

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.

DELTA MARRIOTT SWINDON		Week 1	FOOD & BEVERAGE 20-21.01.2025	
Experiences/Tasks/Challenges/Lessons (outline hotel department)		Shift (Date/Time)	Student Signature	Hotel Mentor Signature
<u>INDUCTION</u> FACE TO FACE AFTERNOON - MEETING WITH THE F&B TEAM - PRESENTATION OF THE DEPARTMENTS AND INTERACTION WITH THE HOTEL MANAGEMENT TEAM. - PRESENTATION OF THE RESTAURANT AREA (RESTAURANT, POOL, BAR, CONSERVATORY, TOP AND NUMBER OF THE TABLES, EMERGENCY EXITS AND FIRST AID KITS) - WORK TASKS DESCRIPTION AND WORK SCHEDULES (RESTAURANT) BREAKFAST - 6 ³⁰ - 10 ³⁰ M-F S-S F 11 ⁰⁰ DINNER - 18 ⁰⁰ - 22 ³⁰ M-F S-S 18 ⁰⁰ - 22 ⁰⁰ 80 (SET), 300 CAPACITY <u>BAR</u> 14 ³⁰ - 23 ⁰⁰ ALCOHOLIC DRINKS		20.01.2025 15 ⁰⁰ - 23 ⁰⁰		NEWTON Lozo 
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DELTA MARRIOTT SWINDON

20.01.2025

STUDENT
SIGNATURE



HOTEL MENTOR
SIGNATURE

TASKS

- GUESTS INTERACTION (DIALOGUE WITH GUESTS AND SEATING AT TABLES)
- SERVING FOOD & BEVERAGE ITEMS TO THE GUESTS (RESTAURANT, BAR, ROOM SERVICE)
- ENSURE GUESTS SATISFACTION WITH THEIR DINING.
- PROCESSING GUESTS PAYMENT
- SETTING UP THE RESTAURANT FOR DINNER (LATER FOR BREAKFAST.).
- PREPARING THE TRAYS FOR ROOM SERVICE DELIVERY, ACCORDING TO THE ^{HOTEL} STANDARDS
- POLISHING ^{THE} PLATES, CUTLERY AND GLASSES.
- PREPARING AND REFILLING CONTAINERS FOR SALT, PEPPER, SUGAR, KETCHUP, MAYO, VINEGAR.
- CLEARING AND CLEANING THE TABLES
- SUPPLYING THE CUPBOARDS WITH CUTLERY, GLASSES, PLATES (RESTAURANT/KITCHEN)

CHALLENGE

- FOOD SAFETY & QUALITY STANDARDS
- FRESH FOOD STANDARDS
- STRICT REGULATORY STANDARDS
- RISK OF CONTAMINATION
- FOOD ALLERGIES
- STRICT REGULATORY STANDARDS



NEWTON 2025

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.

FOOD & BEVERAGE

<i>DELTA MARRIOTT SWINDON</i>		<i>Week 1</i>		<i>20.01 - 21.01.2025</i>	
Experiences/Tasks/Challenges/Lessons (outline hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature		
<u>LESSON</u> - SETTING TASKS AT THE BEGINNING OF THE WORK - TEAM WORK - DELEGATION OF TASKS - ~~TEAM~~ RESPONSIVE TIME - PROBLEMS SOLVING IMMEDIATELY (COMPLAINTS)	<i>21.01.2025</i> <i>15⁰⁰ - 23⁰⁰</i>				
- EFFECTIVE COLLABORATION AND COMMUNICATION - ANALYTICAL AND CRITICAL THINKING (QUICK DECISIONS) - THE SUPPORT OF OTHER DEPARTMENTS WHEN REQUIRED:					
<u>EXPERIENCES</u> - GUESTS AND HOSPITALITY EXPERIENCES - FOOD & BEVERAGE EXPERIENCES - DINING EXPERIENCES					

DELTA MARriott SWINDON

21.01.2025

STUDENT
SIGNATURE

HOTEL MENTOR
SIGNATURE



EXAMPLE = "FOOD SAFETY REGULATION" (PROTECTION).

