

Food and Beverage Operations (BMIH4002)
Student Placement Plan for Food & Beverage

This Student Placement Plan is devised to provide Operational Training and Practical Knowledge to successfully support your placement. You will engage in all mandatory tasks to ensure full completion by the end of the department rotation (Kitchen (2) Weeks & Food & Beverage (2) Weeks). Please ensure you always keep your Plan with you (as you would an Assignment) and your trainer signs off on all tasks upon their completion.

Student Name: MD. NAZMUL H KHAN	Department: Food & Beverage	Manager: Jewel Rapp
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Welcome to the **Food & Beverage** section of your placement. You will be required to complete a **minimum of 16 hours per week** to include Restaurant, Conference & Banqueting and Room Service.

All students are scheduled into a weekly F&B Rota that is emailed to the Student, University and Property Mentor. You are required to attend all scheduled shifts and follow the attendance policy in the event you cannot attend a scheduled shift.

The Food & Beverage Manager/Supervisor will meet with you at the start of your rotation and discuss shift expectations during your Food & Beverage Placement.

For you to achieve the most out of the *Training & Knowledge* delivered to you on placement, engagement in the variety of shift patterns is mandatory and will allow you to achieve a greater understanding of the diversity of the Hotel Operation:

- Weekday/Weekend - Breakfast
- Weekday/Weekend - Dinner
- Weekday Conference & Banqueting
- Weekend Conference & Banqueting

Please organise appointments with the Food & Beverage Manager/Supervisors to discuss your Plan; Shifts & Rotas and additional training once all mandatory tasks are completed. It is your responsibility to ensure you are being scheduled according to the completion of tasks listed on your Plan, so please ensure you communicate with your supervisor and ensure you are receiving training on the task list.

Although the minimum requirement is 16 hours per week, this is a great opportunity to gain additional experience in this department. Speak to your supervisor to request additional hours and training on specific tasks you would like to explore further.

The Student Schedule with hours and shifts worked is detailed on Page 2. Your successful completion of the department rotation is reliant on you demonstrating that you have worked and have been exposed to the diversity of the department operation. The *Hours Worked and Shift Patterns* will be validated by your trainer and department manager.



Documentation Required for your Placement:

- 1) **The Placement Plan** – Students are responsible for ensuring the tasks included in the plan are monitored and coordinate with Shift Supervisors/Trainers for successful completion of all required tasks. Ensure you are working through the tasks and ensure they are signed off after each shift.
- 2) **Learning Log** – The Food & Beverage Operations Module requires ONE learning Log (750 words) to capture your combined experience in both the Kitchen and Food & Beverage (6 weeks).

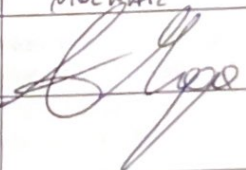
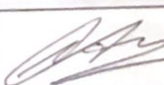
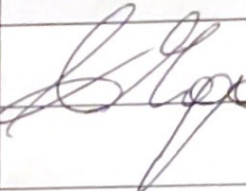
Upon completion of the Food & Beverage rotation, you will upload (1) Placement Plan for Kitchen (2 weeks), (1) Placement Plan for Food & Beverage (2 Weeks) and (1) Learning Log (750 words) into Turnitin.

Timely submission will be expected as per university guidelines and the required dates will be posted in the Turnitin Link.

Schedule for the Food and Beverage Rotation

- Mandatory (2) Weeks
- Minimum (16) Hours per Week
- Inclusive of a Variety of Shift Patterns

To be completed Weekly by Student and Food & Beverage Manager/Supervisor/Trainer

Student Schedule Week One	Include Dates Time/Hours Worked	Student Signature	Trainer
Weekday Breakfast / Dinner (Circle)	11.10.21 = 8 HRS		BEVET MOLWAN
Weekend Breakfast / Dinner (Circle)	13.10.21 = 8 HRS		
Weekday Conference & Banqueting - Meeting or Event Name	11.10.21		
Weekend Conference & Banqueting - Meeting or Event Name	15.10.21		
Student Schedule Week Two	Include Dates Hours/Time Worked	Student Signature	Trainer
Weekday Breakfast / Dinner (Circle)	16.10.21 = 8 HRS		
Weekend Breakfast / Dinner (Circle)	16.10.21		
Weekday Conference & Banqueting - Meeting or Event Name	16.10.21		
Weekend Conference & Banqueting - Meeting or Event Name	16.10.21		



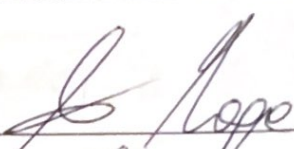
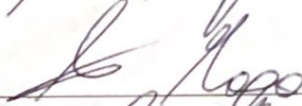
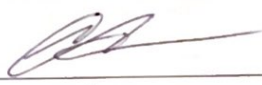
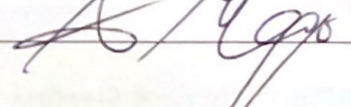
Food & Beverage Placement - Specific Training & Tasks

The Traffic Light System demonstrates for the student an understanding of the progressive expertise to expect during the department rotation. Each Hotel will be provided with the Placement Plans in advance of the student arrival and customise them to meet the needs of their specific hotel operation.

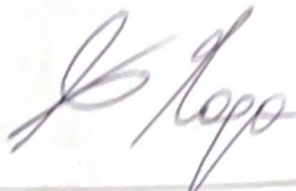
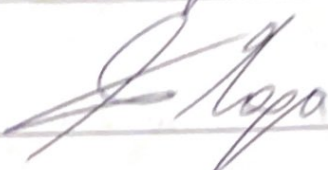
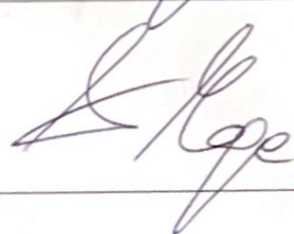
Red Zone Tasks – Introductory

Orange Zone Tasks – Intermediate

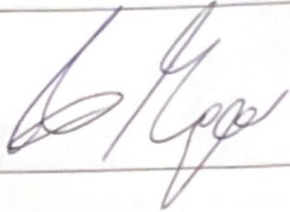
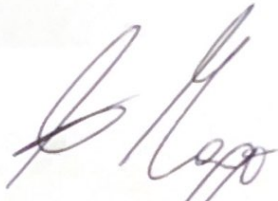
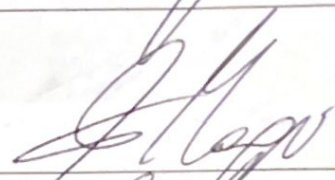
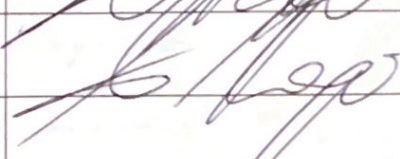
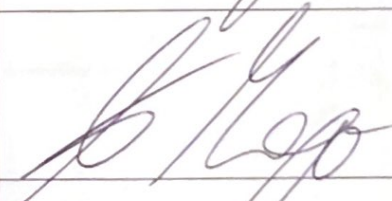
Green Zone Tasks – In-depth

Introductory	Date Completed	Student Signature	Supervisor Signature
Red Zone			
Introduction to F&B Rooms; Names etc. Property Tour	11.10.21		
Introduction to Storage Areas; Still Areas	11.10.21		
Explanation: Conferences	11.10.21		
Explanation: Weddings	11.10.21		
Explanation: Social Events	11.10.21		
Tea / Coffee Service Brand Standard Outlet & C&B	11.10.21		
Training: AM Checklist	11.10.21		
Training: PM Checklist	11.10.21		
Training: Refreshing a Conference Room	11.10.21		
Conference Room Layout:	11.10.21		
Boardroom			

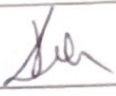
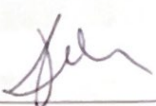
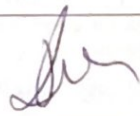
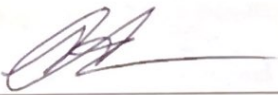
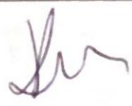
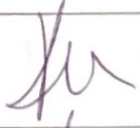
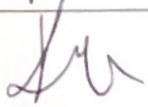


Labaret			
Classroom			
Theatre			
Brand Standard for Service: - Greeting & Serving a Table - Presenting Bill - Making Personal Connections	13.10.21		
Training: Bussing a Table & Clean as you go	13.10.21		
Introduction to C&B AV -PA System -Connect Laptop -Microphones -Internet Bandwidth Brand Standard	13.10.21		
Explanation: Red Jacket & Training of MSA APP (if applicable)	13.10.21		
Explanation: C&B Plated Service Standard Formal Types of Events	13.10.21		
Explanation: C&B Buffet Service Standard Casual Types of Events	13.10.21		

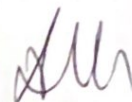
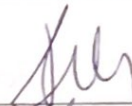
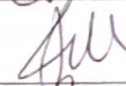
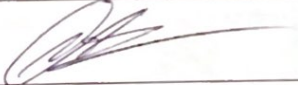
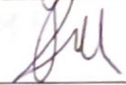
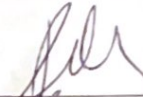
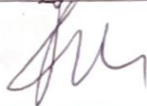


Restaurant Host Standard -Phone -Reservation Book	13.10.21		
Training: -Table Set up & Sequence -Table Numbers -Menu Standard -Salt & Pepper -Sugar Caddy -Cleanliness	13.10.21		
Training: Restaurant Set-up Breakfast & Dinner	13.10.21		
Training: Service Preparation	13.10.21		
Training: Service Sequence	13.10.21		
Restaurant Menu Training	13.10.21		
C&B Menu Training			
Allergen Training Customer Communication & Order Taking	13.10.21		
Explanation: Website Restaurant Sales & Marketing Integration with Hotel Website (if applicable)	13.10.21		
TIPS Training			



Training: Morning Bar Set-up	16.10.21		
Training: Paddy & Scott's -Coffee Culture -Confectionary			
Coffee Machine Training	11.10.21		
Coffee Beverage Training	11.10.21		
Micros: Enter Coffee Purchase	16.10.21		
Micros: Enter Lunch/Dinner Purchase	16.10.21		
Micros: Enter Room Service Order	16.10.21		
Training: Wine Menu and Wine Pairing	16.10.21		
Demonstrate Wine Knowledge -Red -White -How to Upsell Wine	16.10.21		
Serve a Table -Drinks -Food	16.10.21		
Training: Bar Stock Rotation	11.10.21		
Demonstrate understanding of Bar Stock Rotation	11.10.21		



Clean the Coffee Machine			
Table Set-up: Set Table in Restaurant & Bar to Standard	11.10.21		
Room Service Brand Standard	11.10.21		
In-Depth	Date Completed	Student Signature	Supervisor Signature
Green Zone	13.10.21		
Take a Room Service Order to Brand Standard	13.10.21		
Host & Seat (5) Tables in the Restaurant	13.10.21		
Count Bar Stock	13.10.21		
Enter Requisition	13.10.21		
Set-up Room Service Breakfast Tray	13.10.21		
Set-up Room Service Dinner Tray	13.10.21		
Deliver a Room Service Order to Brand Standard	13.10.21		
Comments:			

