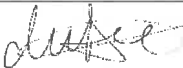


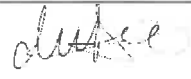
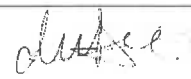
Level 6 Hotel Placement – Weekly Progress Tracker

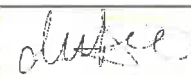
Task: Maintain a weekly progress tracker documenting your experiences, tasks performed, challenges faced, and lessons learned. Bullet points format is welcome. You must submit this document to the designated Turnitin link by **[Friday 7th March 2025]** at 23:59pm.

Week 1			
Experiences/Tasks/Challenges/Lessons (outline hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Front Office – Achieve a good understanding of the daily tasks at Reception; helping the teams check in and check out the guests; help the guests with their luggage; oversee the Reception and help the team members with all their daily tasks	29/01/2025 09.00- 17.00		
Front Office – Learn about the opera system, produce daily reports like breakfast covers; guest preferences list, prepare amenities for the guests, deliver the amenities to their rooms, greeting the guests	30/01/2025 09.00- 17.00		

Week 2



Experiences/Tasks/Challenges/Lessons <i>(highlight hotel department)</i>	Shift <i>(Date/Time)</i>	Student Signature	Hotel Mentor Signature
Food & Beverage Department – welcome guests and direct them to their tables; serve food and beverages efficiently; helping with re fill of the breakfast items; clean and reset tables; monitor tables for the guests needs	06/02/2025 07.00-15.00		
Food & Beverage Department – set up dining tables; ensure menus are clean and updated, restock service stations	07/02/2025 07.00-15.00		

Week 3			
Experiences/Tasks/Challenges/Lessons <i>(highlight hotel department)</i>	Shift <i>(Date/Time)</i>	Student Signature	Hotel Mentor Signature
Admin Department – Handle emails, phone calls, and correspondence; schedule and coordinate meetings;	13/02/2025 09.00-17.00		

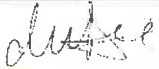


Admin Department – Manage office supplies and procurement; uploading invoices into a system (approval max); making sure all the invoice that need paying are uploaded before the payment run (2 payment runs a month)	14/02/2025 09.00-17.00	<i>[Signature]</i>	<i>[Signature]</i>

Week 4			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
HR Department – Helping and understanding the recruitment and on boarding; prepare employees files; check their right to work, manage and create accounts for all the staff benefits	27/02/2025 09.00-17.00	<i>[Signature]</i>	<i>[Signature]</i>
HR Department – Manage emails, scanning through applications for different vacancies available; help with	28/02/2025 09.00-17.00	<i>[Signature]</i>	<i>[Signature]</i>



the organisation of wellbeing activities for the hotel team			
---	--	--	--

Week 5			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Reservations – check and respond to email, review daily arrivals, verify rates, promotions and room flexibility	03/03/2025 09.00-17.00		
Reservations – answering phone calls and email for new bookings or modifications, ensure proper documentation of guest details and preferences	04/03/2025 09.00-17.00		



Week 6			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Reservations – inform the front office and housekeeping about vip arrivals, or special requests, confirm payments, deposits and cancellation policies	05/03/2025 09.00- 17.00		
Reservations – coordinate with the sales team for groups and corporate bookings, introduce rooming list in the system, assist and learn how the quotes are offered to the clients	06/03/2025 09.00- 17.00		

