

Food and Beverage Operations (BMIH4002)
Student Placement Plan for Food & Beverage

This Student Placement Plan is devised to provide Operational Training and Practical Knowledge to successfully support your placement. You will engage in all mandatory tasks to ensure full completion by the end of the department rotation (Kitchen (3) Weeks & Food & Beverage (3) Weeks). Please ensure you always keep your Plan with you (as you would an Assignment) and your trainer signs off on all tasks upon their completion.

Student Name: LIVIU TOPALA	Department: Food & Beverage	Manager: Hyle Samuel FLORIN MOLDANU
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Welcome to the **Food & Beverage** section of your placement. You will be required to complete a **minimum of 16 hours per week** to include Restaurant, Conference & Banqueting and Room Service.

All students are scheduled into a weekly F&B Rota that is emailed to the Student, University and Property Mentor. You are required to attend all scheduled shifts and follow the attendance policy in the event you cannot attend a scheduled shift.

The Food & Beverage Manager/Supervisor will meet with you at the start of your rotation and discuss shift expectations during your Food & Beverage Placement.

For you to achieve the most out of the *Training & Knowledge* delivered to you on placement, engagement in the variety of shift patterns is mandatory and will allow you to achieve a greater understanding of the diversity of the Hotel Operation:

- Weekday/Weekend - Breakfast
- Weekday/Weekend - Dinner
- Weekday Conference & Banqueting
- Weekend Conference & Banqueting

Please organise appointments with the Food & Beverage Manager/Supervisors to discuss your Plan; Shifts & Rotas and additional training once all mandatory tasks are completed. It is your responsibility to ensure you are being scheduled according to the completion of tasks listed on your Plan, so please ensure you communicate with your supervisor and ensure you are receiving training on the task list.

Although the minimum requirement is 16 hours per week, this is a great opportunity to gain additional experience in this department. Speak to your supervisor to request additional hours and training on specific tasks you would like to explore further.

The Student Schedule with hours and shifts worked is detailed on Page 2. Your successful completion of the department rotation is reliant on you demonstrating that you have worked and have been exposed to the diversity of the department operation. The *Hours Worked and Shift Patterns* will be validated by your trainer and department manager.



Documentation Required for your Placement:

- 1) **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.
- 2) **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 (3 weeks), (1) Placement Plan for Food & Beverage (3 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 (3) Weeks
- Minimum (16) Hours per Week
- Inclusive of a Variety of Shift Patterns

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

Student Schedule Week One	Include Dates Time/Hours Worked	Student Signature	Manager
Weekday ~~Breakfast~~ / Dinner (Circle)	24 Sept 2021		
Weekend ~~Breakfast~~ / Dinner / BAR (Circle)	25 Sept 2021 16:00 – 00:00		
Weekday Conference & Banqueting - Meeting or Event Name			
Weekend Conference & Banqueting - Meeting or Event Name			
Student Schedule Week Two	Include Dates Hours/Time Worked	Student Signature	Manager
Weekday Breakfast / ~~Dinner~~ (Circle)	04.10.2021 08:00 – 16:00		
Weekend Breakfast / ~~Dinner~~ (Circle)	03.10.2021 08:00 – 16:00		
Weekday Conference & Banqueting - Meeting or Event Name			
Weekend Conference & Banqueting - Meeting or Event Name			



Student Schedule Week Three	Include Dates Hours/Time Worked	Student Signature	Manager
Weekday Breakfast / Dinner (Circle)			
Weekend Breakfast / Dinner (Circle)			
Weekday Conference & Banqueting - Meeting or Event Name			
Weekend Conference & Banqueting - Meeting or Event Name			

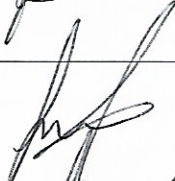
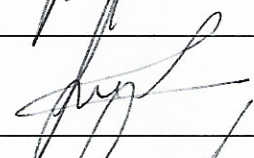
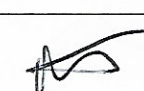
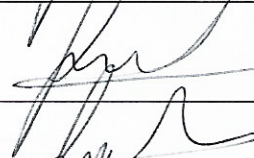
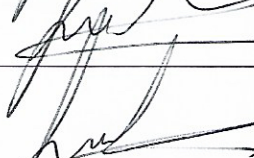
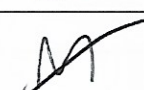
Food & Beverage Placement - Specific Training & Tasks

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.

