

PERFORMANCE MANAGEMENT EVALUATION FORM



I. Evaluation Data

Evaluation type	Time Frame		Fiscal Year	Ship	Evaluation date
End of contract	From	To	2006-2007	CMAG	21 Jun 2008
	20 Apr 2008	22 Jun 2008			

EMPLOYEE

Enumber	Surname 1	Surname 2	Position
99-51874	Fabris		Cruise Director
Date of birth	First name 1	First name 2	Seniority in the Company
31 Jul 1959	Emilio		over 20 years
Duration of the contract			Seniority in the position
dd/mm/yy - dd/mm/yy			from 10 to 20 contracts

EVALUATOR

Surname 1	Surname 2	Position
Rivieccio		Hotel Director
First name 1	First name 2	
Liberino		

APPROVER

Surname 1	Surname 2	Position
German		Hotel Director + Ent. Director
First name 1	First name 2	
Walter		

II. Behaviours - Cruise Director

BEHAVIOURS EVALUATION RATING DESCRIPTION (see Rating Description Sheet)

1 Consistently Below Expectations
2 Below Expectations

3 Meets Expectations

4 Above 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	4
		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			3,33
Evaluator's comments:			
RESOURCES MANAGEMENT	10%	communicates effectively with staff and colleagues	3
		defines clear and challenging objectives for staff and evaluates them objectively	4
		successfully communicates the vision, spirit and objectives of the Company to staff and transmits enthusiasm and passion for the job	3
RESOURCES MANAGEMENT			3,33
Evaluator's comments:			
TEAMWORK	10%	builds a harmonious environment within the team, shows sensitivity and optimizes cultural differences	3
		disseminates and proactively uses the corporate culture, guidelines and management system (GUEST, Best 4, etc)	3
		reports any problems to key (shoreside and shipboard) positions and takes action personally to solve them	4
TEAMWORK			3,33
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	3
		proposes ideas and ways to improve the activities and the service	3
PASSION FOR THE GUEST			3,33
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	4
		plans the entertainment activities in conformity with the Product Plan, taking into account the different types of Guests (nationality, etc...)	4
		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			3,40
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	3
		motivates her/his staff to constantly promote and publicize the services offered	4
		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	4

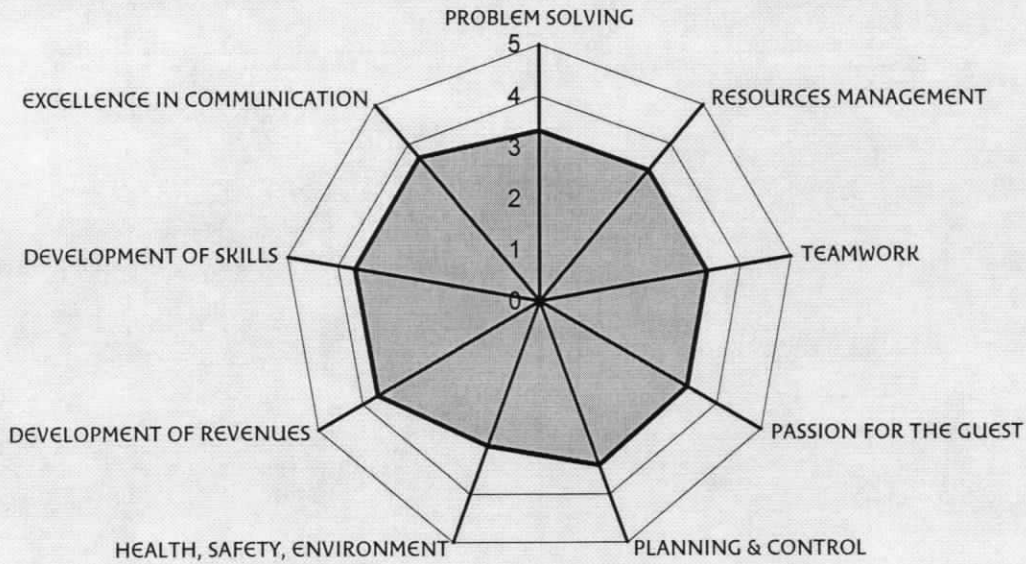
	uses positive or negative feedback as a tool for improving performances and skills	3
DEVELOPMENT OF SKILLS		3,67
Evaluator's comments:		

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	3
	EXCELLENCE IN COMMUNICATION		3,67

Evaluator's comments:

BEHAVIOURS FINAL EVALUATION	3,44
BEHAVIOURS FINAL EVALUATION (Hundreth)	69

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	2
Spanish	C1	CRUNCH TIME	0
German	C1	INFOSHIP	2
French	C1	TQS	2
Portuguese	B2	Other	0
Chinese	0	Other	0
russo	B2		

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

He is always polite with Guests showing a good attitude.

Employee's Comments

no comments.

VI. Signature

Employee Signature

Emilio Fabris

Evaluator Signature

[Signature]

Approver Signature

[Signature]

Date of Evaluation

24 jun 2008

Date of Approval

28 Jun '08