

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 (outline hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
FRONT DESK : Experiences/ tasks: ▪ I learned how to do pre-arrivals ▪ How to print reports (every 2 hours in case of system breakdown) ▪ How to create a trace for housekeeping or for maintenance department ▪ I learned how to make a check-out, what to ask guests and how to check if they have any payments to make. Challenges/ Lessons: ▪ A guest complained about paying too much for food last night on dinner, I learned how to react and what to say in this case to keep guest's satisfaction. ▪ Change of rate, guest had to pay more at check-out, I learned how to explain in order to maintain guest happy .	SHIFT 1 THURSDAY 23/01/2025 7:00 – 3:00 PM		

FRONT DESK : Experiences/ tasks: ▪ I learned how to make payroll (each Friday) ▪ I saw supervision reports that has to be done each morning for financial department ▪ I learned about Kronos, empower guest experience, where to see new bookings, to check member details etc. ▪ I wrote drink cards vouchers for guest members ▪ I checked housekeeping reports (housekeeping vs front desk report to match room status) ▪ I assist at 10 o'clock meeting with representants of each department, short discussion regarding rooms booked, rooms available, how many arrivals are expected, how many departures, guests reviews. Challenges/ Lessons: ▪ Guest complain about pictures on Booking.com and thinking the hotel will be a big tower, not the actual building. Guest was really disappointed and F.D. manager offer a 25% discount as compensation. ▪ A client called because he said he paid twice for parking. F.D. associate checked and explain him polite that only 1 transaction will be made out of his bank account. ▪ Guest card wasn't U.K. bank account so guest was unable to make the payment, F.D. associate advise to contact the bank in order to get payment permission.	SHIFT 2 FRIDAY 24/01/2025 7:00 – 3:00 PM		
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Week 2			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
FRONT DESK : Experiences/ tasks: - I learned how to welcome guests - How to do check-ins (check guest name, number of nights, breakfast, parking charge, if it's paid by company or not, if any card is preauthorized, if wants to reserve dinner, give room key and explain where is room located) - Learn how to fill in check in document (to include car registration no, address, housekeeping option and to be sign by guest) Challenges/ Lessons: - An elderly couple wanted to check in but unfortunately the reservation was made on the wrong date. F.D. associate advise to contact booking.com in order to get a refund and help the guest to make a booking for the correct period directly from hotel website. Guest was very pleased with the help received and promised a good review for that. - A guest came to check-in and the F.D. associate ask him for payment, then the guest got really angry because the room was paid already by company. The F.D. associate apologise and continue to be polite. I learned how to react in this kind of situation.	SHIFT 3 MONDAY 27/01/2025 2:00 – 10:00 PM		

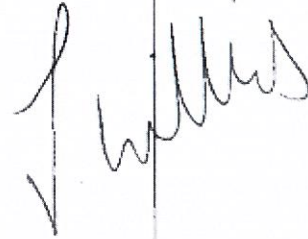
FRONT DESK : Experiences/ tasks: ▪ I learned what has to do a POD (person on duty) ▪ The front desk manager show me and explain me different reports that was to make for financial department: B220 Rate change report for current day and previous day, A106 Credit limit report, D142 Open balance report, A121 PM acc by room, J104 Stay activity extract. ▪ I learn how to balance the rooms by category (Opera vs Marsha) ▪ I learn how to check guest special requirements on GXP and to put them in Opera (ex: higher level, extra pillows or towels) ▪ I assist to 10 o'clock meeting with representatives of each department Challenges/ Lessons: ▪ I learned that a front desk associate has a lot of things to do, but a manager even more, being responsible by entire team and good working of the hotel.	SHIFT 4 THURSDAY 30/01/2025 7:00 – 3:00 PM		
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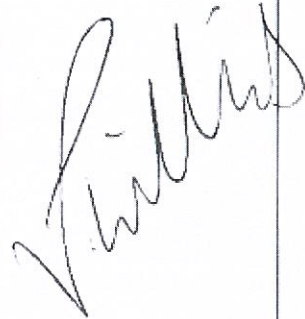
Week 3			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
FRONT DESK : Experiences/ tasks: ▪ The hotel was almost fully booked, a group of 30 rooms arrived and I assist the front desk associate with their check-ins. ▪ 4 platinum members arrived ▪ I helped with check-ins, get ready the forms, room keys and I assist the team with their request (bring guest luggage, assist in moving guest's room, identify some noise issues) Challenges/ Lessons: ▪ 2 issues regarding A.C. in the rooms and we have to move a guest that just check-in from one room to other to solve the problem fast and efficient and for the other send maintenance to check and try to sort the problem. ▪ 2 issues with outside noise, we moved guests to rooms located at the other side of the hotel and went outside to check the noise source.	SHIFT 5 MONDAY 03/02/2025 2:00-10:00 PM		

