HOTEL ADMINISTRATION HOUSEKEEPING DEPARTMENT

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Module: BMIH4006
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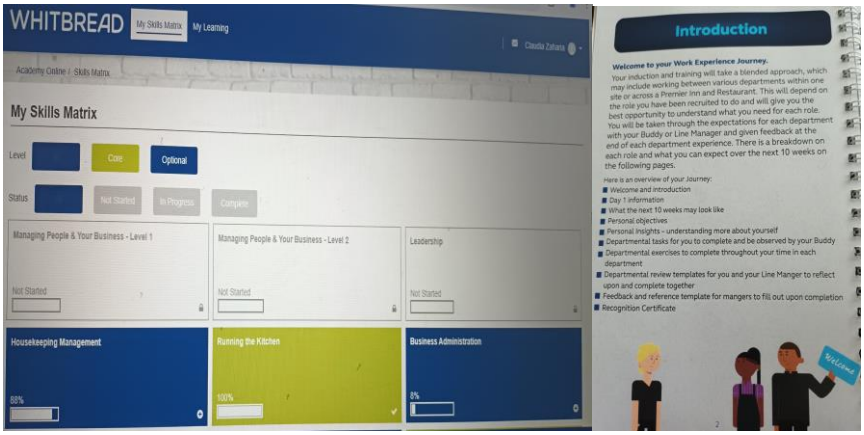
Task 1 Rework: Journal (Learning Log)
Words No: 820

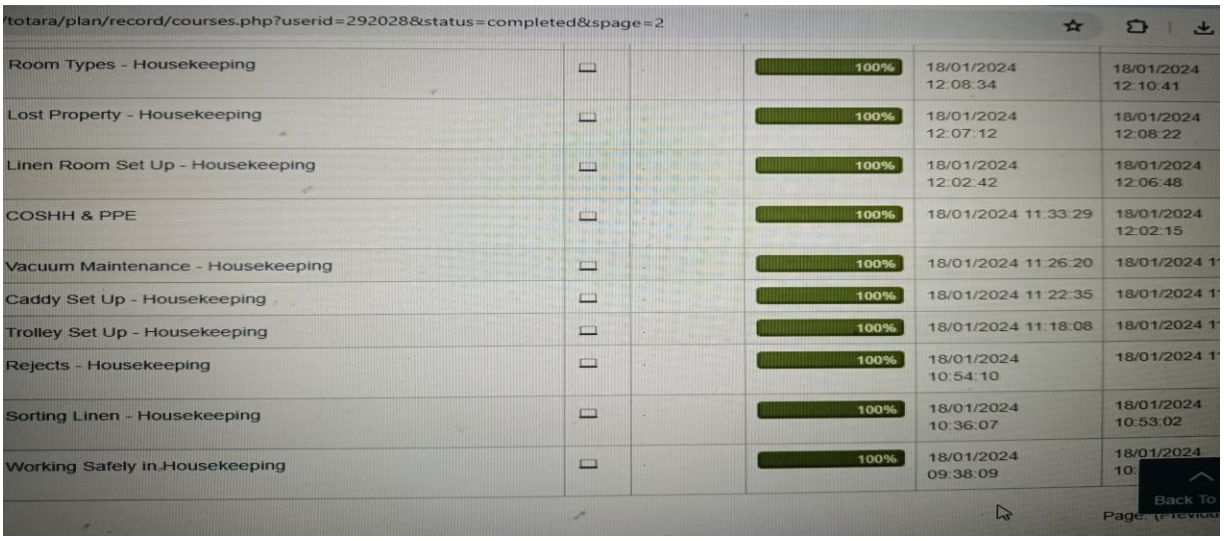
My Placement Journal (learning log)

Wednesday, 17th January 2024

On this first day I walked into the Premier Inn Hotel, been expected by Manager Ashley Bates, who introduced me to all staff members and showed me the hotel. As been my first placement day I didn't know what to expect, by having a placement arrangement: how I will work, if I will be shadowed or I will work by myself, I will learn from practice or there are some platforms or papers who I must read and learn something new about the culture it is working in the hospitality business, some new transferable skills On this first day I walked in Premier Inn Hotel, I was expected by Manager Ashley Bates, who introduced me to all staff members and the building tour. The culture of this organization was intense and speedy with all staff working together to provide memorable experiences for the guests. Punctuality and time management are essential in the hospitality so I tried to be on time every day and manage my time to learn and help the team also to accomplish the high quality of cleaning process of the rooms and hotel, after I have done the “Fire safety and health” induction and decide the next 3 weeks working planner. My calendar for the next weeks was 4 hours, 4 days a week, every Monday, Tuesday, Thursday, and Friday. Working time was started 9.30



