

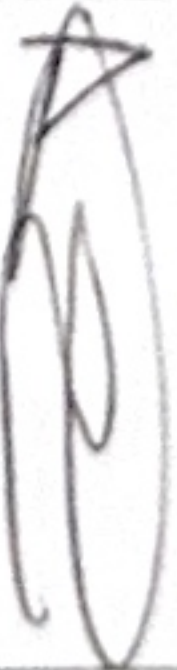
Level 6 Hotel Placement – Weekly Progress Tracker

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
This week I did housekeeping where the tasks I did which were Hoovering 3 floors of the lobby and the flights of stairs. Also, I had to wipe around the doors, rooms and did dusting as well as this makes the hotel nice and clean for the guests. The experience I gained from this was that was some first-hand exposure to the housekeeping operations/tasks at a hotel environment. Also, it helps me notice how thorough cleaning and attention to detail, create a welcoming atmosphere for our guests. Some challenges I faced were personally I found some of the cleaning physically demanding for myself when hoovering the floors, also trying to maintain a consistent cleaning standard throughout. Overall, the lesson I learned from this was to attention to detail when creating a pleasant environment for guests. Also, to have a good pacing and time management when doing physically demanding tasks and recognising the impact of a clean environment for the guests and the reputation of the hotel.	21/1/25 9 AM		

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Week 2			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
This day, I was in the Food and Beverage, I did these tasks which were cleaning the tables, polishing the spoons and attending the guests to the place as well. Furthermore, I also did a fire hazard checks around the hotel as well. Some experience I gained was the guest service side of hotel operations and doing fire hazard checks. Furthermore, some challenges I faced were ensuring that the dining are maintained its quality, ensuring tables are quickly cleaned. Also, making sure the safety protocols are met with the hazard checks. Overall, the lessons, I learnt were the importance of organising tasks and multi-tasking tasks effectively in a fast based environment. Also, I learnt that the value of clear communication and work with colleagues is important to handle responsibilities efficiently.	28/1/25 9 AM	Wk	

The tasks this day were same as the day before which were cleaning the tables which creates tidy dining environment, polishing the spoons and attending the guests to the place as well which makes them feel welcome. Furthermore, I also did a fire hazard checks around the hotel as well. Some experience I gained was the guest service side of hotel operations and doing fire hazard checks. Challenges I faced this day were managing time effectively when completing the assigned tasks. Overall, the lessons, I learnt were the importance of organising tasks and multi-tasking tasks effectively in a fast based environment. Also, I learnt that the value of clear communication and work with colleagues is important to handle responsibilities efficiently.	30/1/25 9 AM	WMC	

Week 3			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
This day I did some housekeeping again like from Week 1 and the tasks were similar as I did were hoovering 3 floors of the lobby and the flights of stairs, plus mopping the floors as well. Also, this time I was put in charge to clean the lifts as well. This experience helped me to continue my housekeeping skills from week 1 and improving them and was given more responsibilities. Some challenges I faced were maintaining a high level of cleanliness across various areas. Also, the fact I found it a bit more physically demanding as well. The lessons I learnt were the effective time management and attention to detail in maintaining a clean environment	04/02/25 9 AM		

This day I had some different housekeeping tasks then I did before, these were stripping the beds from the allocated rooms, mopping the skirting board edge, making sure the rooms looked nice and tidy etc. Gained experience with varied housekeeping tasks, allowing me to broaden my skill set in room maintenance. The challenges I faced were adapting to a different set of tasks compared to previous days, which required adjusting my usual cleaning routine. Also, managing time efficiently to ensure each task was completed to a high standard. Overall, the lessons I learnt are understanding of the varied aspects of housekeeping and the importance of flexibility. Also, the significance of thoroughness in every task to maintain the hotel's overall presentation and guest satisfaction	04/02/25 9 AM	WHP	
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Week 4			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
This day I did tasks in food and beverage like in Week 2 as they were similar, I greeted/attended the guests, polished the cutlery, cleaned the tables and mopped the floors. Also, I did the fire check around the hotel making sure it's working for protocols. The experience this day was improving my skills in this department as these are my guest service and operational skills. The challenges I faced were balancing the diverse tasks of guest service, cleaning, and safety checks during a busy shift. Some of the lessons I learned was reinforcing the high standards in both guest service and safety. Also, I improved my improved multitasking skills and the ability to manage time effectively across varied responsibilities	18/02/25 9 AM	WUK.	
I did some tasks like yesterday as this was in the same department in Food and beverage, the tasks were: greeted/attended the guests, polished the cutlery and mopped the floors. Also, washed dishes as the dishwasher was not working.	20/02/25 9 AM		

With my experience it helps me further develop my guest skills and also gained to adapt quickly in tasks when the equipment issue happened. The challenges faced were coping with the workload due to the dishwasher being out of service and also managing time effectively while doing this. The lessons I learnt from this was flexibility is key and maintaining high standards in guest service and cleanliness is important, even under challenging circumstances. Also, I improved my time management skills by prioritising tasks during busy periods.		WNV	
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Week 5			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature