

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] at 23:59pm.

Week 1			
Experiences/Tasks/Challenges/Lessons (outline hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
•Checking cash audit (Reception) •Cutting fresh fruit salad for next day (Kitchen) •Taking payments using "Bizzon" food & beverage system. (Restaurants) •I became familiar with the hotel's operating system which is Opera. (Reception) •I did serve the food and drinks to the guest at the restaurants (Restaurants)	Evening Shift 02-10-2024 15:00 - 23:00		
•I did help in the bar with the drinks serving (Bar) •I've helped cleaning the kitchen, following HACCP cleaning principles (Kitchen) •I became familiar with the health & safety cleaning procedure (kitchen) •At the end of the shift, i have checked the cash audit. (Reception)	Evening Shift 03-10-2024 15:00 - 23:00		

Week 2			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
•I did check the cash audit report. (Reception) •I have prepared fresh fruit salad. (Kitchen) •Became familiar with Chrome-Cast operating system, and later i did show a guest how to use it on the TV. (Engineering & Maintenance) •Helped in the reception with check-in and food & drinks order. Later I did serve the food & drinks to the guest (Reception & Restaurants) •Helped kitchen with the cleaning (Kitchen)	Evening Shift 09-10-2024 15:00 - 23:00		
•Checking cash audit to match all the Revenue. (Reception) •Cutting fresh fruit salad for the next day (Kitchen) •Helped in the reception with check-in and with the food and drinks order. Later i did serve the food and drinks to the guest. (Reception & Restaurants) •I helped cleaning the kitchen (Kitchen)	Evening Shift 10-10-2024 15:00 - 23:00		

Week 3			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
•Checking the cash audit report. (Reception) •Taking payments using “Bizzon” food & beverage system. (Restaurants) •In one of the room there was no electricity, so i went there and lift the main switch. I did use maintenance equipment to open the panel. (Engineering & Maintenance)	Evening Shift 16-10-2024 15:00 - 23:00	 	
•Checking the cash audit report. (Reception) •Prepared fresh fruit salad for the next morning. (Kitchen) •I have learned how to check-out day uses. (Reception) •Went to a room to show a guest how to use the Chrome-Cast. (Engineering) •I did check-in few guest at the reception. (Reception) •I helped cleaning the kitchen. (Kitchen)	Evening Shift 17-10-2024 15:00 - 23:00	 	

Week 4

Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
•I have learned how to assign the room in advance. (Reception) •We have decorated reception & restaurant area for Halloween. (Reception & Restaurant) •I did check-in few guest at the reception. (Reception) •I have learned to count how many people are there for next day's breakfast. (Reception) •I prepared fresh fruit salad for next morning. (Kitchen)	Evening Shift 23-10-2024 15:00 - 23:00	 	
•Checking the cash audit report (Reception) •I've send a VAT invoice to a guest via email. (Reception) •We've decorated the restaurant and reception for Halloween. (Reception & Restaurant) •I count how many people is going to have breakfast, for next morning. (Reception)	Evening Shift 24-10-2024 15:00 - 23:00	 	

Week 5			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
•I helped the staff to arrange the stock orders in the store. (Housekeeping) •I have prepared the fruit salad for next morning. (Kitchen) •I went to reset the boiler machine. (Maintenance) •I did check-in few guest at the reception. (Reception) •I helped cleaning the kitchen. (Kitchen)	Evening Shift 30-10-2024 15:00 - 23:00	 	
•I have prepared the fruit salad for next morning. (Kitchen) •I've send a VAT invoice to a guest via email. (Reception) •I did check-in few guest at the reception. (Reception) •I count how many people is going to have breakfast, for next morning. (Reception)	Evening Shift 31-10-2024 15:00 - 23:00	 	

Week 6

Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
•Checking the cash audit report. (Reception) •Prepared fresh fruit salad for the next morning. (Kitchen) •I did check-out day uses. (Reception) •Went to a room to show a guest how to use the Chrome-Cast. (Engineering) •I did check-in few guest at the reception. (Reception) •I helped cleaning the kitchen. (Kitchen)	Evening Shift 06-11-2024 15:00 - 23:00	 	
•Checking cash audit to match all the Revenue. (Reception) •Cutting fresh fruit salad for the next day (Kitchen) •Helped in the reception with check-in and with the food and drinks order. Later i did serve the food and drinks to the guest. (Reception & Restaurants) •I helped cleaning the kitchen. (Kitchen)	Evening Shift 07-11-2024 15:00 - 23:00	 	