

INDIVIDUAL PERFORMANCE MANAGEMENT

IPM EVALUATION

JEAN JULIEN OLGENS

IPM:

Satisfactory

EMPLOYEE ID: msc278864

SHIP: MSC Lirica

STARTING DATE:

06/10/2024

SIGN IN: 27/02/2024

COMPLETION DATE:

10/10/2024

SIGN OUT: 12/10/2024

DUTY: Mess Attendant

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	E
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	E
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	M
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	E
6	Professional Excellence	Ensures that MSC Service Standards is delivered consistently to Guests in the assigned Station	E
7	Professional Excellence	Meet financial targets when assigned to a station (in restaurant or buffet)	M
8	Professional Excellence	F&B Product is presented and delivered to guests following company Standards	M
9	Professional Excellence	Ensures that all resources made available to perform his/her duties are properly used and maintained to avoid breakage	M
10	Guest Centricity	Works responsibly and consistently to ensure Guests' satisfaction	E

COMMENTS FOR EMPLOYEE

He is very flexible, hard-worker and always available for any kind of job in messes and buffet. With closed CDP as buffet attendant dated Sept. 23, 2024

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