



PRESENTATION ON PLACEMENT EXPERIENCE

Morgans Hotel
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Table of Content

- ❖ Food & Beverage
- ❖ Front Office
- ❖ Housekeeping
- ❖ Key skills developed
- ❖ Feedback reflection
- ❖ Conclusion

Food & Beverage ROLE

Food & Beverage Department

- Breakfast service
- Bar service
- Events support
- Cleaning & table service
- Preparation duties (Vallen and Vallen, 2012)



Food & Beverage EXPERIENCE

- ✓ Busy breakfast service (guest complaint)
- ✓ School event (50 children – cocktails)
- ✓ Afternoon tea (80 guests)
- ✓ Burberry photoshoot support



Food & Beverage SKILLS



Communication



Teamwork



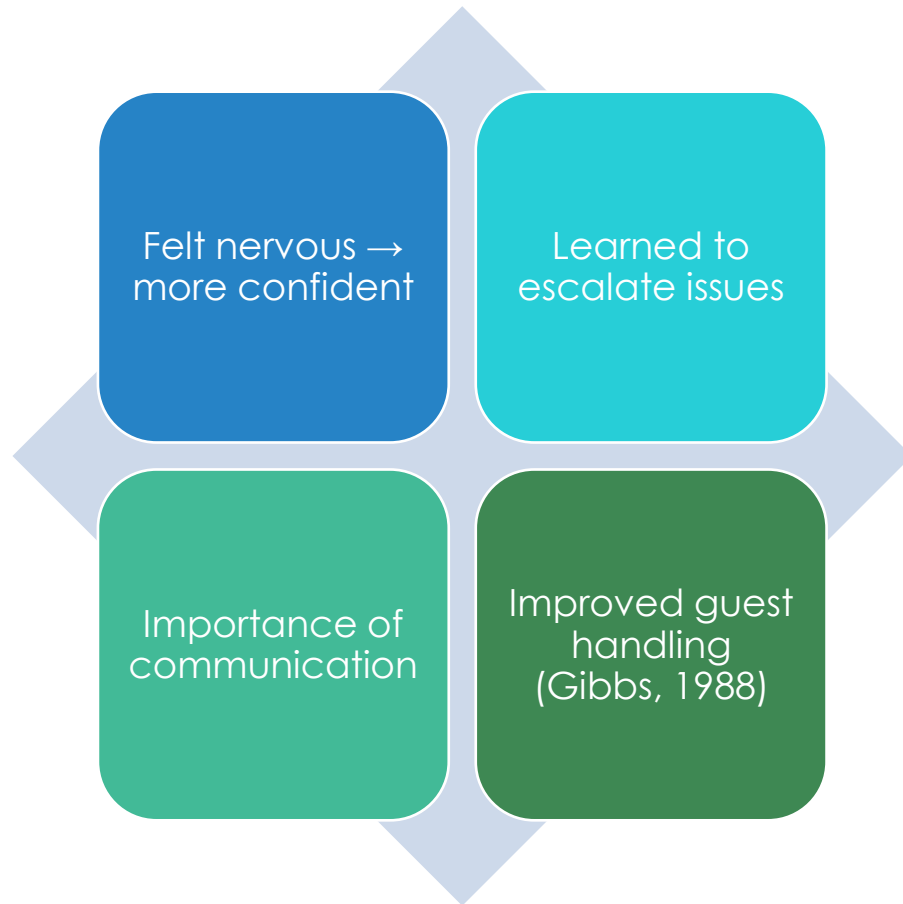
Customer
service



Adaptability



Sustainability
awareness



Food & Beverage REFLECTION

FRONT OFFICE ROLE

- ☐ Check-in / check-out (Bardi, 2011)
- ☐ Reservations (Vostio system)
- ☐ Phone enquiries
- ☐ Guest payments & deposits





