

Level 6 Hotel Placement – Weekly Progress Tracker

Task: Maintain a weekly progress tracker 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 7th March 2025]** at 23:59pm.

Experiences/Tasks/Challenges/Lessons (outline hotel department)	Week 1	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Department: Housekeeping		Shift: 20th, 22nd January 2025		Kerri Hill
Experiences/Tasks:				
• Assisted in cleaning guest rooms, including changing bed linens and towels.	✓			
• Restocked housekeeping trolleys with essential supplies.				
• Cleaned and sanitized bathrooms, ensuring compliance with hygiene standards.	✓			
• Checked for maintenance issues and reported them to the appropriate department.	✓			
• Interacted with guests, responding to requests for extra amenities.	✓			

Challenges Faced:

- Managing time effectively to complete room cleaning within the allocated timeframe.
- Handling unexpected guest requests while keeping up with assigned tasks.

Lessons Learned:

- Developed efficiency in room cleaning techniques.
- Understood the importance of teamwork in ensuring smooth housekeeping operations.
- Improved attention to detail in spotting maintenance issues.

Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Week 2	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Department: Housekeeping		Shift: 27th, 29th January 2025		Kerri Hill
Experiences/Tasks:				
• Deep-cleaned specific rooms and common areas, including vacuuming carpets.	✓			
• Organized lost and found items, logging them for guest recovery.	✓			
• Learned proper usage of cleaning chemicals and safety protocols.	✓			
• Assisted with laundry tasks, such as washing and folding linens.	✓			
Challenges Faced:				
• Maintaining energy levels throughout physically demanding shifts.				
• Adjusting to different cleaning standards across various room types.				

Lessons Learned:

- Strengthened my ability to multitask effectively.
- Learned the importance of communication within the housekeeping team.
- Gained a better understanding of hygiene and safety regulations in hospitality.

Week 3**Experiences/Tasks/Challenges/Lessons**
*(highlight hotel department)***Shift**
*(Date/Time)***Student Signature****Hotel Mentor**
Signature**Department:** Hotel Kitchen**Shift:** 3rd, 5th
February 2025**Experiences/Tasks:**

- Assisted in food preparation, including chopping vegetables and portioning ingredients. ✓
- Maintained cleanliness in the kitchen, washing dishes and sanitizing workstations. ✓
- Observed and assisted chefs in basic meal assembly. ✓
- Followed food safety and hygiene regulations. ✓

Challenges Faced:

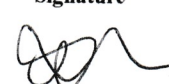
- Adapting to the fast-paced environment of a busy hotel kitchen.
- Ensuring consistency in food presentation and portion sizes.

Lessons Learned:

- Improved knife skills and food preparation techniques.
- Understood the importance of kitchen hygiene and food safety standards.
- Developed resilience in handling pressure during peak meal hours.

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**Week 4****Experiences/Tasks/Challenges/Lessons**
*(highlight hotel department)***Shift**
*(Date/Time)***Student Signature****Hotel Mentor**
Signature**Department:** Hotel Kitchen**Shift:** 10th, 12th
February 2025**Experiences/Tasks:**

- Assisted in breakfast service, plating and serving meals. ✓
- Learned how to operate kitchen appliances safely. ✓

 Kern Hill

- Stocked and organized kitchen supplies.
- Supported the kitchen team in preparing for lunch service.

Challenges Faced:

- Keeping up with the fast turnaround times in the breakfast rush.
- Maintaining food hygiene while handling multiple food items.

Lessons Learned:

- Enhanced my understanding of food service in a hospitality setting.
- Learned about stock rotation and inventory management.
- Strengthened my teamwork and coordination skills.

Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Week 5	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Department: Front Desk Reception Experiences/Tasks: • Checked guests in and out, processing payments and reservations. ✓ • Answered phone calls and responded to guest inquiries. ✓ • Assisted guests with special requests such as late checkouts or room upgrades. ✓ • Handled complaints professionally and directed issues to the appropriate departments. ✓ Challenges Faced: • Managing multiple guest requests simultaneously. • Learning to use the hotel's booking and management system efficiently. Lessons Learned: • Improved my customer service and communication skills. • Understood the importance of patience and professionalism in guest interactions. • Gained experience in handling bookings and payment transactions.	Shift: 17th, 19th February 2025		 Kern Hin	

Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Week 6	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Department: Front Desk Reception Experiences/Tasks: • Managed guest check-ins and departures efficiently. ✓ • Provided local information and recommendations to guests. ✓ • Updated booking records and handled room allocations. ✓ • Assisted in processing group reservations and special event requests. ✓ Challenges Faced:	Shift: 24th, 26th February 2025		 Kern Hin	

- Handling high guest traffic while maintaining service quality.
- Resolving guest complaints diplomatically and efficiently.

Lessons Learned:

- Developed problem-solving skills when dealing with guest issues.
- Learned how to stay organized in a busy reception environment.
- Strengthened my ability to remain calm under pressure.