



SHIPBOARD PERFORMANCE APPRAISALS

Surname:	Soghomonian	Forenames:	Natasha
Employee Number:	421401	Position:	Retail Supervisor
Nationality:	Brazilian	Manning Agency:	Selection Partners
Date Joined Ship:	08/20/2017	Planned Leave Date:	02/14/2018
Appraisal Type:	Final	Vessel:	Emerald
Date Acknowledged Role Description:	08/23/2017		

Financial Performance 30% of Appraisal	Performance
Organizes and directs staff in assigned area of supervision; reports to management if constructive course correction should be administered for staff that consistently underperforms.	Great
Regularly collaborates with the Manager to identify revenue/service opportunities.	Great
Assists in providing timely and accurate feedback to management for use in end-of-cruise report each voyage and is capable of completing end- of-cruise report with management's assistance.	Very Good
Maintains consistent high visibility on selling floor in order to achieve required planned personal sales targets.	Very Good
Always clearly explains the product to guests.	Very Good
Always opens and closes sales using effective sales techniques.	Very Good
Understands and is fully aware of the 'Performance Improvement Plan' (PIP) to be actioned as a constructive corrective tool, should all criteria of job role description standards not be consistently met.	Very Good
Comments	
She achieves optimal levels of personal performance and accomplishment., she displays hight energy and drive. Natasha has constantly given the team guidance and coaching, insuring staff are reaching the highest potential, well done	
Section Score	4.28

Customer Satisfaction 20% of Appraisal	Performance
Always leads by example and coaches staff to focus completely on customer satisfaction.	Very Good
Delivers complete and detailed coaching to ensure that all staff in assigned area of supervision provides an immediate positive first impression to every guest through a warm, welcoming individual greeting.	Very Good
Consistently coaches staff to interact with each guest, use guests' family name whenever possible, and show genuine interest while engaging in conversation and service.	Very Good
Always responds promptly to resolve guest requests and concerns, following up with guests as appropriate, escalating to management as necessary.	Great
Always responds immediately to any service issues, escalating to a manager as appropriate.	Great
Comments	
Natasha is genuinely engaged when talking to our guests. She gives customer service high priority, and makes our guests feel satisfied appreciated. As a senior member of the retail staff Natasha resolves guest's problems at early stages	
Section Score	4.40

Inventory Management 15% of Appraisal	Performance
Supervises and assists staff to ensure all inventories, receiving, transfers, deletions, price changes, stock rotations, and ticketing processes comply with company policies and procedures.	Great
Always performs all inventories, receiving, transfers, deletions, price changes, stock rotations, and ticketing processes as directed by management and in compliance with company policies and procedures.	Very Good

Dependably assists in organizing and maintaining secure, safe, and clean storerooms, lockers and storage space.	Great
Ensures all loss prevention measures are in place and comply with company policies and procedures.	Great
Comments	
Natasha acquired and developed a great understanding of all inventory processes and can be relied on as far as managing inventory in general. She comes in her own time and he takes initiative in organizing the stockroom as per company standards and she finds new and better ways of performing her job	
Section Score	4.75

Product Delivery and Standards 15% of Appraisal	Performance
Plays an integral role in executing the complete set up of all promotional events, visual directives, and price changes as directed by management/supervisors.	Very Good
Thoroughly understands the Princess product and Retail operations.	Very Good
Ensures merchandise is restocked daily and neatly presented on the selling floor.	Great
Promptly communicates issues regarding product quality and stock levels to supervisor/Management.	Great
Take ownership of all Merchandise Directives pertaining to assigned area.	Very Good
Provides feedback to the Manager on best practices for upcoming trades for marketing and merchandise.	Very Good
Willingly and cooperatively tests new products, services, or marketing as directed by the management and corporate office, providing concise and constructive feedback.	Very Good
Ensures merchandise is restocked daily and neatly presented on the selling floor.	Very Good
Comments	
Natasha has a thorough understanding of Princess Products and services while following company marketing strategies and visual directives. She makes sure her merchandise is restocked and properly presented on the sales floor. Natasha has no trouble understanding or following the Boutiques opening and closing processes.	
Section Score	4.25

