

INDIVIDUAL PERFORMANCE MANAGEMENT

IPM EVALUATION

DA ROCHA COSTA LARISSA LUZIA

IPM:

Satisfactory

EMPLOYEE ID: msc150944

SHIP: MSC Preziosa

STARTING DATE:

15/02/2024

SIGN IN: 28/10/2023

COMPLETION DATE:

03/03/2024

SIGN OUT:

DUTY: Medical Admin

SCORE LEGEND:



Unsatisfactory



Does Not Meet Expectations



Meets Expectations



Exceeds Expectations



Outstanding

N COMPETENCY

IPM

1	Passion	Always shows passion for his/her job, works with enthusiasm and strives to overcome obstacles	M
2	Continuous Evolution	Uses his/her professional skills, is open to change and participates in the implementation of innovations to support the Company's growth	M
3	Care For People	Respects all MSC Guests and colleagues regardless of gender, nationality, culture, religious belief or sexual orientation	E
4	Family Company	Shows a sense of ownership and is pro-active in all tasks. Creates a sense of family belonging for all MSC colleagues	E
5	Equal Opportunity	Is attentive and receptive, quick to learn new tasks and shows willingness to grow. Is curious and eager to learn and understand all MSC Guests and colleagues cultures	M
6	Professional Excellence	Always displays a grooming in line with our standard procedure, smiles and greets both Guests and Crew	E
7	Professional Excellence	Understands the needs and exceeds the expectations of Guests, colleagues, and third parties, taking full responsibility for their ultimate satisfaction	M
8	Professional Excellence	Facilitates working together as a team, regardless of position or department	E
9	Professional Excellence	Ensures that service material and goods are properly used and maintained to minimize wastage	M
10	Professional Excellence	Possesses good knowledge and the proper technical skills to perform his/her activities in an efficient way	E

COMMENTS FOR EMPLOYEE

Larissa is an outstanding member of our medical administrative team. She consistently presents herself in a professional and well-groomed manner, reflecting positively on our clinic. Larissa's job skills are exceptional, ensuring that administrative tasks are completed efficiently and accurately. Importantly, she demonstrates a deep understanding of the needs of our guests, providing them with empathetic and attentive service. Overall, Larissa's contributions are invaluable to our team's success.

EMPLOYEE COMMENTS