

## 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 7<sup>th</sup> March 2025] at 23:59pm.

| Week 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                          |                      |                           |
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| Experiences/Tasks/Challenges/Lessons<br>(outline hotel department)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Shift<br>(Date/Time)                     | Student<br>Signature | Hotel Mentor<br>Signature |
| <p>Hotel Mentor: Stephany</p> <p>What I Learned:</p> <ul style="list-style-type: none"> <li>• <b>Thorough Floor Walks are Essential:</b> <ul style="list-style-type: none"> <li>◦ Regular checks help catch issues early, preventing small problems from growing.</li> </ul> </li> <li>• <b>Prompt Guest Service Matters:</b> <ul style="list-style-type: none"> <li>◦ Quickly resolving problems, like offering a complimentary breakfast for the mould issue, leaves guests satisfied.</li> </ul> </li> <li>• <b>Team Communication is Key:</b> <ul style="list-style-type: none"> <li>◦ Smooth handovers and clear communication (e.g., relocating a guest from room 411 to 503) help maintain high service standards.</li> </ul> </li> </ul> <p><b>Challenges Faced:</b></p> <ul style="list-style-type: none"> <li>• <b>Unexpected Maintenance Issues:</b> <ul style="list-style-type: none"> <li>◦ Handling the mould complaint required immediate action and coordination with maintenance and housekeeping.</li> </ul> </li> </ul> | <p>18.01.2025</p> <p>10:30 – 14:00pm</p> |                      | <p>Turnitin</p>           |

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| <ul style="list-style-type: none"> <li>• <b>Multitasking Under Pressure:</b> <ul style="list-style-type: none"> <li>◦ Managing various tasks—from cash closures and breakfast covers to tracking special events—can be demanding.</li> </ul> </li> <li>• <b>Tracking and Managing Arrivals:</b> <ul style="list-style-type: none"> <li>◦ Monitoring mystery guest arrivals accurately while juggling other duties proved challenging.</li> </ul> </li> </ul> <p><b>What to Improve:</b></p> <ul style="list-style-type: none"> <li>• <b>Enhance Inspection Procedures:</b> <ul style="list-style-type: none"> <li>◦ Refine the floor walk checklist to cover all potential issues more thoroughly.</li> </ul> </li> <li>• <b>Streamline Reporting:</b> <ul style="list-style-type: none"> <li>◦ Develop a faster and more efficient system for logging and addressing guest complaints and maintenance issues.</li> </ul> </li> <li>• <b>Boost Interdepartmental Coordination:</b> <ul style="list-style-type: none"> <li>◦ Improve communication channels among all departments to better manage sudden changes and guest needs.</li> </ul> </li> <li>• <b>Optimize Tracking Systems:</b> <ul style="list-style-type: none"> <li>◦ Implement a more effective method for monitoring mystery guest arrivals to ensure readiness and proper resource allocation.</li> </ul> </li> </ul> |  |  |  |
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| <p><b>Hotel Mentor : Sarah</b></p> <p><b>What I Learned:</b></p> <ul style="list-style-type: none"> <li>• Staying organized across different tasks (from groups to maintenance) helps keep operations smooth.</li> <li>• Preparing documents (like envelopes and menus) ahead of time ensures that group arrivals run without issues.</li> <li>• Regular floor walks help identify and address maintenance problems early, such as the door stopper repair.</li> <li>• Quick communication with housekeeping is vital for resolving guest concerns like lost items.</li> </ul> <p><b>Challenges Faced:</b></p> <ul style="list-style-type: none"> <li>• Balancing multiple responsibilities simultaneously can be demanding.</li> <li>• Handling reports of lost property requires careful follow-up and clear communication with the housekeeping team.</li> <li>• Coordinating event preparations, deliveries, and routine checks sometimes leads to tight time constraints.</li> <li>• Ensuring that minor maintenance issues, like the door stopper, are fixed promptly amid other tasks.</li> </ul> <p><b>What to Improve:</b></p> <ul style="list-style-type: none"> <li>• Develop a detailed checklist for floor walks to ensure all areas are thoroughly inspected.</li> </ul> | <p>19.01.2025</p> <p>06:00 – 15:00pm</p> |  |  |
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| <ul style="list-style-type: none"> <li>• Improve the coordination with housekeeping for faster resolution of lost property issues.</li> <li>• Streamline the process for preparing and verifying documents for group arrivals and events.</li> <li>• Enhance task prioritization during busy periods to ensure that all maintenance issues are addressed quickly.</li> </ul> |  |  |  |
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| Week 2                                                                                                                                                                                                                                                                                                                                                                                   |                                 |                      |                           |
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| Experiences/Tasks/Challenges/Lessons<br>(highlight hotel department)                                                                                                                                                                                                                                                                                                                     | Shift<br>(Date/Time)            | Student<br>Signature | Hotel Mentor<br>Signature |
| <p>Hotel Mentor : Stefany</p> <p>What I Learned:</p> <ul style="list-style-type: none"> <li>• Quick guest follow-ups and maintenance responses significantly enhance guest satisfaction.</li> <li>• Regular equipment checks help in identifying and resolving issues promptly.</li> <li>• Clear communication among team members ensures smooth operations and timely fixes.</li> </ul> | 25/01/2025 –<br>10:00 – 15:00pm |                      | <i>twiis</i>              |

