

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 – Receive instructions from the previous shifts and check daily tasks; supervisors assign rooms and tasks to housekeeping staff; ensure cleaning supplies, toiletries, and linen are ready	29/01/2025 09.00-17.00		
Housekeeping – Early morning cleaning of lobbies Guest room cleaning – change linens if required; and arrange neatly; clean furniture, carpets and curtains	30/01/2025 09.00-17.00		

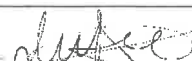
Week 2			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature



Housekeeping Department –Disinfect toilets, sinks, showers, and restock amenities; replace toiletries, towels and minibar items	06/02/2025 07.00- 15.00	<i>SP</i>	<i>duff</i>
Housekeeping Department – inform Maintenance team of any issues: report any broken fixtures, leaks or damage, empty bins and dispose of waste properly; regular dusting and moping in the reception area,	07/02/2025 07.00- 15.00	<i>SP</i>	<i>duff</i>

Week 3			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Admin Department – Handle incoming and outgoing calls; checking correspondence, manage appointments and calendars, processing invoices, manage the platform for uploading the invoices, manage the suppliers and maintain the relationship	13/02/2025 09.00- 17.00	<i>SP</i>	<i>duff</i>

HR Department – Scanning CV's for any vacancies that the hotel had, liaise with the heads of departments in terms of recruitment, insight of the payroll processing, administration of the employee files, check the right to work	28/02/2025 09.00-17.00		
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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		

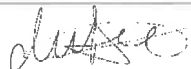


Admin Department – Manage office supplies and procurement; uploading invoices into a system (approval max); making sure all the invoice that need paying are uploaded before the payment run (2 payment runs a month)	14/02/2025 09.00-17.00	<i>Sfa</i>	<i>cliff</i>

Week 4			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
HR Department – insight onto the recruitment; taking part in the interviews and selection process, prepare new starters files; manage calls and emails, organisation of well-being activities	27/02/2025 09.00-17.00	<i>Sfa</i>	<i>cliff</i>



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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		

