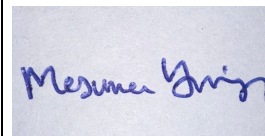
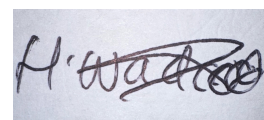
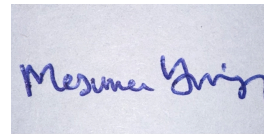
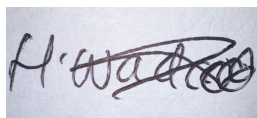
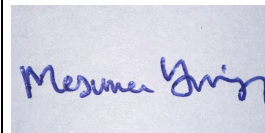
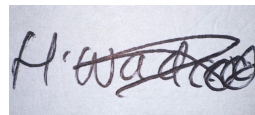


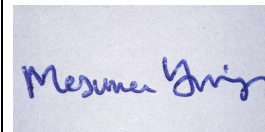
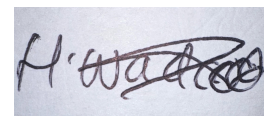
Level 6 Hotel Placement – Weekly Journal Entry

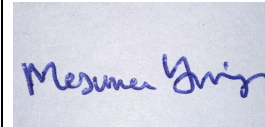
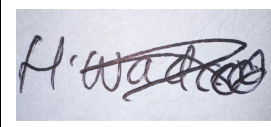
Task: Maintain a weekly journal documenting your experiences, tasks performed, challenges faced, and lessons learned. Bullet points format is welcome. You must submit this document to the designated Turnitin link by **[Friday, 15th November 2024]** at 23:59pm.

Week 1			
Experiences/Tasks/Challenges/Lessons (outline hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Week 1: Housekeeping Initially, the tasks felt daunting—lifting mattresses for each bed and cleaning used toilets were especially challenging. Yet, after a few days, these duties became more manageable. What once felt heavy became routine, even changing king-sized duvet covers and cleaning toilets felt easier over time. This week, I completed all tasks thoroughly, from making beds and changing linens to cleaning bathrooms, replacing towels, and restocking essentials. A small but creative skill I learned was folding tissue paper into decorative flowers to enhance the guest experience. Most importantly, I'm developing key teamwork and time management skills essential for delivering high-quality service efficiently. This first week has given me a solid foundation and growing confidence in my role.	01/10/24		
	9am – 3pm		
	03/10/24		
	9am – 3pm		
	04/10/24		
	9am – 1pm		

Week 2			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Week 2: Reception The reception area is the hotel's main focal point, capturing guests' attention upon arrival. Initially, I felt uncertain about my responsibilities and how to meet the professionalism expected. Thankfully, a colleague guided me through the tasks and standards. In one early experience, a guest handed me their room key at checkout, but I forgot to ask for their name or room number. Realising the mistake, I instinctively ran after them. My colleague later reminded me that reception staff must stay composed and professional; running after guests is discouraged. We are expected to maintain a calm, confident demeanour while assisting guests. Since then, I've familiarised myself with key hotel policies, from check-in procedures to handling luggage. This experience has deepened my understanding of the professionalism and attentiveness needed in a reception role.	07/10/24		
	9am – 3pm		
	10/10/24		
	9am – 3pm		
	11/10/24		
	9am – 1pm		

Week 3			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Week 3: Food and Beverages This week, I focused on food and beverage tasks, including cleaning tables, setting up the dining area, and bringing and arranging dishes from the kitchen. I maintained high standards by polishing cutlery, restocking items, and thoroughly cleaning the space. I also learned basic food preparation skills, helped with specific guest requests, and emphasised communicating allergy information for safe service. I handled challenging customer interactions and managed larger-than-expected gatherings, ensuring smooth service. Lastly, I studied emergency fire procedures, reinforcing guest and staff safety. This week strengthened my practical skills and highlighted the importance of safety and customer satisfaction in service.	14/10/24 9am – 3pm 17/10/24 9am – 3pm 18/10/24 9am – 1pm		

Week 4			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Week 4: Housekeeping By Week 4, I had mastered the housekeeping routines, confidently prepared the trolley with essentials, and efficiently managed the housekeeping office, understanding task abbreviations to streamline workflow. This week, I handled extensive vacuuming of corridors and rooms, mopped bathrooms to meet cleanliness standards, and took on more room preparations, honing my bed-making and room presentation skills. A key new responsibility was creating the housekeeping staff schedule, which deepened my understanding of team coordination and resource allocation to maintain consistent service throughout the hotel.	21/10/24		
	9am – 3pm		
	24/10/24		
	9am – 3pm		
	25/10/24		
	9am – 1pm		

Week 5			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Week 5: Reception This week, I gained confidence in managing bookings and the check-in/check-out process. A highlight was welcoming pilots, flight attendants, and VIP guests, adding a unique aspect to my role. I kept the front area clean and welcoming, swiftly addressing any issues. I also emphasized professionalism in all tasks, ensuring a positive and orderly environment. Additionally, I developed my problem-solving and tech skills, essential for reception duties. Overall, these experiences have boosted my confidence and adaptability in handling diverse front desk responsibilities.	28/10/24		
	9am – 3pm		
	31/10/24		
	9am – 3pm		
	01/11/24		
	9am – 1pm		

Week 6			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Week 6: Food and Beverage This week, I focused on polishing cutlery, juice glasses, and stainless steel jugs to uphold the restaurant's high presentation standards. During a busy morning, I served tea and coffee at each table, enhancing my efficiency and customer service skills in a fast-paced setting. I enjoyed each task, gaining discipline, learning upkeep techniques, and refining my professional presentation and customer interaction skills. This experience has greatly contributed to my growth in service quality and customer engagement.	04/11/24 9am – 3pm 07/11/24 9am – 3pm 08/11/24 9am – 1pm	