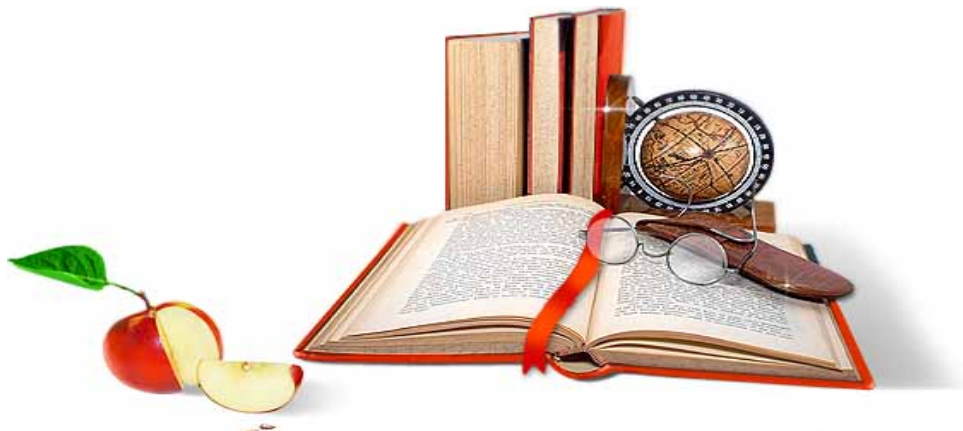


[BESPLATNI GOTOVI SEMINARSKI, DIPLOMSKI I MATURSKI RAD.](#)

**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)

The;lit4heoReport 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

Led SEP/First Response discussion at the briefing

☐ MET

☐ NOT MET

☐ NOT APPLICABLE

Comments:

Planned the briefing with the SFS(s) before starting

☐ MET

☐ NOT MET

☐ NOT APPLICABLE

Comments:

Present at the door to welcome customers using names

☐ MET

☐ NOT MET

☐ NOT APPLICABLE

Comments:

Present at the door to bid farewell during disembarkation

☐ MET

☐ NOT MET

☐ NOT APPLICABLE

Comments:

Properly groomed according to uniform standards

☐ MET

☐ NOT MET

☐ NOT APPLICABLE

Comments:

Was conversant with aircraft door procedures

☐ MET

☐ NOT MET

☐ NOT APPLICABLE

Comments:



Emirates

Cabin Crew Performance Management (CCPM) Appraisal

CREW NAME (STAFF#/CCM)

Managing Resources

Advanced

- 1 ☐1 Established deadlines with suppliers (caterers, ground handling agents etc.).
- 2 ☐3 Revised priorities in order to meet changing requirements.
- 3 ☐2 Improvised effective solutions when faced with difficult situations.

Effective

- 4 ☐4 Distributed work equitably and according to the abilities of the team.
- 5 ☐5 Followed up with suppliers to ensure the service standards were met.
- 6 ☐6 Reviewed progress to ensure that the allocated task was completed in time.
- 7 ☐7 Used available resources to meet the needs of the customer

Developing

- 8 ☐8 Adopted a totally 'hands off' approach after allocating work.
- 9 ☐9 Did not carry out thorough quality and quantity checks of food and beverage.
- 10 ☐10 Did not ensure serviceability and availability of equipment.
- 11 ☐12 Did not take the ability of the team into account when distributing work.
- 12 ☐11 Concentrated on task completion rather than customer needs.
- 13 ☐13 Overworked willing crew.
- 14 ☐14 Did not record cabin defects.

Comments:



Emirates

Cabin Crew Performance Management (CCPM) Appraisal

CREW NAME (STAFF#/CCM)

Managing Crew

Advanced

- | | | | |
|---|--------------------------|---|---|
| 1 | ☐ | 2 | Expressed positive expectations of others, even in difficult situations. |
| 2 | ☐ | 3 | Identified crew limitations and took steps to avoid any impact on customer service. |
| 3 | ☐ | 4 | Actively sought opportunities to give feedback using the appropriate style |
| 4 | ☐ | 1 | Dealt effectively with difficult crew to contain negativity. |
| 5 | ☐ | 5 | Took steps to resolve conflict among crew fairly and objectively. |
| 6 | ☐ | 6 | Helped team members to develop and build their confidence. |

Effective

- | | | | |
|----|--------------------------|----|---|
| 7 | ☐ | 7 | Arrived at decisions with consensus of crew members where appropriate. |
| 8 | ☐ | 8 | Encouraged crew members to solve their own problems. |
| 9 | ☐ | 9 | Ensured crew complied with company policies and procedures. |
| 10 | ☐ | 12 | Took a professional interest in crew welfare onboard and/or outstation. |
| 11 | ☐ | 10 | Set goals for the flight and followed through to ensure they were met. |
| 12 | ☐ | 11 | Shared all relevant information and ideas with the Purser. |
| 13 | ☐ | 13 | Acknowledged and assisted others in valuing their ability/skills. |
| 14 | ☐ | 14 | Monitored and corrected crew grooming where necessary. |
| 15 | ☐ | 15 | Recognised and praised individual performance where appropriate. |

