

Level 6 Hotel Placement – Weekly Journal Entry

Task: Maintain a weekly journal 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, 15th November 2024] at 23:59pm.

Week 1			
Experiences/Tasks/Challenges/Lessons (outline hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
learning genie for housekeeping department + copilot + early check ins + helping strip rooms learning the bed bugs process input	31/10/24 6:30-2:30 RECEPTION	Clatuca	Gjandra
learning on opera how to depart the hotel, how to mark all rooms as clean, process the Aci, and how to do mass check ins continue with Genie + helping strip rooms	4/11/24 6:30-2:30 RECEPTION + BACK OFFICE	Clatuca	Gjandra

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APPENDIX 1

WEEK 3

Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
helping Vinsala to run the shift (shadowing her + also cleaning rooms) learning the cleaning routine - route for rooms checking rooms for bed bugs	14/10/24 7:00-15:00 HOUSEKEEPING 19/10/24 (NEXT)	Clatuca	Gjandra
cleaning outside areas + corridors cleaning all linen rooms + doing stock count for linen also replenish soaps, caddies + seldom + check notes + share point - download Genie	19/10/24 6:30-14:30	Clatuca	Gjandra

APPENDIX 1

WEEK 5

Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
doing refunds where needed stock count for consumables putting rooms off due to flooded bathroom + adding on Ostara + learning more on Copilot + heaters + batteries + soap dispensers replaced by Ray and me	29/10/24 6:30-14:30 FRONT OF HOUSE + MAINTENANCE	Clatuca	Al
setting up Genie for housekeeping + checking rota for labour hours and calling off if applicable based on business needs + strip rooms and clean around hotel + clean rooms	31/10/24 FRONT OF HOUSE + BACK OFFICE + HOUSEKEEPING 6:00-14:00	Clatuca	Gjandra

Week 6

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APPENDIX 1

Week 2			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
cleaning around restaurant polishing cutlery taking orders checking orders - fight in restaurant - police arrived -	14:30-22:30 8/11/2024 RESTAURANT BREWERS TAYRE	Clatuca	
helping with preparing the breakfast - buffet but still needed to be prepared by chef clearing tables, clearing plates cleaning around	10/11/24 6:30-14:30 RESTAURANT BREWERS TAYRE	Clatuca	

Week 3

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APPENDIX 1

WEEK 4

Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
doing check ins + setting up some rooms learning how understanding behaviour helps a negative issue be a positive one + we let the guest in without paying + chase payment next day) also police for missing child - guest - connection ? from night shift	FRONT OF HOUSE (RECEPTION) 14:30-22:30 23/10/24	Clatuca	Al
checking in guests doing early check outs too (processing early departures) - guest on floor naked - visible distress - ambulance on site → council booking	26/11/24 RECEPTION 14:30-23:00	Clatuca	Al

APPENDIX 1

WEEK 6

Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
learning the fresher route + steps → quite interesting three steps! strip rooms + doing rejects count + process them + Genie + early check ins + assisting in reception	6:30-14:30 31/11/24 HOUSEKEEPING + FRONT OFFICE	Clatuca	Gjandra
doing check ins + learning how to process Whitbread privilege card on Opera + learning Opera refunds helping in restaurant - taking orders, clearing tables + waitress!	10/11/2024 RECEPTION + RESTAURANT 14:30-22:30	Clatuca	Gjandra

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