Thursday, 18th January-Hours: 09.30-13.30



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Room Types - Housekeeping			100%	18/01/2024 12:08:34	18/01/2024 12:10:41
Lost Property - Housekeeping			100%	18/01/2024 12:07:12	18/01/2024 12:08:22
Linen Room Set Up - Housekeeping			100%	18/01/2024 12:02:42	18/01/2024 12:06:48
COSHH & PPE			100%	18/01/2024 11:33:29	18/01/2024 12:02:15
Vacuum Maintenance - Housekeeping			100%	18/01/2024 11:26:20	18/01/2024 1
Caddy Set Up - Housekeeping			100%	18/01/2024 11:22:35	18/01/2024 1
Trolley Set Up - Housekeeping			100%	18/01/2024 11:18:08	18/01/2024 1
Rejects - Housekeeping			100%	18/01/2024 10:54:10	18/01/2024 1
Sorting Linen - Housekeeping			100%	18/01/2024 10:36:07	18/01/2024 10:53:02
Working Safely in Housekeeping			100%	18/01/2024 09:38:09	18/01/2024 10:

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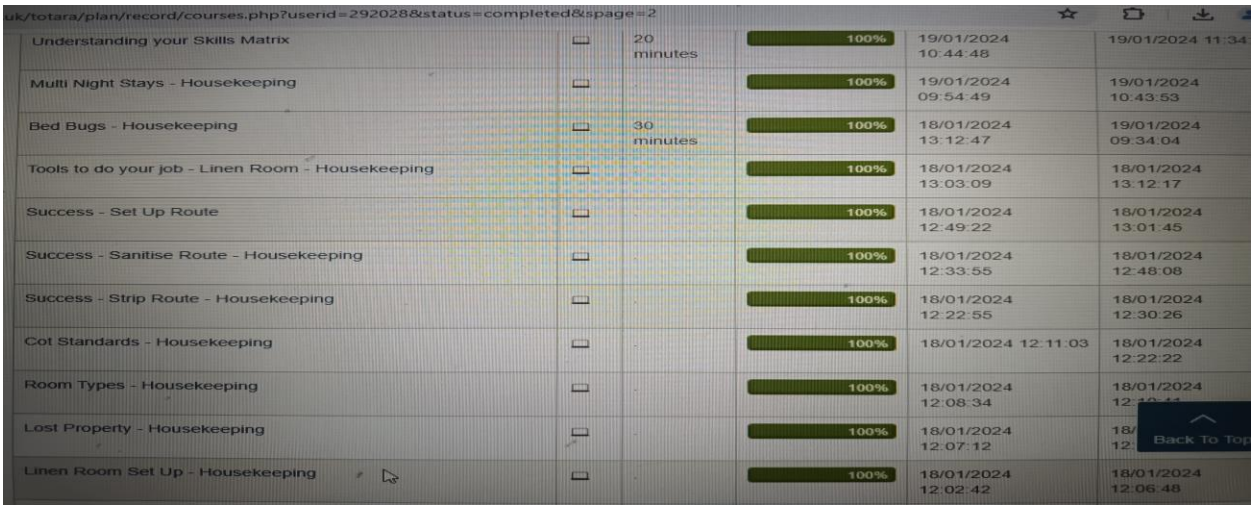
Firstly, I received “My Food & Beverage, Front of House Experience” notebook, journal of what I need to complete and personal objectives. After I received the “welcoming package” also, Miss Sandra Burke, Deputy Hotel Manager showed me the AOL, online training platform and my MATRIX SKILLS with all courses that must be completed before to start working effectively in housekeeping. I have done the housekeeping training and practice on 5th February, but from time to time, when was need it ,I helped the members of this area where was need it, by doing easy tasks; strip out the linen, dusting, hoovering, receiving, counting and sorting the arrived clean linen and checking the rooms already done, were I was need it a detail oriented skill and a good team work etiquette. My induction and training take a blended approach working between various departments within one site or across a Premier Inn and Restaurant and gave me the opportunity to understand what skills I need for each role, what expectations have each department from me, what expectations I have from this placement experience with my Body, Sandra Burke. Today I start with the basics: I start learning about “Working Safely in Housekeeping”, “Sorting linen", "Rejects”, “ Trolley set up", Caddy Set up", "Vacuum Maintenance” ,”COSHH&PPE ”,”Linen Room Set up”, “Lost Property", "Room Types", "Cot Standards”, “Succes-Strip Route”,” Succes-Sanitize Route", "Succes-Set Up Route “,”Tools to do your Job-Linen Room” and I start the “Bed bugs”course



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Understanding your Skills Matrix		20 minutes	100%	19/01/2024 10:44:48	19/01/2024 11:34
Multi Night Stays - Housekeeping			100%	19/01/2024 09:54:49	19/01/2024 10:43:53
Bed Bugs - Housekeeping		30 minutes	100%	18/01/2024 13:12:47	19/01/2024 09:34:04
Tools to do your job - Linen Room - Housekeeping			100%	18/01/2024 13:03:09	18/01/2024 13:12:17
Success - Set Up Route			100%	18/01/2024 12:49:22	18/01/2024 13:01:45
Success - Sanitise Route - Housekeeping			100%	18/01/2024 12:33:55	18/01/2024 12:48:08
Success - Strip Route - Housekeeping			100%	18/01/2024 12:22:55	18/01/2024 12:30:26
Cot Standards - Housekeeping			100%	18/01/2024 12:11:03	18/01/2024 12:22:22
Room Types - Housekeeping			100%	18/01/2024 12:08:34	18/01/2024 12:
Lost Property - Housekeeping			100%	18/01/2024 12:07:12	18/ 12:
Linen Room Set Up - Housekeeping			100%	18/01/2024 12:02:42	18/01/2024 12:06:48