1) IF THE GUESTS WANT TO TAKE AWAY THE FOOD OUTSIDE THE HOTEL, THEY MUST SIGN A DOCUMENT THAT PROTECTS THE RESTAURANT (AND THE HOTEL), REGARDING FOOD SAFETY REGULATION

EXAMPLE = "COMPLAIN" (PROBLEM SOLVING IMMEDIATELY)

WHEN THE FOOD WAS DELIVERED TO THE ROOM, THE GUEST NOTICED THAT THE FOOD WAS NOT HOT ENOUGH AND REQUESTED THAT IT BE CHANGED (REHEATED). SHE HAD TO PAY A DIFFERENCE IN MONEY FOR THE ORDERED DRINK, BUT AFTER THAT, THE MANAGER DECIDED NOT TO PAY FOR THE DRINK. (THE DRINK BEING DEDUCTED FROM THE MANAGER'S ACCOUNT AS PROTOCOL)

- DISCUSSIONS WITH THE MANAGER REGARDING THE ACCREDITATIONS & HOLD ON FOOD & SAFETY, AND SENDING BY EMAIL.
- DISCUSSIONS WITH THE MANAGER REGARDING THE SCHEDULES FOR NEXT WEEK AND FUTURE TASKS.



FOOD & BEVERAGE

DELTA MARRIOTT SWINDON		Week 2	27.02 - 28.02.2025	
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature	
- MORNING MEETING WITH THE F&B TEAM - MORNING TASKS SETTING. <u>TASKS</u> - POLISHING, DISHES AND GLASSES - CLEARING AND CLEANING THE TABLES - SETTING THE TABLES FOR BREAKFAST AND DINNER - SUPPLYING THE BAR WITH PRODUCTS (CHIPS AND DRINKS) - CLEANING AND SETTING THE BUFFET ACCORDING TO HOTEL STANDARDS <u>CHALLENGE</u> - - RISK OF CONTAMINATION - ALLERGENI PROBLEMS SOLVING IMMEDIATELY → LESSON !! <u>LESSON</u> - CHECKING THE ORDERS AND FOOD BEFORE SERVING - ALWAYS ASK THE GUESTS ABOUT ALLERGIES, INTOLERANCE <u>EXPERIENCE</u> - MEETING EXPERIENCE - BAR EXPERIENCE - BREAKFAST EXPERIENCE	27.02.2025 7⁰⁰ - 15⁰⁰			
				

DELTA MARRIOTT SWINDON

24.02.2025

STUDENT

MANAGER.

7⁰⁰ - 3⁰⁰

Ch

PRESENTATION OF THE BAR AND THE ACTIVITIES

CARRIED OUT

- PRESENTATION OF THE STANDARDS FOR THE SETTING OF THE BREAKFAST BUFFET
- PRESENTATION OF THE ACTIVITIES OF THE RESTAURANT STAFF (TRAINING)
(WAITERS)
(RESTAURANT RECEPTION ASSISTANT, BAR ASSISTANT, SUPERVISOR)
(JOB DESCRIPTION, RESPONSABILITIES)

PROBLEMS SOLVING IMMEDIATELY

EXAMPLE - RISK OF FIRE (ELECTRIC SHORT CIRCUIT)

- 1) I NOTICED THAT THE SOCKET WAS DETACHED FROM THE WALL IN THE BUFFET AREA, WHERE BREAKFAST IS SERVED. THIS SOCKET BEING USED FOR THE TOASTER AND HEATING LAMP.
I NOTIFIED THE MANAGER, WHO CONTACTED THE MAINTENANCE TEAM.

EXAMPLE - GUESTS COMPLAIN

- 2) ONE OF THE GUESTS COMPLAINED THAT THE COFFEE MACHINE WAS NOT WORKING LONGER AND I REDIRECTED HIM TO THE SECOND COFFEE MACHINE. I REPORTED THE ISSUE TO THE SUPERVISOR AND HE RESE THE COFFEE MACHINE SOFTWARE. THE COFFEE MACHINE STARTED ANT THE INTERVENTION OF THE MAINTENANCE TEAM WAS NOT LONGER NECESSARY.

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FOOD & BEVERAGE

	WEEK 2		
DELTA MARRIOTT SWINDON	27.02	28.02.	2025

Week 2			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
MORNING MEETING WITH THE F&B TEAM TASKS SETTING TASKS - POLISHING DISHES AND GLASSES - RECEPTION OF THE GUESTS IN THE RESTAURANT, ROOM REGISTRATION, PAYMENT VERIFICATION - PRESENTATION OF THE BUFFET AND COFFEE MACHINE FOR NEW GUESTS. (160 GUESTS)	28.01.2025 7 ⁰⁰ -15 ⁰⁰		
- BUFFET SUPERVISION - FOOD SUPPLY - CLEARING, CLEANING AND SETTING THE TABLE FOR BREAKFAST (DINNER) - TRANSPORTING TROLLEY TABLES WITH DIRTY DISHES TO THE KITCHEN - STOCKING THE CONTAINERS WITH SALT, PEPPER, SUGAR. - CLEANING AND SETTING THE BUFFET, ACCORDING TO HOTEL STANDARDS (SWEEPING AND MOPPING THE FLOOR)			

