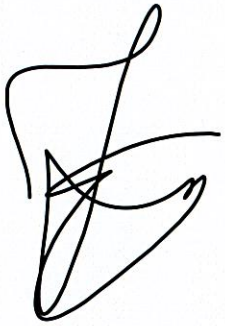


Level 6 Hotel Placement – Weekly Progress Tracker

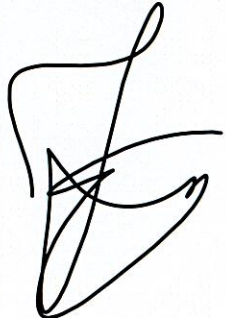
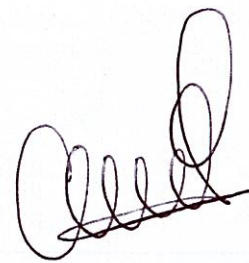
Task: Maintain a weekly progress tracker documenting your experiences, tasks performed, challenges faced, and lessons learned. Bullet points format is welcome. You must submit this document to the designated Turnitin link by **[Friday 7th March 2025]** at 23:59pm.

Week 1			
Experiences/Tasks/Challenges/Lessons (outline hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
HOUSEKEEPING DEPARTMENT: Experiences/ tasks: ❖ I vacuumed the restaurant area in order to be ready for dinner. ❖ I vacuumed the stairs. ❖ I vacuumed the corridors from level 2 and 3. ❖ I vacuumed the carpet located at front desk several times during my shift. Challenges/ Lessons: ❖ I learned that attention to details is really important as a housekeeping member.	SHIFT 1 20/01/2025 MONDAY 2:00 – 10:00 PM		

HOUSEKEEPING DEPARTMENT: Experiences/ tasks: ❖ I checked the rooms after they were cleaned by a housekeeping member with the housekeeping supervisor. ❖ We carefully checked if all the bins are clear and have bin bags, all the mirrors are clearly, if all the bath-rooms had shampoo and gel douche, if beds are nicely arranged, if they are coffee, tea and sugar in each room. ❖ I learn how to make Swan hearts from towels, that had to be ready for a couple wedding. Challenges/ Lessons: ❖ During my shift, the housekeeping supervisor received a call from front office regarding a guest that lost a ring during his stay. We went in that room, but unfortunately the ring was not there. ❖ I learn that checking the rooms and be sure that everything it's in order can increase guest satisfaction and that guest really appreciate our efforts in making them feel special and welcomed.	SHIFT 2 25/01/2025 SATURDAY 10:00 – 6:00 PM		
---	---	---	---

Week 2			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
HOUSEKEEPING DEPARTMENT: Experiences/ tasks: ❖ I worked with a member of housekeeping department, cleaning the rooms after guest's departure: - changing bed sheets, vacuum the room, cleaning the dust on all surfaces, cleaning the bathroom, mop the bath floor, changing all the towels and replace hygiene products, check if everything is working properly : Air conditioning, TV remote, lights. Challenges/ Lessons: ❖ One guest forgot 2 mugs that had personal importance for him. We made sure to keep them safe until guest came back for them. He was really happy and thanks us a lot.	SHIFT 3 27/01/2025 MONDAY 8:00 – 4:00 PM		

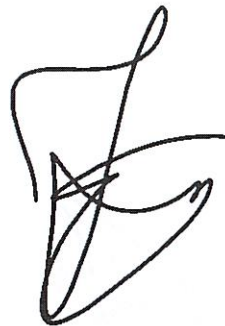
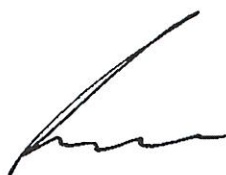
HOUSEKEEPING DEPARTMENT: Experiences/ tasks: ❖ I vacuumed the rooms ❖ I was taking out the trash and replace the plastic bins ❖ I was changing the beds ❖ I cleaned the mirrors, the phones, the lamps and carefully inspect that all the room is ready to receive new guests Challenges/ Lessons: ❖ I learned how to prepare the room, to be as fast and efficient as possible ❖ I learned to make the hotel room live up to the expectations of the guests	SHIFT 4 SATURDAY 01/02/2025 10:00 – 6:00 PM		
--	---	---	---

Week 3			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
HOUSEKEEPING DEPARTMENT: Experiences/ tasks: ❖ I vacuumed the rooms ❖ I was taking out the trash and replace the plastic bins ❖ I was changing the beds ❖ I checked the rooms to be ready to receive guests ❖ I refilled shower gel and shampoo recipients Challenges/ Lessons: ❖ I learned how to be careful at small details.	SHIFT 5 MONDAY 03/02/2025 8:00-4:00 PM		
HOUSEKEEPING DEPARTMENT: Experiences/ tasks: ❖ I vacuumed the corridors ❖ I vacuumed the public areas ❖ I refilled the storage rooms with towels and bed sheets Challenges/ Lessons: ❖ I learned how important is housekeeping in order to keep guest satisfaction and to keep them loyal to the brand.	SHIFT 6 SATURDAY 08/02/2025 10:00-6:00 PM		

