

Part 1: Weekly Progress Tracker

Leisure Club

Week 1: Leisure Club 20/01/2025 - Monday 1pm-7pm	
Experiences/Tasks Performed: List specific tasks in customer-facing roles within Housekeeping, Maintenance, Leisure Club, and Meetings & Events.	• Tour of the Leisure Club, including fire exits. • Welcomed members and hotel guests, particularly during the busier morning and evening periods on weekdays. • Assisted with scanning members in, processing towel hire (£0.60 per towel), and booking fitness classes. • Communicated with members both face-to-face and over the phone. • Maintained cleanliness by folding towels and ensuring the leisure area remained tidy. • Helped resolve a locker misunderstanding where a member believed his washbag and towel had been stolen.
Challenges Faced: Note any problems or obstacles (e.g., guest complaints, equipment failure, time management issues).	• Some members were unable to book fitness classes over the phone because associates were busy elsewhere, highlighting the need for an online booking system. • Handling customer concerns regarding the washbag, even when issues stemmed from misunderstandings.
Lessons Learned: Highlight key takeaways for each task, such as skills developed, understanding gained, or improved practices.	• Strong communication skills. Essential for providing excellent customer service. • Members appreciate a warm, friendly greeting, which enhances their experience. • Staying calm when issues arise. E.g. stolen washbag.

Emotional Responses: Reflect on how you felt in rewarding or challenging situations.	• Comfortable and happy meeting with my manager. • Appreciated the helpfulness of associates and enjoyed learning from them. • Felt confident interacting with members, as they were friendly and chatty. • Stressed when customer complained. • Felt accomplished after resolving the locker mix-up.
Future Endeavours or Lost Opportunities: Identify areas for improvement or opportunities you missed but could address in the future.	• Exploring the benefits of an online booking system to ease phone call congestion and pressure on associates. • An associate mentioned the Moxy in Yorkshire had a modern scanning in system. I plan to visit that at some point in the future.
Supervisor's Signature	Lauren Harms

Week 1: Leisure Club 25/01/2025 - Saturday 8am - 6pm	
Experiences/Tasks Performed: List specific tasks in customer-facing roles within Housekeeping, Maintenance, Leisure Club, and Meetings & Events.	• Welcomed members and hotel guests, particularly during the busier morning and evening periods on weekdays. • Assisted with scanning members in, processing towel hire (£0.60 per towel), and booking fitness classes. • Communicated with members both face-to-face and over the phone. • Folding towels professionally for display. • Ensured the leisure area remained tidy.
Challenges Faced: Note any problems or obstacles (e.g., guest complaints, equipment failure,	• Some members struggled with getting through on the phone to booking

time management issues).	fitness classes because associates were busy with handling members face to face, highlighting the need for an online booking system.
Lessons Learned: Highlight key takeaways for each task, such as skills developed, understanding gained, or improved practices.	• Strong communication skills. Essential for providing excellent customer service. • Members appreciate a warm, friendly greeting, which enhances their experience. • Associates respected their manager, she listened to them and was on their wavelength much more than the previous one. They would make more effort for her.
Emotional Responses: Reflect on how you felt in rewarding or challenging situations.	• Comfortable and happy working with my manager. • Appreciated the helpfulness of associates and enjoyed learning from them. • Felt confident interacting with members, as they were friendly and chatty.
Future Endeavours or Lost Opportunities: Identify areas for improvement or opportunities you missed but could address in the future.	• Exploring the benefits of an online booking system to ease phone call congestion and pressure on associates. • An associate mentioned the Moxy in Yorkshire had a modern scanning in system. I plan to visit that at some point in the future.
Supervisor's Signature	Lauren Harms