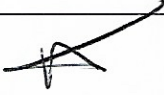
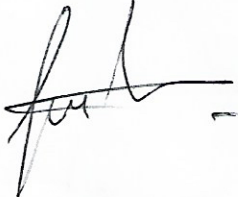
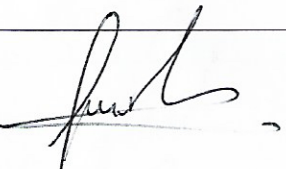
Red Zone Tasks – Introductory

Orange Zone Tasks – Intermediate

Green Zone Tasks – In-depth

Introductory	Date Completed	Student Signature	Supervisor Signature
Red Zone			
Introduction to F&B Rooms; Names etc. Property Tour	24.09.2021		
Introduction to Storage Areas; Still Areas	24.09.2021		
Explanation: Conferences	24.09.2021		
Explanation: Weddings	20.09.2021		
Explanation: Social Events	20.09.2021		
Tea / Coffee Service Brand Standard Outlet & C&B	24.09.2021		

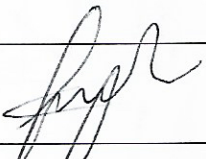
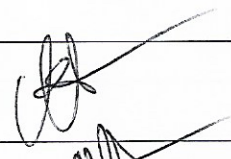
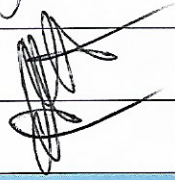
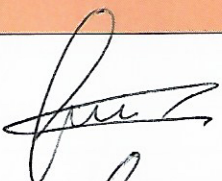
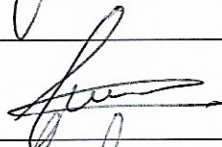
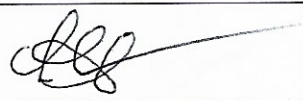
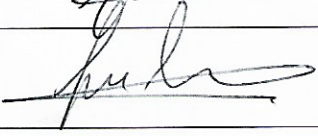
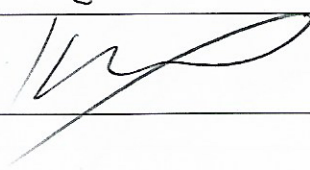
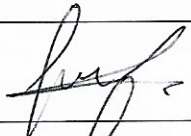
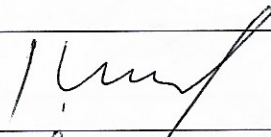
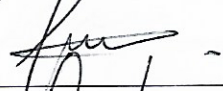
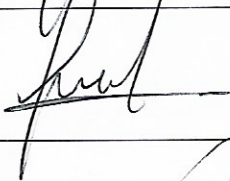
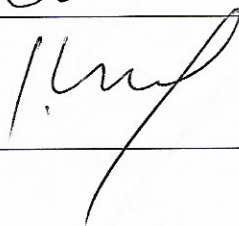
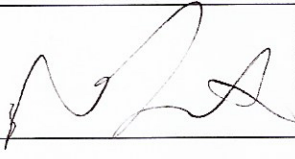


