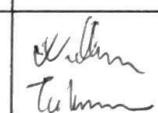


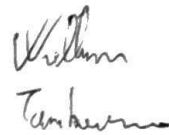
Level 6 Hotel Placement – Weekly Progress Tracker

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) F&B	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
• Today was my first day of placement and started my work experience in restaurant. • Introduce myself to the staff and familiarise with the restaurant. • Guided for the safety protocols but most of them is the same as my previous placement, Level 4 placement was taken place in the same hotel. • Observe the staff, checking the menus to be aware of food beverage options. • Help to set up the tables, carry up the cutlery to the table and had a chance to greet customers and direct to their table. • Greet the customers and offer them choices to seat down for breakfast. • Took some orders under supervision of experienced staff at breakfast and dinner. • Clear tables, doing quality checks to see if everything is ok with their food. • Had some knowledge about drinks and I been showed how to make different cocktails, hot drinks, learning more about alcoholic drinks, payments.	20/01/2025 08:00		
	21/01/2025 23/01/2025 8:00 & 18:00		

Week 2			
Experiences/Tasks/Challenges/Lessons (highlight hotel department) F&B	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
- Observe the staff and taking some orders and I asked the staff to show me how the payments are done when we had private dinners, I had this chance to learn more about payments. - Had a knowledge about drinks and I been showed how to make different cocktails, hot drinks, learning more about alcoholic drinks, payments. - Taking and serving food and beverage orders. - Observing and assisting the staff. - Working a bit in bar area to learn more about that department. - Set up the tables for breakfast and dinner. - Assisting breakfast and dinner times.	27/01/2025 8:00		
	28/01/2025 18:00		

Week 3			
Experiences/Tasks/Challenges/Lessons (highlight hotel department) HOUSEKEEPING	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
- First day in housekeeping department I learn the essential things of maintaining cleaning and guest satisfaction in hospitality - Assisting in cleaning the rooms, making the beds under the supervision of experienced staff - Learning about the chemicals - Sorting the lines and fill the laundry cabinets - Understand hotel policies and hygiene standards	03/02/2025 04/02/2025 9:00		

Week 4			
Experiences/Tasks/Challenges/Lessons (highlight hotel department) Housekeeping	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
- Cleaning the rooms and maintain the public area clean like hallways - Stocking housekeeping trolleys, stocking laundry cabinets with linen, towels - Delivering clean linen for rooms stay overs - Learning how a room should be after the guests departs	10/02/25 11/02/25 9:00 am		
I learned that in the Guest Service(Housekeeping)department time management and attention to details are very important skills because sometimes small things can impact the guest satisfaction in a positive way			

Week 5			
Experiences/Tasks/Challenges/Lessons (highlight hotel department) Kitchen	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
- Assist the head chef with basic food preparation (chopping vegetables, fruits, portioning ingredients) - Learning how to use equipment safely - Washing dishes - Observing the head chef and all the time I received from him clearly explications what I have to do and how to use the equipment like chopping boards, what the colours of chopping boards standing for	18/02/2025 19/02/2025 09:00		

Week 6			
Experiences/Tasks/Challenges/Lessons (highlight hotel department) Reception&Kitchen	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
• Introduce myself to reception team. • Been explained the basic information about reception. • Greeting customers warmly upon arrival and ensuring they feel valued. • Using polite and professional language while speaking to guests. • Learning how to use the restaurant's booking system (online or manual). • Had a look about customers complaints and how the managers resolved the issues and what actions been taken • Learning how to input and manage bookings. • Making sure the entrance, waiting area, and podium are free of clutter. • Understanding the cancellation and reservation modification policies. • Learn about the office management software, reading and learning about reservation websites, reading the feedback of the customers •	25/02/2025 26/02/2025 09:00		

On the future the skills which I learned and it will help me with my career it to be active listening ,learn that is important that the communication to be professional and any incidents or negative experiences with the customers to be treated in a calm way and also one of the important skill is to handle multiple tasks under the pressure and I would like to gain more experience about the computer and technology skills			
---	--	---	--