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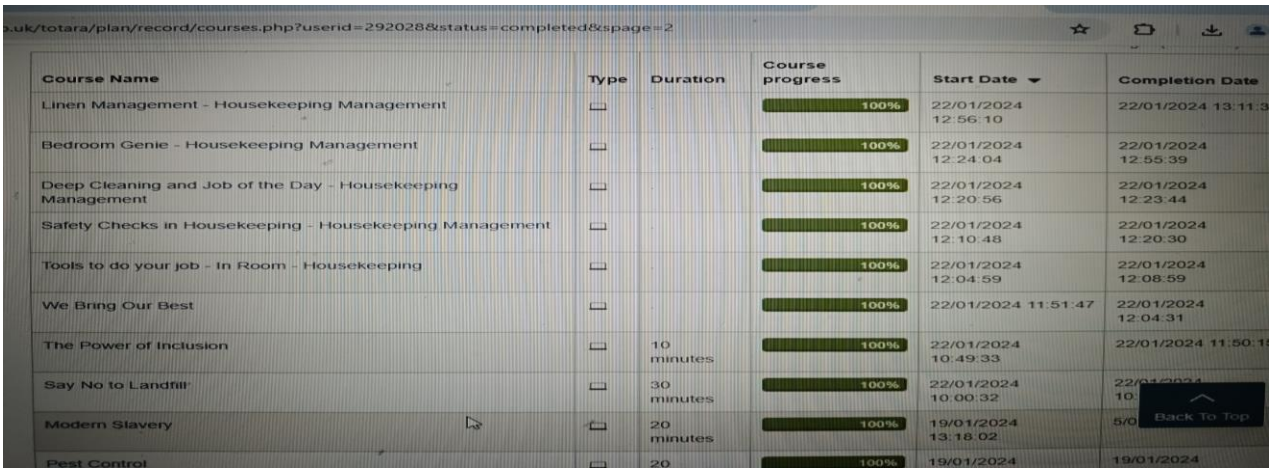
Friday,19-th January: Hours-9.30-13.30

Arriving at Premier Inn Hotel field I already belonged there, as a valuable team member. I find myself on time sheets, next to full time employers .My new thoughts were not nervous by meeting new people or been in a new working environment, like the beginning; this is because now I believe in myself, and I saw how they all knew and understood their job roles and my role there too. The learning platform was impressive, had so many new skills to cover and I was happy to start reading and carry out more tasks. The skills that I have learned and got these days were attentive and observant.

I was focused from the beginning on what learning courses I must do first and how to apply in practice what I have read. Today my learning was about “Bed Bugs,” Multi Nights Stays,” “Understanding your Skills Matrix,” “Code of Conduct,” “Be Alert Not Alarmed,” “Pest Control,” “Modern Slavery.” Most of the courses had at the end or inside the course quiz with 4,5 or 20 questions, which helped me to check my acknowledge and understand where I need to work and learn more to achieve my goals. Also, because Friday used to be a verry busy day of the week, I helped Karen-The Housekeeping Had, by checking rooms if they are set up to hotel standards and ready for new guests and realized how my details-oriented skill is help me in doing this

job properly.



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Course Name	Type	Duration	Course progress	Start Date	Completion Date
Linen Management - Housekeeping Management			100%	22/01/2024 12:56:10	22/01/2024 13:11:3
Bedroom Genie - Housekeeping Management			100%	22/01/2024 12:24:04	22/01/2024 12:55:39
Deep Cleaning and Job of the Day - Housekeeping Management			100%	22/01/2024 12:20:56	22/01/2024 12:23:44
Safety Checks in Housekeeping - Housekeeping Management			100%	22/01/2024 12:10:48	22/01/2024 12:20:30
Tools to do your job - In Room - Housekeeping			100%	22/01/2024 12:04:59	22/01/2024 12:08:59
We Bring Our Best			100%	22/01/2024 11:51:47	22/01/2024 12:04:31
The Power of Inclusion		10 minutes	100%	22/01/2024 10:49:33	22/01/2024 11:50:1
Say No to Landfill		30 minutes	100%	22/01/2024 10:00:32	22/01/2024 10:
Modern Slavery		20 minutes	100%	19/01/2024 13:18:02	5/0
Pest Control		20	100%	19/01/2024	19/01/2024

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Monday, 22nd January to Friday 2nd February, Hours:9.30am -13.30pm

I start my next week's journey internship by practicing teamwork and communication, time management and professionalism in the housekeeping sector of a high standard environment. In the meantime, the receptionists showed me how they keep tracking the available rooms in Ostara platform. I did ask a lot of questions, I could not cover all aspects of the learning platform, (I started the “Housekeeping Management “,90% done) but I have tried to do my best in that brief period.