

Below is a scoring matrix for the **Care Graduate Programme**, designed to assess the performance of graduates across different departments.

Total Duration: 24 months

Evaluation Criteria: Scale of 1-5 (1 = Needs Improvement, 5 = Excellent)

Final Scoring:


At the end of the programme, each department is assessed and scored based on the graduate's performance across the core competencies. The total score for each department is calculated out of 40 points. An average score across all departments can then be calculated to determine the graduate's overall performance.

This final score will provide a comprehensive evaluation of the graduate's performance and help identify areas for further development.

Additional Notes:

- **Regular Progress Reviews:** Conduct quarterly progress reviews to assess achievements and provide constructive feedback.
- **Mentorship & Feedback:** Assign mentors to guide graduates throughout their rotations and offer personalised feedback for development.
- **Development Plan:** Based on the scoring matrix, tailor a development plan to address any gaps in performance and focus on skill-building.

This matrix provides a structured way to evaluate and track the graduate's progress through each department of the Hotel, ensuring well-rounded training and clear expectations.

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Evaluation Criteria: Scale of 1-5 (1 = Needs Improvement, 5 = Excellent)

- 1. Skills** - Ability to perform the core tasks and responsibilities of each department, demonstrating technical proficiency.
- 2. Performance & Efficiency** - Ability to complete tasks on time, meet deadlines, and effectively manage workload.
- 3. Leadership & Initiative** - Ability to take charge of situations, manage teams, and proactively address challenges.
- 4. Customer Service** - Demonstrates professionalism, empathy, and customer care, ensuring high client satisfaction.
- 5. Teamwork & Collaboration** - Ability to work effectively within a team, communicate with colleagues, and contribute to a positive work environment.
- 6. Adaptability & Problem Solving** - Ability to adjust to changing environments, solve challenges effectively, and manage unexpected situations.
- 7. Business & Financial** - Understanding of Business Operations, budgeting, and financial decision-making.
- 8. Communication** - Effectively communicates with clients, staff, and management in both written and verbal forms.

Scoring Legend:

Score	Definition
1	Needs Improvement (Below Expectations)
2	Fair (Meets some expectations but requires improvement)
3	Good (Meets expectations with consistent performance)
4	Very Good (Exceeds expectations with strong performance)
5	Excellent (Far exceeds expectations, exceptional performance)

