

# Documentation Required for your Placement:

- The Placement Plan** - Students are responsible for ensuring the tasks included in the plan are monitored and coordinate with Shift Supervisors/Trainers for successful completion of all required tasks. Ensure you are working through the tasks and ensure they are signed off after each shift.
- Learning Log** - The Food & Beverage Operations Module requires ONE learning Log (750 words) to capture your combined experience in both the Kitchen and Food & Beverage (6 weeks).

Upon completion of the Food & Beverage rotation, you will upload (1) Placement Plan for Kitchen (2 weeks), (1) Placement Plan for Food & Beverage (2 Weeks) and (1) Learning Log (750 words) into Turnitin.

Timely submission will be expected as per university guidelines and the required dates will be posted in the Turnitin Link.

## Schedule for the Food and Beverage Rotation

- Mandatory (2) Weeks
- Minimum (16) Hours per Week
- Inclusive of a Variety of Shift Patterns

To be completed Weekly by Student and Food & Beverage Manager/Supervisor/Trainer

| Student Schedule                                      | Include Dates     | Student             | Trainer            |
|-------------------------------------------------------|-------------------|---------------------|--------------------|
| Week One                                              | Time/Hours Worked | Signature           |                    |
| Weekday Breakfast / Dinner (Circle)                   | Mon 11/10 (15-23) | Md. Jaleel 19/10/10 | <i>[Signature]</i> |
| Weekend Breakfast / Dinner (Circle)                   | Sun 17/10 (14-22) | Md. Jaleel 19/10/10 | <i>[Signature]</i> |
| Weekday Conference & Banqueting Meeting or Event Name |                   |                     |                    |
| Weekend Conference & Banqueting Meeting or Event Name |                   |                     |                    |
| Student Schedule                                      | Include Dates     | Student             | Trainer            |
| Week Two                                              | Hours/Time Worked | Signature           |                    |
| Weekday Breakfast / Dinner (Circle)                   | Mon 18/10 (18-4)  | Md. Jaleel 19/10/10 | <i>[Signature]</i> |
| Weekend Breakfast / Dinner (Circle)                   | Sun 24/10 (15-23) | Md. Jaleel 19/10/10 | <i>[Signature]</i> |
| Weekday Conference & Banqueting Meeting or Event Name |                   |                     |                    |
| Weekend Conference & Banqueting Meeting or Event Name |                   |                     |                    |

# Food & Beverage Placement - Specific Training & Tasks

The Traffic Light System demonstrates for the student an understanding of the progressive expertise to expect during the department rotation. Each Hotel will be provided with the Placement Plans in advance of the student arrival and customise them to meet the needs of their specific hotel operation.

Red Zone Tasks - Introductory

Orange Zone Tasks - Intermediate

Green Zone Tasks - In-depth

| Introductory                                        | Date Completed | Student Signature                     | Supervisor Signature |
|-----------------------------------------------------|----------------|---------------------------------------|----------------------|
| <b>Red Zone</b>                                     |                |                                       |                      |
| Introduction to F&B Rooms; Names etc; Property Tour | 11/10/21       | Md. Jaleel 19/10/10                   | <i>[Signature]</i>   |
| Introduction to Storage Areas; Sill Areas           | 11/10/21       | Md. Jaleel 19/10/10                   | <i>[Signature]</i>   |
| Explanation: Conferences                            | 11/10/21       | Md. Jaleel 19/10/10                   | <i>[Signature]</i>   |
| Explanation: Weddings                               | 24/10/21       | Md. Jaleel 19/10/10 (not enough time) | <i>[Signature]</i>   |
| Explanation: Social Events                          | 24/10/21       | Md. Jaleel 19/10/10 (not enough time) | <i>[Signature]</i>   |
| Tea / Coffee Service Brand Standard Outlet & C&B    | 24/10/21       | Md. Jaleel 19/10/10                   | <i>[Signature]</i>   |
| Training: AM Checklist                              | 18/10/21       | Md. Jaleel 19/10/10                   | <i>[Signature]</i>   |
| Training: PM Checklist                              | 17/10/21       | Md. Jaleel 19/10/10                   | <i>[Signature]</i>   |
| Training: Refreshing a Conference Room              | 24/10/21       | Md. Jaleel 19/10/10                   | <i>[Signature]</i>   |
| Conference Room Layout: Boardroom                   | 24/10/21       | Md. Jaleel 19/10/10                   | <i>[Signature]</i>   |

|                                                                |            |                |  |
|----------------------------------------------------------------|------------|----------------|--|
| Cabinet                                                        |            |                |  |
| Classroom                                                      | 18.10.21   | md. Jacin 19km |  |
| Theatre                                                        | 18.10.2021 | md. Jacin 19km |  |
| Brand Standard for Service:                                    | 17/10/21   | md. Jacin 19km |  |
| - Greeting & Serving a Table                                   |            |                |  |
| - Presenting Bill                                              |            |                |  |
| - Making Personal Connections                                  |            |                |  |
| Training: Raising a Table & Clean as you go                    | 17/10/21   | md. Jacin 19km |  |
| Introduction to C&B AV                                         |            |                |  |
| - PA System                                                    |            |                |  |
| - Connect                                                      |            |                |  |
| - Microphones                                                  |            |                |  |
| - Internet Bandwidth                                           |            |                |  |
| - Broad Standard                                               |            |                |  |
| Explanation: Read Jackie & Training of HSA App (if applicable) | 18.10.2021 | md. Jacin 19km |  |
| Explanation: Read Jackie & Training of HSA App (if applicable) | 24/10/21   | md. Jacin 19km |  |
| Explanation: Read Jackie & Training of HSA App (if applicable) | 24/10/21   | md. Jacin 19km |  |

