

Name: Ligia Luana Popa

Student Code: 2111540

Module Code/s: BMIH4002 and BMIH4006

Module Name/s: Food and Beverage Operations and
Operating Hotel Facilities

Placement Feedback from Professional Mentor

Practical Tasks Evaluation

BMIH4002 & BMIH4006

Student Name:	Luana Popa
Student Number:	2111540
Placement Hotel:	Highcliff Bournemouth Marriott
Professional Mentor:	Nichola Winterman
Placement Tutor:	Ffion Cumberbatch
Hours Completed:	16 hours per week

Skills Matrix

Competence	Definition	U	S	G	VG	E
Time Management, Behaviours and Attendance.	Manage time effectively and display a hospitality mindset in order to achieve goals. Complete required hours.			G		
Communication	Use speech, writing, non-verbal methods and technology (where applicable) effectively to present and exchange opinions, ideas and information.			G		
Team Working	Build effective working relationships and collaborate with others.			G		
Personal Enterprise	Use problem solving to respond to opportunities to improve own performance and work processes.			G		

Please now complete the Placement Mentor Statement overleaf.

Professional Mentor Statement

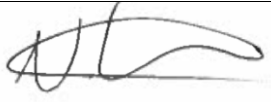
Luana presented herself well for her placement with Marriott. She arrived promptly for all shifts and showed an interest in getting to know all aspects of the business. Her timekeeping was good and she completed her shifts. She dressed appropriately and professionally in line with Marriott grooming standards.

Luana communicated well in person and was able to effectively interact with team members from HR, Catering & Banqueting and Front Office. She also liaised over email in regard to shift patterns and all communication was polite and professional.

Luana spent the majority of her time with the Catering & Banqueting team and she developed a good working relationship with them. The feedback from the manager was that Luana had been really personable, had got stuck in with setting up for events, she was happy to do the hard tasks and nothing was too much. Luana was effectively able to assist with room set ups showing attention to detail and organisational skills. To improve her own understanding and performance she even asked for additional hours so she could see the event run. This also meant she actually served at the event itself, interacting with guests as well as the team and we only had positive feedback for her.

Luana also spent a period of time with the Front Office doing night shift. This involved assisting the productivity of the night shift by assisting in customer interactions, health and safety POD walks and maintaining the cleanliness of the front office area. On one occasion there was a serious incident in the hotel where Luana remained professional and assisted the night team to resolve the concerns and reassure guests.

Overall Luana has been a good addition to the team and has contributed well to the running of Marriott in terms of welcoming guests and facilitating our events.

Signed:	
Professional Mentor (please print):	Nichola Winterman
Date:	30 June 2022