Training: AM Checklist	20.09.2021		
Training: PM Checklist	20.09.2021		
Training: Refreshing a Conference Room	NOT AVAILABLE		
Conference Room Layout: Boardroom	NOT AVAILABLE		
Cabaret			
Classroom			
Theatre			
Brand Standard for Service: - Greeting & Serving a Table - Presenting Bill - Making Personal Connections	24.09.2021		
Training: Bussing a Table & Clean as you go	24.09.2021		
Introduction to C&B AV -PA System -Connect Laptop -Microphones -Internet Bandwidth Brand Standard	04.10.2021		
Explanation: Red Jacket & Training of MSA APP (if applicable)	N/A		

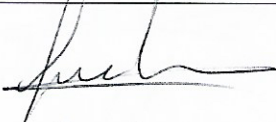
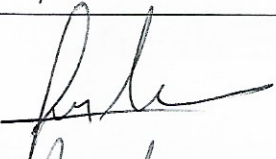
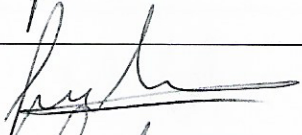
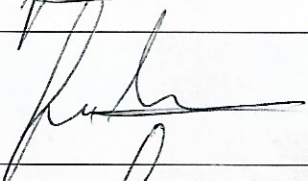
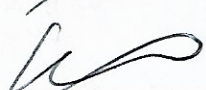
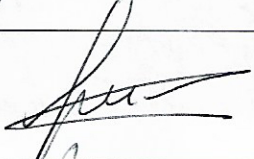
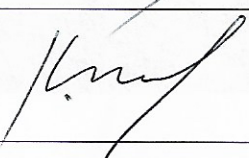
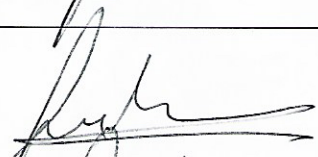
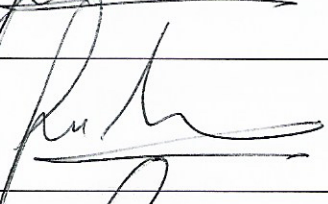
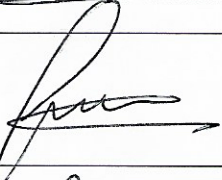
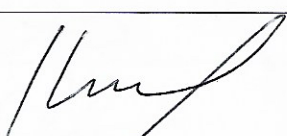
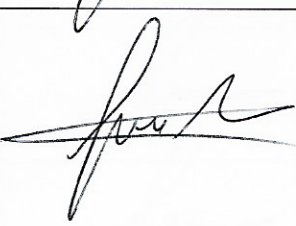


Explanation: C&B Plated Service Standard Formal Types of Events	03.10.2021	<i>[Signature]</i>	<i>[Signature]</i>
Explanation: C&B Buffet Service Standard Casual Types of Events	NOT AVAILABLE		
Restaurant Host Standard -Phone -Reservation Book	NOT AVAILABLE		
Training: -Table Set up & Sequence -Table Numbers -Menu Standard -Salt & Pepper -Sugar Caddy -Cleanliness	04 / 10. 2021	<i>[Signature]</i>	<i>[Signature]</i>
Training: Restaurant Set-up Breakfast & Dinner	04.10.2021	<i>[Signature]</i>	<i>[Signature]</i>
Training: Service Preparation	03.10.2021	<i>[Signature]</i>	<i>[Signature]</i>
Training: Service Sequence	03.10.2021	<i>[Signature]</i>	<i>[Signature]</i>
Restaurant Menu Training	03.10.2021	<i>[Signature]</i>	<i>[Signature]</i>
C&B Menu Training	03.10.2021	<i>[Signature]</i>	<i>[Signature]</i>
Allergen Training Customer Communication & Order Taking	03.10.2021	<i>[Signature]</i>	<i>[Signature]</i>

