

PERFORMANCE MANAGEMENT EVALUATION FORM



I. Evaluation Data

Evaluation type	Time Frame From	To	Fiscal Year	Ship	Evaluation date
End of contract	01 lug 2007	05 ott 2007	2006-2007	CMAR	03 ott 2007

EMPLOYEE

Enumber 99-51874	Surname 1 Fabris	Surname 2 	Position Cruise Director
Date of birth 31 lug 1959	First name 1 Emilio	First name 2 	Seniority in the Company
Duration of the contract 12/05/07 - 05/10/07			Seniority in the position

EVALUATOR

Surname 1 Percivale	Surname 2 	Position Hotel Director
First name 1 Paolo	First name 2 	

APPROVER

Surname 1 Percivale	Surname 2 	Position Hotel Director + Entertainment Mnger
First name 1 Paolo	First name 2 	

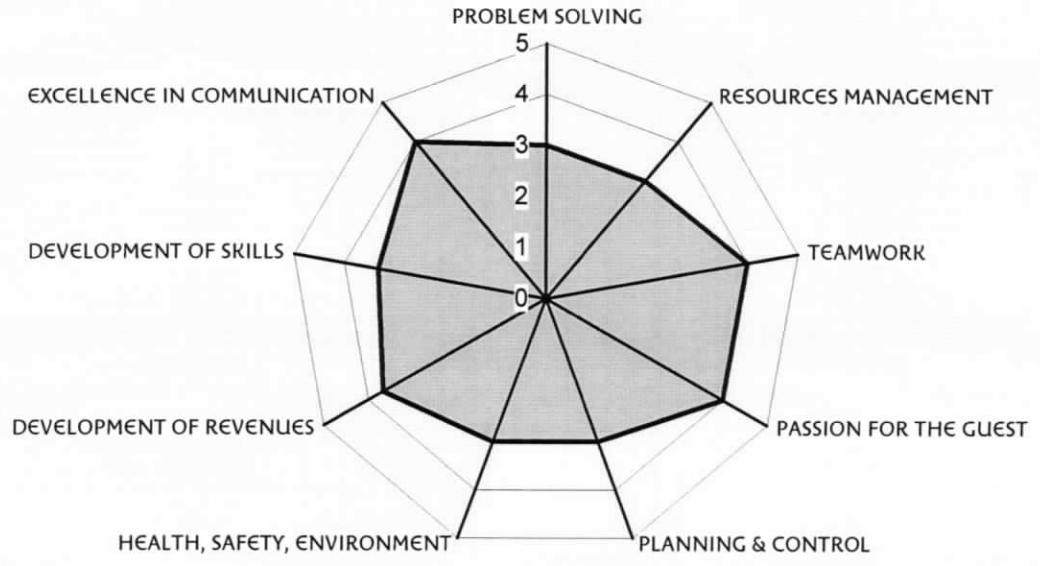
II. Behaviours - Cruise Director			
BEHAVIOURS EVALUATION RATING DESCRIPTION (see Rating Description Sheet)			
1 Consistently Below Expectations		3 Meets Expectations	4 Above Expectations
2 Below Expectations			5 Consistently Above Expectations
CLUSTER	CLUSTER WEIGHT	DESCRIPTION OF BEHAVIOURS	EVALUATION Rating
PROBLEM SOLVING	10%	deals with unexpected problems and emergencies calmly and with a sense of responsibility, trying to guarantee the excellence of the service	3
		effectively manages crisis communication with the Guests in the event of emergencies (e.g. program changes, breakdowns, etc)	3
		takes immediate action to solve the Guests' problems and evaluates them correctly	3
		PROBLEM SOLVING	3,00
Evaluator's comments:			
RESOURCES MANAGEMENT	10%	communicates effectively with staff and colleagues	3
		defines clear and challenging objectives for staff and evaluates them objectively	3
		successfully communicates the vision, spirit and objectives of the Company to staff and transmits enthusiasm and passion for the job	3
		RESOURCES MANAGEMENT	3,00
Evaluator's comments:			
TEAMWORK	10%	builds a harmonious environment within the team, shows sensitivity and optimizes cultural differences	4
		disseminates and proactively uses the corporate culture, guidelines and management system (GUEST, Best 4, etc)	4
		reports any problems to key (shoreside and shipboard) positions and takes action personally to solve them	4
		TEAMWORK	4,00
Evaluator's comments:			
PASSION FOR THE GUEST	15%	acts and dresses in a professional manner (appearance, uniform, etc) in accordance with the Costa Style, setting an example for the workplace	4
		adapts to the type of Guest and the structure of the ship and is always at her/his ease in any situation	4
		proposes ideas and ways to improve the activities and the service	4
		PASSION FOR THE GUEST	4,00
Evaluator's comments:			
PLANNING & CONTROL	15%	constantly monitors the budget variances, identifying areas of efficiency and saving in respect of the defined quality standards	3
		continuously monitors the quality of the shipboard entertainment and the related customer satisfaction levels	3
		plans the entertainment activities in conformity with the Product Plan, taking into account the different types of Guests (nationality, etc...)	3
		plans, coordinates and optimizes the embarkation and disembarkation operations with all the positions involved (Tour Manager, Staff Captain, etc...)	3
		provides a complete and comprehensive report at the end of each cruise, detailing the Guests' level of satisfaction with the product	3
		PLANNING & CONTROL	3,00
Evaluator's comments:			
HEALTH, SAFETY, ENVIRONMENT	5%	always checks that the activities are performed so as to safeguard the welfare of the Guest in conformity with health, safety and environmental requirements	3
		correctly supports the bodies in charge and takes an active part in safety drills	3
		offers daily examples of conformity with the rules of behavior and safety on board, verifying that standards are always applied	3
		HEALTH, SAFETY, ENVIRONMENT	3,00
Evaluator's comments:			
DEVELOPMENT OF REVENUES	10%	is prepared and willing to implement and develop new Company initiatives used as sources of revenue	4
		motivates her/his staff to constantly promote and publicize the services offered	3
		publicizes and promotes the Costa product (services, concessionaires, excursions, etc.) constantly and effectively	4
		DEVELOPMENT OF REVENUES	3,67
Evaluator's comments:			
DEVELOPMENT OF SKILLS	10%	determines the staff's level of competence and implements the most suitable training measures	4
		identifies the potential of staff and helps their development by means of on-the-job training and job rotation	3
		uses positive or negative feedback as a tool for improving performances and skills	3
		DEVELOPMENT OF SKILLS	3,33
Evaluator's comments:			