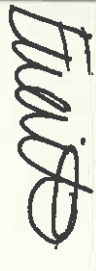
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| <p><b>Challenges Faced:</b></p> <ul style="list-style-type: none"> <li>• Dealing with unpredictable equipment issues, such as the Onify machine and shower handle problem.</li> <li>• Managing multiple maintenance and upgrade tasks simultaneously.</li> <li>• Coordinating between different teams (maintenance, housekeeping, and front desk) to ensure all issues are tracked and resolved.</li> </ul> <p><b>What to Improve:</b></p> <ul style="list-style-type: none"> <li>• Streamline the process for reporting and fixing technical issues with machines.</li> <li>• Develop a more robust checklist for equipment and maintenance to catch issues early.</li> <li>• Enhance communication protocols for coordinating room relocations and guest feedback follow-ups.</li> <li>• Review and update maintenance logs more frequently to prevent recurrence of similar issues.</li> </ul> |                                                |  |  |
| <p><b>Hotel Mentor : Sarah</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <p><b>26/01/2025 –<br/>06:00 – 14:00pm</b></p> |  |  |

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| <p><b>at I Learned:</b></p> <ul style="list-style-type: none"> <li>• <b>Attention to Detail:</b> <ul style="list-style-type: none"> <li>◦ Verifying physical receipts can catch system errors like the Opera glitch.</li> </ul> </li> <li>• <b>Effective Communication:</b> <ul style="list-style-type: none"> <li>◦ Promptly addressing payment issues and providing compensations enhances guest satisfaction.</li> </ul> </li> <li>• <b>Adaptability:</b> <ul style="list-style-type: none"> <li>◦ Handling unexpected issues, such as lost keys and maintenance problems, is key to smooth operations.</li> </ul> </li> </ul> |  |  |  |
| <p><b>Challenges Faced:</b></p> <ul style="list-style-type: none"> <li>• <b>Technical Glitches:</b> <ul style="list-style-type: none"> <li>◦ The Opera system glitch caused a payment issue that required manual correction.</li> </ul> </li> <li>• <b>Guest Coordination:</b> <ul style="list-style-type: none"> <li>◦ Handling post-check-out incidents, such as guests leaving keys behind, adds to the workload.</li> </ul> </li> <li>• <b>Environmental Factors:</b> <ul style="list-style-type: none"> <li>◦ The lobby became congested due to guests waiting out bad weather, affecting flow.</li> </ul> </li> </ul>       |  |  |  |
| <p><b>What to Improve:</b></p> <ul style="list-style-type: none"> <li>• <b>System Reliability:</b> <ul style="list-style-type: none"> <li>◦ Work with IT to minimize glitches in the Opera system to prevent future payment issues.</li> </ul> </li> <li>• <b>Preventive Checks:</b></li> </ul>                                                                                                                                                                                                                                                                                                                                   |  |  |  |

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| <ul style="list-style-type: none"> <li>◦ Implement a routine check for reservation payments to catch errors early.</li> <li>• <b>Maintenance Follow-Up:</b> <ul style="list-style-type: none"> <li>◦ Address minor maintenance issues like the blind in room 109 promptly.</li> </ul> </li> <li>• <b>Enhanced Guest Communication:</b> <ul style="list-style-type: none"> <li>◦ Keep guests informed during busy or weather-affected periods to manage expectations.</li> </ul> </li> </ul> |  |  |  |
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| <b>Week 3</b> |
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| <ul style="list-style-type: none"> <li>Enhance communication with housekeeping and the front desk to resolve problems faster.</li> <li>Create a clearer process for handling upgrades and guest compensation when issues occur.</li> <li>Work on quicker follow-up for lost property and guest calls to improve guest satisfaction.</li> </ul> |  |  |  |
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| Week 4                                                                                                                                                                                                                                                          |                                   |                      |                                                                                     |
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| Experiences/Tasks/Challenges/Lessons<br>(highlight hotel department)                                                                                                                                                                                            | Shift<br>(Date/Time)              | Student<br>Signature | Hotel Mentor<br>Signature                                                           |
| <b>What I Learned:</b> <ul style="list-style-type: none"> <li>A calm shift still needs attention to detail to keep everything running well.</li> <li>Clear communication among team members helps maintain a relaxed and effective work environment.</li> </ul> | 08.02.2025<br><br>09:00 – 14:00pm |                      |  |

