Did not follow up on promises.

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

9-Avoided resolving customers problems.

10-Did not spend enough time in the cabin.

11-Did not clarify when unsure of customer request.

12-Did not use customer names.

Comments:



Emirates

Cabin Crew Performance Management (CCPM) Appraisal

CREW NAME (STAFF#/CCM)

PROFESSIONAL IMAGE.

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-Was loud and noisy.
- 16-Was not diplomatic.

Comments:



Emirates

Cabin Crew Performance Management (CCPM) Appraisal

CREW NAME (STAFF#/CCM)

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-Worked in a organized manner, creating an environment where the crew did not get in each others way.
- 9-Knew where to look up information when in doubt.
- 10-Promoted safety and first aid standard.

Developing

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

Comments:



Emirates

Cabin Crew Performance Management (CCPM) Appraisal

CREW NAME (STAFF#/CCM)

SERVICE FLAIR.

Advanced

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

Effective

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

Developing

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

Comments:



Emirates

Cabin Crew Performance Management (CCPM) Appraisal

CREW NAME (STAFF#/CCM)

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)

This appraisal has been fully discussed and agreed upon.

NAME, Appraisee

Signature
NAME, Appraiser

DATE