Crew Member Evaluation

Employee
99-51874
FABRIS EMILIO
CRUISE DIRECTOR

Evaluation Data **Number 7962144**

Evaluation Type	INTERMEDIATE	Evaluation Form	ENTERTAINMENT - FOGLIO D
From Date	14/05/2012	Status	Ok for Approver
To Date	07/07/2012	Reason	EVALUATOR'S SIGN OFF

Employee

Seniority in the Company (years)	9
Seniority in the Position (n° of contracts)	20

Birth: 31/07/1959 at TEOLO

Evaluation Data

Evaluation Date	
Approval Date	06/07/2012
Fiscal Year	2012

Contract

Contract Start	23/04/2012
Contract End	20/09/2012
Company	CSCS

Evaluator
PUCKL EDUARD
HOTEL DIRECTOR
11-19516

Approver
PUCKL EDUARD
HOTEL DIRECTOR
11-19516

Embark/Disembark Data
LUMINOSA - 14/05/12 - SAVONA
LUMINOSA - 18/09/12 - SAVONA

Development

Behavior Final Evaluation (Hundreths)	71,80	CPS	CONTINUITY

1st Recommended Position
2nd Recommended Position
Comments on Development

Behaviors

DEVELOPMENT OF REVENUES
(Cluster Weight 10%)

Behavior	Evaluation Rating	
• is prepared and willing to implement and develop new Company initiatives used as sources of revenue	Above Expectations	4
• motivates her/his staff to constantly promote and publicize the services offered	Meets Expectations	3
• publicizes and promotes the Costa product (services, concessionaires, excursions, etc.) constantly and effectively	Above Expectations	4
	Cluster evaluation	**3,67**

DEVELOPMENT OF SKILLS
(Cluster Weight 10%)

Behavior	Evaluation Rating	
• determines the staff's level of competence and implements the most suitable training measures	Meets Expectations	3
• identifies the potential of staff and helps their development by means of on-the-job training and job rotation	Meets Expectations	3
• uses positive or negative feedback as a tool for improving performances and skills	Above Expectations	4
	Cluster evaluation	**3,33**

EXCELLENCE IN COMMUNICATION
(Cluster Weight 15%)

Behavior	Evaluation Rating	
• runs information meetings clearly and accurately, catching the Guests' attention and making the most of the time available	Above Expectations	4
• is a great communicator on stage in several languages, is enthusiastic, charismatic and good at involving the Guests in the shipboard activities	Meets Expectations	3
• plays the role of the "perfect host", showing good public relations ability and representing the Costa style	Meets Expectations	3
	Cluster evaluation	**3,33**

HEALTH, SAFETY, ENVIRONMENT
(Cluster Weight 5 %)

Behavior	Evaluation Rating	
• always checks that the activities are performed so as to safeguard the welfare of the Guest in conformity with health, safety and environmental requirements	Above Expectations	4
• correctly supports the bodies in charge and takes an active part in safety drills	Above Expectations	4
• offers daily examples of conformity with the rules of behavior and safety on board, verifying that standards are always applied	Above Expectations	4
	Cluster evaluation	**4,00**

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PASSION FOR THE GUEST
(Cluster Weight 15%)

Behavior	Evaluation Rating	
• adapts to the type of Guest and the structure of the ship and is always at her/his ease in any situation	Above Expectations	4
• proposes ideas and ways to improve the activities and the service	Meets Expectations	3
• acts and dresses in a professional manner (appearance, uniform, etc) in accordance with the Costa Style, setting an example for the workplace	Above Expectations	4
	Cluster evaluation	**3,67**

PLANNING & CONTROL
(Cluster Weight 15%)

Behavior	Evaluation Rating	
• 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	Above Expectations	4
• constantly monitors the budget variances, identifying areas of efficiency and saving in respect of the defined quality standards	Above Expectations	4
• plans the entertainment activities in conformity with the Product Plan, taking into account the different types of Guests (nationality, etc....)	Meets Expectations	3
• plans, coordinates and optimizes the embarkation and disembarkation operations with all the positions involved (Tour Manager, Staff Captain, etc...)	Above Expectations	4
• Continuosly monitors the quality of the shipboard entertainment and the related customet satisfaction levels	Meets Expectations	3
• provides a complete and comprehensive report at the end of each cruise, detailing the Guests' level of satisfaction with the product	Above Expectations	4
	Cluster evaluation	**3,67**

PROBLEM SOLVING
(Cluster Weight 10%)

Behavior	Evaluation Rating	
• deals with unexpected problems and emergencies calmly and with a sense of responsibility, trying to guarantee the excellence of the service	Above Expectations	4
• effectively manages crisis communication with the Guests in the event of emergencies (e.g. program changes, breakdowns, etc)	Above Expectations	4
• takes immediate action to solve the Guests' problems and evaluates them correctly	Meets Expectations	3
	Cluster evaluation	**3,67**