DELTA MARRIOTT SWINDON

28.02.2025

STUDENT

MANAGER

7⁰⁰ - 3⁰⁰



TASKS

- SUPPLYING THE RESTAURANT WITH PLATES, GLASSES AND CUTLERY
- SERVING ORDERS AT THE TABLES

LESSON

TRAINING.

- COFFEE MAKER MACHINE
- RECEPTION (GUESTS RECEPTION & CHECKING ROOMS NUMBER)

EXPERIENCE

- RESTAURANT RECEPTION EXPERIENCE
- COFFEE MAKER EXPERIENCE
- BREAKFAST EXPERIENCE
- STOCK COUNT EXPERIENCE

CHALLENGE

- LANGUAGE BARRIER.

EXAMPLE

1) THE BREAKFAST GUESTS WERE FROM CHINA AND DID NOT SPEAK ENGLISH OR OTHER CONVERSATIONAL LANGUAGE. SINCE WE HAD NO OTHER COMMON LANGUAGE OF CONVERSATION, IT WAS NECESSARY TO USE GOOGLE TRANSLATE TO BE ABLE TO COMMUNICATE WITH GUESTS (GOOGLE TRANSLATE, WHICH THE GUESTS USED).



DELTA MARRIOTT SWINDON	WEEK 3	03-04.02.2025
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FOOD & BEVERAGE

Week 3			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
MORNING MEETING WITH THE F&B TEAM AND AFTERNOON SETTING THE TASKS <u>TASKS 1</u> - RECEPTION OF THE GUESTS IN THE RESTAURANT - SERVING THE GUESTS WITH FOOD - POLISHING DISHES AND GLASSES - CLEARING AND CLEANING THE TABLE - SETTING THE TABLE FOR BREAKFAST AND DINNER - CLEANING AND SETTING THE BUFFET ACCORDING TO HOTEL STANDARD.	07 ⁰⁰ - 15 ⁰⁰ 03.02.2025		
- PREPARING THE TRAYS FOR ROOM SERVICE DELIVERY ACCORDING TO THE HOTEL STANDARD.	15 ⁰⁰ - 23 ⁰⁰ 04.02.2025		

CHALLENGE 1

- PAYMENT CANCELLATION
- ORDER CANCELLATION

EX 1 THE GUEST WANTED TO PAY AND THE TRANSACTION WAS CANCELED SEVERAL TIME. THE VALUE OF THE FOOD, BEING TRANSFERRED TO THE MEMBER'S ACCOUNT.

EX 2 - THE ORDERED DRINK RETURNED, BECAUSE THE GUEST DIDN'T ANSWERED THE DOOR.

LESSON

- COMMUNICATION
- TEAM WORK
- PROBLEMS-SOLVING IMMEDIATELY

EXPERIENCES

- GUESTS AND HOSPITALITY EXPERIENCE
- ROOM SERVICE DELIVERY & SOLVING EXPERIENCE
- FOOD & BEVERAGE EXPERIENCE



Week 4		LEISURE 10-11.02.2025	
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
INTRODUCTION MORNING & AFTERNOON INDUCTION LEISURE PLACE - (gym area, studio area, pool area, sauna & steam room, technical room) → job description and responsibilities, daily questions SCHEDULES (6⁰⁰ - 22⁰⁰) (S/S - 7 - 21⁰⁰) → (GYM AREA 24h/24h) (OPENING HOURS) TASKS (S/S - 7 - 21⁰⁰) → (LAST ENTRY) FOR THE HOTEL GUESTS)	07⁰⁰ - 15⁰⁰ 10.02.2025		Kiana -
- WATER POOL TEST (PH & CHLORINE LEVEL) (FOR 2 TO 2 H.) TEMPERATURE - CHECKING LEISURE AREA → HOTEL STANDARDS (TEMPERATURE, TV, SOUND, MACHINES, BALLS, CHANGE LEISURE AREAS, TOILETS, SINKS, SHOWERS) - PHONE ANSWERING - BOOKING LEISURE SCHEDULE	15⁰⁰ - 23⁰⁰ 11.02.2025		Kiana -
VACUUM CLEANING, MOPPING CLEANING, ROLLING TOWELS PRESENTATION AND EXPLANATION OF MEMBERSHIP PACKAGES OFFERS. HELPING GUESTS TO REGISTER THE VEHICLE (CAR) HELPING GUESTS WITH LEISURE INFORMATION HELPING GUESTS WITH THE DOCUMENTS (TO JOIN → MEMBERSHIP) (ONLINE REGISTRATION, COMPLETING AND SIGNING THE HEALTH STATUS DOCUMENTS AND MEMBERSHIP TERMS AND CONDITION, TAKING PICTURES, MAKING THE TEMPORARY ACCESS CARD AND MAKING THE DOCUMENT)			