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|--------------------------------------------------------------------------------------------------|------------|----------------|--|
| Restaurant Host Standard                                                                         |            |                |  |
| -Phone Reservation Book                                                                          | 18.10.2021 | md. Jacin 19km |  |
| Training: Table Set up & Sequence                                                                | 17/10/21   | md. Jacin 19km |  |
| -Table Numbers                                                                                   |            |                |  |
| -Menu                                                                                            |            |                |  |
| -Standard                                                                                        |            |                |  |
| -Salt & Pepper                                                                                   |            |                |  |
| -Sugar Caddy                                                                                     |            |                |  |
| -Cleanliness                                                                                     |            |                |  |
| Training: Restaurant Set-up                                                                      | 18.10.2021 | md. Jacin 19km |  |
| -Breakfast & Dinner                                                                              |            |                |  |
| Training: Service Preparation                                                                    | 17/10/21   | md. Jacin 19km |  |
| Training: Service Sequence                                                                       | 17/10/21   | md. Jacin 19km |  |
| Restaurant Menu Training                                                                         | 18.10.2021 |                |  |
| C&B Menu Training                                                                                | 18.10.2021 | md. Jacin 19km |  |
| Allergen Training                                                                                | 17/10/21   | md. Jacin 19km |  |
| Customer Communication & Order Taking                                                            |            |                |  |
| Explanation: Website Restaurant Sales & Marketing Integration with Hotel Website (if applicable) | 24/10/21   | md. Jacin 19km |  |
| TIPS Training                                                                                    | 18.10.2021 |                |  |

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|-------------------------------------------------|-------------------|-------------------|----------------------|
| How a Port                                      | 24.10.21          | md. Talcin hlam   |                      |
| Change Reg                                      | 24.10.21          | md. Talcin hlam   |                      |
| Intermediate                                    | Date Completed    | Student Signature | Supervisor Signature |
| Training: Upselling Techniques                  | 24.10.21          | md. Talcin hlam   |                      |
| Upsell (1) Daily Special                        | 00 n <sup>o</sup> |                   |                      |
| Upsell (1) Side Order                           | 12/10/21          | md. Talcin hlam   |                      |
| Upsell (1) Dessert                              | 12/10/21          | md. Talcin hlam   |                      |
| Upsell (1) Beverage Promotion of the Month      | 12/10/21          | md. Talcin hlam   |                      |
| Connect to PA System                            | 18.10.21          | md. Talcin hlam   |                      |
| Connect to Base System                          | 18.10.21          | md. Talcin hlam   |                      |
| Answer the telephone correctly                  | 18.10.21          | md. Talcin hlam   |                      |
| Explain Food Jacket & Purpose                   | 18.10.2021        | md. Talcin hlam   |                      |
| Guest OSB Attendee                              | 18.10.2021        | md. Talcin hlam   |                      |
| Produce (1) (Explain Service Weddings & Dinner) | 18.10.2021        | md. Talcin hlam   |                      |
| Explain Service Weddings & Dinner               | 24.10.21          | md. Talcin hlam   |                      |
| Take (1) Restaurant Booking                     | 18.10.2021        | md. Talcin hlam   |                      |

|                                                            |            |                 |  |
|------------------------------------------------------------|------------|-----------------|--|
| Training: Morning Bar Set-up                               | 18.10.2021 | md. Talcin hlam |  |
| Training: Paddy & Scott's -Coffee Culture -Confectionary   | 24.10.21   | md. Talcin hlam |  |
| Coffee Machine Training                                    | 18.10.2021 | md. Talcin hlam |  |
| Coffee Beverage Training                                   | 18.10.2021 | md. Talcin hlam |  |
| Micros: Enter Coffee Purchase                              | 18.10.2021 | md. Talcin hlam |  |
| Micros: Enter Lunch/Dinner Purchase                        | 18.10.2021 | md. Talcin hlam |  |
| Micros: Enter Room Service Order                           | 18.10.2021 | md. Talcin hlam |  |
| Training: Wine Menu and Wine Pairing                       | 24.10.21   | md. Talcin hlam |  |
| Demonstrate Wine Knowledge -Red -White -How to Upsell Wine | 24.10.21   | md. Talcin hlam |  |
| Serve a Table -Drinks -Food                                | 18.10.2021 | md. Talcin hlam |  |
| Training: Bar Stock Rotation                               | 18.10.2021 | md. Talcin hlam |  |
| Demonstrate understanding of Bar Stock Rotation            | 18.10.2021 | md. Talcin hlam |  |



