



Food and Beverage (F&B) Department

My tasks

Serving at the bar

Labelling item after use

Serving food to the guests

Checking the correct temperature
with a probe

Having a good knowledge of the
menu

Keep tidy work area

Key experiences

Pouring my first pint

Learning about the vines

Washing the dishes by hand

Learning from mistakes

Look at the recipe book, until I know the recipes



Skills that I developed

- Communication
- Eye for detail
- More interacting with guests from the three departments
- Listening skills
- Hygiene and protocols



Hotel Administration and Front Office (HAFO)

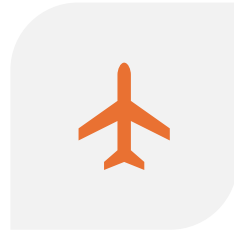
Duties



CHECK IN
AND OUT



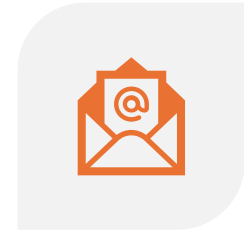
TAKING
PAYMENT



MAKING
BOOKINGS



ANSWERING
PHONE CALLS



SENDING
SOME EMAILS

Experience

Had to deal with complaints

Made some mistake at first

Communicating better with guests

Greeting them

Creating relationships with guests and regulars

Skills acquired



GREAT EYE FOR
DETAIL



NUMERACY
SKILLS



USE OF
TECHNOLOGY



COMMUNICATION



CONFIDENCE

Operating Hotel Facilities (OHF)

Operational Tasks

- Making beds
- Cleaning surfaces
- Dust free
- Use of cleaning solutions
- Fresh air
- Streak free mirrors
- Put out correct amount of amenities



experiences

Some room were very dirty

Physically demanding

Maintenance was an issue

Skills developed

- Time keeping
- Brilliant eye for detail
- Teamwork
- Confidence
- Interaction
- *