Week 2: Leisure Club
27/01/2025 - Monday 1pm-7pm

Experiences/Tasks Performed: List specific tasks in customer-facing roles within Housekeeping, Maintenance, Leisure Club, and Meetings & Events.	• Continued welcoming members and hotel guests, scanning members in, processing towel hire and booking fitness classes. • Ensuring gym equipment is in working condition and the areas are clean. • Observed my associates administer first aid to gym user and document accordingly.
Challenges Faced: Note any problems or obstacles (e.g., guest complaints, equipment failure, time management issues).	• Online system down. Unable to book classes for members or take payments and receipts. • Accident with light in sauna. • Noticed the different types of guests throughout the week - corporate guests on weekdays, families on weekends. • Towel shortages.
Lessons Learned: Highlight key takeaways for each task, such as skills developed, understanding gained, or improved practices.	• Problem-solving and remaining calm in tricky situations reassures guests. • Observed Risk assessments conducted in the gym area. • Weekends bring a different type of clientele, requiring adaptability in customer service. • Elderly members may struggle with technology, so any future booking system must remain accessible.
Emotional Responses: Reflect on how you felt in rewarding or challenging situations.	• Stressed when a member got burned with the light bulb. • More comfortable communicating with a diverse range of guests.
Future Endeavours or Lost Opportunities: Identify areas for improvement or opportunities you missed but could address in the future.	• Ensure paper back up for scanning in members. • Looking into digital booking solutions while considering accessibility for all members. • Gaining a deeper understanding of

	customer expectations based on the time of the week.
Supervisor's Signature	Lauren Harms

Week 2: Leisure Club 01/02/2025 - Saturday 1pm-7pm	
Experiences/Tasks Performed: List specific tasks in customer-facing roles within Housekeeping, Maintenance, Leisure Club, and Meetings & Events.	- Continued assisting with scanning ins, towel hire, and fitness class bookings. - Declined a guest's request to heat up food due to health and safety policies. - Noted that agency cleaning staff were expensive, meaning leisure staff handled the cleaning of the leisure club.
Challenges Faced: Note any problems or obstacles (e.g., guest complaints, equipment failure, time management issues).	- Politely declining a guest request felt uncomfortable, especially since the guest was friendly and humble. - Also declining a mother with 2 young children in the pool due to adult to children protocol. - Ensuring policies were upheld while maintaining excellent customer service. - Guest complaint due to cleanliness of the changing room.
Lessons Learned: Highlight key takeaways for each task, such as skills developed, understanding gained, or improved practices.	- Enforcing health and safety policies professionally is essential, even if it feels uncomfortable. - Confidence in setting boundaries with guests is a valuable skill. - Leisure associates' duties extend beyond guest interaction, including cleaning responsibilities.
Emotional Responses: Reflect on how you felt in rewarding or	Slight discomfort at saying no, as naturally inclined to be

challenging situations.	accommodating. • Recognised the importance of maintaining professionalism over personal feelings. • Be resilient and listen attentively.
Future Endeavours or Lost Opportunities: Identify areas for improvement or opportunities you missed but could address in the future.	• Developing stronger assertiveness skills in customer interactions. • Exploring ways to balance customer service with enforcing policies effectively.
Supervisor's Signature	Lauren Harms

Week 3: Leisure Club 03/02/2025 - Monday 1pm - 7pm	
Experiences/Tasks Performed: List specific tasks in customer-facing roles within Housekeeping, Maintenance, Leisure Club, and Meetings & Events.	• Continued welcoming members and hotel guests, scanning members in, processing towel hire and booking fitness classes. • Checked and replenished toilet roll and hand wash in the changing rooms. • Observed and assisted with checking the pH balance of the pool, ensuring it met safety standards, and documented the results. • Ensured all four pool lights were the same colour, reporting any discrepancies. • Assisted guests with booking fitness classes and answering facility-related queries.
Challenges Faced: Note any problems or obstacles (e.g., guest complaints, equipment failure, time management issues).	• One of the pool lights initially appeared a different colour, but after troubleshooting, all 4 appeared the same. • A large puddle in the changing room had to be addressed quickly to prevent slips.

