

Level 6 Hotel Placement – Weekly Progress Tracker

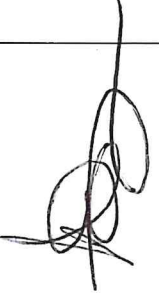
Task: Maintain a weekly progress tracker documenting your experiences, tasks performed, challenges faced, and lessons learned. Bullet points format is welcome. You must submit this document to the designated Turnitin link by **[Friday 7th March 2025]** at 23:59pm.

Week 1			
Experiences/Tasks/Challenges/Lessons (outline hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Housekeeping department: • I have cleaned and vacuumed the armchairs in the lobby. • I assisted the housekeeping manager in inspecting the cleanliness of the room before updating its status to vacant/ready in the report. • I learned about the reports used by housekeeping throughout the day, such as the trace report and the rooms by housekeeping report. • I was explained how they service dirty rooms, stayovers, and service rooms based on occupancy and the number of arrivals and departures for the day.	20 January 2025	Teban	
Reception department:			

APPENDIX 1

- I learned that each shift has its own checklist that must be followed and completed daily. - The operating system used is called OnQ, which is quite complex and provides access to all the necessary reports to manage the shift. - Been told about the conference rooms, what's the policy, prices and what we provide for the guests.	21 January 2025	Teliban	
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Week 2			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Kitchen and F&B department: - In the kitchen, the chef taught me about all the fridges and equipment used throughout the day. - I assisted the chef with receiving the daily delivery and was shown how to count and mark the goods as delivered in the system.	27 January 2025	Teliban	

• The F&B manager showed me the breakfast report used each morning to track how many guests have breakfast included or are room-only. • I helped the team assist guests during breakfast and then set up everything for lunch service.		Telibau	
Reception department: • On my 2nd week I have learned about the Check-In and Check-Out process: -Check-In: Greet guests, verify reservation details, and complete check-in procedures. -Check-Out: Process guest payments, review bills, and ensure a smooth departure.	27 January 2025	Telibau	

Week 3				
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature	
Kitchen and F&B department: Bar Service: • Been showed how to use the till and what drink we serve. • I have prepared few drinks and served beverages according to customer orders. • Maintained bar area clean, well-organized, and stocked with glassware and ingredients. Kitchen: • During my second week in the kitchen, I learned about food safety and hygiene, as well as food preparation and cooking. • Under the chef's supervision, I helped prepare sandwiches for the lunch service.	3 February 2025	Teliban		

Reception department: Reservations Management: • Manage bookings: handle new reservations, modifications, and cancellations. • Oversee room availability: ensure the room inventory is updated and manage room assignments efficiently.	4 February 2025	Teliban	
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Week 4			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Accounts department: • I had the chance of learning about invoice processing: reviewing invoices for accuracy, checking for discrepancies, and ensuring they match purchase orders.	10 February 2025	Teliban	

Assisted the accountant while entering invoices into the system: input vendor invoices into the accounting software, ensuring all details are accurate (e.g., amounts, dates, and descriptions).			
Reception department: Guest Inquiries and Requests: - Providing information to the guests is essential as a receptionist. been taught how to Answer guest inquiries regarding services, facilities, local attractions, and transportation. - Handle Requests on time is very important. During my placement I have learned what that means, such as extra amenities, room preferences, or specific accommodations.	11 February 2025	Teliban	

Week 5				
Experiences/Tasks/Challenges/Lessons <i>(highlight hotel department)</i>	Shift <i>(Date/Time)</i>	Student Signature	Hotel Mentor Signature	
Accounts department: Supporting Financial Reporting: - Assisting with Reports: I have been shown how to prepare basic financial reports such as profit and loss statements, balance sheets, or expense summaries. - Monthly Closures: I have learned what reports the accounts generate before closing monthly financial records and preparing documents for monthly or quarterly reporting.	17 February 2025	Teliban		
Reception department: I have learned about the importance of coordinating with other departments:	18 February 2025	Teliban		

- Housekeeping: to inform housekeeping about room status, including check-ins, check-outs, or any specific guest requests (extra bedding, allergies, room type request, floor). - Maintenance: to inform maintenance about any issues reported by guests, such as faulty equipment or room issues and to register them in the fault log file. - Food & Beverage (F&B): communicate with the F&B team regarding guest needs like room service, breakfast requests, or dining arrangements.		Teliban	
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Week 6			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Maintenance department: Spending a day in this department made me understand more about the guest safety and to ensures that the hotel environment remains safe, clean, functional, and comfortable.	24 February 2025	Teliban	

The manager explained about the cost-effective solutions for equipment upgrades or replacements.			
Reception department: End-of-Shift Duties: - Shift Handover: preparing the handover for the next shift, including information about guest arrivals, departures, special requests, or any issues to be addressed and sent it to all the departments. - Update Records: ensure all guest transactions and details are updated before the end of your shift.	25 February 2025	Teliban.	