Developing

- | | | | |
|----|--------------------------|----|---|
| 16 | ☐ | 16 | Documented performance without informing the concerned crew member. |
| 17 | ☐ | 17 | Ignored negativity. |
| 18 | ☐ | 18 | Did not guide the crew to ensure service standards were met. |
| 19 | ☐ | 19 | Did not pass the necessary information appropriately. |
| 20 | ☐ | 20 | Did not spend enough time monitoring crew performance. |
| 21 | ☐ | 21 | Missed opportunities to provide feedback. |
| 22 | ☐ | 22 | Did not monitor grooming standards or address shortfalls. |

Comments:



Emirates

Cabin Crew Performance Management (CCPM) Appraisal

CREW NAME (STAFF#/CCM)

Professional Image

Advanced

- 1 ☐1 Related honestly to build trust and confidence in others.
2 ☐2 Varied approach to appeal to both rational and emotional levels.

Effective

- 3 ☐3 Built on ideas and information provided by others.
4 ☐4 Led by example and acted as a role model.
5 ☐5 Showed interest through body language and verbal communication.
6 ☐6 Used appropriate style to manage a situation.
7 ☐7 Worked effectively with individuals with diverse backgrounds, experience and viewpoints.
8 ☐8 Followed grooming standards.
9 ☐9 Was approachable.

Developing

- 10 ☐10 Was not punctual.
11 ☐11 Did not project a positive company image.
12 ☐12 Did not follow standards set or the team.
13 ☐13 Did not take ownership of a problem.
14 ☐14 Used a particular style inappropriately.
15 ☐15 Was procedure driven, even when the situation demanded otherwise.
16 ☐16 Sought consensus inappropriately.
17 ☐17 Was culturally insensitive.
18 ☐17 Did not follow grooming standards.
19 ☐19 Was not approachable.

Comments:



Emirates

Cabin Crew Performance Management (CCPM) Appraisal

CREW NAME (STAFF#/CCM)

Professional Knowledge

Advanced

- | | | |
|---|----------------------------|--|
| 1 | ☐ 1 | Effectively used commercial knowledge when conducting PR with customers. |
| 2 | ☐ 2 | Gathered accurate and useful information to further improve products and services. |
| 3 | ☐ 3 | Identified skills needed for the future and took steps to develop self or the individual(s) concerned. |
| 4 | ☐ 4 | Used professional knowledge to make recommendations for change. |

Effective

- | | | |
|---|----------------------------|---|
| 5 | ☐ 6 | Had all the information to carry out an effective briefing. |
| 6 | ☐ 7 | Was sought as an adviser by team members. |
| 7 | ☐ 8 | Tested professional knowledge of crew members. |
| 8 | ☐ 5 | Encourage sharing of job related individual experiences. |
| 9 | ☐ 9 | Used experience and knowledge to solve problems. |

Developing

- | | | |
|----|-----------------------------|---|
| 10 | ☐ 10 | Was aware of skill needs of the future, but did not take steps to develop self and/or others. |
| 11 | ☐ 11 | Made excuses for lack of knowledge. |
| 12 | ☐ 13 | Was not updated with the latest changes. |
| 13 | ☐ 14 | Did not possess appropriate commercial/corporate information. |
| 14 | ☐ 15 | Manuals/documentation was not updated/carried. |
| 15 | ☐ 18 | Was not able to identify problems and influence necessary change where appropriate. |
| 16 | ☐ 16 | Could not effectively use Emirates computer systems. |
| 17 | ☐ 17 | Did not write clear reports (CCPM, VR) to pass on information |

Comments:



Emirates

Cabin Crew Performance Management (CCPM) Appraisal

CREW NAME (STAFF#/CCM)

Managing Customers

Advanced

- 1 ☐1 Considered the impact on the customer as a key factor in any changes.
2 ☐2 Took a personal interest in ensuring that customer needs were met.

Effective

- 3 ☐3 Actively sought feedback from customers rather than waiting for complaints.
4 ☐5 Empathised with and pacified customers having problems
5 ☐4 Dealt with difficult customers skillfully and appropriately.
6 ☐6 Explained reasons behind decisions to customers and/or crew and offered alternate solutions.
7 ☐7 Built a rapport with customers by initiating conversations.
8 ☐8 Investigated and corrected customer problems promptly and offered alternate solutions where appropriate.

Developing

- 11 ☐9 Applied company procedures rigidly, even when not appropriate.
12 ☐ Waited for the customer to complain rather than anticipating and investigating customer dissatisfaction.
13 ☐11 Did not consider all options when dealing with a difficult customer.
14 ☐12 Offered a solution without establishing the customer expectation.
15 ☐13 Corrected problems without investigating.
16 ☐14 Missed opportunities to canvass customers.
17 ☐15 Avoided dealing with customer complaints.

Comments:



Emirates

Cabin Crew Performance Management (CCPM) Appraisal

CREW NAME (STAFF#/CCM)

Conclusion

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

Additional Comments



Emirates

Cabin Crew Performance Management (CCPM) Appraisal

CREW NAME (STAFF#/CCM)

Appraisal Closure

This appraisal has been fully discussed and agreed upon.

NAME, Appraisee

Signature

NAME, Appraiser

DATE