CHALLENGE

- PROBLEMS WITH PH & CHLORINE LEVEL (NO FLOW)
- PROBLEMS WITH THE LOCK IN THE LOCKER ROOM
- PROBLEMS WITH POOL TEMPERATURE
- HYGIENE AND HEALTHY STANDARDS (PROTECTION/REGULATION)



LESSON

- TEAM WORK
- COMMUNICATION
- PROBLEMS-SOLVING IMMEDIATELY

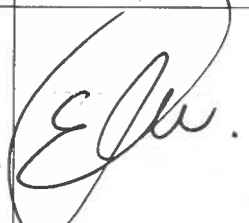
EXPERIENCES (TRAINING)

- GUESTS & MEMBERSHIP EXPERIENCE
- WORK CLASS GYM EXPERIENCE
- TECHNICAL ROOM EXPERIENCE (TRAINING)
- WATER POOL REPORT (TRAINING)

INTRODUCTION

- TEAM DISCUSSION ABOUT MONTHLY TARGET, GOAL, MEMBERSHIP REGISTRATION REPORTS, DAILY TASKS, BUDGET, FIRST AID PURCHASES, ACQUISITIONS, ETC. SCHEDULES,



DELTA MARRIOTT SWINDON		Week 5	HOUSEKEEPING	17.02.25
Experiences/Tasks/Challenges/Lessons (highlight hotel department)		Shift (Date/Time)	Student Signature	Hotel Mentor Signature
+ MORNING } MEETING THE HOUSEKEEPING STAFF } SETTING THE TASKS TASKS - CLEANING AND SETTING UP THE ROOMS FOR CHECK-IN WITH THE HOTEL STANDARD - REMOVING BINS WITH RUBBISH FROM THE ROOM, CLEANING THE BINS - REMOVING USED BEDSHEETS AND PLACING NEW BED LINEN - REMOVING DUST FROM FURNITURE AND TV - WIPING THE WINDOWS, CLEANING THE FRIDGE, THE DRAWERS AND THE SAFE - CARPET VACUUMING - CLEANING THE SHOWER CABIN OR BATHTUB, THE SINK, THE TOILET BOWL - THE MIRROR AND THE BATHROOM FLOOR, AND THE TEA KETTLE. - SET UP THE ROOM WITH CUPS, SPOONS, TEAS, COFFEES, SUGAR, MILK, TOWELS, PENS, NOTEBOOKS, PAPER, NAPKINS, SHAMPOO, LIQUID SOAP, CONDITIONER. - CHECKING THAT THE ELECTRONIC DEVICES ARE FUNCTIONAL AND EXISTING IN THE ROOM (TV, REFRIGERATOR, HAIR DRYER, IRON, LAMP) - CHECKING THE EXISTENCE OF HANGERS, IRONING BOARD, SAFE, SHOE BRUSH AND MINERAL BAGS.		9³⁰ - 14⁰⁰ 14⁰⁰ - 15⁰⁰ (Leisure cleaning)		 EWELINA MARZEC
				

CHALLENGE

- GUEST COMPLAINT - (BED LINEN WITH STAINS AND HAIRS, THE ROOM WAS SET A DAY AGO) (THE BED LINEN AND BED SHEETS WAS CHANGED)
- WE APOLOGIZED FOR THE MISTAKE OF THE COLLEAGUES WHO HAD PREPARED THE ROOM A DAY AGO
- WARDROBE HANGERS MISSING FROM THE ROOM, LOCKED SAFES. (WE NOTIFIED THE MAINTENANCE TEAM, WHO SOLVED THE PROBLEM ON THE SPOT)

LESSON

- PROBLEMS-SOLVING IMMEDIATELY
- COMMUNICATION
- TEAM WORK

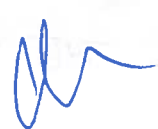
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EXPERIENCES

- GUEST COMPLAINT EXPERIENCE (HOW TO HANDLE THIS)
- HOUSEKEEPING EXPERIENCE
- HOUSEKEEPING TRAINING.

