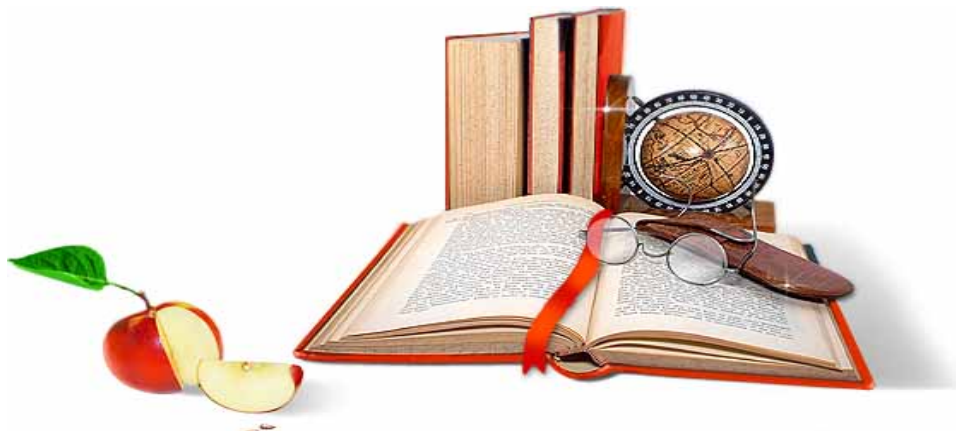


[BESPLATNI GOTOVI SEMINARSKI, DIPLOMSKI I MATURSKI RAD.](#)

**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, NJEGOV 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 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:

Flight Details:

Flight #:

Sector:

Position:

Aircraft Registration:

Appraiser

Staff #:

Name:

Grade:

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-Freely shared information, ideas and experience.
- 2-Was considerate of others when attending to self.
- 3-Understood the need of the colleagues and volunteers to help.
- 4-Took a lead in breaking the ice and getting to know the team better.

Effective

- 5-Used common language.
- 6-Assisted colleagues whenever required.
- 7-Made an effort to get to know colleagues better.

Developing

- 8-Complained instead of addressing the situation with the individual concerned.
- 9-Dominated other members of the team.
- 10-Did not clearly communicate with colleagues.
- 11-Was not considerate of colleagues.
- 12-Did not take on fair share of the work load.

Comments:



Emirates

Cabin Crew Performance Management (CCPM) Appraisal

CREW NAME (STAFF#/CCM)

Interacting With Customers.

Advanced

- 1- Added a personal touch to ensure the service of highest quality.
- 2- Conducted PR during non service time.
- 3- Entertained children.
- 4- Anticipated and met customer needs without being asked.
- 5- Took personal interest in meeting customer needs.

Effective

- 6- Built rapport with the customers on boarding.
- 7- Double checked to ensure that all customers have been served.
- 8- Showed confidence when dealing with customers.
- 9- Was not selective when dealing with customers.

Developing

- 10- Was not prompt when meeting customer needs.
- 11- Did not follow on promises.
- 12- Lacked confidence when dealing with customers.
- 13- Avoided spending time in the cabin.
- 14- Did not verify customer request if unsure / unclear.
- 15- Was selective when dealing with customers.

Comments:



PROFESSIONAL IMAGE.

Advanced

- 1- Was able to calm others in difficult situations.
- 2- Encouraged colleagues to project a professional image.
- 3- Understood own limitations and openly discussed problems.
- 4- Used personal resources to project a professional image at all times.

Effective

- 5- Followed grooming standards at all times.
- 6- Was friendly and cheerful.
- 7- Was on best behavior in public that reflected well on EK.
- 8- Maintained good posture.
- 9- Positively accepted any feedback.
- 10- Was polite with colleagues and customers.

Developing

- 11- Did not behave professionally when dealing with non customers e.g. colleagues, hotel staff, drivers.
- 12- Was not punctual.
- 13- Personal items worn or carried did not meet the uniform standard i.e. jewellery, watches, tights...
- 14- Did not pay attention to personal hygienic.
- 15- Did not pay attention to uniform items or luggage or ensure that they meet EK standards.
- 16- Spoke loudly and /or was not careful of customers of conversation when in uniform.
- 17- Was defensive when receiving feedback.

Comments:



Emirates

Cabin Crew Performance Management (CCPM) Appraisal

CREW NAME (STAFF#/CCM)

PROFESSIONAL AWARENESS.

Advanced

- 1- Made suggestions on how to improve product.
- 2- Sought knowledge of Emirates Group product (Al Maha, Dnata etc.)

Effective

- 3- Ensured safety checks are properly completed and information passed.
- 4- Helped to maintain a clean and hygienic work environment.
- 5- Was aware of all procedures and changes and where to look them up when in doubt.
- 6- Paid attention to detail.
- 7- Prepared for service well in time.
- 8- Was familiar with the food and wine that was served.

Developing

- 9- Worked in an unorganized way.
- 10- Documentation and manuals were not updated / available.
- 11- Did not maintain a hygienic work environment or a tidy cabin.
- 12- Did not prepare in time.
- 13- Relied on others for safety and service procedures.

Comments:

Conclusion

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



Emirates

Cabin Crew Performance Management (CCPM) Appraisal

CREW NAME (STAFF#/CCM)

Additional Comments

Appraisal Closure

This appraisal has been fully discussed and agreed upon.

NAME, Appraisee

Signature
NAME, Appraiser

DATE