Lessons Learned: Highlight key takeaways for each task, such as skills developed, understanding gained, or improved practices.	• Regularly checking restroom supplies helps avoid guest dissatisfaction. • Monitoring pH balance is crucial for pool safety and must be accurately recorded. • Lighting consistency in the pool area contributes to a professional and well-maintained atmosphere. • Being proactive in addressing minor issues, such as spills, enhances overall safety and cleanliness.
Emotional Responses: Reflect on how you felt in rewarding or challenging situations.	• Felt more confident in handling pool maintenance tasks. • Pleased to gain more insight into leisure facility upkeep and safety procedures.
Future Endeavours or Lost Opportunities: Identify areas for improvement or opportunities you missed but could address in the future.	• Learn more about pool chemical balance and routine maintenance. • Gain a better understanding of common facility maintenance issues and how to address them efficiently.
Supervisor's Signature	Lauren Harms

Week 3: Leisure Club 09/02/2025 - Sunday 1pm-8pm	
Experiences/Tasks Performed: List specific tasks in customer-facing roles within Housekeeping, Maintenance, Leisure Club, and Meetings & Events.	• Continued assisting with scanning ins, towel hire, and fitness class bookings. • Helped manage the leisure area during busier family-oriented weekends. • Noted that the leg curl machine had been broken for over a month, despite the usual 2-week repair protocol.
Challenges Faced: Note any problems or obstacles (e.g., guest complaints, equipment failure, time management issues).	• Equipment repairs taking longer than expected, leading to member frustration.

	Swimming pool user had left their baby's soiled nappy in the changing area.
Lessons Learned: Highlight key takeaways for each task, such as skills developed, understanding gained, or improved practices.	- Clear communication with members about maintenance delays helps manage expectations. - Understanding the constraints of external repair teams and explaining them to guests calmly. - Observing guest habits - corporate guests tend to have short, efficient workouts, while families spend longer in the leisure area.
Emotional Responses: Reflect on how you felt in rewarding or challenging situations.	- Frustration at the lack of control over equipment repairs. - Disgusted by some guest's lack of hygiene, health awareness, and consideration for others.
Future Endeavours or Lost Opportunities: Identify areas for improvement or opportunities you missed but could address in the future.	- Suggesting a noticeboard or digital update system to inform members about equipment repairs. - Advocate for stricter hygiene enforcement by politely reminding guests of health and safety standards and ensuring proper sanitation procedures are followed.
Supervisor's Signature	Lauren Harms

Week 4: Leisure Club 10/02/2025 - Monday 1pm - 7.30pm	
Experiences/Tasks Performed: List specific tasks in customer-facing roles within Housekeeping, Maintenance, Leisure Club, and Meetings & Events.	- Welcomed guests, scanned members in, and processed towel hire. - Checked and restocked toilet roll and hand wash in the changing rooms. - Hoovered and mopped the floor in the

	gym, reception, and changing areas. • Monitored gym and pool areas, ensuring cleanliness and safety. • Checked and documented the pH balance of the pool to meet health and safety standards. • Ensured all four pool lights were the same colour, reporting any discrepancies. • Assisted guests with booking fitness classes and general facility queries. • Spoke to my manager about handling situations where guests are upset about safety policies.
Challenges Faced: Note any problems or obstacles (e.g., guest complaints, equipment failure, time management issues).	• A guest wanted to take two toddlers into the pool, but safety regulations do not allow this. Had to politely refuse, which made me feel uncomfortable. • Minor towel shortage during peak hours, causing slight guest frustration.
Lessons Learned: Highlight key takeaways for each task, such as skills developed, understanding gained, or improved practices.	• Enforcing safety policies can be difficult but is essential for guest well-being. • Discussing difficult situations with a manager helps build confidence in handling them professionally..
Emotional Responses: Reflect on how you felt in rewarding or challenging situations.	• Felt bad telling the guest they couldn't take both toddlers into the pool. • Relieved after speaking to my manager, who reassured me that enforcing safety rules is necessary. • Pleased with keeping the facility clean and running smoothly.
Future Endeavours or Lost Opportunities: Identify areas for improvement or opportunities you missed but could address in the future.	• Learn more strategies for handling guest disappointment professionally.
Supervisor's Signature	Lauren Harms

