

Level 6 Hotel Placement - Weekly Journal Entry

positive and seamless experience for all visitors. Employees provided information and handled complaints to ensure a smooth check-in and check-out process, answered guest inquiries, and focused on making a good first impression.			
Front Desk		30.00.00	
(online hotel department)		(date/time)	signature
Experiences/Tasks/Challenges/Lessons		shift	student
Week 1			

Mohammad Suhel Miah
ID-2126980

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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
Front Desk I welcomed guests and focused on making a good first impression, managed the check-in and check-out processes, answered guest inquiries, provided information, and handled complaints to ensure a positive and seamless experience for all visitors.	30.09.24 03.10.24 04.10.24	Miah	H. Wadcock

APPENDIX 1

Week 2

Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Food and beverage I accepted food orders from guests, served meals to visitors in the restaurant, ensured guest satisfaction by setting up breakfast and lunch tables, and presented the menu while explaining daily promotions and any menu changes.	7.10.24 10.10.24	Miah	H. Wadcock
sanitized bathrooms, and removed trash and clutter to maintain a tidy I cleaned guest rooms thoroughly to remove dust, stains, and odors. House keeping	12.10.24 14.10.24	Miah	H. Wadcock
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature

Week 3

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APPENDIX I

Week 5			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Food and beverage I ensured compliance with health and safety regulations, practiced responsible alcohol service, and expanded my knowledge of food and beverage products.	28.10.24 31.10.24	Miah.	H. Woodcock

Week 6			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Housekeeping I changed the linens and made the bed, replaced soiled towels and removed used amenities, replenished bath care products, and cleaned the corridors to maintain a tidy and comfortable environment for guests.	04.11.24 07.11.24	Miah.	H. Woodcock