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| <ul style="list-style-type: none"> <li>Using downtime to review procedures and learn more about the system is valuable.</li> </ul> <p><b>Challenges Faced:</b></p> <ul style="list-style-type: none"> <li>The shift was very quiet, so I had to make an extra effort to stay alert and engaged.</li> <li>With less action, it was sometimes easy to relax too much, which means I need to keep focused even on slow days.</li> </ul> <p><b>What to Improve:</b></p> <ul style="list-style-type: none"> <li>Use slower periods to ask for feedback from colleagues and improve my skills with the reservation system.</li> <li>Look for small ways to engage with guests even when the shift is calm, such as offering additional help or checking in on them.</li> <li>Practice quick check-in and check-out procedures to be fully prepared for busier days.</li> </ul> |                                        |  |  |
| <p><b>Tasks and Responsibilities:</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <p>09.02.2025</p> <p>06:00 – 14:00</p> |  |  |

- Started the day scheduled for reception, but due to an F&B team member calling in sick, I was reassigned to help with breakfast service.
- Assisted with serving breakfast, clearing tables, and ensuring that guests were greeted with a smile.
- Helped a lady in a wheelchair by coordinating with my colleague so I could personally assist her.
- Noticed a guest—a lady with a black eye—accompanied by a gentleman, and I observed the situation without immediate intervention.
- Managed several tasks simultaneously by prioritizing between clearing tables, cleaning glasses, and supporting guest needs.

**What I Learned:**

- Previous experience at the hotel (from six months ago) and a clear, rested mind helped me feel more confident and engaged with customers.
- A positive attitude and a smile go a long way in creating a good atmosphere, even during a busy shift.
- Multitasking is essential in hospitality—asking myself “What is more important now?” helped me decide which tasks to tackle first.
- Even on hectic days, staying calm and focused allows me to notice important details, like the situation with the guest who had a black eye.

**Challenges Faced:**

- The shift was very busy, and I had to quickly adjust between reception duties and breakfast service, which required fast decision-making.

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| <ul style="list-style-type: none"> <li>• I felt uncertain about how to handle the guest with a black eye; I wasn't sure if I should approach her or let the situation be.</li> <li>• Balancing multiple responsibilities—like clearing tables versus cleaning glasses—proved challenging when every task seemed urgent.</li> <li>• Working as one of only two staff members increased the pressure to keep up with all tasks efficiently.</li> </ul>                                                                                                                                                                                                                                                                                                                             |  |  |  |
| <p><b>What I Would Improve:</b></p> <ul style="list-style-type: none"> <li>• In future similar situations, if I notice a guest with an injury or visible concern (like a black eye), I will either engage them in a friendly conversation to check on their well-being or immediately notify a manager for assistance.</li> <li>• I plan to develop a simple mental or written checklist to help me prioritize tasks more effectively during busy shifts.</li> <li>• I would like to improve my ability to delegate or ask for help sooner to manage the workload better when short-staffed.</li> <li>• I will continue practicing multitasking and remain mindful of balancing guest care with operational tasks, always asking myself "What is more important now?"</li> </ul> |  |  |  |

| Week 5                                                                                                                                             |                      |                      |                           |
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| Experiences/Tasks/Challenges/Lessons<br>(highlight hotel department)                                                                               | Shift<br>(Date/Time) | Student<br>Signature | Hotel Mentor<br>Signature |
| Late shift 8:00 – 00:00<br><br>Food and beverage and reception                                                                                     | 14.02.2025           |                      | <i>Theresa</i>            |
| Experiences/Tasks/Challenges/Lessons<br><br>Department: Reception & Housekeeping<br><br>Shift: 08:00 - 16:00<br><br>• Task 1: Ensuring Cleanliness | 23/02/2025           |                      |                           |