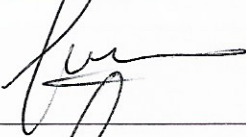
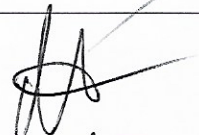
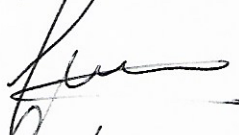
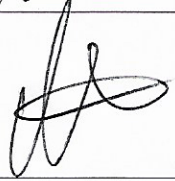
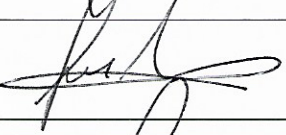
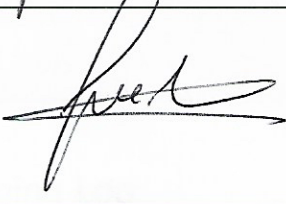
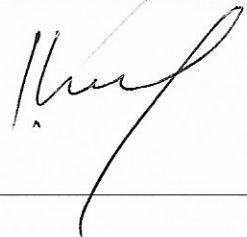
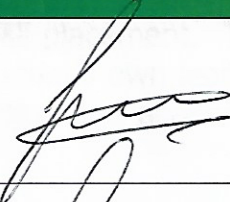
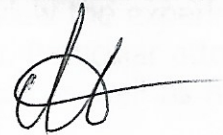
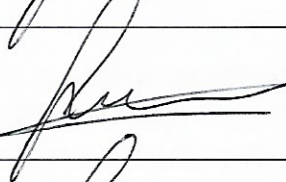
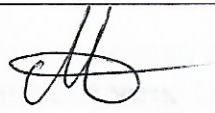
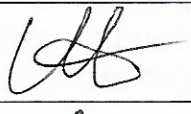
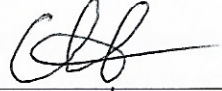
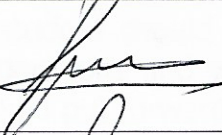


Explanation: Website Restaurant Sales & Marketing Integration with Hotel Website (if applicable)	03.10.2021		
TIPS Training	24.09.2021		
Pour a Pint	25.09.2021		
Change Keg			
Intermediate	Date Completed	Student Signature	Supervisor Signature
Orange Zone			
Training: Upselling Techniques	04.10.2021		
Upsell (1) Daily Special	04.10.2021		
Upsell (1) Side Order	03.10.2021		
Upsell (1) Dessert		N/A	
Upsell (1) Beverage Promotion of the Month	N/A		
Connect to PA System	04.10.2021		
Connect to Bose system	04.10.2021		
Answer the telephone correctly	04.10.2021		
Explain Red Jacket & Purpose	N/A		



Greet C&B attendee		N/A	
Produce (1) Door Card		N/A	
Explain Service Weddings & Dinner		N/A	
Take (1) Restaurant Booking		N/A	
Training: Morning Bar Set-up	03.10.2021		
Training: Paddy & Scott's -Coffee Culture -Confectionary	04.10.2021		
Coffee Machine Training	04.10.2021		
Coffee Beverage Training	04.10.2021		
Micros: Enter Coffee Purchase	24.09.2021		
Micros: Enter Lunch/Dinner Purchase	03.10.2021		
Micros: Enter Room Service Order	03.10.2021		
Training: Wine Menu and Wine Pairing	24.09.2021		
Demonstrate Wine Knowledge -Red -White -How to Upsell Wine	04.10.2021		



Serve a Table -Drinks -Food	04.10.2021		
Training: Bar Stock Rotation	03.10.2021		
Demonstrate understanding of Bar Stock Rotation	03.10.2021		
Clean the Coffee Machine	04.10.2021		
Table Set-up: Set Table in Restaurant & Bar to Standard	24.09.2021		
Room Service Brand Standard		N/A	
In-Depth	Date Completed	Student Signature	Supervisor Signature
Green Zone			
Take a Room Service Order to Brand Standard	04.10.2021		
Host & Seat (5) Tables in the Restaurant	04.10.2021		
Count Bar Stock	04.10.2021		
Enter Requisition		N/A	
Set-up Room Service Breakfast Tray	03.10.2021		
Set-up Room Service Dinner Tray	25.09.2021	