

Food and Beverage Operations (BMIH4002)
Student Placement Plan for Food & Beverage

This Student Placement Plan is devised to provide Operational Training and Practical Knowledge to successfully support your placement. You will engage in all mandatory tasks to ensure full completion by the end of the department rotation (Kitchen (2) Weeks & Food & Beverage (2) Weeks). Please ensure you always keep your Plan with you (as you would an Assignment) and your trainer signs off on all tasks upon their completion.

Student Name: Mahin Sullana	Department: Food & Beverage	Manager: ALexandra
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Welcome to the **Food & Beverage** section of your placement. You will be required to complete a **minimum of 16 hours per week** to include Restaurant, Conference & Banqueting and Room Service.

All students are scheduled into a weekly F&B Rota that is emailed to the Student, University and Property Mentor. You are required to attend all scheduled shifts and follow the attendance policy in the event you cannot attend a scheduled shift.

The Food & Beverage Manager/Supervisor will meet with you at the start of your rotation and discuss shift expectations during your Food & Beverage Placement.

For you to achieve the most out of the *Training & Knowledge* delivered to you on placement, engagement in the variety of shift patterns is mandatory and will allow you to achieve a greater understanding of the diversity of the Hotel Operation:

- Weekday/Weekend - Breakfast
- Weekday/Weekend - Dinner
- Weekday Conference & Banqueting
- Weekend Conference & Banqueting

Please organise appointments with the Food & Beverage Manager/Supervisors to discuss your Plan; Shifts & Rotas and additional training once all mandatory tasks are completed. It is your responsibility to ensure you are being scheduled according to the completion of tasks listed on your Plan, so please ensure you communicate with your supervisor and ensure you are receiving training on the task list.

Although the minimum requirement is 16 hours per week, this is a great opportunity to gain additional experience in this department. Speak to your supervisor to request additional hours and training on specific tasks you would like to explore further.

The Student Schedule with hours and shifts worked is detailed on Page 2. Your successful completion of the department rotation is reliant on you demonstrating that you have worked and have been exposed to the diversity of the department operation. The *Hours Worked and Shift Patterns* will be validated by your trainer and department manager.



Documentation Required for your Placement:

- 1) **The Placement Plan** – Students are responsible for ensuring the tasks included in the plan are monitored and coordinate with Shift Supervisors/Trainers for successful completion of all required tasks. Ensure you are working through the tasks and ensure they are signed off after each shift.
- 2) **Learning Log** – The Food & Beverage Operations Module requires ONE learning Log (750 words) to capture your combined experience in both the Kitchen and Food & Beverage (6 weeks).

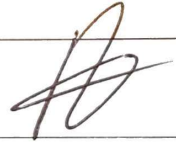
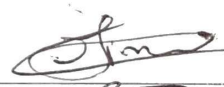
Upon completion of the Food & Beverage rotation, you will upload (1) Placement Plan for Kitchen (2 weeks), (1) Placement Plan for Food & Beverage (2 Weeks) and (1) Learning Log (750 words) into Turnitin.

Timely submission will be expected as per university guidelines and the required dates will be posted in the Turnitin Link.

Schedule for the Food and Beverage Rotation

- Mandatory (2) Weeks
- Minimum (16) Hours per Week
- Inclusive of a Variety of Shift Patterns

To be completed Weekly by Student and Food & Beverage Manager/Supervisor/Trainer

Student Schedule Week One	Include Dates Time/Hours Worked	Student Signature	Trainer
Weekday Breakfast / Dinner (Circle)	11/10/2021 12-20:30 12/10/2021 12-20:30	 	
Weekend Breakfast / Dinner (Circle)			
Weekday Conference & Banqueting - Meeting or Event Name	13/10/2021 13-15:30 Tea training		
Weekend Conference & Banqueting - Meeting or Event Name			
Student Schedule Week Two	Include Dates Hours/Time Worked	Student Signature	Trainer
Weekday Breakfast / Dinner (Circle)			
Weekend Breakfast / Dinner (Circle)	14/10/2021 8:00am - 16:30		
Weekday Conference & Banqueting - Meeting or Event Name			
Weekend Conference & Banqueting - Meeting or Event Name			



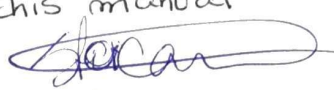
Food & Beverage Placement - Specific Training & Tasks

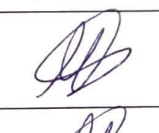
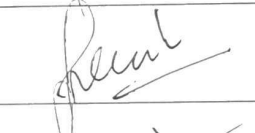
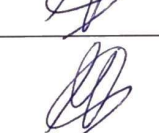
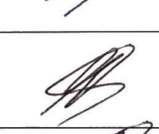
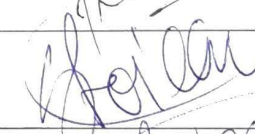
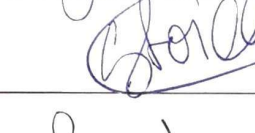
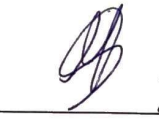
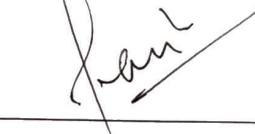
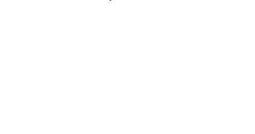
The Traffic Light System demonstrates for the student an understanding of the progressive expertise to expect during the department rotation. Each Hotel will be provided with the Placement Plans in advance of the student arrival and customise them to meet the needs of their specific hotel operation.