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Week 4: Leisure Club 15/02/2025 - Saturday 8am-6pm	
Experiences/Tasks Performed: List specific tasks in customer-facing roles within Housekeeping, Maintenance, Leisure Club, and Meetings & Events.	• Welcomed guests, scanned members in, and processed towel hire. • Discussed with associates the process of washing and drying towels using the in-house washing machine to ensure efficient turnaround. • Cleaned the mirrors in the changing rooms to maintain a fresh and professional appearance. • Checked and recorded the pH balance of the pool, ensuring safety standards were met. • Wiped down gym equipment to maintain hygiene and prevent the spread of germs.
Challenges Faced: Note any problems or obstacles (e.g., guest complaints, equipment failure, time management issues).	• A gym user left weights scattered on the floor, requiring intervention to maintain safety.
Lessons Learned: Highlight key takeaways for each task, such as skills developed, understanding gained, or improved practices.	• Understanding the washing and drying process for towels helps ensure a smoother operation. • Regularly wiping down gym equipment maintains hygiene and keeps the space looking professional. • Clear communication helps manage guest expectations, especially regarding class bookings.
Emotional Responses: Reflect on how you felt in rewarding or challenging situations.	• Felt confident discussing towel washing procedures with associates. • Pleased with maintaining high cleanliness standards in the changing rooms and gym area.

Future Endeavours or Lost Opportunities: Identify areas for improvement or opportunities you missed but could address in the future.	Suggest a reminder system for gym users to re-rack weights after use.
Supervisor's Signature	Lauren Harms

Week 5: Leisure Club 17/02/2025 - Monday 1pm - 8pm	
Experiences/Tasks Performed: List specific tasks in customer-facing roles within Housekeeping, Maintenance, Leisure Club, and Meetings & Events.	- Welcomed guests and provided assistance with leisure facilities. - Washed, dried, and collected towels in the in-house washing machine - Checked and documented the pH balance of the pool, ensuring compliance with health standards. - Cleaned mirrors in the changing rooms to maintain a fresh and tidy environment. - Wiped down gym equipment, ensuring hygiene standards were met.
Challenges Faced: Note any problems or obstacles (e.g., guest complaints, equipment failure, time management issues).	- Prioritise tasks. Customer queries and technical routines first. During quieter periods clean different parts of the Club to maintain health and hygiene for users. - Treadmill stopped working. Out of order notice put up.
Lessons Learned: Highlight key takeaways for each task, such as skills developed, understanding gained, or improved practices.	- Regular pH balance checks ensure pool water remains safe for users. - Gym maintenance issues need to be reported promptly to avoid guest dissatisfaction.
Emotional Responses: Reflect on how you felt in rewarding or	Felt accomplished after managing towel washing effectively.

challenging situations.	• Frustrated by the treadmill issue but reassured knowing it was reported quickly. • Pleased to contribute to a clean and well-maintained leisure environment.
Future Endeavours or Lost Opportunities: Identify areas for improvement or opportunities you missed but could address in the future.	• Ensure quicker response times for gym equipment maintenance by improving communication with maintenance staff.
Supervisor's Signature	Lauren Harms

Week 5: Leisure Club 22/02/2025 - Monday 7am - 6.30pm	
Experiences/Tasks Performed: List specific tasks in customer-facing roles within Housekeeping, Maintenance, Leisure Club, and Meetings & Events.	• Welcomed and assisted early morning members, handling towel hire and class bookings. • Checked and recorded the pH balance of the pool to maintain safety standards. • Monitored cleanliness, ensuring mirrors, gym equipment, and changing rooms were tidy. • Ensured lockers were all empty and working properly. • Restocked toilet roll, hand wash, and towels throughout the day. • Managed guest queries regarding gym equipment, membership, and class schedules.
Challenges Faced: Note any problems or obstacles (e.g., guest complaints, equipment failure, time management issues).	• Member locked out of his locker.
Lessons Learned: Highlight key takeaways for each task, such as skills developed, understanding	• To unlock any locker using the master

gained, or improved practices.	system.
Emotional Responses: Reflect on how you felt in rewarding or challenging situations.	• Confident in managing the morning rush and assisting guests efficiently • Satisfied knowing the Leisure Club remained clean, safe, and welcoming throughout the shift.
Future Endeavours or Lost Opportunities: Identify areas for improvement or opportunities you missed but could address in the future.	• Explore stock management Systems. • Organising Staff Rotas.
Supervisor's Signature	Lauren Harms