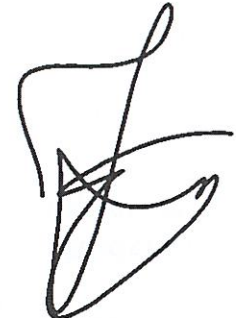
Week 4			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
FRONT OFFICE DEPARTMENT: Experiences/ tasks: ❖ I followed the front desk manager with his tasks (Person on duty) checking all the fire exists. ❖ I learned how to check emails, complains and how to answer to guests. ❖ I helped front desk associate with check outs (putting the keys back, check for payments, wishing guests all the best) ❖ I learned how to print reports (in case of an error, every 2 hours e report is printed) ❖ I assist at 10 o'clock meeting Challenges/ Lessons: ❖ Everything was in order, no complains or events.	SHIFT 7 MONDAY 10/02/2025 7:00-3:00 PM		

FRONT OFFICE DEPARTMENT: Experiences/ tasks: ❖ I learned how to make a check in, welcoming guests, ask for parking payment, check accommodation payment, check breakfast and offer indications to the room. ❖ I learn how to fill in check-in papers (guests have to include car registration number, home address, housekeeping option and signature) Challenges/ Lessons: ❖ A silver guest call for a group booking during the Easter holiday and asked for 6 rooms for 6 nights and asked for a discount. The front desk associate confirm that he has to check with manager and promised to call back as soon as possible in order in inform guest about his request.	SHIFT 8 SUNDAY 16/02/2025 2:00-10:00 PM		
--	---	---	---

Week 5			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
FRONT OFFICE DEPARTMENT: Experiences/ tasks: ❖ I learned how to make check-outs ❖ I wrote welcome cards for members ❖ I wrote drink vouchers for Platinum members ❖ I learn how to balance the rooms by room category ❖ I assist to 10 o'clock meeting with representatives of each department Challenges/ Lessons: ❖ I learned what are the main responsibilities and duties for a front desk manager: ❖ Ensuring high standards of customer service and satisfaction ❖ Managing front desk staff ❖ Scheduling shifts ❖ Overseeing the reservation system to ensure accurate bookings. ❖ Coordinating with housekeeping and maintenance teams ❖ Maintaining accurate records of guest check-ins, check-outs, and payments and prepare reports for financial department.	SHIFT 9 MONDAY 17/02/2025 7:00-3:00 PM		

FRONT OFFICE DEPARTMENT: Experiences/ tasks: ❖ I learn how to fill in check in document (to include car registration no, home address, housekeeping option and to be sign by guest) ❖ I wrote welcome cards for guests ❖ I wrote drink vouchers for Platinum members ❖ I assist to 10 o'clock meeting with representatives of each department Challenges/ Lessons: ❖ During this shift, I assisted the supervisor with the check-out process. We ensured that all payments were completed and that guests were satisfied with their stay. We also extended our best wishes and encouraged them to rebook at Delta by Marriott in the future.	SHIFT 10 SATURDAY 22/02/2025 7:00-3:00 PM		
---	---	---	---

Week 6			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
FRONT OFFICE DEPARTMENT: Experiences/ tasks: ❖ I checked supervisor list with him, making sure that all the tasks are completed ❖ I wrote welcome cards for members ❖ I wrote drink vouchers for Platinum members			

❖ I assist to 10 o'clock meeting with representatives of each department ❖ The front desk manager show me different reports that was to prepare for financial department Challenges/ Lessons: ❖ It was a quite shift, everything run nice and all the guest were happy with the accommodation, no complains or special requests.	SHIFT 11 MONDAY 24/02/2025 7:00-3:00 PM		
FRONT OFFICE DEPARTMENT: Experiences/ tasks: ❖ I checked supervisor list with him, making sure that all the tasks are completed ❖ I assist and helped with check outs, I put the keys back, I learned to double check all the payments and learn the conversation with guests. Challenges/ Lessons: ❖ During this shift, we received a complaint from a guest who had an accident in the bathroom. He slipped on the floor due to a leak caused by a faulty drain sink and sustained a broken leg. The front desk supervisor promptly visited his room to assess the situation and provide assistance. <i>channel broken for</i> <i>not account guest</i>	SHIFT 12 SATURDAY 01/03/2025 7:00-3:00 PM	