

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] at 23:59pm.

Week 1				
Experiences/Tasks/Challenges/Lessons (outline hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature	
A guest complained about smell of smoke on the corridor, especially in front of a particular door. So the Front Office team member went to check that room and when confronting the guest, he denied smoking. The team member left the smoke as well and the room restrictor was tampered. Half an hour later the guest came to Reception and made a complaint, trying to find any reason for not being found guilty of smoking, trying to just divert the topic and even asking for complimentary services. If I was in the Front Office team member's situation, I would have taken a picture of the tampered smoke restrictor as a clear evidence of breaking the hotel policy.	09.10.2024. (07.00 - 15.00) Morning Shift			
				

Week 2				
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature	
This Booking Hotel offer guests the possibility of having a room for a limited number of hours during the day, from 10⁰⁰ to 17⁰⁰. Sometimes, if there are clean available rooms, the Reception team member is kind and let the guest enter the room BEFORE 10 am, as example at 9⁰⁰. If not clearly explained this as being a favor next time the guest arrives at 9 and he expects to be invited to check in, but this is not possible all the time, especially if the hotel is fully booked. So the guest becomes unhappy and complains. Lesson: When making a favor to a guest, make sure you mention it clearly and he understands that that favor should not be taken for granted!	17.10.2024 (07.00 - 15.00)			
	Morning shift			

- Clients complain about WiFi, while they do not even try to connect → the solution for this would be a more clear explanation of this facility during the check-in process.
- The Front Desk person doesn't have a proper 'Welcome Speech'.

Week 4 3				
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature	
<u>Parking issues</u> Guests MUST be asked if they use any parking facility because they should register the vehicle at Front Desk in order to benefit from a discounted price (10 GBP per day for hotel residents and 18 GBP/day for non residents.) A guest became very nervous because at departure the parking was 18 GBP instead of 10 GBP. He stated that he didn't know that he must have registered his car upon his arrival. <u>Solution</u>: During "The Welcome Speech" the Front Office team member must mention to the guest about the parking policy and to make sure that the rules were well assimilated by the guest. For this protocol experience the supervisor canceled his ticket and he didn't have to pay anymore.	24.10.2024. (07.00 - 15.00) Morning shift			
				

Week 4				
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature	
One of the problems experienced during every shift is the ambient music volume, which is significant high, often overstimulating. Sometimes it disturbs the conversations with the guests at Front Desk. In addition, a loud music background makes the guests speaking louder than normal, to cover the music sound and to hear each others. This is how the number of decisions goes higher than normal, disturbing the guests interactions at Front Desk and contributing to a decreased attention level. Suggested solutions: ① lower the music volume ② disable the speakers (music amplifier) in the Front Desk area only.	03.11.2024 (15⁰⁰ - 23⁰⁰)			
	Afternoon shift			

- Guests are not always respected 12 o'clock as a mandatory time to check out, so the Front Desk team member must choose them, which make the situation unpleasant.
Solution: point this clearly during the Check in process.
- Guests are not given directions for where their room is located!

Week 5				
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature	
As a Front Desk team member, one of the responsibilities is to assist guests who want to order something from the bar. Before starting this Placement Program I have always believed that the bar belongs to F & B Department, which it does in terms of orders or reporting, but in terms of serving the guest, it comes as a Reception task. So one evening I was serving alcohol to a guest who repeated his order for a significant number of times. Wanting to give him a pleasant experience and a good customer service I was serving him every time he was ordering, till I realised that he was unable to walk to his room, being in a severe state of drunkenness.	07.11.2024. (15⁰⁰ - 23⁰⁰) Afternoon Shift			
At that stage of my Placement Program I was not aware about the fact that it is up to the Receptionist to decide if he/she serves or not more alcohol to a person who seems already drunk. My intake from this experience was that I should use my own experience and common sense to politely explain to the guest that the hotel's policy as well as the law don't permit me to serve him more alcohol.				

Week 6				
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature	
It was a busy time, the lobby became very crowded, with many guests waiting to check in. The new reservation system, Opera Cloud, was working slowly, with repeating bugs, as the Reception team member (Whom I was shadowing) decided that for a better customer experience (faster), she will first make the check-ins MANUALLY and when it will be less crowded she will operate all the arrivals in the system. As a result of an omission (human error) she forgot to check-in one guest in Opera system, while manually she has done it. This is how the room appeared VACANT in the system, even if in reality it was assigned and occupied. Then a new guest had the same room assigned again, which resulted in big disturbance for both guests. <u>Lesson</u>: Even at peak times, as a Front Desk team member, you must remain calm, ask the guests for patience and understanding, in a polite and professional way and strictly follow the check-in procedures!	AFTERNOON (15⁰⁰ - 23⁰⁰) 07.11.2024			
				