

# Practical Tasks Evaluation

## BMIH4002 & BMIH4006

|                      |                                                         |
|----------------------|---------------------------------------------------------|
| Student Name:        | Syed Tajud Ali                                          |
| Student Number:      | 2107638                                                 |
| Placement Hotel:     | Leeds Marriott Hotel                                    |
| Professional Mentor: | Jayne Uren, Andrew Hone, Catherine Pitts, Kieran Madden |
| Placement Tutor:     | Lynsey Hooper                                           |
| Hours Completed:     | 104.35 (16 hours a week x 9 weeks)                      |

### Skills Matrix

In the grid below: U=Unsatisfactory; S=Satisfactory; G=Good; VG=Very Good; E=Excellent/Exceptional

Ideally, the Professional Mentor will discuss this evaluation with the student at the start, in the middle and at the end of the placement.

Please use the descriptors of competence for all levels and across all four skill areas as provided in the practical tasks criteria to inform your evaluation of the student's performance during their time on placement.

| Competence                                  | Definition                                                                                                                                     | U | S | G | VG | E |
|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---|----|---|
| Time Management, Behaviours and Attendance. | Manage time effectively and display a hospitality mindset in order to achieve goals. Complete required hours.                                  | √ |   |   |    |   |
| Communication                               | Use speech, writing, non-verbal methods and technology (where applicable) effectively to present and exchange opinions, ideas and information. |   | √ |   |    |   |
| Team Working                                | Build effective working relationships and collaborate with others.                                                                             | √ |   |   |    |   |
| Personal Enterprise                         | Use problem solving to respond to opportunities to improve own performance and work processes.                                                 | √ |   |   |    |   |

Please now complete the Placement Mentor Statement overleaf.

## Professional Mentor Statement

How has the student contributed to your team/organisational goals? Please provide specific examples and see the Placement Evaluation marking criteria and additional guidance for details and descriptors.

### Jayne Uren

Initially we had a challenge with Syed's attendance and timekeeping, however after conversations and the reminder of our expectations Syed improved slightly, but from the feedback from the team it was not very positive I'm afraid, this is very disappointing when we take the time to offer people placements when as a business we are extremely busy. I also felt Syed was not very honest with us when asked about time keeping and attendance.

Syed did not have his timesheets signed off by the managers, I have asked him for them but he has failed to provide them.

### Andrew Hone, Conference & Events Manager

The feedback I received from the staff members who worked with Syed was not positive unfortunately. He was apparently not very motivated to work and was not focused on the job in hand. He was often disruptive and did not complete tasks to a high standard or in a timely manner. I feel his attitude toward this work experience with us was not very good, effectively trying to do the bare minimum while working within our department.

### Lurdes Ferreira, Assistant Housekeeper

He has helped by supporting the linen porters with linen distribution around the hotel to different floors, Syed lacked initiative and had to work alongside either Gareth or Ion in order to complete the tasks fully as he gave the impression he didn't want to be here.

Very poor timekeeping as either was late for the start of the shift or wanted to finish early.

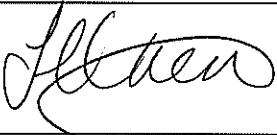
He did not complete the hours in Housekeeping

### Caitlyn Flannagan, Restaurant Supervisor

Sadly from the start we have problems with Syed, with communication regarding him not showing up for his shifts. Also being late, and just wonder off mid shift.

When he was here, he did get on well with the team. But did have to be told to stop talking, and do some work. Just felt that he just didn't want to be here.

Failed to complete his hours

|                                     |                                                                                     |
|-------------------------------------|-------------------------------------------------------------------------------------|
| Signed:                             |  |
| Professional Mentor (please print): | Jayne Uren, Human Resources Manager                                                 |
| Date:                               | 29 <sup>th</sup> June 2022                                                          |

This evaluation is worth 25% of each practical module. It should be completed electronically or by hand and printed for signature before returning to the student for them to submit after completion by the deadline of **Friday July 8<sup>th</sup> 2022**.

