

Crew Member Evaluation

Employee 99-51874 FABRIS EMILIO CRUISE DIRECTOR	Evaluation Data Evaluation Type: END OF CONTRACT From Date: 23/09/2014 To Date: 07/11/2014	Number 10762037 Evaluation Form: CRUISE DIRECTOR Status: Shared with Employee Reason: END OF ENGAGEMENT	
Employee Seniority in the Company (years): 11 Seniority in the Position (n° of contracts): 12 Birth: 31/07/1959 at TEOLO	Evaluation Data Evaluation Date: 07/11/2014 Approval Date: 07/11/2014 Fiscal Year: 2014	Contract Contract Start: 19/09/2014 Contract End: 08/11/2014 Company: CSCS	
Evaluator IMARISIO ANDREA HOTEL DIRECTOR 32-3043	Approver IMARISIO ANDREA HOTEL DIRECTOR 32-3043	Embark/Disembark Data CLASSICA - 19/09/14 - SAVONA CLASSICA - 08/11/14 - SAVONA	

ITEMS	BEHAVIOURS DESCRIPTION	EVALUATION			
		Not adequate	To be improved	Good	Excellent
COMMITTED TO HESS	<ul style="list-style-type: none"> • disseminates HESS culture by setting a daily example and by means of training to colleagues and subordinates • verifies that Company standards and legal requirements for accident prevention, safety, hygiene, security and environmental compliance are always applied providing to alert and notify possible miscompliances and enhancement opportunities 	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	<ul style="list-style-type: none"> • cooperates in a proactive way with other departments to guarantee full compliance of HESS company and international standards • re-enforce and consolidate among the staff a culture of HESS through personal example • always acts in conformity with safety on the job regulations to minimize the risk of accidents • complies in full with health, safety, security and environmental requirements • takes ownership of HESS rules, for his welfare and for other 	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
COMMUNICATION	<ul style="list-style-type: none"> • Has the ability to be assertive, while showing respect and always using a positive body language in interactions with employees, colleagues and guests alike. • is charismatic and able to gain and maintain attention, demonstrating open mindedness while actively listening to feed-back even in difficult circumstances • takes care to communicate timely, clearly and honestly any performance feed-back to the reporting crew members using the tools as per company procedures 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
INNOVATION & CREATIVITY	<ul style="list-style-type: none"> • makes proposals, favors the identification and implementation of innovative ideas and solutions that will improve organization and processes • Actively pursues and creates an environment where ideas are taken positively and received with an open mind-set. • The Manager shows leadership by finding creative solutions to difficult operational challenges or to improve guest satisfaction. 	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
JOB SPECIFIC CRUISE DIRECTOR	<ul style="list-style-type: none"> • ensures that pre-defined Company Standards, procedures, policies and Product Plan are followed at all times 	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Crew Member Evaluation

Employee

99-51874
FABRIS EMILIO
CRUISE DIRECTOR

Evaluation Data
Evaluation Type
From Date
To Date
Number 10762037
END OF CONTRACT
23/09/2014
07/11/2014
Evaluation Form
Status
Reason
CRUISE DIRECTOR
Shared with Employee
END OF ENGAGEMENT

JOB SPECIFIC CRUISE DIRECTOR	<ul style="list-style-type: none"> controls every day that all the activities foreseen highlighted in the daily program are performed on time exercises direct operational control over the Entertainment staff onboard a vessel and ensures the smooth and safe running of the daily activities supervises of the Entertainment personnel participates in the On Board Revenue Management Team together with the Cruise Director 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
LEARNING AND FLEXIBILITY	<ul style="list-style-type: none"> constantly reviews the team members to identify training and development opportunities as well as needs applies all available company training material and opportunities on board to guide the team to continual growth both in regards to professional performance and guest satisfaction. continually strives for personal improvement and professional growth by being an active listener with a flexible mind-set 	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
PEOPLE MANAGEMENT NEW	<ul style="list-style-type: none"> acts as a Role Model representing Company Values, also in conflict situations, applies rules and standards equally and fairly in all situations following the highest ethical standards manages the assignment of tasks effectively, communicates them clearly and timely in preparation of execution and organizes the work with optimum use of the available resources demonstrates an excellent ability to make and communicate changes and adjustments during operations as needed. 	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
PLANNING & CONTROL NEW	<ul style="list-style-type: none"> manages any emergencies effectively, reorganizing the activities and redistributing the tasks within the team focuses on efficiency and effective time management in respect of the defined quality standards has a clear vision of critical activities , understands priorities and performs activities accordingly 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
PROBLEM SOLVING NEW	<ul style="list-style-type: none"> identifies quick and effective solutions for operational emergencies and assigns the team tasks accordingly deeply analyses the causes of the problem definitively and finds long term solutions adequately evaluates cost and benefits also in emergency situations 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
RESPONSIBLE CITIZEN	<ul style="list-style-type: none"> is responsible to ensure that service material is properly used and maintained, with continuous monitoring to minimize wastage and consumption manages assigned Costa material with care, reporting technical problems, preventing damages and minimizing costs adapts the service to meet the needs of different nationalities 	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
REVENUE SENSITIVITY	<ul style="list-style-type: none"> constantly monitors and analyzes the trend of revenues and costs, identifying corrective actions/improvements in order to reach the Company targets creates synergies with other departments to generate revenues 	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Crew Member Evaluation

Employee
99-51874
FABRIS EMILIO
CRUISE DIRECTOR

Evaluation Data	Number 10762037	Evaluation Form	CRUISE DIRECTOR
Evaluation Type	END OF CONTRACT	Status	Shared with Employee
From Date	23/09/2014	Reason	END OF ENGAGEMENT
To Date	07/11/2014		

SERVICE DELIVERY NEW

- excels in delivering guest service with exceptional guest satisfaction as measured against historical data
- creates an environment of friendliness and kindness in the guest service areas and holds all reporting Managers and Supervisors accountable for doing the same.
- is consistently present in the areas of responsibility and continually demonstrates a positive energy, a ready smile with a relaxed and purposeful body language

		X	
			X
			X

TEAMWORK NEW

- Leads by example, showing sensitivity and empathy in all aspects while respecting cultural differences and avoids creating conflicts with the goal to build an harmonious environment within and for the team
- takes the overall responsibility of the department activities creating synergetic teamwork with the other departments on board
- creates an environment of responsibility and accountability applied equally to all team members to ultimately promote optimal guest satisfaction

		X	
			X
		X	

Development Section

Repositioning

X Stability

Growth

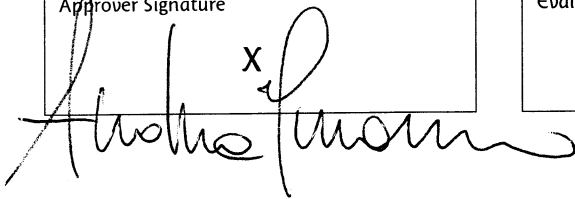
Approver's Comments

Evaluator's Comments

Mr Fabris confirmed during this month interest and passion for his work, always present and ready to solve any problem.

Employee's Comments

Approver Signature



Evaluator Signature

Employee Signature