

Crew Member Evaluation

Employee
99-51874
FABRIS EMILIO
CRUISE DIRECTOR

Evaluation Data	Number 24480158	Evaluation Form	CRUISE DIRECTOR
Evaluation Type	END OF CONTRACT	Status	Shared with Employee
From Date	22/03/2022	Reason	INTERMEDIATE EVALUATION
To Date	15/05/2022		

Employee
Seniority in the Company (years) 18
Seniority in the Position (n° of contracts) 8
Birth: 31/07/1959 at TEOLO

Evaluation Data
Evaluation Date 10/11/2022
Approval Date 06/11/2022
Fiscal Year 2022

Contract
Contract Start 23/08/2022
Contract End 20/01/2023
Company CSCS

Evaluator
MINUTO BENEDETTO
HOTEL DIRECTOR
28-2450

Approver

Embark/Disembark Data
FASCINOSA - 23/08/22 - KIEL
FASCINOSA - 14/11/22 - SAVONA

ITEMS

BEHAVIOURS DESCRIPTION

EVALUATION

Not adequate	To be improved	Good	Excellent
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ENTREPRENEURIAL SPIRIT

- Adopts the Company strategy and translates departmental goals into tasks for the team
- Demonstrates and shares knowledge of the business environment in which the organization operates
- Prioritizes and assigns resources reasonably, considering the economic impact of decisions and actions
- Takes into account cross-functional factors that are not immediately linked to his/her working area

		X	
		X	
		X	
		X	

RESULT ORIENTATION

- Challenges him/herself and others to exceed targets by guiding the team with a solution oriented approach
- Organizes and controls the area of responsibility anticipating potential changes and risks
- Organizes his/her and others time effectively and ensures that realistic timescales are respected
- Takes responsibility for his/her decisions and actions, as well as those of the team, encouraging team members to do so

		X	
		X	
		X	
		X	

LEADING & DEVELOPING PEOPLE

- Delegates to and empowers people, creating commitment, whilst maintaining responsibility
- Identifies talents and works on individuals and teams strengths and potentials
- Is engaged, lives the brand and is coherent and adaptable when leading the team
- Shares targets and provides direction, keeping the team focused on tasks

		X	
		X	
		X	
		X	

H.E.S.S.

- Creates a transparent culture where people are trusted and listened to in terms of HESS reporting
- Has a deep knowledge of HESS standards and ensures his/her collaborators understand the full impact of their HESS behavior on colleagues and guests
- Is able to fulfill his/her HESS duties in their entirety
- Never compromises on HESS both shipboard and shoreside, being a safety leader
- Promotes and supports the open HESS culture in his/her team and with other departments

		X	
			X
		X	
			X
		X	

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ITEMS	BEHAVIOURS DESCRIPTION	EVALUATION			
		Not adequate	To be improved	Good	Excellent
INNOVATION 2015	• Assures that the team has time to work on innovations and enhancements			X	
	• Initiates and contributes to innovation and concepts, linking them to measurable business results			X	
	• Promotes and facilitates continuous innovation and transfers ideas to the management			X	
	• Shares information and encourages others to do so to support innovation			X	
SERVICE & QUALITY	• Consistently acts as a role model of service culture with colleagues and externally			X	
	• Controls and adjusts the relevant standards of service in his/her department, applying appropriate measures			X	
	• Ensures that individuals and the team are always ambassadors of the brand reputation in everything they do			X	
	• Exceeds service quality in his/her department, assuring the achievement of high service satisfaction			X	
CHANGE	• Adjusts to changing circumstances, and encourages others to adapt appropriately			X	
	• Has an optimistic outlook and supports team and individuals to face challenging tasks			X	
	• Initiates and supports change initiatives in his/her area, motivating the change implementation			X	
	• Remains objective and focused on work, demonstrating composure, even when under pressure or facing uncertainty			X	
COOPERATION	• Communicates clearly and effectively while being open to other's point of view			X	
	• Encourages others to think of themselves as colleagues, promoting cooperation			X	
	• Facilitates team spirit and supports interaction in diverse teams				X
	• Has a personal network and helps others to do the same			X	
ETHICS	• Acts in a respectful manner and treats people equally			X	
	• Adopts an ethical approach in line with Company values				X
	• Always complies with Code of Business Conduct & Ethics and Corporation standards			X	
	• Creates an environment of trust and lives an open feedback culture			X	
PERFORMANCE MANAGMENT	• Defines clear objectives, gives regular feedback and sets the evaluation interview underlining strong points and areas of improvement, while showing the path to follow for the future development			X	

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		X	

CONTINUOUS IMPROVEMENT

- Regularly follows the Company training & development activities and shows commitment to grow, being aware of the importance to be a role model for the collaborators

ROLE SPECIFICS CRUISE DIRECTOR

- Carries out public relations with Guests of various nationalities in order to constantly monitor their level of satisfaction and solve possible complaints respecting Company standards
- Gives promotional support to the Excursion Department, in collaboration with the Tour Manager, in order to maximize revenue opportunities
- Is responsible for the onboard communication and the creation of the cruise program in order to make sure basic information are conveyed to the Guests in an efficient and adequate way, in accordance with Company standards
- Organizes events such as conferences, meetings and special requests from groups, coordinating the technical/entertainment personnel, in order to provide an excellent product in compliance with Company standards
- Plans the entertainment activities and various official events and personally presents some of these activities in accordance with the Product Plan
- Supervises and modifies entertainment activities in order to achieve the expected results and verify the level of appreciation of the Guest making the necessary adjustments in compliance with Company standards and the relevant shore-side Office
- Supervises first embarkation, final disembarkation of Guests and excursions dispatch in collaboration with the Tour Manager, in order to make sure that Guests are welcomed, followed and supported according to Company standards
- Supervises the use, consumption and cost of entertainment materials and supplies in order to respect the seasonal budget, in accordance with Company instructions

		X	
		X	
		X	
		X	
			X
		X	
		X	

Development Section

Repositioning

X Stability

Growth

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Approver's Comments

Evaluator's Comments

HOTEL DIRECTOR - Mr Fabris is an expert CD always available and ready to support all department, especially on revenue matter. He follows his department with attention and he's ready to apply every change is needed for the guest satisfaction. Always available with passengers to listen and solve issues on board.

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Employee's Comments

HR Director Note

Cm doesn't agree

Evaluation Meeting

___/___/___

Approver Signature

X

Evaluator Signature



Employee Signature

