

Natalia
Miroshnicova

Level 6 Hotel Placement – Weekly Journal Entry

Task: Maintain a weekly journal 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, 15th November 2024] at 23:59pm.

Week 1			
Experiences/Tasks/Challenges/Lessons (outline hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Managing Hotel Administration. • Meeting Guests, • Service food • housekeeping.	03/10 11 ⁰⁰ - 15 ⁰⁰ 04/10 14 ⁰⁰ - 17 ⁰⁰	MM	0 Christ
• Learn how to prepari- ng room bills and ensuring prompt payment. • Answering phone. • checking details of bookings	09/10 14 ⁰⁰ - 17 ⁰⁰	MM	P Christ

Week 2			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Food and Beverage. "Logge Caffee". • Taking orders • Preparing food and drinks, • Serving customers	14/10 14 ⁰⁰ - 17 ³⁰	MM	P Christ

with food and beverage
• Cleaning workplace.
• Cooking and heating.
• Assisting with collecting money and cashiers

• Maintaining inventory. • Cleaning and polishing Knives and Forks.	16/10 or 17-17 ⁰⁰	M.A.	D.C. Bissett
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Week 3			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Managing Guest Operation • Keeping records of occupied rooms and guests' accounts. • Cleaning the rooms after guests leave.	21/10 14 ⁰⁰ - 19 ⁰⁰	M.A.	D.C. Bissett
Housekeeping • Cleaning and disinfecting equipment. • Vacuuming, • Mopping.	23/10 14 ⁰⁰ - 18 ⁰⁰	M.A.	D.C. Bissett
• Cleaning windows, • Scouring bathrooms			
Week 4			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature

Managing Hotel Administration.	06/11 14 ⁰⁰ -18 ⁰⁰ 07/11 - 14 ⁰⁰ -17 ⁰⁰	McH	D (P) Jett
• Responding to request for help and information. • Allocate guests and providing keys			
• Overseeing larger events, such as weddings and private hiring.	08/11 14 ⁰⁰ -19 ⁰⁰	M.A.	D (P) Jett

Week 5			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Managing Guest Service operation • Processing payment • Clean and organized the lobby area.	Logg 09/11 10 ⁰⁰ -15 ⁰⁰ 9-15 Rossight Heath. 15 ⁰⁰ -20 ⁰⁰	McH	D (P) Jett
Managing Food and Beverage Operation. • Preparing food and drinks (coffee, cappuccino, Latte, hot chocolate) • Preparing panini with bacon.	10/11 10 ⁰⁰ -16 ⁰⁰ 10-16 McH	McH	D (P) Jett

• cleaning			
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Week 6			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Managing Food and Beverage operation. • Wedding Plan and Cost for 2026 • Handling various administrative tasks	11/11 14 ⁰⁰ - 19 ⁰⁰ 13/11 14 ⁰⁰ - 17 ⁰⁰	Stk	D Christ
Managing Motel Administration. Learn platforms that advertise. Rossington Hall, CoolPlays. • Assisting guests with	14/11 14 ⁰⁰ - 19 ⁰⁰	Stk	D Christ

checking in and out of the hotel.

- scheduling guest reservations
- providing information and advice to guest

Wedding Plan - 1 week - extra hours.
5 x 8 = 40 hours.