



Programme: BA International Hotel Management

Managing Food & Beverage Operations

Module code: BMIH6002

Title: Student Learning Log

Student Name – Valentina Stoian

Student ID –2209627

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Introduction

The reflective learning log will be responsible for the provision of a detailed description related to the operative functions and measures evident within the organisational premises of the selected hotel. There can be incorporated a number of services such as enhanced provision of the customer services and tending to the needs and preferences of the people efficiently (ASET, 2017). Main functions such as production, serving and offering customary functions are the main operations offered by the management of the operational hotel organisation. Through the framework of Schon's reflective model, this particular log will be completed to fulfill the incorporation of the necessary information within the scope of the activities conducted during the placements. The following objectives are going to be completed through the completion of this particular reflective log.

- Getting a better scope at the relevant information of the UK hospitality industry.
- Developing an improved knowledge regarding the necessary skills and abilities for professional advancement.
- Implement the wide scope of information gained from the lectures into real-life scenarios.

Section 1: Reflecting the Experience and Aspect of Personal Development

Through the phase of 'What' in the Schön's framework, a detailed description of my gained experience has been elaborated. I was probing as an individual shadowing a supervisory position within the food and beverages department of the organisation, operative in the hospitality industry, I learned many things. Varied from welcoming the guests and guiding them towards their respective tables, followed by taking their orders and providing them with their requested food and beverages, were some of the main tasks (Fallon and Rutherford, 2010). While I was not responsible for directly doing any of these operations, I was attentively guided by the manager with the necessary operations. Other functions such as helping the fellow workers with the refill of the breakfast items from the inventory, and speeding up the overall processes. It was followed by the tasks such as cleaning and resetting the tables before the guests and customers proceeded to take their seats in it (Hagg, 2013). Having a monitoring view on the actions and gestures of the attending people to meet their respective needs and wants in the shortest span of time was another crucial task. Within the scope of the other day at the hotel organisation, my main set of duties were comprised of setting up the dining table and ensuring the menus are clean and updated to the latest. Another major task was restocking the services stations effectively without fail for the safekeeping of the flow of operations (Johnston et al., 2012). Thus, the provision of the opportunities helped to understand the significance and suitably implement the different knowledge which were gained throughout the academic journey.

Section 2: A Critical Analysis on the Work-Based Skills and Scope of Technical Knowledge

This phase has been responsible for illustrating the significance of the responsibilities and the role that was gained throughout my experience in the form of the next layer named ‘So What’. Various work-based abilities and skills, such as communication, along with teamwork, have played an essential role in helping me gain better confidence in my work and performing activities (Vallen and Vallen, 2014). Through the suitable application of the vast knowledge which was gained by me during the attended lectures undertaken in the university, played an essential role. It helped suitably in starting conversations with the guests and guiding them towards making orders which are suited to their essential preferences related to the offered dishes and cuisines by the organisation (Walker, 2021). Thus, a positive influence on the customer satisfaction was achieved that helped me understand and meet the needs, ensuring to improve the retention rates, promoting brand loyalty. Similarly, the teamwork abilities played an essential role in dividing the tasks effectively, without causing employee burnout for any of the individuals, such that an optimised productivity level was achieved. An essential promotion of the organisational skills was also understood that contributed towards the efficient conduction of the operations and improved the areas of personal growth (Cousins and Weekes, 2020). However, there were certain aspects that made me understand the ‘gaps’ which were found in my set of skills that reduced the workplace efficiency and laid behind the operations. Technological abilities, decision-making and Time management skills were some of the core areas of lacking as was identified through the actions which were performed by me. While handling the different systems during the front office and updating the menus in the food and beverages section, I was challenged to a certain extent. Similarly, there were issues identified in my time management and decision-making skills while I

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was responsible for managing the office supplies and handling the HR operations such as recruitment and onboarding.

Section 3: A Reflective Description on the Organisational Issues

Based on the elements of 'Now What', this particular section is going to present a reflection on the overall experience that I gained about the hospitality industry of the UK. An identification of the different encounters, especially the ones responsible for arising challenges and issues in my performance in the food and beverages department (Tan et al., 2023). While the management of the organisational activities within the business grounds were optimised, there were a notable amount of dissatisfied employees actively working. They were subjected to a number of issues such as overworking and frequent burnouts that resulted in the human errors and delay in the operations. Similarly, the work performance of the other day at the hotel was quite suitably administered and there was found a lack in the technological integration, especially the updation in the systems (Fanthorne, 2004). The attitude of 'resistance to change' among the managerial and authoritative positions was the main cause of this disruption and operational difficulty. There can be formulated potential solutions such as improved practices of flexible working as well as promoting collaboration practices in the first organisation. Integration of the innovative measures following the technology acceptance model (TAM) such as automation within the processes for the repetitive processes, can be considered quite helpful as well (Martin, 2020). It will play an essential role in introducing functional improvement within the business premises and develop a competitive advantage. Similarly, a focus on the implementation of the 'Maslow's Hierarchy of Needs' for understanding the needs of their employees and designing actions can be made as well (Wood, 2013). Thus, setting and application of the different rules and regulations promoting a positive working environment can be formed as well.

Conclusion and Action Plan

The reflective log has been responsible for outlining the different experiences that are encountered during the tenure of placement in the hospitality industry of the United Kingdom. There were provided three particular segments within this particular log that focused on the representation of their respective information as well as instances. A discussion of the overall experiences of shadowing the guiding role in the food and beverage department along with the impression on personal and vocational development has been provided. Similarly, a critical analysis of the significance exhibited by the work-based skills and technological knowledge in meeting the guest service standards supported with relevant examples was included. A reflection on the organisational issues followed by the suggestion of the potential solutions was integrated in the last section of this reflective log as well. Thus, an outline of the future activities for the advancement of the 'gaps' in the skills and abilities has been presented.

I will undertake special classes to enhance my knowledge scope regarding digital literacy and related information (Farrell, 2022).

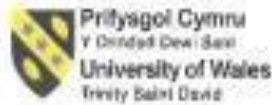
There is going to be an appropriate use of time journals and the integration of the pomodoro technique for improving my time management abilities.

By the integration of techniques such as revisiting the past decisions and analysing the value of the choices, I will focus on improving my decision-making skills (Chiapello and Bousbaci, 2022).

References

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Appendix: Weekly Progress Tracker

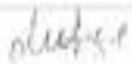


APPENDIX 1

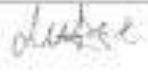
Level 6 Hotel Placement – Weekly Progress Tracker

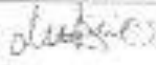
Task: Maintain a weekly progress tracker documenting your experiences, tasks performed, challenges faced, and lessons learned. Bullet points format is welcome. You must submit this document to the designated Turnitin link by [Friday 7th March 2025] at 23:59pm.

Week 1			
Experiences/Tasks/Challenges/Lessons (outline hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Front Office – Achieve a good understanding of the daily tasks at Reception; helping the teams check in and check out the guests; help the guests with their luggage; oversee the Reception and help the team members with all their daily tasks	29/01/2025 09.00-17.00	<i>[Signature]</i>	<i>[Signature]</i>
Front Office – Learn about the opera system, produce daily reports like breakfast covers; guest preferences list, prepare amenities for the guests, deliver the amenities to their rooms, greeting the guests	30/01/2025 09.00-17.00	<i>[Signature]</i>	<i>[Signature]</i>
Week 2			

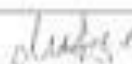
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Food & Beverage Department – welcome guests and direct them to their tables; serve food and beverages efficiently; helping with re fill of the breakfast items; clean and reset tables; monitor tables for the guests needs	06/02/2025 07.00- 15.00		
Food & Beverage Department – set up dining tables; ensure menus are clean and updated; restock service stations	07/02/2025 07.00- 15.00		

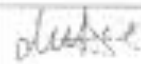
Week 3			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Admin Department – Handle emails, phone calls, and correspondence; schedule and coordinate meetings;	13/02/2025 09.00- 17.00		

Admin Department – Manage office supplies and procurement; uploading invoices into a system (approval max); making sure all the invoice that need paying are uploaded before the payment run (2 payment runs a month)	14/02/2025 09.00-17.00		

Week 4			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
HR Department – Helping and understanding the recruitment and on boarding; prepare employees files; check their right to work, manage and create accounts for all the staff benefits	27/02/2025 09.00-17.00		
HR Department – Manage emails, scanning through applications for different vacancies available; help with	28/02/2025 09.00-17.00		

the organisation of wellbeing activities for the hotel team			
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Week 5			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Reservations – check and respond to email, review daily arrivals, verify rates, promotions and room flexibility	03/03/2025 09.00-17.00		
Reservations – answering phone calls and email for new bookings or modifications, ensure proper documentation of guest details and preferences	04/03/2025 09.00-17.00		

Week 6			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Reservations – inform the front office and housekeeping about vip arrivals, or special requests, confirm payments, deposits and cancellation policies	05/03/2025 09.00-17.00		
Reservations – coordinate with the sales team for groups and corporate bookings, introduce rooming list in the system, assist and learn how the quotes are offered to the clients	06/03/2025 09.00-17.00		