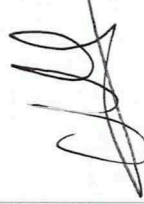


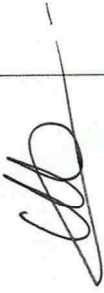
APPENDIX 1

Level 6 Hotel Placement – Weekly Journal Entry

Week 1			
Experiences/Tasks/Challenges/Lessons (outline hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
- Introduced to the reception area of Novotel Hotels in Wembley - Observed the goings on during an average day at the hotel, particularly the check-ins and check-outs of guests - Noted how many guests enquire about local sights and amenities near the hotel, for example, Wembley Stadium and tube stations - Realised the need to learn about the services provided by the hotel, like the gym and Wi-Fi	1.10.2024 7.00 - 15.30		
- Observed the process of checking in guests by tallying their details and room numbers - Learnt about the various types of rooms and suites available in Novotel, like long-stay and short-stay facilities - Observed the types of guests entering the hotel premises, like businesspeople, families, and couples - Felt the subtle ways Accor has infused modernity and sophistication into the hotel through contemporary room design and 24/7 customer service	2.10.2024 7.00 - 15.30		

Week 2

APPENDIX 1

Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
- Introduced to the F&B section (food and beverages) of the hotel - Sensed the need for Novotel to maintain quality standards of food and drinks (since many guests placed specific demands and seemed to have high expectations) - Communicated details about the breakfast buffet to inquiring guests - Realised the value of detailed knowledge about F&B, like the cuisines served, hygiene standards, and chefs, to share with guests when necessary	4.11.2024 6.00 - 14.00		
- Continued to monitor guest proceedings at the reception, checking in guests by matching their details and room numbers - Observed the related software used for checking in - Spent time observing the proceedings at the bar and the tone of communication - Observed the ordering styles of guests, like asking for house specials - Learnt from the servers how not to interrupt discussions at the table and give privacy to the patrons	5.11.2024 6.00 - 14.00		

APPENDIX 1

Week 3				
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature	
- Learnt about cleaning up after the guests by observing the housekeeping staff - Helped conduct routine cleaning duties and checking for supplies like toiletries and fridge products - Helped with orders at the bar and saw the requirement to have a working knowledge of wines, whiskies, and other spirits for working in a hotel F&B department	15.10.2024 9.00 - 17.30	Liuba A		
- Assisted with meet and greet at the reception - Conducted cleanliness checks for rooms by tailing the housekeeping professionals - Observed how the team handles customer complaints about the food and understood how to balance tact with sensitivity	16.10.2024 9.00 - 17.30	Liuba A		

Week 4

APPENDIX 1

Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
- Continued participating in guest check-ins and check-outs, noting maintenance tasks for plumbing, AC, etc. - Assisted with managing reservations and cancellations for the hotel restaurant - Helped setting tables at the bar, like coasters and napkins - Observed the peak times for the restaurant and bar and reflected on how Novotel can plan activities accordingly, like tastier events or corporate meeting bookings	22.10.2024 9.00 - 17.30		
- Cleaning of the front desk and reception area, checking supplies like stationery - Noted how the staff treats guests coming from different backgrounds, like handling enquiries from people who don't speak English - Made a mental note to prioritise cultural training for a managerial position in guest relations	23.10.2024 9.00 - 17.30		

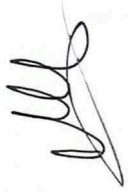
Week 5

APPENDIX 1

Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
• Took part in room cleaning duties after guest check-out • Observed the need for patience in tackling customer concerns over issues like delays in room service or parking • Helped receive in-house guest orders for the restaurant • Gauged the favourable effect of small gestures like remembering a guest's name or a detail like their pets	29.10.2024 9.00 - 17.30		
• Monitored the flow of check-ins and check-outs and how they changed through the week • Tailed the bar executives to note how they make recommendations • Assisted in cleaning up jobs at the restaurant	30.10.2024 9.00 - 17.30		

Week 6			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature

APPENDIX 1

• Learnt about safety and security measures handled at the reception, like key storage and fire safety • Felt that constantly managing energy levels during the day to radiate a positive vibe for the guests can be challenging • Noted the subtle elements unique to Novotel, like a family-friendly atmosphere and special rates for children and reflected on how they may vary from an Accor luxury offering like Raffles	8.10.2024 7.00 - 15.30	Audio A 	
• Observed room cleaning, noticing how the staff greets guests and ensure a disturbance-free experience • Took orders at the bar and assisted with getting tables ready before peak time • Found it challenging to share confident suggestions guests might expect, like wine pairings	9.10.2024 7.00 - 15.30	Audio A 	