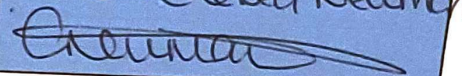


Food and Beverage Operations (BMIH4002)
Student Placement Plan for Food & Beverage

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: ALEXANDRA GABRIELA ATOOFANEI	Department: Food & Beverage	Assistant Manager: Chelsea Newman 
---	---------------------------------------	---

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 <u>Breakfast</u> / Dinner (Circle)	22.11.2021 08:00 am to 16:00 pm	Azof	~~Chelsea~~ Chelsea Nannon.
Weekend Breakfast / <u>Dinner</u> (Circle)	21.11.2021 16:00 pm to 23:00 pm	Azof	~~Chelsea~~ Chelsea Nannon.
Weekday <u>Conference & Banqueting</u> - Meeting or Event Name	24.11.2021 08:00 am to 15:00 pm	Azof	~~Sean~~ Sean Bayler
Weekend Conference & Banqueting - Meeting or Event Name			
Student Schedule Week Two	Include Dates Hours/Time Worked	Student Signature	Trainer
Weekday Breakfast / <u>Dinner</u> (Circle)	29.11.2021 16:00 pm to 24:00 pm	Azof	~~Chelsea~~ Chelsea Nannon
Weekend Breakfast / <u>Dinner</u> (Circle)	30.11.2021 16:00 pm to 23:00 pm	Azof	~~Chelsea~~ Chelsea Nannon.
Weekday Conference & Banqueting - Meeting or Event Name	5.12.2021 16:00 pm to 22:00 pm	Azof	~~Chelsea~~ Chelsea Nannon.
Weekend Conference & Banqueting - Meeting or Event Name			



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	21. 11. 2021	Atofeen	~~Chelsea Neuman~~ Chelsea Neuman. Asst. F&B Manager.
Introduction to Storage Areas; Still Areas	21. 11. 2021	Atofeen	~~Chelsea Neuman~~
Explanation: Conferences	21. 11. 2021	Atofeen	Adam Fester. Chelsea Neuman
Explanation: Weddings	N/A	Atofeen	~~Chelsea Neuman~~ Amelia Mork
Explanation: Social Events	24. 11. 2021	Atofeen	~~Chelsea Neuman~~ Sean Payter
Tea / Coffee Service Brand Standard Outlet & C&B	21. 11. 2021	Atofeen	~~Chelsea Neuman~~
Training: AM Checklist	22. 11. 2021	Atofeen	~~Chelsea Neuman~~
Training: PM Checklist	24. 11. 2021	Atofeen	~~Chelsea Neuman~~
Training: Refreshing a Conference Room	24. 11. 2021	Atofeen	~~Chelsea Neuman~~ Sean Payter
Conference Room Layout:			~~Chelsea Neuman~~ Sean Payter
Boardroom	24. 11. 2021	Atofeen	Sean Payter

26. 11. 2021



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Cabaret			~~Sean~~
Classroom	24.11.2021	Amor	Sean Payter.
	24.11.2021		~~Sean~~
Theatre	24.11.2021	Amor	Sean Payter
Brand Standard for Service: - Greeting & Serving a Table - Presenting Bill - Making Personal Connections	21.11.2021		~~Amor~~
	22.11.2021	Amor	~~Amor~~
Training: Bussing a Table & Clean as you go	21.11.2021	Amor	~~Amor~~
	22.11.2021		~~Amor~~
Introduction to C&B AV -PA System -Connect Laptop -Microphones -Internet Bandwidth Brand Standard	* 29.11.2021	Amor	Amor Amelia Mort
Explanation: Red Jacket & Training of MSA APP (if applicable)	N/A	Amor	Amor Amelia Mort
Explanation: C&B Plated Service Standard Formal Types of Events	29.11.2021	Amor	Amor Amelia Mort
Explanation: C&B Buffet Service Standard Casual Types of Events	24.11.2021	Amor	~~Amor~~ Sean Payter.

Observation Book	N/A	Aref	Amelia mort Amos
Training: -Table Set up & Sequence -Table Numbers -Menu Standard -Salt & Pepper -Sugar Caddy -Cleanliness	21.11.2021	Aref	~~Amelia mort~~
Training: Restaurant Set-up Breakfast & Dinner	22.11.2021	Aref	~~Amelia mort~~
Training: Service Preparation	22.11.2021	Aref	~~Amelia mort~~
Training: Service Sequence	29.11.2021	Aref	Amelia mort Amos
Restaurant Menu Training	22.11.2021	Aref	~~Amelia mort~~
C&B Menu Training	29.11.2021	Aref	Amos Amelia mort
Allergen Training Customer Communication & Order Taking	29.11.2021	Aref	Amos Amelia mort
Explanation: Website Restaurant Sales & Marketing Integration with Hotel Website (if applicable)	29.11.2021	Aref	Amelia mort Amos
TIPS Training	22.11.2021	Aref	Amelia mort Amos

Pour a Pint	21.11.2021	Mog	~~Adas~~
Change Keg	22.11.2021	Mog	~~Adas~~
Intermediate	Date Completed	Student Signature	Supervisor Signature
Orange Zone			
Training: Upselling Techniques	30.11.2021	Adas	Adas
Upsell (1) Daily Special	N/A	Mog	Adas
Upsell (1) Side Order	22.11.2021	Mog	Adas
Upsell (1) Dessert	22.11.2021	Mog	Adas
Upsell (1) Beverage Promotion of the Month	5.12.2021	Adas	Adas
Connect to PA System	N/A	Mog	~~Adas~~
Connect to Bose system	N/A	Mog	Adas
Answer the telephone correctly	5.12.2021	Adas	Adas
Explain Red Jacket & Purpose	N/A	Mog	Adas
Greet C&B attendee	N/A	Adas	Adas
Produce (1) Door Card	N/A	Mog	Adas
Explain Service Weddings & Dinner	N/A	Mog	Adas
Take (1) Restaurant Booking	30.11.2021	Adas	Adas



Training: Morning Bar Set-up	22/11/21	Aref	~~Aref~~
Training: Paddy & Scott's -Coffee Culture -Confectionary	22/11/21	Aref	Chelsea Newman ~~Chester~~
Coffee Machine Training	22/11/21	Aref	~~Chester~~
Coffee Beverage Training	5.12.2021	Aref	~~Aref~~
Micros: Enter Coffee Purchase	5.12.2021	Aref	~~Chester~~
Micros: Enter Lunch/Dinner Purchase	5.12.2021	Aref	~~Aref~~
Micros: Enter Room Service Order	5.12.2021	Aref	~~Aref~~
Training: Wine Menu and Wine Pairing	5.12.2021	Aref	~~Aref~~
Demonstrate Wine Knowledge -Red -White -How to Upsell Wine	5.12.2021	Aref	~~Aref~~
Serve a Table -Drinks -Food	30.11.2021	Aref	~~Aref~~
Training: Bar Stock Rotation	5.12.2021	Aref	~~Aref~~
Demonstrate understanding of Bar Stock Rotation	5.12.2021	Aref	~~Aref~~

Clean the Coffee Machine	5.12.2021	Atof	~~Atof~~
Table Set-up: Set Table in Restaurant & Bar to Standard	30.11.2021	Atof	~~Atof~~
Room Service Brand Standard	5.12.2021	Atof	~~Atof~~
In-Depth	Date Completed	Student Signature	Supervisor Signature
Green Zone			
Take a Room Service Order to Brand Standard	N/A Room Service Unavailable at time	Atof	Chelsea Warrman ~~Charrma~~
Host & Seat (5) Tables in the Restaurant	30.11.2021	Atof	~~Charrma~~
Count Bar Stock	N/A	Atof	~~Atof~~
Enter Requisition	N/A	Atof	~~Atof~~
Set-up Room Service Breakfast Tray	5.12.2021	Atof	~~Atof~~
Set-up Room Service Dinner Tray	5.12.2021	Atof	~~Atof~~
Deliver a Room Service Order to Brand Standard	5.12.2021	Atof	~~Atof~~

Comments: