

LEVEL 4 Cert. IHM – STUDENT GUEST SPEAKER LEARNING LOG

MODULE CODE: M4X01919

HOTEL PLACEMENT – OPERATING HOTEL FACILITIES

This Student's Learning Log is devised to help you maximise your knowledge, understanding and skills gained in area of facilities management in the hospitality (hotel) industry through active listening and participation during Guest Speaking session. Based on your Guest Speaking session, you are required to write on the followings: Topic of discussion, your understanding of the topic discussed, industry knowledge gained from Guest speaker's wealth of knowledge particularly as it relates to facilities management in the hotel industry etc.), evidence of learning and skills development outcomes Guest Speaking session, including summative reflection of the session.

This assessment is to encourage students to think critically about their future active involvement and the skills they need to carry out various facilities management activities. You are advised to participate actively in listening, learning/discussions all through the Guest Speaking session.

Please ensure you complete your learning log at the end of each Guest Speaking session. Completion and submission of Learning Log is an integral part of your assessment. You will be awarded marks as part of 20 credits weightings for this Module. Also, participating in the Guest Speaking session contributes to your compulsory weekly class attendance.

Please note, you are always required to have your student ID card on you while on Field Trip.

Cert. IHM LV4 Learning Log:

Student Name:Florin Student name:Nica Cohort 1 Group:3 Lecturer's Name:Dr Olu	Name of Guest Speaker: Benny's	Lecture Week:....	Date:06/02/2020
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What are the key topics examined in the Guest Speaker's session (these may include various key themes, activities and skills in the field of facilities management in the hotel industry, etc):

- In my opinion the key topics were:
- The staff receives different trainings for different positions in the hotel, also the people who want to work in the hotel have to prove many skills; in this way the hotel will reduce the expenses of the budget
- The hotel offers guests accommodation and breakfast at low prices for any budget

What are the importance of requisite skills in facilities management in the hotel industry as explained by Guest Speaker (please fill in as appropriate):

- I believe that the main skill you need to prove is customer service experience
- The hotels use their own training for the staff for different positions inside the hotel, so the staff can prove their skills and can advance in the career

How has this Guest Speaker's Session impacted on your Knowledge of facilities management in the hospitality/hotel industry?

I understand that the hotel presents different offers for any budget, these include accommodation and small jun or all inclusive, also they offer good quality services for any clients

Perform a self-appraisal of your understanding and key skills required in facilities management:

I understand that hotel have offers for accommodation and kitchen for any budget, they also help their staff with trainings so they can perform more tasks in this way they reduce their expenses

Based on your self-appraisal, what would you do to improve on these skills?

In my opinion the hotel is a great place for any type of customers but I think it should offer more types of food and in the evening it could offer more than pizza also I think lunch should be introduced. It should also provide more practice for students like this so that they can still be trained in the faculty to help develop the hotels and to provide good quality services



How has this Guest Speaker's Session shape your understanding of facilities management in the hospitality/hotel industry?

I realized that to work in a hotel you need many skills and you must always be prepared for a new challenge; with a lot of work and professionalism you can have a successful career.

Student Signature:

Florin Nica_____

Date:

06/02/2020