Professional Development 10% of Appraisal	Performance
Willingly, patiently, and clearly trains lower-level staff, delivering concise and structured coaching to ensure that all staff conveys an immediate positive first impression.	Great
Thoroughly understands, and follows the Role Description at all times.	Very Good
Carefully listens to and professionally acts upon feedback from Management.	Great
Participates productively in training and staff meetings with Managers.	Very Good
Enthusiastically participates in all required Princess U courses as directed by management.	Very Good
Actively seeks out additional responsibilities, duties and projects.	Great
Responsibly demonstrates leadership to the Retail team.	Very Good
Willingness to complete additional tasks/projects/responsibilities when retail outlets are closed.	Very Good
Collaborates with Assistant Manager to consistently create fair and effective departmental work schedules, rotating staff as necessary to meet development goals.	Great
Comments	
As a senior staff member Natasha has willingly attends training provided by L&D . Natasha has willingly accepted additional responsibility as well and has requested additional training, enabling her to confidently complete all end of day procedures (credit card balance, polling terminals, shipstar reports etc).	
Section Score	4.44

Safety and Compliance 5% of Appraisal	Performance
--	-------------

Respects and follows timekeeping rules and creates accurate MLC Hours of Rest records.	Good
Always complies with USPH (United States Public Health) procedures, Fleet Regulations, and departmental policies and procedures.	Very Good
Promptly notifies appropriate managers of any non-compliance with the Responsible Service of Alcohol (RSA) Program.	Very Good
Promptly performs general emergency organizational duties as directed and outlined in the ERP (Emergency Organizational Procedures).	Very Good
Comments	
Natasha complies with all fleet regulations, policies and procedures while performing her safety duties responsibly and properly.	
Section Score	3.75

CRUISE and Core Values 5% of Appraisal	Performance
Demonstrates commitment to the Company's values, beliefs, goals, and initiatives. Consistently upholds our Core Values, CRUISE program, and safety philosophy.	Very Good
Acts as a Company representative and always portrays a positive image of Princess Cruises to all guests, officers, and crew.	Very Good
Always maintains professional, effective working relationships, respecting differences in cultures and individual personalities.	Very Good
Promotes a harassment-free environment at all times.	Very Good
Comments	
Natasha is a very good representative of the company. She portrays a positive image of Princess Cruises to all passengers and crew	
Section Score	4.00

Summary			
Overall Score:	4.34		
Summary Comments:	Natasha completed a successful contract on board the Emerald Princess. She achieves optimal levels of personal performance and accomplishment. She displays high energy and drive. Natasha has constantly given the team guidance and coaching, insuring staff are reaching the highest potential. She is genuinely engaged when talking to our guests. She gives customer service high priority, and makes our guests feel satisfied appreciated. As a senior member of the retail staff Natasha resolves guest's problems at early stages. Natasha has a thorough understanding of Princess Products and services while following company marketing strategies and visual directives. She makes sure her merchandise is restocked and properly presented on the sales floor. Natasha has no trouble understanding or following the Boutiques opening and closing processes. As a senior staff member Natasha has willingly attends training provided by L&D, she has willingly accepted additional responsibility as well and has requested additional training, enabling her to confidently complete all end of day procedures (credit card balance, polling terminals, shipstar reports etc) I would like to see Natasha attend in the next course for retail assistant manager and I believe she has all the potential to act as a retail assistant manager. Any Retail Manager will be very happy to have Natasha in his team as she will do her best for the best results. I would like thank for your hard work and whishing a great vacations All the best		
Appraiser:	Fernando Jorge Abad Da Silva Reis (Retail Mgr)	Signed on:	02/10/2018
First Approver:	Mario Alberto Gutierrez Solano (Customer Svc Dir)	Signed on:	02/11/2018



Acknowledgement	
(I confirm that my appraisal has been delivered to me. This does not necessarily mean I agree with the appraisal. If I disagree with the appraisal, I understand that I can include comments or discuss the situation with the Human Resources Manager.)	
Acknowledged by:	Natasha Soghomonian
Acknowledged on:	2/11/18 6:59 PM

Crewmember Comments:

My contract contract with Molly/ Richie and Fernando/Analyze was great. All of them gave me the opportunity to learn more in different areas around the shops and make me a better professional. I trully appreciate the dedication of management with me and the team. Thanks!