Red Zone Tasks – Introductory

Orange Zone Tasks – Intermediate

Green Zone Tasks – In-depth

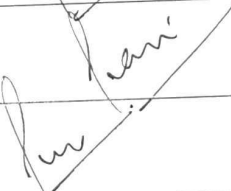
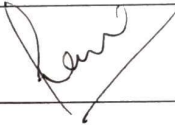
I accept this manual
Signature 
ALEXANDRA STOICAN

Introductory	Date Completed	Student Signature	Supervisor Signature
Red Zone			
Introduction to F&B Rooms; Names etc. Property Tour	12/10/2021		
Introduction to Storage Areas; Still Areas	11/10/2021		
Explanation: Conferences ✓	12/10/2021		
Explanation: Weddings ✓	12/10/2021		
Explanation: Social Events (Office Meeting) ✓	12/10/2021		
Tea / Coffee Service ✓	12/10/2021		
Brand Standard Outlet & C&B			
Training: AM Checklist	12/10/2021		
Training: PM Checklist	12/10/2021		
Training: Refreshing a Conference Room (Meeting) ✓	12/10/2021		
Conference Room Layout: ✓	12/10/2021		
Boardroom			



Cabaret	N/A	N.O. [Signature]	[Signature]
Classroom	N/A	[Signature] N.O. [Signature]	[Signature]
Theatre			
Brand Standard for Service: - Greeting & Serving a Table - Presenting Bill - Making Personal Connections	11/10/2021	Good morning, room number [Signature]	[Signature]
Training: Bussing a Table & Clean as you go	11/10/2021	[Signature]	[Signature]
Introduction to C&B AV -PA System -Connect Laptop -Microphones~ -Internet Bandwidth Brand Standard	Microphone 12/10/2021 (Admin Cable) Computer Laptop 70%.	[Signature]	[Signature]
Explanation: Red Jacket & Training of MSA APP (if applicable)		[Signature]	[Signature]
Explanation: C&B Plated Service Standard Formal Types of Events	N/A	[Signature]	
Explanation: C&B Buffet Service Standard Casual Types of Events		[Signature]	



Restaurant Host Standard -Phone -Reservation Book	11/10/2021		
Training: -Table Set up & Sequence -Table Numbers -Menu Standard -Salt & Pepper -Sugar Caddy -Cleanliness	11/10/2021		
Training: Restaurant ✓ Set-up Breakfast & Dinner	Dinner 12/10/2021		
Training: ✓ Service ✓ Preparation	12/10/2021		
Training: ✓ Service ✓ Sequence <i>How we do it</i>	Micros 12/10/2021		
Restaurant Menu Training ✓	11/10/2021		
C&B Menu Training ✓	12/10/2021		
Allergen ✓ Training Customer Communication & Order Taking	12/10/2021		
Explanation: Website - is party Restaurant online Sales & - marketing Marketing - Date base Integration with Hotel (communi- Website (if kids applicable) free	12/10/2021 <i>Stake chip - is</i>		
TIPS Training	12/10/2021		



1 p.m

Pour a Pint ^{up} bar beer	12/10/2021	AB	hwp
Change Keg ^{bar}	12/10/2021	AB	hwp
Intermediate	Date Completed	Student Signature	Supervisor Signature
Orange Zone			
Training: Upselling Techniques Glass Sell the bottle	12/10/2021	AB	hwp
Upsell (1) Daily Special Sea brie	12/10/2021	AB	hwp
Upsell (1) Side Order ✓	12/10/2021	AB	hwp
Upsell (1) Dessert ✓	12/10/2021	AB	hwp
Upsell (1) Beverage Promotion of the Month ✓ Vox	12/10/2021	AB	hwp
Connect to PA System	N/A	AB	hwp
Connect to Bose system	N/A	AB	hwp
Answer the telephone correctly ✓	12/10/2021	AB	hwp
Explain Red Jacket & ^{meeting} Purpose ^{meeting}	N/A	AB	hwp
Greet C&B attendee ^{in front}	N/A	AB	hwp
Produce (1) Door Card ✓	12/10/2021	AB	hwp
Explain Service Weddings & Dinner ✓	12/10/2021	AB	hwp
Take (1) Restaurant Booking	12/10/2021	AB	hwp



Training: Morning Bar Set-up <i>last night</i>	coffee and 12/10/2021	<i>AB</i>	<i>Levi</i>
Training: Tea Paddy & Scott's - Coffee Culture - Confectionary	12/10/2021	<i>AB</i>	<i>Levi</i>
Coffee Machine Training	12/10/2021	<i>AB</i>	<i>Levi</i>
Coffee Beverage Training	N/A	<i>AB</i>	<i>Ghokan</i>
Micros: Enter Coffee Purchase	N/A	<i>AB</i>	<i>Ghokan</i>
Micros: Enter Lunch/Dinner Purchase	12/10/2021	<i>AB</i>	<i>Levi</i>
Micros: Enter Room Service Order	12/10/2021	<i>AB</i>	<i>Ghokan</i>
Training: Wine Menu and Wine Pairing	12/10/2021	<i>AB</i>	<i>Ghokan</i>
Demonstrate Wine Knowledge -Red <i>1st</i> -White <i>1st</i> -How to Upsell Wine	12/10/2021	<i>AB</i>	<i>Ghokan</i>
Serve a Table -Drinks -Food	12/10/2021	<i>AB</i>	<i>Ghokan</i>
Training: Bar Stock Rotation <i>first in first out date out</i>	12/10/2021	<i>AB</i>	<i>Levi</i>
Demonstrate understanding of Bar Stock Rotation <i>in date</i>	12/10/2021	<i>AB</i>	<i>Levi</i>



Comments: