



LEVEL 4 – Student Journal (750 words)

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Topic of Choice: Food & Beverage Student Log	
In the last two months, I found out what it means to work for a hotel and in particular for Bournemouth Highcliff Marriot Hotel where I found a team ready to help each other without departmental limits. The contract for the restaurant and the bar were given to an external contractor, and for this reason, I trained in the Conference and Banquet Department. I was amazed by the exact strictness of the steps of preparations. The Marriott Hotel has 8 events rooms which include space for 500 people. During the weekdays the conference rooms are always full, and they have prestigious customers like JP Morgan. When an event room is rented, the sales department in collaboration with the C&B department will obtain every detail from the customers. Such as how many people are attending, the shape of the rooms they want, and any allergies that we had to be aware of. During weekend times we had the banquets, we had a late Christmas Party with 75 participants, a wedding with 90 participants, and a diamond wedding party with 56 participants. In the afternoon before the banquet, we laid the table with cutlery, glasses, and serviettes. I learnt how to arrange a table, how to fold serviettes (I learnt 4 types of folding), and how to serve the food or pour drinks. Through the kindness of my colleagues, Cousin, J (2020) and Motarjemi, Y (2014), I succeed to be part of their big family; they gave me great tips, and indications to coordinate me for a better performance, which also happened, my attention to detail was sharpened. Every shift gave me joy and satisfaction, but it was very exhausting. In one shift I was asked to shape the rooms in different styles, take a picture and count the maximum number of people that can fit in. For 8 hours, I and another girl, we manipulate, lift, and arranged into different styles of a conference room. Then I realized that the department would need a least one man every shift to help to manipulate furniture. It's a hard job for girls to lift heavy things, the body structure of a woman is not built to lift heavy items. Even though I have a conversation with the C & B manager and explain to her the situation which was repetitive on every shift. Her answer was that in the C & B department are only girls, but she found it a good idea to choose some men in the future.	



After that, I learned to lift only small pieces of furniture or if they were bigger, I ask and wait for a colleague to help me. I read and apply tips from Food & Beverage Service, ed.10th To work like a team is important to communicate, and to help each other when you have a hard time completing the task.

I found the C&B job very creative and pleasant but very hard. Is an 8-hour shift of not stopping, always on your feet, doing something, polishing, table setting, table cleaning, and everything done with a smile. Furthermore, because of the ongoing shortage of staff, they are working at least 6 extra hours a week. The salary doesn't reflect the hard work of the associates, but they still have a very pleasant, hard-working, and very professional attitude. The feeling of accomplishment comes at the end when the guest is happy and gives you a big thank you. Now, at the end of the period of my practice in the C&B department, I am better coordinated in dealing with complex tasks, I pay more attention to little details, and I have more in-depth knowledge of the profession of hospitality.

For me, working in conference and banquet services are the kind who go above and beyond to ensure the success of any event, no matter how large or small. A job in the food service industry will equip you with numerous transferable skills that are useful in a variety of settings. Most important for me was the communication between the people and departments. Also, I learn that every detail is important which make a huge difference. I will be aware when I will open my own Complementary Therapies Clinique.



REFERENCE LIST (not included in word count)

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