Ch Ed

ALTA MARRIOTT SWINDON	F&B	17.02.25	18.02.2025
		21.02.2025	

Week 5			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
MORNING MEETING WITH F&B TEAM TASKS SETTING <u>TASKS</u> - BUFFET SUPERVISION FOOD SUPPLY - CLEARING, CLEANING AND SETTING THE TABLE FOR BREAKFAST (DINNER)	7 ⁰⁰ - 9 ³⁰ F&B 17.02.25		
- RECEPTION OF THE GUESTS IN THE RESTAURANT - SERVING THE GUESTS WITH FOOD IN SPA AREA - POLISHING DISHES AND GLASSES - TRAINING NEW STAFF (FOR BREAKFAST) - SUPERVISING THE RESTAURANT, THE TEAM AND THE GUESTS	7 ⁰⁰ - 15 ⁰⁰ 18.02.25 F&B		
	7 ⁰⁰ - 15 ⁰⁰ on 18.02.25 F&B		

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CHALLENGE

- RISK OF CONTAMINATION
- ALLERGENS, ALLERGY

LESSON

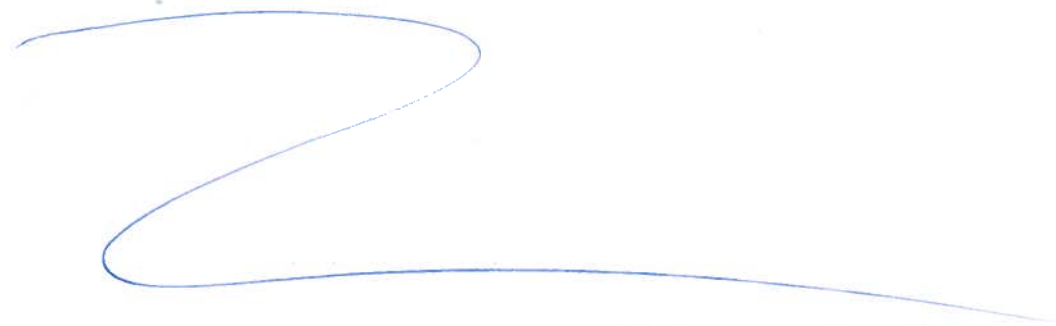
- ALWAYS ASK THE GUESTS ABOUT ALLERGIES, INTOLERANCE
- CHECK THE ORDER AND FOOD BEFORE SERVING

EXPERIENCE

- MEETING EXPERIENCE
- TRAINING EXPERIENCE
- SPA DELIVERY FOOD EXPERIENCE
- BREAKFAST EXPERIENCE
- CUSTOMER SERVICE EXPERIENCE
- RESTAURANT, TEAM AND GUESTS SUPERVISION EXPERIENCE

Emel

Uemul-n



DELTA MARRIOTT SWINDON		Week 6	FRONT OFFICE / BACK OFFICE	
Experiences/Tasks/Challenges/Lessons (highlight hotel department)		Shift (Date/Time)	Student Signature	Hotel Mentor Signature
- MORNING MEETING WITH THE FRONT OFFICE TEAM TASKS SETTING - INDUCTION WITH THE MANAGER - TEAM DESCRIPTION (13 MEMBERS :) 1 FOAM, 2 FOAM, 3-SUPERVISOR, 3-GSA, - DAYLYS TASK DESCRIPTION - DAYLYS CHECKLIST (morning/afternoon, night shifts) - DESCRIPTION OF THE CONFERENCE ROOMS (9) AND THEIR CAPACITY - (THEATRE STYLE) - DESCRIPTION OF ROOMS TYPES AND HOTEL CAPACITY (156 ROOMS/4 FLOOR) 4 TYPES - DM - STANDARD (DOUBLE BED) - EN - SUPERIOR (KING SIZE BED) - DDM - FAMILY ROOM (2 BED) - SW - SUITE (1 KING SIZE BED + 1 SOFA)		7 ⁰⁰ -15 ⁴⁵ 24.02.25		
RECEPTION SCHEDULE		7 ⁰⁰ -15 ⁴⁵ 25.02.25		 CHIFFARD
EVERY FRIDAY THEY CHECK THE FIRE ALARM AT 13⁰⁰		7 ⁰⁰ -15 ⁴⁵ 25.02.25		 CHIFFARD

