

Crew Member Evaluation

Employee
99-51874
FABRIS EMILIO
CRUISE DIRECTOR

Evaluation Data	Number 6440145	Evaluation Form	ENTERTAINMENT - FOGLIO D
Evaluation Type	INTERMEDIATE	Status	Shared with Employee
From Date	21/08/2011	Reason	
To Date	22/09/2011		

Employee
Seniority in the Company (years) 8
Seniority in the Position (n° of contracts) 17
Birth: 31/07/1959 at TEOLO

Evaluation Data
Evaluation Date 22/09/2011
Approval Date 22/09/2011
Fiscal Year

Contract
Contract Start 18/05/2011
Contract End 15/10/2011
Company CSCS

Evaluator
MAROSSA ALESSANDRO
HOTEL DIRECTOR
14-3945

Approver
MAROSSA ALESSANDRO
HOTEL DIRECTOR
14-3945

Embark/Disembark Data
PACIFICA - 18/05/11 - KIEL
PACIFICA - 23/09/11 - SAVONA

Development

Behavior Final Evaluation (Hundreths) **74,40** CPS CONTINUITY

1st Recommended Position
2nd Recommended Position
Comments on Development

Behaviors
DEVELOPMENT OF REVENUES
(Cluster Weight 10%)

- Behavior**
- is prepared and willing to implement and develop new Company initiatives used as sources of revenue
 - motivates her/his staff to constantly promote and publicize the services offered
 - publicizes and promotes the Costa product (services, concessionaires, excursions, etc.) constantly and effectively

Evaluation Rating	
Above Expectations	4
Above Expectations	4
Meets Expectations	3
Cluster evaluation	3,67

DEVELOPMENT OF SKILLS
(Cluster Weight 10%)

- Behavior**
- determines the staff's level of competence and implements the most suitable training measures
 - identifies the potential of staff and helps their development by means of on-the-job training and job rotation
 - uses positive or negative feedback as a tool for improving performances and skills

Evaluation Rating	
Meets Expectations	3
Above Expectations	4
Above Expectations	4
Cluster evaluation	3,67

EXCELLENCE IN COMMUNICATION
(Cluster Weight 15%)

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

Evaluation Rating	
Meets Expectations	3
Above Expectations	4
Above Expectations	4
Cluster evaluation	3,67

HEALTH, SAFETY, ENVIRONMENT
(Cluster Weight 5 %)

- Behavior**
- always checks that the activities are performed so as to safeguard the welfare of the Guest in conformity with health, safety and environmental requirements
 - correctly supports the bodies in charge and takes an active part in safety drills
 - offers daily examples of conformity with the rules of behavior and safety on board, verifying that standards are always applied

Evaluation Rating	
Meets Expectations	3
Above Expectations	4
Above Expectations	4
Cluster evaluation	3,67

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PASSION FOR THE GUEST (Cluster Weight 15%)

Behavior

- adapts to the type of Guest and the structure of the ship and is always at her/his ease in any situation
- proposes ideas and ways to improve the activities and the service
- acts and dresses in a professional manner (appearance, uniform, etc) in accordance with the Costa Style, setting an example for the workplace

Evaluation Rating	
Above Expectations	4
Above Expectations	4
Above Expectations	4
Cluster evaluation	4,00

PLANNING & CONTROL (Cluster Weight 15%)

Behavior

- When involved in the pre- and/or post-implementation phase of a G.U.E.S.T. idea, reports the necessary feedback, guaranteeing a correct functioning in his/her department
- constantly monitors the budget variances, identifying areas of efficiency and saving in respect of the defined quality standards
- plans the entertainment activities in conformity with the Product Plan, taking into account the different types of Guests (nationality, etc....)
- plans, coordinates and optimizes the embarkation and disembarkation operations with all the positions involved (Tour Manager, Staff Captain, etc...)
- Continuously monitors the quality of the shipboard entertainment and the related customer satisfaction levels
- provides a complete and comprehensive report at the end of each cruise, detailing the Guests' level of satisfaction with the product

Evaluation Rating	
Meets Expectations	3
Meets Expectations	3
Above Expectations	4
Meets Expectations	3
Above Expectations	4
Meets Expectations	3
Cluster evaluation	3,33

PROBLEM SOLVING (Cluster Weight 10%)

Behavior

- deals with unexpected problems and emergencies calmly and with a sense of responsibility, trying to guarantee the excellence of the service
- effectively manages crisis communication with the Guests in the event of emergencies (e.g. program changes, breakdowns, etc)
- takes immediate action to solve the Guests' problems and evaluates them correctly

Evaluation Rating	
Above Expectations	4
Meets Expectations	3
Above Expectations	4
Cluster evaluation	3,67

RESOURCES MANAGEMENT (Cluster Weight 10%)

Behavior

- communicates effectively with staff and colleagues
- successfully communicates the vision, spirit and objectives of the Company to staff and transmits enthusiasm and passion for the job
- actively supports and promotes the G.U.E.S.T. Program through organizing 100% of the activities, involving her/his staff during their routine daily activities and leading by model, showing a G.U.E.S.T. spirit
- defines clear and challenging objectives for staff and evaluates them objectively

Evaluation Rating	
Above Expectations	4
Above Expectations	4
Meets Expectations	3
Above Expectations	4
Cluster evaluation	3,75

TEAMWORK (Cluster Weight 10%)

Behavior

- builds a harmonious environment within the team, shows sensitivity and optimizes cultural differences
- disseminates and proactively uses the corporate culture, guidelines and management system (GUEST, Best 4, etc)
- reports any problems to key (shoreside and shipboard) positions and takes action personally to solve them

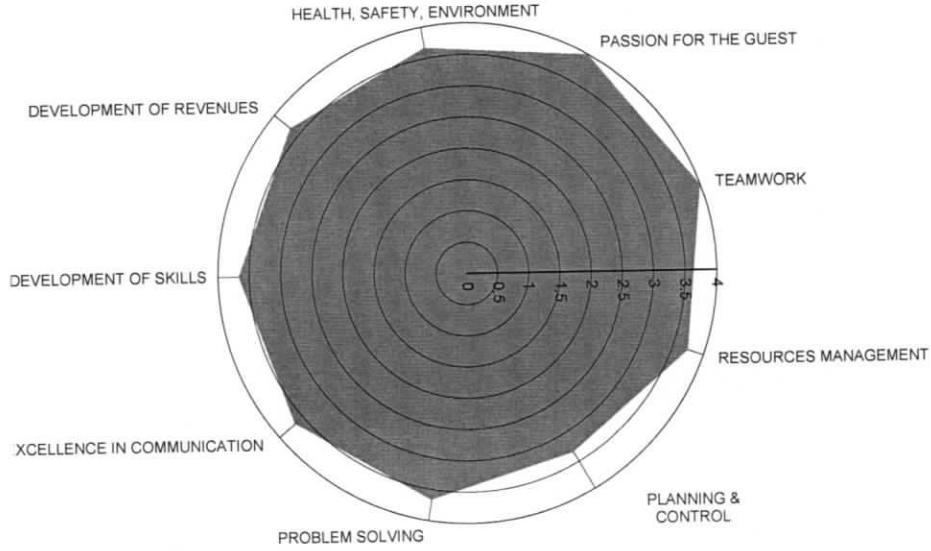
Evaluation Rating	
Consistently Above Expectations	5
Meets Expectations	3
Above Expectations	4
Cluster evaluation	4,00

Behavior Evaluation Chart

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Language Skills

Language	Evaluation Rating
CHINESE	A1 - KNOWLEDGE OF EVERYDAY EXPRESSIONS AND VERY BASIC PHRASES
ENGLISH	C1 - VERY GOOD KNOWLEDGE
FRENCH	C1 - VERY GOOD KNOWLEDGE
GERMAN	C1 - VERY GOOD KNOWLEDGE
ITALIAN	C2 - EXCELLENT KNOWLEDGE/MOTHER TONGUE
PORTUGUESE	B2 - GOOD KNOWLEDGE
SPANISH	C1 - VERY GOOD KNOWLEDGE

Computer Skills

Application	Evaluation rating
CRUNCH TIME	1 - BASIC KNOWLEDGE OF FUNCTIONALITIES OF APPLICATION
INFOSHIP SQL	1 - BASIC KNOWLEDGE OF FUNCTIONALITIES OF APPLICATION
Mistral	2 - EXPERT KNOWLEDGE OF FUNCTIONALITIES OF APPLICATION
SA&PI	1 - BASIC KNOWLEDGE OF FUNCTIONALITIES OF APPLICATION
OTHER	0 - NO KNOWLEDGE OF APPLICATION
MS Office	2 - EXPERT KNOWLEDGE OF FUNCTIONALITIES OF APPLICATION
TQS	1 - BASIC KNOWLEDGE OF FUNCTIONALITIES OF APPLICATION

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Approver's Comments

Evaluator's Comments

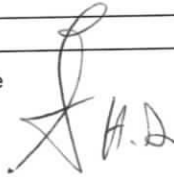
Very good communication skills very attentive towards handling his personnel building good ambience in the team.

Employee's Comments

Approver Signature

X

Evaluator Signature



Employee Signature