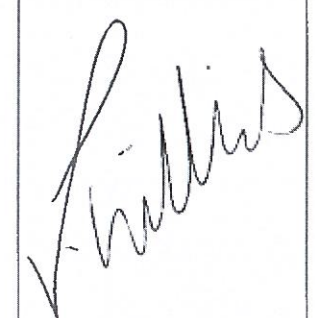
FRONT DESK : Experiences/ tasks: ▪ By a mistake of their company several guest had to check out a day early, so several early departure, announce housekeeping to get rooms ready. ▪ I wrote some birthday cards for guests ▪ I wrote some anniversary cards for guests ▪ I assist at 10 o'clock meeting with all departments managers. ▪ I help with checkouts. Challenges/ Lessons: ▪ Some complains at check out regarding the fan from one bathroom that worked all night without turning off, some lights that didn't work in the wardrobe, near bed and in the bathroom, ask maintenance to sort them out as soon as possible. ▪ At check out one client complained about the fact the she preauthorised her personal card and she has to wait several days until she will get money back into her account as she paid at checkout with a company card. The F.D. associate was very polite, he stayed really calm and explained several times what is the procedure and that Marriott authorise the payment instant is just bank procedure. I learned how important is to keep calm and to know very well all the procedures as sometimes issues can appear.	SHIFT 6 FRIDAY 07/02/2025 7:00-3:00 PM		
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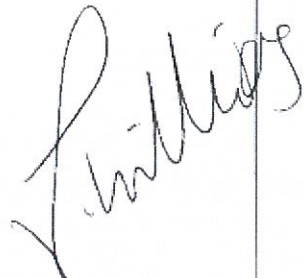
Week 4			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
FOOD & BEVERAGE: Experiences/ tasks: - I arranged the tables for dinner, arranging cutlery, napkins, pizza menus and lamp décor. - I learned how to polish cutlery and mugs, after which I prepared them for the next day at breakfast. - I did the floor check by collecting the room service trays on the corridors on each level. - I learned how to use the coffee machine, how to make lates, I made teas and served drinks to customers at tables. Challenges/ Lessons: - The only challenge encountered was a request from customers for specific beverages, namely Welsh gin, beer, and wine. However, the bar only stocked Welsh beer in bottles. The bartender handled the situation effectively by offering the available options and providing alternative recommendations. Additionally, they informed the customers that, for events, specific beverages could be requested in advance.	SHIFT 7 MONDAY 10/02/2025 2:00-10:00 PM		

FOOD & BEVERAGE: Experiences/ tasks: ▪ I welcomed guests at breakfast, I learned how to present them the service, offering tea or coffee and ordering omelettes and porridge at kitchen. ▪ I learned how to clean tables and get them ready for next guests. ▪ I made natural juice, fruit salad, fruit yogurts and teas. ▪ After breakfast, I arranged all tables for dinner. ▪ I help the supervisor to set up a room for next day breakfast for a group of 40 people, arrange tables and chairs, food and beverage areas. Challenges/ Lessons: ▪ No issues during this shift, everything run nice and I felt very involved with the team.	SHIFT 8 THURSDAY 13/02/2025 7:00-3:00 PM		
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Week 5			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
FOOD & BEVERAGE: Experiences/ tasks: ▪ Welcoming guests at breakfast, ask for room number, explain the breakfast set up. ▪ Clear tables and rearrange them ▪ Order omelettes and porridge at chef ▪ Polishing mugs, cutlery ▪ After breakfast, I arranged all tables for dinner. ▪ Refill grab & go ▪ I made floor check several times during the shift Challenges/ Lessons: ▪ One guest ask for gluten free products ▪ One guest seems to have more expectations and higher demands from breakfast. All the employees treat him nicely but he still act rude.	SHIFT 9 THURSDAY 20/02/2025 7:00-3:00 PM		

FOOD & BEVERAGE: Experiences/ tasks: ▪ Welcoming guests at breakfast, ask for room number, explain the breakfast set up. ▪ Clear tables and rearrange them ▪ Order omelettes and porridge at chef ▪ Polishing mugs, cutlery ▪ After breakfast, I arranged all tables for dinner. ▪ Refill plates with ham, cheese, salmon ▪ I arranged drinks in the storage area ▪ I refilled grab & go shop ▪ I refilled sauces ▪ I made floor check Challenges/ Lessons: ▪ Based on my observations during this shift, I identified several areas for improvement. Firstly, employees would benefit from the provision of larger trays to facilitate more efficient service. ▪ Additionally, customers expressed the need for a designated station where they could access napkins, cutlery, and toothpicks. Implementing these adjustments could enhance both operational efficiency and overall guest satisfaction.	SHIFT 10 THURSDAY 20/02/2025 7:00-3:00 PM		
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Week 6			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
FOOD & BEVERAGE: Experiences/ tasks: ▪ I learned the tables numbers ▪ I learned how to take an order, how to add it in the system ▪ I learned how to talk with customers, what questions to ask in order to check if food is on their expectations ▪ I learned how to send a starter ready at the kitchen and ask for main course ▪ I delivered food and drinks to customers ▪ I learned how to make a bill ▪ I made room service deliveries Challenges/ Lessons: ▪ I didn't have any unpleased situation, but I learned that during evening shift you have to communicate more with customers, to offer them attention and guidance and to feel them important. ▪ I also learned another skill, order accuracy, oversee the accuracy of orders taken and delivered, working closely with the kitchen to ensure timely and correct meal preparation.	SHIFT 11 MONDAY 24/02/2025 2:00-10:00 PM		

FOOD & BEVERAGE: Experiences/ tasks: ▪ I served breakfast as I learn in previous shifts ▪ I refill fruit baskets ▪ I refill bar with necessary drinks ▪ I polished mugs and cutlery, getting them ready for next day breakfast ▪ After breakfast, I arranged all tables for dinner. ▪ I learned how to clean the coffee machine ▪ A guest was celebrating their birthday, and the staff marked the occasion by singing "Happy Birthday" and presenting a small cake with a candle. The guest was deeply impressed and expressed great happiness. Challenges/ Lessons: ▪ I can conclude with the fact that during morning shift can be very busy and all the staff has to work hard to keep guests satisfied, to check products availability , to keep all the areas clean, to provide fast service and to engage with guests during breakfast hours to gather feedback, address concerns, and ensure a pleasant dining experience.	SHIFT 12 THURSDAY 27/02/2025 7:00-3:00 PM		
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