

Food and Beverage Operations (BMIH4002)
Student Placement Plan for Food & Beverage

This Student Placement Plan is devised to provide Operational Training and Practical Knowledge to successfully support your placement. You will engage in all mandatory tasks to ensure full completion by the end of the department rotation (Kitchen (2) Weeks & Food & Beverage (2) Weeks). Please ensure you always keep your Plan with you (as you would an Assignment) and your trainer signs off on all tasks upon their completion.

Student Name: LAXSHAN RAJAGOPALASINGAM	Department: Food & Beverage	Manager: DAMIAN TREJO
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Welcome to the **Food & Beverage** section of your placement. You will be required to complete a **minimum of 16 hours per week** to include Restaurant, Conference & Banqueting and Room Service.

All students are scheduled into a weekly F&B Rota that is emailed to the Student, University and Property Mentor. You are required to attend all scheduled shifts and follow the attendance policy in the event you cannot attend a scheduled shift.

The Food & Beverage Manager/Supervisor will meet with you at the start of your rotation and discuss shift expectations during your Food & Beverage Placement.

For you to achieve the most out of the *Training & Knowledge* delivered to you on placement, engagement in the variety of shift patterns is mandatory and will allow you to achieve a greater understanding of the diversity of the Hotel Operation:

- Weekday/Weekend - Breakfast
- Weekday/Weekend - Dinner
- Weekday Conference & Banqueting
- Weekend Conference & Banqueting

Please organise appointments with the Food & Beverage Manager/Supervisors to discuss your Plan; Shifts & Rotas and additional training once all mandatory tasks are completed. It is your responsibility to ensure you are being scheduled according to the completion of tasks listed on your Plan, so please ensure you communicate with your supervisor and ensure you are receiving training on the task list.

Although the minimum requirement is 16 hours per week, this is a great opportunity to gain additional experience in this department. Speak to your supervisor to request additional hours and training on specific tasks you would like to explore further.

The Student Schedule with hours and shifts worked is detailed on Page 2. Your successful completion of the department rotation is reliant on you demonstrating that you have worked and have been exposed to the diversity of the department operation. The *Hours Worked and Shift Patterns* will be validated by your trainer and department manager.

Documentation Required for your Placement:

- 1) **The Placement Plan** – Students are responsible for ensuring the tasks included in the plan are monitored and coordinate with Shift Supervisors/Trainers for successful completion of all required tasks. Ensure you are working through the tasks and ensure they are signed off after each shift.
- 2) **Learning Log** – The Food & Beverage Operations Module requires ONE learning Log (750 words) to capture your combined experience in both the Kitchen and Food & Beverage (6 weeks).

Upon completion of the Food & Beverage rotation, you will upload (1) Placement Plan for Kitchen (2 weeks), (1) Placement Plan for Food & Beverage (2 Weeks) and (1) Learning Log (750 words) into Turnitin.

Timely submission will be expected as per university guidelines and the required dates will be posted in the Turnitin Link.

Schedule for the Food and Beverage Rotation

- Mandatory (2) Weeks
- Minimum (16) Hours per Week
- Inclusive of a Variety of Shift Patterns

To be completed Weekly by Student and Food & Beverage Manager/Supervisor/Trainer

Student Schedule Week One	Include Dates Time/Hours Worked	Student Signature	Trainer
Weekday Breakfast / Dinner (Circle)	0700 - 1500 18/10/21	<i>[Signature]</i>	<i>[Signature]</i>
Weekend Breakfast / Dinner (Circle)	0700 - 1500 20/11/21	<i>[Signature]</i>	<i>[Signature]</i>
Weekday Conference & Banqueting - Meeting or Event Name			
Weekend Conference & Banqueting - Meeting or Event Name			
Student Schedule Week Two	Include Dates Hours/Time Worked	Student Signature	Trainer
Weekday Breakfast / Dinner (Circle)	0700 - 1500 25/11/21	<i>[Signature]</i>	<i>[Signature]</i>
Weekend Breakfast / Dinner (Circle)	1000 - 1800 28/11/21	<i>[Signature]</i>	<i>[Signature]</i>
Weekday Conference & Banqueting - Meeting or Event Name			
Weekend Conference & Banqueting - Meeting or Event Name			

Food & Beverage Placement - Specific Training & Tasks

The Traffic Light System demonstrates for the student an understanding of the progressive expertise to expect during the department rotation. Each Hotel will be provided with the Placement Plans in advance of the student arrival and customise them to meet the needs of their specific hotel operation.

- Red** Zone Tasks – Introductory
- Orange** Zone Tasks – Intermediate
- Green** Zone Tasks – In-depth

Introductory	Date Completed	Student Signature	Supervisor Signature
Red Zone			
Introduction to F&B Rooms; Names etc. Property Tour	18/11/21	<i>[Signature]</i>	<i>[Signature]</i>
Introduction to Storage Areas; Still Areas	18/11/21	<i>[Signature]</i>	<i>[Signature]</i>
Explanation: Conferences	18/11/21	<i>[Signature]</i>	<i>[Signature]</i>
Explanation: Weddings	18/11/21	<i>[Signature]</i>	<i>[Signature]</i>
Explanation: Social Events	18/11/21	<i>[Signature]</i>	<i>[Signature]</i>
Tea / Coffee Service Brand Standard Outlet & C&B	18/11/21	<i>[Signature]</i>	<i>[Signature]</i>
Training: AM Checklist	N/A	<i>[Signature]</i>	<i>[Signature]</i>
Training: PM Checklist	N/A	<i>[Signature]</i>	<i>[Signature]</i>
Training: Refreshing a Conference Room	18/11/21	<i>[Signature]</i>	<i>[Signature]</i>
Conference Room Layout: Boardroom	18/11/21	<i>[Signature]</i>	<i>[Signature]</i>