EXCELLENCE IN COMMUNICATION	15%	is a great communicator on stage in several languages, is enthusiastic, charismatic and good at involving the Guests in the shipboard activities	4
		plays the role of the "perfect host", showing good public relations ability and representing the Costa style	4
		runs information meetings clearly and accurately, catching the Guests' attention and making the most of the time available	4
EXCELLENCE IN COMMUNICATION			4,00

Evaluator's comments:

BEHAVIOURS FINAL EVALUATION		3,50
BEHAVIOURS FINAL EVALUATION (Hundreth)		70

Behaviours Evaluation Chart



Comments to Behaviours Evaluation

III. Skills

LANGUAGE EVALUATION RATING DESCRIPTION		COMPUTER SKILLS EVALUATION RATING DESCRIPTION	
0	No knowledge	0	No knowledge of the application
A1	Basic user 1 (knowledge of everyday expressions and very basic phrases)	1	Basic knowledge of the functionalities of the application
A2	Basic user 2 (knowledge of familiar and routine matters expressions)	2	Expert knowledge of the functionalities of the application
B1	Independent User 1 (fairly good knowledge)	3	Excellent knowledge of the whole application
B2	Independent User 2 (good knowledge)		
C1	Proficient user 1 (very good knowledge)		
C2	Proficiente user 2 (excellent knowledge / mother tongue)		
Please specify in the sections "Other" any language which is not considered in the list			

Languages		Computer	
English	C1	MS Office	2
Italian	C2	SA&PI	1
Spanish	C1	CRUNCH TIME	1
German	C1	INFOSHIP	1
French	C1	TQS	1
Portuguese	B2	Other	0
Chinese	0	Other	0
Russo	C1		

IV. Development

Costa Positioning System (C.P.S.)

AREA OF MOBILITY

PERFORMANCE
* 75 TO 100

Short term promotion
(within 12 months)

AREA OF CONTINUITY

PERFORMANCE
* 60 TO 100

Foreseen stability
in the next
24 months

AREA OF REPOSITIONING

PERFORMANCE
* 0 TO 59

Decision on repositioning

AREA OF DEVELOPMENT

PERFORMANCE
* 75 TO 100

Medium term promotion
(within 24 months)

BEHAVIOURS FINAL EVALUATION (Hundreth)

C.P.S. - AREA OF CONTINUITY

1st RECOMMENDED POSITION

2nd RECOMMENDED POSITION

Comments to Development

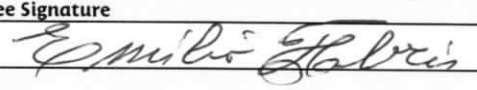
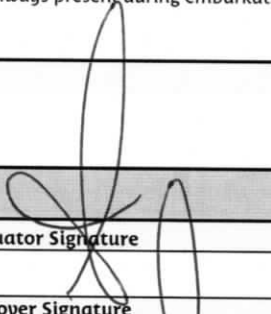
V. Comments to Evaluation

Approver's Comments

Evaluator's Comments
Mr. Fabris is very cooperative and he is very proactive towards guests and colleagues. Always present during embarkation and disembarkation. Always available for any task requested.

Employee's Comments

VI. Signature

Employee Signature 	Evaluator Signature 	Date of Evaluation 3-ott-2007
	Approver Signature <input style="width: 100%;" type="text"/>	Date of Approval 3-ott-2007