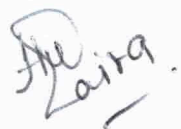


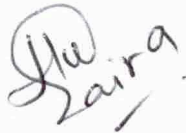
Level 6 Hotel Placement – Weekly Journal Entry

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.

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Student Number: 2128180

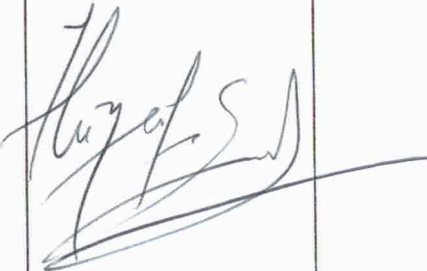
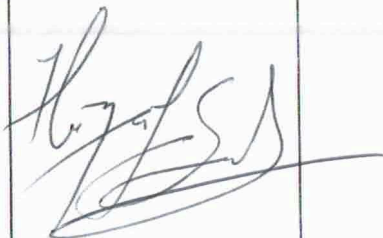
Week 1			
Experiences/Tasks/Challenges/Lessons (outline hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Food and Beverage : 1. So on my first day of placement, I was very nervous and excited. I didn't have the locker keys and badge, then I started working instantly in the food and beverage department in a restaurant named "The Custom Shed" which is a part of Novotel Hotel. 2. It was a really busy Saturday, the breakfast Buffet was full of guests. I got busy serving guests, and clearing tables as soon as they finished eating. 3. When guests come for breakfast we need to check on our tablet if their breakfast is included in their stay. If not then we need to charge them £18.00 to have a breakfast. We charge £12 to those guests who book their rooms online so they can get discounted breakfast for £12. 4. I made sure that tables always have enough stock of cups, plates, cutlery and food that needs to be there at all times till 11am. If some food is	05/10/2024 09:00am-05:00pm		

running low go to the kitchen and get the items restocked. - After breakfast I have packed the leftovers of the fresh fruits, & yogurt. I have covered it with cling film and put it in the fridge and label them today's date and due date(use within 2 days). - Then I vacuum the whole hall with a vacuum to tidy up for lunch and bar services. I cleaned the juice machine and coffee machine and restocked everything for the next day. - Later, I did a bar stocked check. Any missing bottles were taken from downstairs with the help of my team leader and we used a trolley to bring them up. - Also I learned how the ice cubes machine works. - Then my team leader showed me how to make coffee & how to take orders for lunch. - I got to know a little about the stock audit report as well. We need to keep receipts for the finance department. - And I have learned some people have vouchers for meals so we need to add those vouchers in the tablet so they don't have to pay for the lunch or the meal. - Then I finished my day by arranging trays for dinner in the kitchen for room service.			
Food and Beverage : - It was day 2 of the marathon and breakfast was extremely busy. I was 20 mins late in my shift due to road closure because of the marathon & I had to walk all the way to the hotel but it went well. I instantly got busy helping the breakfast team. And repeated what I have learned one day before. - So I got to know that there was one of the VIP guests coming to stay tonight for his birthday so we have decorated the room with balloons, flowers cards and some complimentary drinks as a welcome gesture from the hotel.	06/10/2024 09:00am-05:00pm		

3. In the afternoon, lunch got really busy after the marathon. So morning shift employees finished at 3:00pm and afternoon staff started working after 3pm.
4. The main team leader was busy with a conference so he was stuck there and another staff member was sick during the shift, and morning staff already gone.
5. So I was the only one dealing with guests, serving them food, cleaning the tables, doing the room service and literally everything to cover the shift.
6. And they don't have enough staff to cover the busy day. So I took it as a challenge and did each and everything which I can in my capacity.
7. The best thing about this day is when 2 of the guests said really appreciative words about me to my team leader. And the other guest said that they are really happy with my services even on the busy day. So they gave an extra tip. I got happy with the experience & these sort of words really made my day. Overall a very busy day with good and bad experiences.

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Week 2

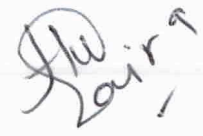
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Food and Beverage: 1. Today I learned that Res diary is a booking platform for people to book online and reserve their tables. 2. Also I have learned the "Too good to Go" service is £3.35 per person. So people who book a cold breakfast box come and collect from the restaurant. Anyone can book it online and the interesting thing is the actual price is £11 but the discounted price is £3.35. So that's how the leftover food from the buffet didn't get wasted and we earned money as well. 3. Also I learned a bit about Opera cloud- is a website where we can get the financial summary of everyday sales. So then we need to separate the breakfast, lunch, bar and banquet amounts and put in the excel sheet for sale records. And for the receipts of the breakfast we have to check the total amount online, the team head needs to approve before sending it to the GM.	12/10/2024 09:00am-5:00pm		
Food and Beverage: 1. I started my day by Serving breakfast- learning the basic skills like everyday. 2. My afternoon team leader was so good, he took 2 hours to show me everything about the Banquet halls and how they work, how they arrange the meetings, how the back of the office works, it was such a good experience knowing everything which is new for me. For an event need to arrange tables chairs, according to their wish we need to make sure projector is working and stationary is	13/10/2024 08:30am- 04:30pm		

there. Also a little refreshment to offer them. It was such a good experience to learn everything.

3. I have learned that we need to have an employee key otherwise the lift will not take everyone to other floors. It's restricted for guests to go on different floors.
4. Also I went to all the floors with another staff member to get all the used and empty drinks and cutleries from outside of their rooms.
5. What I have experienced is, people don't like to change anything in the Hotel. They are so used to doing things which they have been doing from many years.

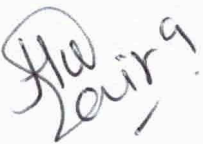
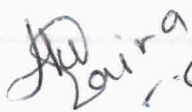
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Week 3

Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Managing guest Services: 1. Today I worked With the F&B Manager. 2. I attended a meeting today where all department managers came for a meeting with the general manager of the hotel, where everyone was discussing with him about the issues, and he was checking all the reviews from google and other sites to improve the things in the hotel. 3. Then with the help of the manager I got to know how we need to arrange different meeting rooms with food, drink, refreshments in the room and also arranged a lunch buffet for the event's guests. 4. After that my task was to serve welcome sweets in different rooms for the VIPS. 5. Then I tidy up the meeting rooms for another conference. 6. I learned many things from the manager himself, how he works and what his experiences are.	16/10/2024 09:00am-5:00pm		
Managing guest services: 1. Today I learned a lot of things from the F & B Manager. I got to know about important stuff which a Manager needs to check on a weekly basis, for example People reviews on different sites, and their emails and we need to reply to them. 2. Accor is a main company and Ibis, Novotel are part of it. 3. Ac dc is a system which we can use to track the arrival and VIP guests- With the help of this software we can prepare the best rooms for them also we can add complimentary chocolates or any welcome gifts. We can arrange their birthdays as well as a hotel welcoming gesture towards our special guests.	21/10/2024 09:00am-5:00pm		

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| <ol style="list-style-type: none">4. Novotel uses "TrustYou" software that gathers all the reviews about us. With the help of this software we can see the positive or negative reviews separately, which is easy for us to identify.5. For conferences we have a sales team that gives us a list of guests coming so we have to arrange everything accordingly. Their lunch buffet includes in the conferences.6. I have also managed to put the day to day sales from the opera cloud in the excel sheet with the help of the manager to monitor our sales.7. Manager told me that we have an NHS conference on Tuesday. And the guests want the seating arranged in baccarat style, lunch is also included in this. | | | |
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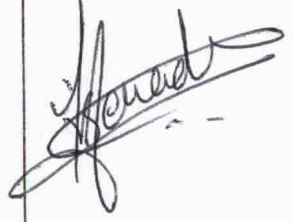
Week 4

Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Food and Beverage: 1. Today is my last day with the food and beverage department so I am making sure to learn whatever is left to learn. 2. I started my day with the same breakfast buffet serving guests, cleaning their tables as they finished eating. 3. Breakfast for Weekdays guests finished at 10:00 and after that people started coming into the restaurant for coffee or lunch. So I prepared and served their coffees. 4. Then I worked with the F&B team leader to finalise the daily expenses so the manager can review their sales. 5. Some guests are Accor members so they will get a 50% discount on their food. So we have to put the code in our system to give them a discount. 6. Then I went to the stockroom to get all the drinks for the bars and took note of what supplies we used from downstairs.	23/10/2024 09:00am-5:00pm		
Managing Hotel Admin(Front Desk): 1. Today I started my work using Opera Cloud. Basically "Opera Cloud" is a property Management system(PMS) software that is used in the hospitality industry. This software helps manage hotel operations, front desk tasks and reservations, housekeeping, accounting and guest services. 2. First I have learned the checkout process because I started my shift at 8:30am and the checkout time is till 12:00 pm. 3. So we have a total of 70 guests staying. So for each guest checking out we need to enter their room number in the departure	27/10/2024 08:30am-4:30 pm		

area of the opera cloud to check if there's any outstanding balance. If they don't owe anything we need to collect their key and the checkout is done. It was easy to learn the checkout process. Also we need to make sure if they paid for the parking at the check in time, if they haven't we charge them parking fine £10 per night and once the payment is posted their check out process is complete.

4. Some guests and visitors use leisure activities, like kids swimming sessions,gym,and sauna. So we had a separate form for the guests to sign in,so we can track extra guests who used these services.
5. Also I have learned how to use Visioline, with the help of this we can identify the room numbers of guests who drop their keys in a box at the front desk.So it will be easy for us to checkout their rooms without their presence.
6. By the time all checkouts were done, at it's almost 3pm , the time when check in starts and I got a bit of idea of the check in process.
7. I also learned that we need to add parking fines separately. £10 per day valid for (24hrs) and if someone hasn't added breakfast ask them if they want to add it before 2am it's gonna charge them £12, otherwise the same day it will be £18 per person. And ask them to pay for parking and write their car numbers for records.

Week 5

Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Managing Hotel Admin(Front Desk): 1. Today I have started my day with the checkout process. As I am very familiar with it now. 2. I was at the front desk with one of my colleagues, so I was checking the guests who are using the leisure center-gym and swimming. 3. So I have to keep an eye if the guests are putting their names and signatures on the entry sheet before using the leisure side. 4. Also I have checked if there are enough towels in the leisure area and enough stock(e.g bath soaps, shampoos) in the bathrooms that a guest can use after swimming or going to the gym. 5. Some of the guests already checked out but they left their luggage in the room.And their keys didn't work because they had checked out. So I made keys for them through visioline so they can get their belongings. 6. So I have completed the checkout process for all guests. 7. After checkouts I matched room numbers with their files, printed receipts and put them in one envelope for the manager to review today's revenue from parking, breakfast and swimming. 8. At 3:00pm checkin started. So I have done some checkin for the guests as well.	30/10/2024 09:00am-5:00pm		

Managing Hotel Admin(Front Desk):

1. So today my task was to get the everyday checklist and see what we need to do, so first I have checked if there are any events for today, how many departures expected, rooms available, how many arrivals expected and if there are any issues we need to write in the issues list.
2. Then I have checked in the opera cloud- arrivals list if there are any birthdays, anniversaries or any VIPs are expected. VIPs include Accor members (silver+gold) so need to write the room numbers and give the list to the kitchen so they can prepare the welcome sweets.
3. Once it's ready I dropped the sweet trays into all the VIP rooms as a welcome gesture from the Novotel.
4. Then I checked if there are any groups coming to stay. So I need to make sure I can assign them rooms nearby on the same floor.
5. Then I have done some checkin process for some guests. I am learning this process as I am not that good, but I am giving it a try with the help of my colleague.
6. We have also linked with Veezu(Uber service), if any guests want to book uber, so I have booked for them.
7. Today one of our guests who had a dog, was very upset because a housekeeping staff member made a rude comment when she was leaving her room, So she wanted to make a complaint, so I made sure to call the housekeeping team leader to update them about this complain and listen to her and show that I cared, After our conversation she felt better and happy knowing that we took her issue seriously. Also we gave them an email address so she can write her complain directly.

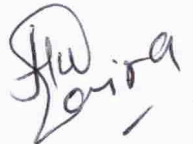
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Week 6

Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Managing Hotel Admin(Front Desk): 1. Today I have started my work at the front desk. My main task was to check on the events happening today- there are 4 events in total. 2 are in the east building(East 1 & East 2)in one building and the other 2 in (West Building) West 1 & West 2 at novotel. And they have different timings for each event. 2. And when the guests arrive for events, I have to ask for their car registration numbers first, and then check which event they are attending.So according to their event we have to shift them to different event rooms. 3. Some guests came for a one day stay, which means they can check in anytime and they have to check out at 12am of the same day, but their rooms were not ready so we asked until the rooms were prepared once before checking them in. 4. So there were 67 expected departures, So I started the checkout process.Some of the guests had some due amounts to pay so I left them for my colleague to finish the process for them.So I only checked out those guests with no amounts due. 5. We also need to reply to guests' emails everyday. 6. Some guests had not paid for the parking during check in time, so they wanted to pay at the checkout time.So I have done that process as well.	07/11/2024 09:00am-5:00pm		

Managing Hotel Admin(Front Desk):

1. I started my day with the Front desk Manager, he guided me a few things which I was not familiar with.
2. He told me that there are some special Accor guests with unique codes, and they get special discounts from the novotel.
3. We can check who is an accor member- by using opera cloud (arrivals list) and their codes start with CZ something.
4. Each Day we have to check the morning checklist first , which needs to be done by morning staff.It includes checking the lobby area is clean, the sound has a certain range,and many more things.
5. We have to make sure to get the sign,date,and timing of whoever is using the leisure gym,pool.
6. Every hour we need to make sure how many guests are using the swimming pool, we need to write the numbers on the form. If it exceeds 20 people in the pool. We have to tell additional guests to wait.
7. Some Guests left the room keys in the key box for checkout, I collected all the keys, checked their room numbers by visioline, and finished their checkout process.
8. Whoever paid for the parking at checked out i posted their parking charge to their allocated check out rooms.
9. Some guests arrived early for check in, but the check in starts at 3:00pm, so they want to leave their luggage with us so they can go out and come back for check in later. We tagged their bags and placed them in storage.
10. And I have also got a lot of information about the check in process. I have done it by myself. So now I can confidently say I am familiar with the check process.

09/11/2024

08:30am-04:30am

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