Cabaret	24/11/21	10/11	10/11
Classroom	25/11/21	10/11	10/11
Theatre	25/11/21	10/11	10/11
Brand Standard for Service: - Greeting & Serving a Table - Presenting Bill - Making Personal Connections	25/11/21	10/11	10/11
Training: Bussing a Table & Clean as you go	25/11/21	10/11	10/11
Introduction to C&B AV -PA System -Connect Laptop -Microphones -Internet Bandwidth Brand Standard	18/11/21	10/11	10/11
Explanation: Red Jacket & Training of MSA APP (if applicable)	18/11/21	10/11	10/11
Explanation: C&B Plated Service Standard Formal Types of Events	18/11/21	10/11	10/11
Explanation: C&B Buffet Service Standard Casual Types of Events	18/11/21	10/11	10/11

Pour a Pint	18/11/21	ade	~~Stephen~~
Change Keg	18/11/21	ade	~~Gareth~~
Intermediate	Date Completed	Student Signature	Supervisor Signature
Orange Zone			
Training: Upselling Techniques	25/11/21	ade	~~Casell~~
Upsell (1) Daily Special	25/11/21	ade	~~Gareth~~
Upsell (1) Side Order	25/11/21	ade	~~Eirich~~
Upsell (1) Dessert	25/11/21	ade	~~SEAN~~
Upsell (1) Beverage Promotion of the Month	25/11/21	ade	~~STICH~~
Connect to PA System	25/11/21	N/A	~~Eirich~~
Connect to Bose system	25/11/21	N/A	~~Gareth~~
Answer the telephone correctly	25/11/21	ade	~~Gareth~~
Explain Red Jacket & Purpose	25/11/21	N/A	~~Gareth~~
Greet C&B attendee	25/11/21	ade	~~Gareth~~
Produce (1) Door Card	18/11/21	ade	~~Gareth~~
Explain Service Weddings & Dinner	25/11/21	ade	~~Eirich~~
Take (1) Restaurant Booking	18/11/21	ade	~~Gareth~~



Restaurant Host Standard -Phone -Reservation Book	18/11/21	Red	SA
Training: -Table Set up & Sequence -Table Numbers -Menu Standard -Salt & Pepper -Sugar Caddy -Cleanliness	18/11/21	Red	SA
Training: Restaurant Set-up Breakfast & Dinner	28/11/21	Red	SA
Training: Service Preparation	18/11/21	Red	SA
Training: Service Sequence	21/11/21	Red	SA
Restaurant Menu Training	28/11/21	Red	SA
C&B Menu Training	28/11/21	Red	SA
Allergen Training Customer Communication & Order Taking	28/11/21	Red	SA
Explanation: Website Restaurant Sales & Marketing Integration with Hotel Website (if applicable)	28/11/21	Red	SA
TIPS Training	28/11/21	Red	SA



Training: Morning Bar Set-up	28/11/21	~~ade~~	~~SLA~~
Training: Paddy & Scott's -Coffee Culture -Confectionary	28/11/21	~~ade~~	~~SLA~~
Coffee Machine Training	28/11/21	~~ade~~	~~SLA~~
Coffee Beverage Training	28/11/21	~~ade~~	~~SLA~~
Micros: Enter Coffee Purchase	28/11/21	~~ade~~	~~SLA~~
Micros: Enter Lunch/Dinner Purchase	28/11/21	~~ade~~	~~SLA~~
Micros: Enter Room Service Order	28/11/21	~~ade~~	~~SLA~~
Training: Wine Menu and Wine Pairing	28/11/21	~~ade~~	~~SLA~~
Demonstrate Wine Knowledge -Red -White -How to Upsell Wine	28/11/21	~~ade~~	~~SLA~~
Serve a Table -Drinks -Food	28/11/21	~~ade~~	~~SLA~~
Training: Bar Stock Rotation	28/11/21	~~ade~~	~~SLA~~
Demonstrate understanding of Bar Stock Rotation	28/11/21	~~ade~~	~~SLA~~



Clean the Coffee Machine	21/11/21	<i>ade</i>	<i>SL</i>
Table Set-up: Set Table in Restaurant & Bar to Standard	21/11/21	<i>ade</i>	<i>SL</i>
Room Service Brand Standard	21/11/21 (3 times loaded)	<i>ade</i>	<i>SL</i>
In-Depth	Date Completed	Student Signature	Supervisor Signature
Green Zone			
Take a Room Service Order to Brand Standard	25/11/21	<i>ade</i>	<i>SL</i>
Host & Seat (5) Tables in the Restaurant	25/11/21	<i>ade</i>	<i>SL</i>
Count Bar Stock	28/11/21	<i>ade</i>	<i>SL</i>
Enter Requisition	28/11/21	<i>ade</i>	<i>SL</i>
Set-up Room Service Breakfast Tray	25/11/21	<i>ade</i>	<i>SL</i>
Set-up Room Service Dinner Tray	25/11/21	<i>ade</i>	<i>SL</i>
Deliver a Room Service Order to Brand Standard	25/11/21	<i>ade</i>	<i>SL</i>
Comments:			