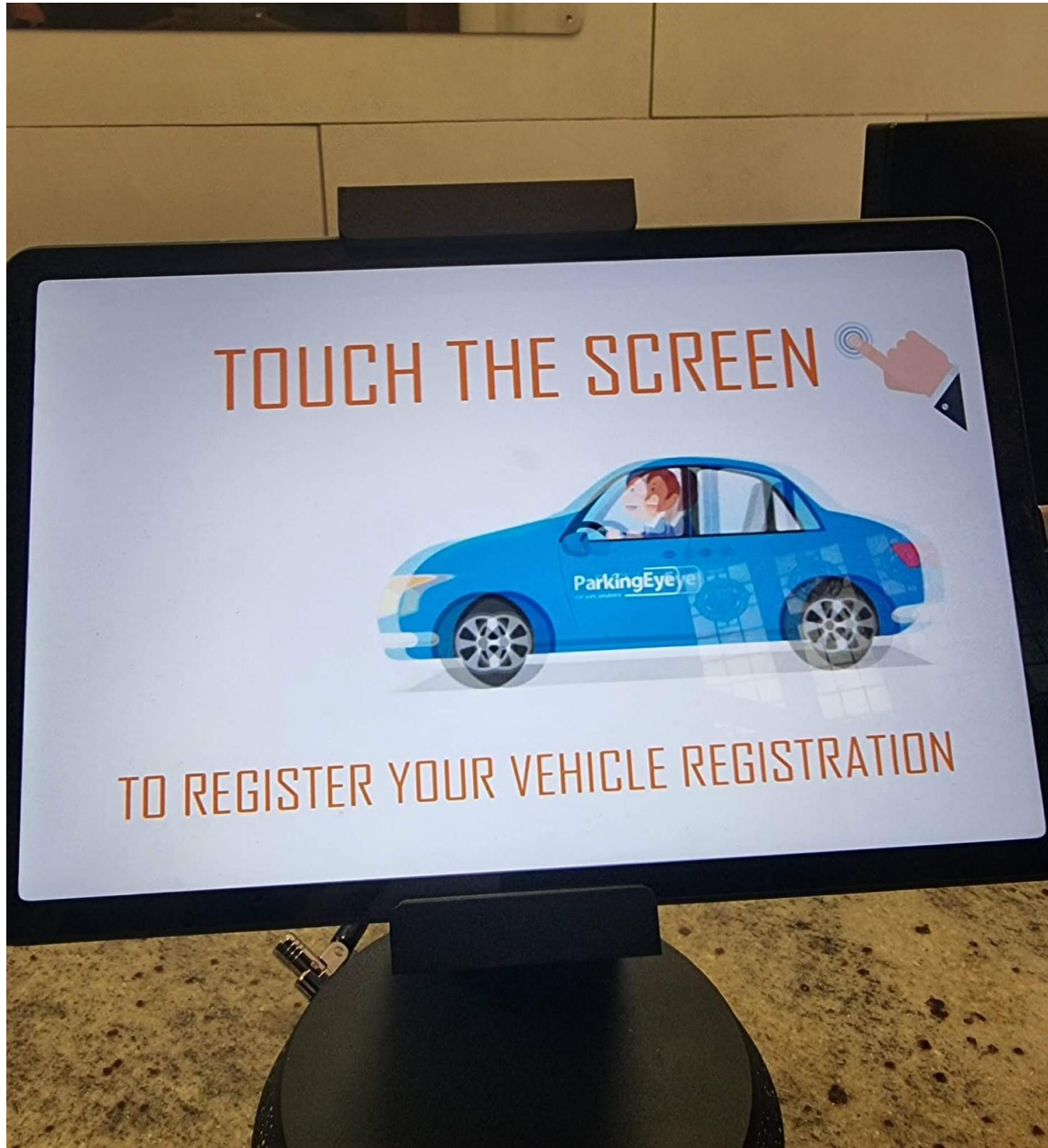
FRONT OFFICE EXPERIENCES

Early check-in complaint (room not ready)

Communication failure complaint

Observing guest issues (Vallen and Vallen, 2012)

System usage (PMS / Vostio)



FRONT OFFICE SKILLS

1. Communication
2. Professional behaviour
3. System skills
4. Problem awareness
5. Customer interaction

FRONT OFFICE REFLECTION

- ✓ Confidence improved over time
- ✓ Phone calls = challenging
- ✓ Need for more independence
- ✓ Importance of accuracy (Johnston et al., 2020)



HOUSEKEEPING ROLE

Housekeeping Department

- Room cleaning
- Linen & laundry
- Overstay room refresh
- Pre-arrival checks
- Maintenance support
(Raghubalan and Raghubalan, 2023)





HOUSEKEEPING TASKS

Room cleaning process

Laundry management

Maintenance issues (lamp
repair)

Guest requests (e.g. fridge)

Supervised work

HOUSEKEEPING SKILLS

1. Attention to detail
2. Time management
3. Organisation
4. Flexibility
5. Team coordination (Ford and Sturman, 2023)

HOUSEKEEPING REFLECTION

- Physically demanding work
- Importance of standards
- Communication between departments
- Consistency in service (Szende et al., 2021)



FEEDBACK

Strengths:

- ❖ Communication
- ❖ Teamwork
- ❖ Positive attitude
- ❖ Reliability

Improvements:

- Confidence
- Independence
- Problem solving
- Email writing





KEY LEARNINGS



Communication is essential



Teamwork across departments



Importance of guest experience



Need for adaptability



Value of feedback



CONCLUSION

- ✓ Developed practical skills
- ✓ Improved confidence
- ✓ Real hotel experience
- ✓ Ready for Level 6
- ✓ Focus: independence & communication

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Thank you!

Any questions?

