

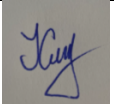
Level 6 Hotel Placement – Weekly Progress Tracker

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
1. Check-in and Check-out: Got proficiency in OPERA by doing check-in and check-out process , I am ensuring a smooth and hassle-free experience for guests by giving them warm welcome. 2. Assisting self-check-in guest in kiosk in any kind of struggle.	21/01/2025 07:00 to 15:00 22/01/2025 07:00 to 15:00		

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Week 2			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
ALLOCATION: We Allow guests to make special requests in advance, such as room location, specific amenities, Prioritize fulfilling these requests to exceed guest expectations to make their stay comfy and quite easier. Also assisting walking guest by providing them efficient knowledge about hotels early check in and check out charges policy. welcome and encourage special requests.	27/01/2025 07:00 to 15:00 28/01/2025 07:00 to 15:00		

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Week 3			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
HOUSEKEEPING OBSERVATION: During my time in housekeeping, I saw supervisors as they inspected guest rooms to make sure they were clean enough to stay at Premier Inn. Eventually, I took charge of cleaning schedules, inventory, and requests for room maintenance like by playing role as a receptionist i make sure the room should fulfil the needs of guest as much as we can provide. A very difficult case involves a visitor who suffered from severe allergies and needed hypoallergenic linens and thorough room disinfection. Interdepartmental communication and meticulous attention to	04/02/2025 09:00 to 17:00 05/02/2025 09:00 to 17:00		

detail were skills I honed as I worked with the maintenance and cleaning crews to guarantee the room was up to code.			

Week 4

Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Maintenance: I grabbed the opportunity to enhance my skills by getting experience from my seniors how to keep the tabs updated on visitor complaints, repair requests, and the overall performance of the HVAC, plumbing, and electrical systems. Guests had to be relocated quickly as maintenance worked under pressure to rectify an air conditioning malfunction that had impacted premium rooms. The importance of having technical understanding, making quick decisions, and communicating clearly with guests cannot be overstated to prevent interruptions.	11/02/2025 09:00 to 17:00 12/02/2025 09:00 to 17:00		

Week 5			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
RESTAURANT AND BUFFET SET UP : During my placement in esteemed hotel, i enriched myself with abundance of skills in restaurant as well. That includes how to set buffet, cutlery and maintaining hygiene. Also keep in mind about the food allergies of guest before serving them any food items to avoid any inconvenience.	14/02/2025 07:00 to 15:00 15/02/2025 07:00 to 15:00		
MICRO AND TILLS: Learnt how to manage the payments on tills, including the end of every shift by doing the end of the day on micros by closing the business.			

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Week 6			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
RECEPTION SKILLS AT NIGHT: Improved skills at reception by taking the charge from the PM shift colleague. Check-in the remaining guests in. Started doing hourly floor walk. Started with room allocations with GUEST PREFERENCE. Learnt how to close the finance on WBD and do the banking bags also put the money into safe. And get the things ready for AM Team.	21/02/2025 23:00 to 07:00 22/02/2025 23:00 to 07:00		

DEPARTURE AND BREAKFAST LIST: Print this both document for am shift			