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| <ul style="list-style-type: none"> <li>◦ Observed meticulous cleaning processes, particularly attention to utensils at breakfast. Demonstrated importance of visible cleanliness to guest satisfaction.</li> <li>◦ <b>Lesson:</b> Small details can significantly impact guest trust and overall experience.</li> <li>• <b>Task 2: Reception Handling and Privacy Concerns</b> <ul style="list-style-type: none"> <li>◦ Managed day-use guests at reception. Noted concerns regarding privacy when room numbers were mentioned aloud.</li> <li>◦ <b>Challenge:</b> Balancing efficient communication with the need for discretion to ensure guest privacy.</li> <li>◦ <b>Lesson:</b> Need for implementing more discreet communication methods at the reception to prevent potential security concerns.</li> </ul> </li> <li>• <b>Task 3: Team Coordination</b> <ul style="list-style-type: none"> <li>◦ Watched the coordination for a women's football team staying at the hotel. A special breakfast area was arranged to accommodate their dietary and preparatory needs.</li> <li>◦ <b>Lesson:</b> Effective team coordination enhances guest experience and can cater to specific group needs efficiently.</li> </ul> </li> </ul> |  |  |  |
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| Experiences/Tasks/Challenges/Lessons<br>(highlight hotel department)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Shift<br>(Date/Time)                                  | Student<br>Signature | Hotel Mentor<br>Signature                                                             |
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| <p><b>Hotel Mentor : Karen F&amp;B</b></p> <p><b>What happened?:</b></p> <ul style="list-style-type: none"> <li>&gt; Observed and learned how to serve at the bar.</li> <li>&gt; Cleared tables and set up for breakfast.</li> <li>&gt; Looked for extra tasks and double-checked things during quiet times.</li> <li>&gt; Covered reception when the duty manager left.</li> <li>&gt; Spoke with guests, asking if everything was okay.</li> <li>&gt; Took part in the handover between duty managers.</li> </ul> <p><b>Challenges:</b></p> <ul style="list-style-type: none"> <li>&gt; Finding things to do during slow moments was sometimes difficult.</li> <li>&gt; Talking to guests was a bit challenging at first, but I got better.</li> <li>&gt; Covering reception felt a bit overwhelming, but I managed that.</li> </ul> <p><b>What I learned?</b></p> <ul style="list-style-type: none"> <li>&gt; Always look for small tasks to stay busy.</li> <li>&gt; Talking to guests helps create a good atmosphere.</li> <li>&gt; Being part of a handover is important to keep things running smoothly.</li> </ul> | <p>31.01.25 - Friday<br/>evening 8:30 –<br/>00:00</p> |                      |  |

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| <p><b>Hotel Mentor : Roy - Reception</b></p> <ul style="list-style-type: none"> <li>• Completed fire walk to check safety.             <ul style="list-style-type: none"> <li>◦ <i>Lesson Learned:</i> Regular checks help prevent issues before they become serious.</li> <li>◦ <i>Challenge:</i> Remembering all the areas to check took some time.</li> </ul> </li> <li>• Checked departures list and prepared for check-outs.             <ul style="list-style-type: none"> <li>◦ <i>Lesson Learned:</i> Staying organized makes the check-out process faster.</li> <li>◦ <i>Challenge:</i> Some guests checked out later than expected, causing a small delay.</li> </ul> </li> <li>• Assisted guests with checking out and processed payments.             <ul style="list-style-type: none"> <li>◦ <i>Lesson Learned:</i> Double-checking bills avoids mistakes and complaints.</li> <li>◦ <i>Challenge:</i> Some guests had questions about charges, which needed explaining.</li> </ul> </li> <li>• Took payments for car parking.             <ul style="list-style-type: none"> <li>◦ <i>Lesson Learned:</i> Clear communication helps guests understand parking fees.</li> <li>◦ <i>Challenge:</i> A guest's card didn't work, so I had to stay calm and find another solution.</li> </ul> </li> <li>• Helped at reception when needed.             <ul style="list-style-type: none"> <li>◦ <i>Lesson Learned:</i> Multitasking is key in busy moments.</li> <li>◦ <i>Challenge:</i> Switching between tasks quickly was sometimes stressful.</li> </ul> </li> </ul> | <p>01/02/2025 –<br/>Saturday 10:30 –<br/>15:00</p> |  |  |
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| <p><b>What I Learned</b></p> <ul style="list-style-type: none"> <li>• Keeping careful track of room conditions helps catch issues early.</li> <li>• It is important to follow up on guest calls (like the earbuds) and lost items.</li> <li>• Upgrading rooms and offering extras can make guests feel valued even when numbers are low.</li> <li>• Recording smoking evidence and taking action (like charging for damages) is necessary to protect the hotel.</li> </ul> | <p>02/02/2025<br/><br/>06:00 - 12:00</p> |  |  |
| <p><b>Challenges Faced</b></p> <ul style="list-style-type: none"> <li>• Handling technical or policy issues such as smoking in rooms was stressful.</li> <li>• Upgrading rooms quickly for potential Mystery Guests added extra work.</li> <li>• Low arrival numbers meant adjusting service extras, like the welcome drink.</li> <li>• Following up on lost property and guest calls required careful attention to detail.</li> </ul>                                     |                                          |  |  |
| <p><b>What to Improve</b></p> <ul style="list-style-type: none"> <li>• Increase regular room checks to spot issues (like smoking signs) before they worsen.</li> </ul>                                                                                                                                                                                                                                                                                                     |                                          |  |  |