

# Marius Fodor

*by* Marius Fodor

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**LEVEL 4 – Student Journal (750 words)**

|                                          |                                                    |
|------------------------------------------|----------------------------------------------------|
| <b>Student Name:</b> Marius Alfred Fodor | <b>Module:</b> Hotel Placement – Food and Beverage |
| <b>Student Number:</b> 2029156           | <b>Lecturer:</b>                                   |

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|--------------------------|-------------------------------------|
| <b>Topic of Choice :</b> | <b>Food and Beverage activities</b> |
|--------------------------|-------------------------------------|

This journal was compiled using the stages of Gibbs Reflective Cycle with the purpose of analysing the improvement of the skills required in F&B department of a hotel. The observations were made during my placement period at Marriott Cardiff Hotel in order to create a plan to further improve these skills (Gibbs, 1988).

In Marriott hotels, F&B departments have a important role in providing a unique and personal customer experience. Therefore, the training of the staff has it is viewed as an important part of activity, especially after the COVID-19 pandemics (eHotelier, 2020).

During my placement period, I was assigned to the restaurant of the hotel, with the main task of arranging the dining area, serving and waiting the tables, by following the procedures in place for health and safety. I was required to communicate with clients, to remember the customer orders, to keep clean and organised the areas dedicated to the customers and create a welcoming environment for them in a timely manner. Therefore, I had the chance to practice some of the essential skills required to provide a great customer experience like time management, organization, attention to details as part of a dynamic team (Indeed , 2021).

At the beginning I felt overwhelmed by the huge amount of information required to know from the way the tables are set, the menus and the numerous procedure that needed to be followed. However, through practice I gained the confidence in my knowledge and, with the help of the team, everything started to become natural. The lack of experience slowed me down in my tasks and only through exercises and with assistance I could reach a satisfactory level of service. Using my attention to detail I managed to increase the speed, manage the time and remember all the procedures and training. Working in team helped me also improving my level of organization and communication, and, using the things that the other members of the team showed me, started to have a more natural way of fulfilling my tasks.

Overall the experience showed me that while my attention to detail is quite good, I need to improve it as well as the time management skills. Moving slower at the beginning allowed me to learn and exercise the correct practice for each activity, ultimately contributing to completing my tasks almost as precise and fast as my team colleagues, more experienced than me.

While I was activating in the restaurant team, I could observe how important is to observe all health and safety standards regardless of the position you are in. Great attention to detail helps in creating the best environment for a good service, while great communication skills allows in providing the service as expected by the client. (Health and Safety Executive , n.d.) (Carrara, 2019)

I can conclude that this period help me exercise and improve my attention to detail and communication skills especially. I also discovered that my time management skills need improving.

especially by increasing my knowledge about the services provided which was one of the areas where my knowledge was weak. I wish that I would have had more time to familiarize myself with the menus and the service standards required at this level.

In the future, I would like to keep practicing my time management skills by setting deadlines for each activity I have and create a more organized environment in the personal and professional life by timing each activity. I will also keep working my attention to details by trying to observe and retain as much information possible in a short period of time and by creating to do lists and adopting routines in my daily activities. Following this methods I would be able to improve these traits so necessary in hospitality industry (Karrera, 2022).

1



International Hotel Management

#### REFERENCE LIST (not included in word count)

#### References

missing brackets (YEAR)

missing (Accessed on: DATE)

Carrara, A., 2019. *The importance of health and safety in hotels*. [Online] Available at: <https://www.hotelowner.co.uk/20430-the-importance-of-health-and-safety-in-hotels/>

eHotelier, 2020. *Marriott releases "Reimagining F&B: Insights From The Inside"*. [Online] Available at: <https://insights.ehotelier.com/properties/2020/10/09/marriott-releases-reimagining-fb-insights-from-the-inside/> [Accessed 2022].

Gibbs, G., 1988. *Learning by Doing: A guide to teaching and learning methods*. Oxford: Further Education Unit. Oxford Polytechnic.

Health and Safety Executive , n.d. *GOV.UK - Managing risk in catering and hospitality: Your responsibilities*. [Online] Available at: <https://www.hse.gov.uk/pubns/cais25.pdf>

Indeed , 2021. *What Are Food Service Skills?*. [Online] Available at: <https://www.indeed.com/career-advice/resumes-cover-letters/food-service-skills> [Accessed 2022].

Karrera, M., 2022. *How to Improve Your Attention to Detail Skills*. [Online] Available at: <https://www.careeraddict.com/develop-your-attention-to-detail-skills> [Accessed 2022].

FINAL GRADE

GENERAL COMMENTS

Instructor

56/100

PAGE 1

QM

Sp.  
Spelling error

QM

Sp.  
Spelling error

Strikethrough.

Strikethrough.

QM

Sp.  
Spelling error

QM

Sp.  
Spelling error

QM

Sp.  
Spelling error

QM

Insert example

An example here would have demonstrated a deeper knowledge and understanding.

