

LEVEL 6 ASSESSMENT SPECIFICATION COMPONENT TWO

Student name:	Monica Lavric	Student ID number:	2121183
Programme:	BA International Hotel Management		
Module:	Managing Guest Service Operations		
Module code:	BMIH6003	Contribution to Overall Module Assessment (%):	50%
Lecturer:	Jessica Newport, Lisa Bassler, Giulia Chifari, Ka Po Chong	Internal Verifier:	Antoinette Milne
Assignment Title:	Management Assessment of Practical Tasks – Feedback from hotel.	Word count (or equivalent):	N/A
Submission deadline:	To be returned by hotel on or before Monday, 18th November 2024	Return date of provisional marks & written feedback:	N/A
Submission method:	All written assessments, where practical and possible, must be submitted via Turnitin unless otherwise instructed by the Lecturer. (Please DO NOT put this assessment specification into Turnitin or it will match many similarities with other students' submissions.) Alternative submission method (if applicable): Late submission of the assessment will result in a late penalty mark: Work which is submitted up to 1 week late will be capped at 40% for the first attempt and will be awarded a mark of 0% for re-assessment. Late submission penalties may be lifted only if there is an approved extenuating circumstances claim. Work submitted more than 1 week late will be considered as a non-submission and will not be marked. The work may be considered as a submission for reassessment if offered by an Examining Board or if there is an approved extenuating circumstances claim.		
Academic honesty / referencing:	Academic honesty is required. In the main body of your submission you must give credit to authors on whose research and ideas your work is based. Append to your submission a reference list that indicates the books, articles, etc. that you have used, cited or quoted in order to complete this assessment.		

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**] at 23:59pm.

Week 1			
Experiences/Tasks/Challenges/Lessons (outline hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Food and Beverage	01/10/2024 06:30AM - 14:30	Monica	Diana Neukirchner
Food and Beverage 1 Experiences: Customer Service - Engaged with guests during their dining. Menu Familiarization - Gained knowledge about the food and drink menus. Online Training	02/10/2024 06:30AM - 14:30	Monica	

Week 2			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Food and Beverage 1 Tasks: Serving Tables - served food and beverages Cleaning - Maintained cleanliness in dining areas Table Preparation for Service 2 Lessons: Communication - Recognised the importance of clear and effective communication. Online Training	08/10/2024 06:30AM - 14:30	Monica	
Food and Beverage Online Trainging	09/10/2024 06:30AM - 14:30	Monica	

Week 3			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Food and Beverage Online Training	17/10/2024 06:30AM - 14:30	Monica	
Food and Beverage Online Training	18/10/2024 06:30AM - 14:30	Monica	

Week 4			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Food and Beverage Online training	22/10/2024 06:30AM - 14:30	Monica	
Food and beverage Online Training	25/10/2024 06:30AM - 14:30	Monica	

Week 5			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Food and Beverage	31/10/2024 06:30AM - 14:30	Monica	
Food and Beverage	01/11/2024 06:30AM - 14:30	Monica	

Week 6			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Front Office	04/11/2024 06:30AM - 14:30	Monica	
Front Office	08/11/2024 06:30AM - 14:30	Monica	