

Practical Tasks Evaluation

BMIH4002 & BMIH4006

Student Name:	Md Arif Uddin Khan
Student Number:	2107274
Placement Hotel:	South Shields Premier Inn
Professional Mentor:	Julie Reeves
Placement Tutor:	Lynsey Hooper
Hours Completed:	16 per week

Skills Matrix

In the grid below: U=Unsatisfactory; S=Satisfactory; G=Good; VG=Very Good; E=Excellent/Exceptional

Ideally, the Professional Mentor will discuss this evaluation with the student at the start, in the middle and at the end of the placement.

Please use the descriptors of competence for all levels and across all four skill areas as provided in the practical tasks criteria to inform your evaluation of the student's performance during their time on placement.

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.				X	
Communication	Use speech, writing, non-verbal methods and technology (where applicable) effectively to present and exchange opinions, ideas and information.			X	X	
Team Working	Build effective working relationships and collaborate with others.			X		
Personal Enterprise	Use problem solving to respond to opportunities to improve own performance and work processes.			X		

Please now complete the Placement Mentor Statement overleaf.

Professional Mentor Statement

How has the student contributed to your team/organisational goals? Please provide specific examples and see the Placement Evaluation marking criteria and additional guidance for details and descriptors.

Md Arif has worked alongside team members in a variety of roles.

On reception he has contributed by assisting with check-ins, sharing all relevant information with guests and helping guests when needed.

His attendance and appearance have both been to an acceptable standard.

He has also assisted in the housekeeping department in room cleaning and also doing the brand standard checks, this forms an integral part of the checking to ensure cleanliness and hygiene standards are achieved both for team performance records but also for guest satisfaction.

He has had insight into the guest survey report to form an understanding of how issues in the hotel may impact on a guests stay and what actions we can take to prevent this or if needed what service recovery we need to do.

We have briefly looked at scheduling and how this works in line with budget restraints but also in line with occupancy levels.

Arif has had an overview of the WINCARD, this is our KPI scoring. We receive these results monthly and they incorporate measures to include cleanliness, service, compliance re health & safety as well as Finance. Arif was scheduled to work alongside the restaurant GM to look at some Brands Standards however he failed to show on the day he had arranged.

He has worked his hours at this hotel alongside his full time job which may have impacted on his availability to be here when he would have had the best opportunity to see situations he possibly has not experienced

Signed:	Julie Reeves
Professional Mentor (please print):	Julie Reeves
Date:	23/06/22

This evaluation is worth 25% of each practical module. It should be completed electronically or by hand and printed for signature before returning to the student for them to submit after completion by the deadline of **Friday July 8th 2022**.