

APPENDIX 1

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
- During the breakfast time, I have helped cleaning the restaurant tables, collecting dirty dishes and putting them in the dishwasher machine. (Kitchen and Restaurant) - At the end of breakfast, I have helped cleaning the kitchen following HAACCP cleaning principles. (Kitchen) - I became familiar with the Health and Safety cleaning procedure. (Kitchen) - I have helped putting the stock received in the correct place. (Housekeeping)	Morning shift (9am-5pm) 01.10.2024		
- During the breakfast time, I have helped cleaning the restaurant tables, collecting dirty dishes and putting them in the dishwasher machine. (Kitchen and Restaurant) - Helped behind the bar taking orders from guests and serving them the drinks. (Bar) - I have learned how to create the check-in cards for guests. (Reception) - I have been shown how to prepare and store the fruits for the fruit salad and prepared them for the next day. (Kitchen)	Morning shift (9am-5pm) 02.10.2024		

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Week 2			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
- I became acquainted with "Opera", the hotel's operating system. (Reception) - I have learned how to check the cards before starting the shift, and as well performing a check audit report. (Reception) - I have acquired the skills necessary for handling check-ins and check-outs. (Reception) - I have assisted in serving food to the guests. (Restaurant) - At the end of the shift, I learned how to perform a bar stock check and restock the beverages were needed. (Bar)	Evening shift (3pm-11pm) 08.10.2024		
- I started the shift by checking the PDQ's machines and checking the cash audit report. (Reception) - I have helped at the bar taking orders from guests and serving them the drinks ordered. (Bar) - I have learned how to cancel a "Day Use". (Reception) - I helped cleaning the kitchen and the bar at the end of the shift. (Kitchen and Bar)	Evening shift (3pm-11pm) 09.10.2024		

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Week 3			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
- I have started the shift checking the ~~Cash Audit Report~~ to see if it is matching with the receipts from PDQ machines. (Reception) - I have practiced the check-in process with the receptionist. (Reception) - I have acquired the knowledge to process card charges. (Reception) - I have assisted the receptionist in retrieving essential items from the storage room and move them into the kitchen storage room. (Housekeeping)	Evening shift (3pm-11pm) 15.10.2024		
- I have practiced check-out process for rooms. (Reception) - I have helped the receptionist to process the check-ins, by creating the key cards and briefing the guests on how to use them during their visit. (Reception) - I have helped at the bar taking payments using "Bisson" Food and Beverage system. (Bar) - I have helped cutting the fruits for fresh fruit salad for the next day. (Kitchen)	Evening shift (3pm-11pm) 16.10.2024		

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Week 4			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
- I have learned how to do a booking and how to cancel it on Resa Web. (Reception) - I have learned how to assign the room in advance. (Reception) - I learned how to check future reservations and how to leave alerts for the morning shift regarding any relevant information about those reservations. (Reception) - I have learned how to check if a reservation is flexible or not. (Reception)	Evening shift (3pm-11pm) 22.10.2024		
- I learned how to send a VAT invoice through email. (Reception) - I have assisted with check-ins. (Reception) - I have learned how to determine the number of guests expected for breakfast the following day. (Reception) - I helped preparing the food in the restaurant. (Restaurant) - We decorated the reception and restaurant area for Halloween. (Reception and Restaurant)	Evening shift (3pm-11pm) 23.10.2024		

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Week 5			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
- I have practiced sending the VAT Invoice through the email. (Reception) - I have helped processing the check-ins. (Reception) - I have helped at the bar taking orders from the guests and serving them the drinks ordered. (Bar) - I helped cleaning the kitchen. (Kitchen)	Evening shift (3pm-11pm) 29.10.10.24		
- I have assisted my colleagues in organizing the received orders in the appropriate locations. (Housekeeping) - I have helped processing the check-ins. (Reception) - I have learned how to issue a refund. (Reception) - I prepared the fresh fruit salad for the next day. (Kitchen) - I helped cleaning the kitchen at the end of the shift. (Kitchen)	Evening shift (3pm-11pm) 30.10.10.24		

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Week 6			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
- I checked the PDQ machines to match with the cash audit from the system. (Reception) - I have helped with the check-ins, processing the key cards for guests and giving them all the instructions. (Reception) - I have helped at the bar taking orders from the guests and serving them the ordered drinks. (Bar) - I helped cutting the fruits for fresh fruit salad for the next day. (Kitchen)	Evening shift (3pm-11pm) 06.11.2024		
- I have checked the PDQ machines. (Reception) - I cleaned the tables and arranged the restaurant. (Restaurant) - I have helped in the kitchen preparing the food and serving it to the guests in the restaurant. (Restaurant) - At the end of shift, we restocked the bar with drinks and we cleaned the kitchen. (Bar and Kitchen)	Evening shift (3pm-11pm) 07.11.2024		