QM

How?

How?

QM

**Awk.**

Awkward:

The expression or construction is cumbersome or difficult to read. Consider rewriting.

**Strikethrough.**

QM

**Unclear**

You have not conveyed your point clearly here.



**Comment 4**

Which reference is for this sentence? Reference should be within the sentence it belongs to.

QM

**Awk.**

Awkward:

The expression or construction is cumbersome or difficult to read. Consider rewriting.

QM

**How?**

How?

PAGE 2

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QM

**Sp.**

Spelling error

QM

**Sp.**

Spelling error

**Text Comment.** missing (Accessed on: DATE)

**Text Comment.** missing brackets (YEAR)

GRADING FORM: F&B JOURNAL

MARIUS FODOR

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## RESEARCH-INFORMED LITERATURE

*Marks available 5 Your work must be informed and supported by scholarly material that is relevant to and focused on the task set. You should provide evidence that you have accessed a wide range of sources, which may be academic, governmental and industrial; these sources may include academic journal articles, textbooks, current news articles, organisational documents, and websites. You should consider the credibility of your sources. You must provide evidence of your own reading throughout your work, using in-text citations in the main body of your work and a reference list that is alphabetical at the end of your work. Please use the Harvard referencing system. Specific to this assignment: Students need to be aware of the models of reflection, for example Gibbs, Kolb and Schon, and use this to demonstrate their understanding of the placement experience.*



You have used Gibbs to demonstrate your understanding of the placement experience. You have provided evidence of further reading but not across a wide range of sources; academic journal articles, textbooks, current news articles and organisational documents. Most of your sources are current and up to date, published within the last five years. You have provided in-text citations in the correct format and a reference list in Harvard Referencing style.

**4**

## KNOWLEDGE AND UNDERSTANDING

*Marks available 30 Your work must demonstrate the growing extent of your knowledge and understanding of concepts and underlying principles associated with the subject area. Knowledge relates to the facts, information and skills you have acquired through your learning. Your mark/grade will also depend upon the extent to which you*

*demonstrate your knowledge and understanding; ideally each should be complete and detailed, with comprehensive coverage. Specific to this assignment: Students are required to show knowledge and understanding through reflection of their practical placement, demonstrating key learnings from the hotel departments.*



You have demonstrated some good knowledge and understanding of your placement experience which could have been enhanced by using facts, information and skills you have acquired through your placement learning and wider reading. You were required to expand further on this information to demonstrate deeper understanding.

**20**

## **ANALYSIS**

*Marks available 20 Your work must contain evidence of logical, analytical thinking, evaluation and synthesis. For example, to examine and break information down into parts, make inferences, compile, compare and contrast information. At all times, you must provide justification for your arguments and judgements. Evidence that you have reflected upon the ideas of others within the subject area is crucial to you providing a reasoned and informed debate within your work. Specific to this assignment: Students are to analyse their placement in means of not just describing tasks, but demonstrating the why? how? what? when? Through practical tasks, reflective writing and discussions with hotel employees.*



You successfully provided some good analysis on your placement experience, not just describing tasks but also discussing the what, why, how, when. You wrote reflectively about your experiences on placement but did not provide examples. You have not fully developed your

**12**

critical thinking skills. There is a book on the online library I suggest familiarising yourself with Critical Thinking Skills by Stella Cottrell. You can also book a critical thinking support session with the library who can assist. You can email them here: [infoskills@uwtsd.ac.uk](mailto:infoskills@uwtsd.ac.uk)

## PRACTICAL APPLICATION

*Marks available 25 You should be able to demonstrate how the subject-related concepts and ideas relate to real world situations or a particular context. How do they work in practice? You will deploy models, methods, techniques, and/or theories, in that context, to assess current situations, perhaps to formulate plans or solutions to solve problems, some of which may be innovative and creative. Specific to this assignment: Students need to consider how they would apply solutions within the workplace of their placement property, highlighting what they have learnt on placement and how they could deploy this in future careers.*



You did not provide examples from your learning experience to support your learnings. You could have highlighted some issues you faced on placement and any recommended solutions you would apply to rectify them.

**10**

## SKILLS PROFESSIONAL PRACTICE

*Marks available 20 Your work must provide evidence of the attributes expected in professional practice. This includes demonstrating your individual initiative and/or collaborative working. You must communicate effectively in a suitable format, which may be written and/or oral, for example, essay, management report, presentation. Work should be coherent and well-structured in presentation and organisation. Specific to this assignment: You should write the report in*

*a recognised format within the assignment word count. All writing should be academic style, formal, focused, concise and subject specific. It should use a font of Arial 11 point or Times New Roman 12 point and be 1.5 or double spaced.*



You have presented your work in a professional format following the Microsoft Setting guidelines. You have abided by the 750 word count and have communicated effectively and in a suitable format. You have included American English spelling rather than British English spelling.

**10**