

BMIH6003

Level 6 Hotel Placement

Weekly Journal Entry

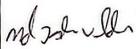
Name: MD Jaglu Uddin

Student ID: 2209549

Level 6 Hotel Placement – Weekly Journal Entry

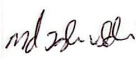
Task: Maintain a weekly progress tracker documenting your experiences, tasks performed, challenges faced, and lessons learned. Bullet points format is welcome. You must submit this document to the designated Turnitin link by [**Friday 7th March 2025**] at 23:59pm.

Week 1			
Experiences/Tasks/Challenges/Lessons (outline hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Front Desk I greeted guests and focused on establishing a good first impression, oversaw the check-in and check-out processes, responded to guest enquiries, offered information, and addressed complaints to provide a great and seamless experience for all visitors.	21/01/2025 23/01/2025		

Week 2			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Food and beverage I took food orders from customers, served meals at the restaurant, maintained guest happiness by setting up breakfast and lunch tables, and presented the menu while discussing daily promotions and menu changes.	28/01/2025 30/01/2025		

Week 3			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
House Keeping I carefully cleaned guest rooms to eliminate dust, stains, and odours, sanitised bathrooms, and removed garbage and clutter to keep the environment pleasant and welcoming for guests.	03/02/2025 05/02/2025		

Week 4			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Front Desk (Reception) I handled administrative chores like filing, answering phones, taking messages, and responding to emails. I offered concierge services such as ticket booking and travel reservations, and I expanded my knowledge of local information and statistics to better help clients.	11/02/2025 13/02/2025		

Week 5			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Food and beverage I followed health and safety rules, provided responsible alcohol service, and increased my knowledge of food and beverage goods.	18/02/2025 20/02/2025		

Week 6			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Housekeeping I changed the linens and made the bed, replaced soiled towels and removed old amenities, refreshed bath care products, and cleaned the corridors to keep the space clean and comfortable for guests.	03/03/2025		