

APPENDIX 1

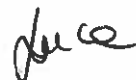
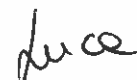
BA International Hotel Management

Level 6 Hotel Placement – Weekly Progress Tracker

Student name: Elena-Madalina Luca

Student number: 2206171

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Week 1			
Experiences/Tasks/Challenges/Lessons (outline hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Housekeeping department: - Shadowed housekeeping staff to learn daily routines and protocols. - Familiarised myself with the cleaning supplies and equipment. - As my first day I had difficulties to remember the specific cleaning procedures for different room types. - I learned the importance of attention to detail in cleaning tasks and that I need to ask questions if unsure about the procedures to avoid mistakes.	24 th January 2025 10:00 to 18:00		
Housekeeping department: - Assisted in cleaning guest room under supervision. - Assisted in organising cleaning supplies and equipment. - Responded to guest request for extra towels and toiletries. - As challenge I faced managing time effectively to meet cleaning deadlines. - I learned that time management is crucial in housekeeping to ensure all rooms are cleaned before checking in and the	25 th January 2025 10:00 to 18:00		

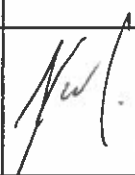
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importance of good communication between front desk and housekeeping to ensure guest satisfaction.			
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Week 2			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Front desk: • Processed check-outs and check-ins, handling room assignments and payments. • Assisted guests with inquiries regarding their stay and local recommendations. • Managing guest complaints about room availability and reservations. • I learned the importance of being organised and attentive to detail when handling guest's information. • Asking questions is crucial for clarity and understanding.	31 st January 2025 10:00 to 18:00		
Front desk: • Processed check-outs and check-ins, handling room assignments and payments. • Collaborated with housekeeping and maintenance staff to ensure guest satisfaction.	1 st February 2025 10:00 to 18:00		

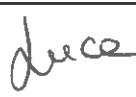
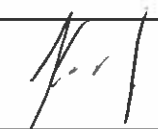
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- Handled special requests from guests, such as room upgraded and late check-outs. - Encountered a situation with a double-booked room, requiring quick resolution. - Learning to balance empathy with the need to follow hotel policies.			
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Week 3			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Front Desk: - Processed check-outs and check-ins, handling room assignments and payments. - Assisted in preparing for a group by managing guest arrivals, inquiries and room allocation. - Ensuring that all guests requests were met promptly and accurately.	7 th February 2025 10:00 to 18:00		
Front desk: Processed check-outs and check-ins, handling room assignments and payments.	8 th February 2025 10:00 to 18:00		

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• Participated in team meetings to discuss guest feedback and service improvements. • Juggling multiple tasks during peak check-ins hours. • I found challenging to handle difficult guests who were dissatisfied with their experience. • I learned that active listening is vital when dealing with guest feedback and concerns.			
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Week 4			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Restaurant • Attended induction session to understand restaurant operations and menu offerings. • Shadowed experienced waitstaff to learn about table service and customer interaction. • Assisted in setting up the dining area before service.	14 th February 2025 13:00 to 21:00		
Restaurant: • Learned about the menu items, including ingredients and preparation methods.	15 th February 2025 13:00 to 21:00		

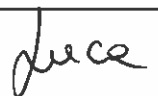
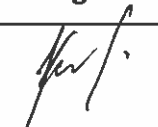
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• I faced difficulty memorising the menu. • I understand the promotional strategies to enhance revenue. • I learned the importance of through product knowledge to answer guests' questions confidently.			
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Week 5			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Conference and events • Attended induction session to understand the hotel's conference and events policies, services and facilities. • Shadowed the event coordinator to grasp the workflow from planning to execution.	21st February 2025 08:00 to 16:00		

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Assisted in setting up meeting rooms, including arranging tables and chairs.			
Conference and events - Assisted in coordinating logistic for upcoming events. - Assisted in compiling checklists for event setup and breakdown. - Assisted in overseeing event setup, ensuring all details were in place before guests arrived.	22nd February 2025 09:00 to 17:00		

Week 6			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Conference and events	28th February 2025 08:00 to 16:00		

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- Assisted in overseeing event setup, ensuring all details were in place before guests arrived. - Engaged with guests to understand their needs and ensure their satisfaction.			
The Club - Attended orientation session to understand the club and spa's facilities, services, and operational standards. - Familiarised myself with the booking system and membership management. - Shadowed a team member assisting member inquiries and providing personalised recommendations.	1st March 2025 08:00 to 16:00	duca	