Food & Beverage Department

Week 6: Food & Beverage 24/02/2025 - Monday 1pm-7pm	
Experiences/Tasks Performed: List specific tasks in customer-facing roles within Housekeeping, Maintenance, Food & Beverage, and Meetings & Events.	• Discussed the briefing sheet. • Folded napkins for the tables. • Assisted with setting up tables, ensuring impeccable presentation. • Cleared tables efficiently, maintaining a tidy and welcoming atmosphere.
Challenges Faced: Note any problems or obstacles (e.g., guest complaints, equipment failure, time management issues).	• Remembering the numbers of the tables. • Managing tables for the first time was daunting.
Lessons Learned: Highlight key takeaways for each task, such as skills developed, understanding gained, or improved practices.	• How to fold napkins to enhance presentation. • Emirate staff receive a 40% discount on F&B.
Emotional Responses: Reflect on how you felt in rewarding or challenging situations.	• Stressed due to the busy environment, and being a new starter. • Proud of my professional standard napkin folding. • Felt a sense of accomplishment when finishing the shift.
Future Endeavours or Lost Opportunities: Identify areas for improvement or opportunities you missed but could address in the future.	• More knowledge on gathering information to complete the briefing sheet. • Take more initiative in assisting colleagues to create a smoother workflow.
Supervisor's Signature	M.Morton

Week 6: Food & Beverage
01/03/2025 Saturday 8am - 8pm

Experiences/Tasks Performed:

List specific tasks in customer-facing roles within Housekeeping, Maintenance, Food & Beverage, and Meetings & Events.

- Supported breakfast service by maintaining prompt refills and ensuring high-quality food presentation.
- Efficiently cleared and reset tables to manage high guest turnover.
- Observed and practiced the operation of the coffee machine, including drink preparation.
- Folded napkins neatly to maintain table presentation standards.
- Assisted with bar stocktaking to ensure adequate supplies.
- Prepared cleaning solutions, ensuring the correct water-to-cleaner ratio.
- Sliced lemons and limes for beverage garnishes.
- Engaged with guests, providing friendly and professional service.

Challenges Faced: Note any problems or obstacles (e.g., guest complaints, equipment failure, time management issues).

- Managed a guest's potato allergy, requiring careful and clear communication with the kitchen team.
- Balanced back-to-back orders while maintaining high service standards and attention to detail.
- Faced initial difficulty mastering milk frothing for lattes and cappuccinos.
- Worked on improving technique for carrying multiple plates with one hand.
- Practiced using a towel professionally to handle and serve hot plates safely.

Lessons Learned: Highlight key takeaways for each task, such as skills developed, understanding gained, or improved practices.

- Developed efficiency and communication skills in a fast-paced food and beverage environment.
- Improved ability to handle customer requests, particularly those involving dietary requirements.
- Gained confidence in using the coffee machine and preparing drinks to standard.
- Strengthened stock management skills

	through inventory checks and restocking. • Enhanced table-setting speed and presentation to maintain smooth service flow. • Learned the importance of clear communication with kitchen staff to meet guest needs.
Emotional Responses: Reflect on how you felt in rewarding or challenging situations.	• Felt satisfied contributing to a positive guest experience and receiving their appreciation. • Experienced initial stress managing continuous orders and multitasking under pressure. • Found mastering milk frothing and handling hot plates challenging but rewarding. • Gained a sense of accomplishment after overcoming challenges and improving my skills.
Future Endeavours or Lost Opportunities: Identify areas for improvement or opportunities you missed but could address in the future.	• Aim to refine barista skills, particularly mastering milk frothing techniques. • Improve confidence in carrying multiple plates with one hand for more efficient service.. • Strengthen problem-solving and time management skills to handle busy periods better.
Supervisor's Signature	M.Morton