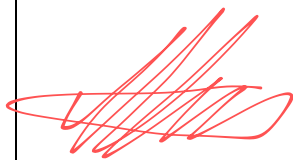




Level 6 Hotel Placement – Weekly Progress Tracker

Task: Maintain a weekly progress tracker documenting your experiences, tasks performed, challenges faced, and lessons learned.

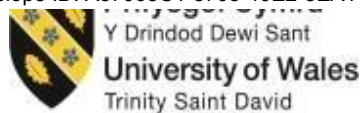
Bullet points format is welcome. You must submit this document to the designated Turnitin link by **[Friday 7th March 2025]** at 23:59pm.

Week 1			
Experiences/Tasks/Challenges/Lessons (<i>outline hotel department</i>)	Shift (<i>Date/Time</i>)	Student Signature	Hotel Mentor Signature
Food & Beverage • Checking the menu, learning some of their specialities and drinks • Few tables booked and just helping the main waiter Front Office • I had the introduction to the Priory Hotel operation system MEWS • I have been able to understand the check-in and check-out procedure and • Online payments via Booking.com or through the hotel directly Guest Service Operations • I understand the housekeeping and how everything in the MEWS system and when the rooms are ready for check-in • The manager has explained me about the maintenance through all the hotel departments • I have been able to see how the meetings and the conferences are taking place, how the rooms are prepared and designed.	27/01- 18:00-23:00 28/01-09:00-15:00	Signed by:  AA88882EDCB94F4...	



Food & Beverage • Serving customers, taking orders and I had the training for the restaurant system, placing the order, mains away, desserts away, printing the bills and take the payments. • Clearing up and leave the restaurant setup for the next day.	31/01- 18:00-23:00		

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Front office • Exploring their website and system • Check-in • Check-out • Together with event coordinator verifying the hotel reviews and showed me how a professional reply must be done.			
• Cleaning the service area • Preparing the room for the next day meeting that will take place • Few tables in the restaurant, taking orders and serving • Front desk: checking the weekend events and clearly explained how is the procedure for the weddings, meetings, conferences are taking place.	07/02- 18:00-23:00		



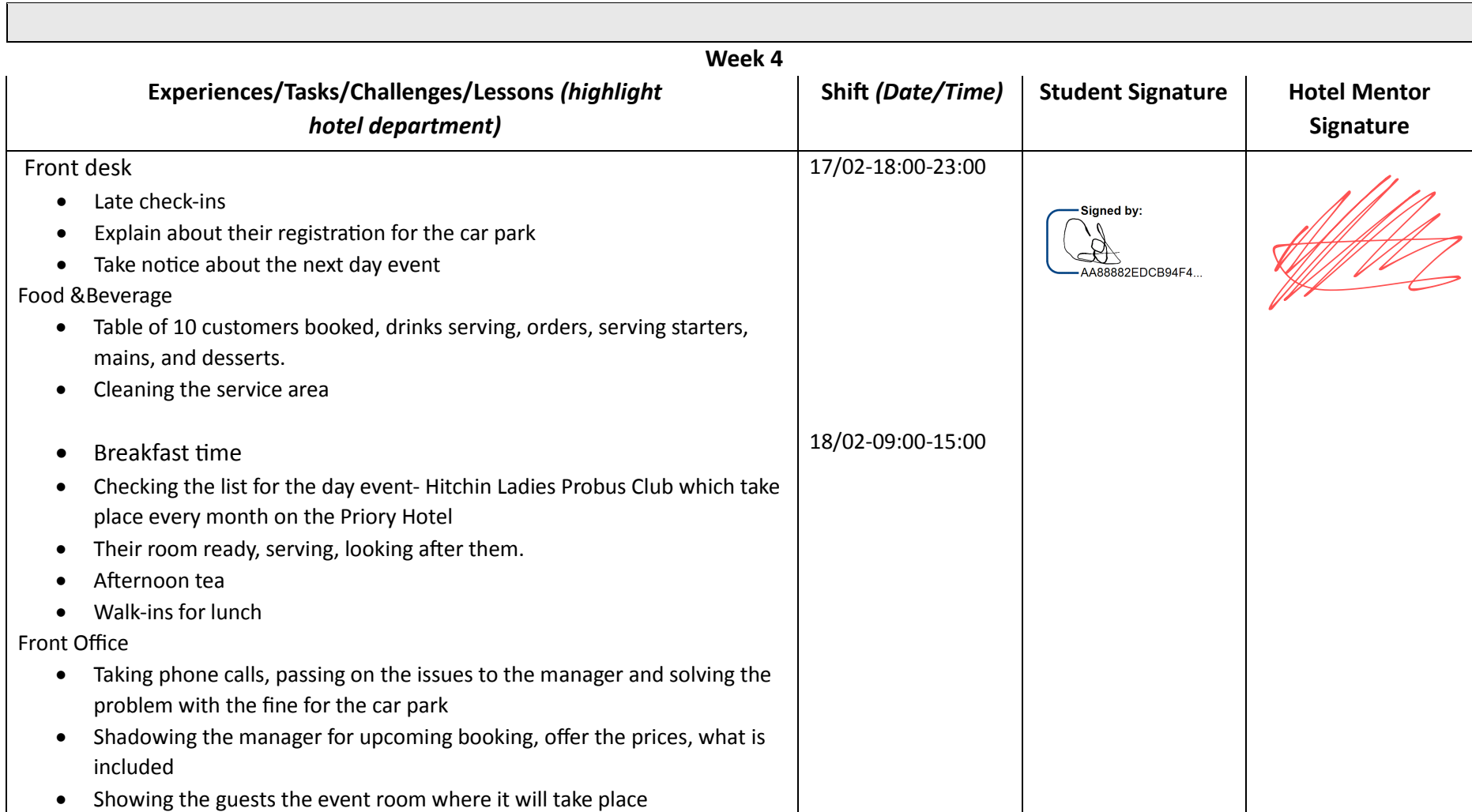
Week 3			
Experiences/Tasks/Challenges/Lessons (<i>highlight hotel department</i>)	Shift (<i>Date/Time</i>)	Student Signature	Hotel Mentor Signature



Y Drindod Dewi Sant
University of Wales
Trinity Saint David



Food & Beverage • Restaurant was booked for 40-45 people where majority had their meals pre-booked • As a good experience in a busy evening I was asked to do my own room with customers, taking orders, serving, looking after.	14/02-18:00-23:00		





Front desk • Late check ins • Answer phone calls • Exploring the system Food & Beverage • Taking orders and serving	21/02-18:00-23:00		



Week 5			
Experiences/Tasks/Challenges/Lessons (<i>highlight hotel department</i>)	Shift (<i>Date/Time</i>)	Student Signature	Hotel Mentor Signature
Reception operations • Good observations about the past months, their increase in the events area and the room booking • Fluctuation in the activity and also the hotel faced peak and lean season • Check-ins • Assisting when the nighttime assistant had to offer to the guest a different room because of their health problems • Breakfast area • Check the list for the day events • Two meeting are taken place in two different event rooms • Preparing their buffet with drinks, in their breaks serving their snacks, and cold starters, refresh the drink and clearing up • Tables booked for afternoon tea	24/02-18:00-23:00	Signed by:  AA88882EDCB94F4...	
	25/02-09:00-15:00		



Food & Beverage • Restaurant serving Front desk • System navigation • Phone calls Clearing the service area	28/02- 18:00-23:00		

Week 6

