



INDIVIDUAL PERFORMANCE MANAGEMENT

IPM EVALUATION

MAGALHAES DA COSTA MARCOS

IPM:

Satisfactory

EMPLOYEE ID: msc265221

SHIP: MSC Splendida

STARTING DATE:

26/03/2025

SIGN IN: 15/09/2024

COMPLETION DATE:

26/03/2025

SIGN OUT: 29/03/2025

DUTY: Guest Service Agent

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	M
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	M
6	Professional Excellence	Has always a welcoming attitude towards guests and proactively offers assistance and resolutions.	M
7	Professional Excellence	Ensure that all guests' issues are logged and handled in a prompt way, responsibly escalating the ones which need the Supervisor's attention or guidance.	M
8	Professional Excellence	Possesses proper knowledge of Guest Services SOPs and its applicability.	M
9	Professional Excellence	Professionally performs assigned duties (including financial ones), respecting deadlines and embracing positively related responsibilities.	M
10	Guest Centricity	Works responsibly and consistently to ensure Guests' satisfaction	M

COMMENTS FOR EMPLOYEE

GSA Marcos demonstrated a positive attitude towards learning and successfully understood the Standard Operating Procedures (SOPs) and daily tasks in the Guest Services department. He adapted well to responsibilities, although he faced challenges, sometimes in managing Service Requests and following up with guests. Despite these difficulties, Marcos was open to feedback and showed improvement. He performed the borrowed item, archive, and mainly disembarkation duties, including HK sections and luggage labels, and after receiving additional training and feedback, he became more efficient, showing potential for growth with continued support.

EMPLOYEE COMMENTS