• FRONT OFFICE TEAM PROMOTING AND SELLING BREAKFAST TO GUESTS

(H) BONUS - 1CH BREAKFAST SOLD)

• DESCRIPTION OF MEMBERSHIP CATEGORIES

a) SILVER ELITE M1	c) PLATINUM ELITE PG	e) AMBASSADOR ELITE X5
b) GOLD ELITE X1	d) TITANIUM ELITE X4	(100+ nights and 23K USD qualifying spend / Year)
→ 10-24 nights/year 10%	→ 50-74 nights/year 50%	75%
→ 25-49 nights/year 25%	→ 75+ nights/year 75%	

• FRONT OFFICE TEAM - INVITE GUESTS TO ENROL IN MARRIOTT BONVOY

ENCOURAGE MEMBERS TO DOWNLOAD THE MARRIOTT BONVOY APP

• CAR PARK FREE / CONFERENCE GUESTS / HOTEL GUEST OR £ 7.5 / day
VISITOR - 4h FREE / LEISURE OR MIN £ 10 SPENT IN THE RESTAURANT

• CHECK IN / OUT / ALLOCATE THE ROOM → SHORT DESCRIPTION (OPERA PROGRAM)

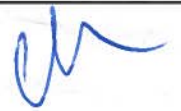
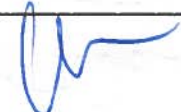
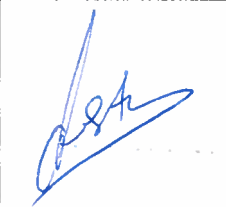
• M / W / T → BUSINESS GUESTS } DESCRIPTION OF THE WORKING WEEK DAYS
F / S → FAMILY GUESTS } DEPENDING ON THE CATEGORY AND GUESTS TRAFFIC
(BUSY DAYS). TUESDAY / SUNDAY - QUIET DAYS.

• REGISTRATION OF GUESTS AS MEMBERS OF THE HOTEL (MEMBERSHIP LOYALTY PROGRAM)

• DISCUSSIONS ABOUT FORECAST, BUDGETS - REVENUE, TARGET: (CHAT TIME RESPONDING 3min; SELLING BREAKFAST) AND GSS (GUEST SATISFACTION SURVEY)

DELTA MARRIOTT SWINDON	WEEK 6	FRONT OFFICE	BACK OFFICE
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24-25.02.2025 7⁰⁰-15⁴⁵ / 7⁰⁰-15⁴⁵

Week 6			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
- DISCUSSIONS ABOUT "WOW EFFECT" - WELCOME GIFT FOR GOLD ELITE GUESTS (CHAMPAGNE AND CAKES) - WELCOME GIFT FOR CHILDREN (MARRIOTT BRANDED TEDDY BEARS OR/AND COLORED CHALK/COLORING PACK)	24.02.2025 7 ⁰⁰ -15 ⁴⁵		
<u>TASK</u> - WELCOMING GUESTS - REDIRECTING GUESTS TO THE CONFERENCE ROOMS - REGISTERING CARS / ORDERING TAXIS.	25.02.25 7 ⁰⁰ -15 ⁴⁵		

- ENROLLING GUESTS AS HOTEL MEMBERS
- COMPLETING THE WELCOME VOUCHERS FOR HOTEL MEMBERS AND REGISTERING IN THE SYSTEM

CHALLENGE

- CLEANING AND SAFETY STANDARDS
EX. (FOOD LEFT IN THE REFRIGERATOR BY PREVIOUS GUEST AND NOT REMOVED BY THE HOUSEKEEPING TEAM BEFORE HANDING OVER THE ROOM TO THE NEXT GUESTS)
- QUALITY CONTROL EX. (EXPIRED MILK IN THE ROOMS)
- GUESTS COMPLAINS - AIR CONTAMINATION
EX - MUST IN THE AIR CONDITIONER, MOLD IN THE ROOMS.

LESSON

- ANALYTICAL AND CRITICAL THINKING (QUICK DECISIONS)
- TASK SETTING AND DELEGATION OF THE TASKS
- TIME MANAGEMENT, RESPONSIVE TIME
- TEAM WORK, PROBLEMS - SOLVING IMMEDIATELY (COMPLAINS)
- GUESTS AND HOSPITALITY EXPERIENCES

EXPERIENCE

- HANDLING COMPLAINTS
- CHECK-INS/OUTS EXPERIENCES
- ALLOCATE THE ROOMS EXPERIENCE

CW

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