RESOURCES MANAGEMENT
(Cluster Weight 10%)

Behavior	Evaluation Rating	
• communicates effectively with staff and colleagues	Above Expectations	4
• successfully communicates the vision, spirit and objectives of the Company to staff and transmits enthusiasm and passion for the job	Meets Expectations	3
• 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	Above Expectations	4
• defines clear and challenging objectives for staff and evalutes them objectively	Meets Expectations	3
	Cluster evaluation	**3,50**

TEAMWORK
(Cluster Weight 10%)

Behavior	Evaluation Rating	
• builds a harmonious environment within the team, shows sensitivity and optimizes cultural differences	Above Expectations	4
• disseminates and proactively uses the corporate culture, guidelines and management system (GUEST, Best 4, etc)	Above Expectations	4
• reports any problems to key (shoreside and shipboard) positions and takes action personally to solve them	Meets Expectations	3
	Cluster evaluation	**3,67**

Behavior Evaluation Chart

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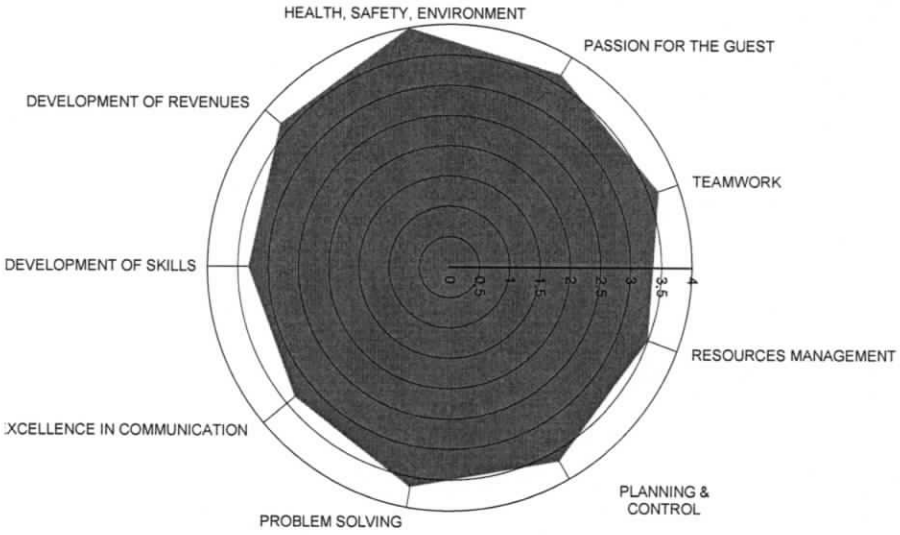

Language Skills

Language	Evaluation Rating
CHINESE	0 - NO KNOWLEDGE
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
RUSSIAN	B2 - GOOD KNOWLEDGE

Computer Skills

Application	Evaluation rating
CRUNCH TIME	0 - NO KNOWLEDGE OF APPLICATION
INFOSHIP SQL	2 - EXPERT KNOWLEDGE OF FUNCTIONALITIES OF APPLICATION
Mistral	2 - EXPERT KNOWLEDGE OF FUNCTIONALITIES OF APPLICATION
SA&PI	2 - EXPERT KNOWLEDGE OF FUNCTIONALITIES OF APPLICATION
OTHER	3 - EXCELLENT KNOWLEDGE OF FUNCTIONALITIES OF APPLICATION
MS Office	3 - EXCELLENT KNOWLEDGE OF FUNCTIONALITIES OF APPLICATION
TQS	1 - BASIC KNOWLEDGE OF FUNCTIONALITIES OF APPLICATION

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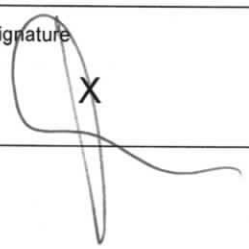
Approver's Comments

Evaluator's Comments

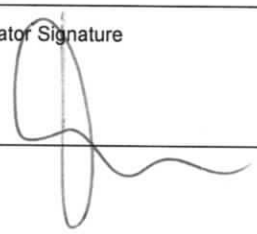
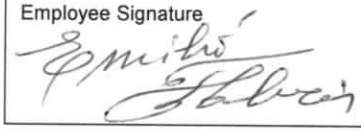
Mr. Fabris is a very experienced person, his calm and professional appearance, his great language skills an his efforts in team building with other departments make him an important asset to the team.

Employee's Comments

Approver Signature



Evaluator Signature



Employee Signature