

LEVEL 6 ASSESSMENT SPECIFICATION COMPONENT TWO

Student name:	Robert Lavric	Student ID number:	2121182
Programme:	BA International Hotel Management		
Module:	Managing Guest Service Operations		
Module code:	BMIH6003	Contribution to Overall Module Assessment (%):	50%
Lecturer:	Jessica Newport, Lisa Bassler, Giulia Chifari, Ka Po Chong	Internal Verifier:	Antoinette Milne
Assignment Title:	Management Assessment of Practical Tasks – Feedback from hotel.	Word count (or equivalent):	N/A
Submission deadline:	To be returned by hotel on or before Monday, 18th November 2024	Return date of provisional marks & written feedback:	N/A
Submission method:	All written assessments, where practical and possible, must be submitted via Turnitin unless otherwise instructed by the Lecturer. (Please DO NOT put this assessment specification into Turnitin or it will match many similarities with other students' submissions.) Alternative submission method (if applicable): Late submission of the assessment will result in a late penalty mark: Work which is submitted up to 1 week late will be capped at 40% for the first attempt and will be awarded a mark of 0% for re-assessment. Late submission penalties may be lifted only if there is an approved extenuating circumstances claim. Work submitted more than 1 week late will be considered as a non-submission and will not be marked. The work may be considered as a submission for reassessment if offered by an Examining Board or if there is an approved extenuating circumstances claim.		
Academic honesty / referencing:	Academic honesty is required. In the main body of your submission you must give credit to authors on whose research and ideas your work is based. Append to your submission a reference list that indicates the books, articles, etc. that you have used, cited or quoted in order to complete this assessment.		

Level 6 Hotel Placement – Weekly Journal Entry

Task: Maintain a weekly journal 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 15th November**] at 23:59pm.

Week 1			
Experiences/Tasks/Challenges/Lessons (outline hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Maintenance * Daily Operations Online Training	01/10/2024 from 09:00AM to 17:18		Diana N.
Maintenance * Experiences - Interaction with Staff Online Training *Food Safety Level 2 Highfield Hotels	04/10/2024 from 09:00AM to 17:18		

Week 2			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Maintenance * Experiences - Emergency Situations - Daily Operations Online Training	10/10/2024 from 09:00AM to 17:18		
Maintenance * Tasks - Routine Inspections - Repairs and Maintenance work: Performed minor repairs such as fixing plumbing issues, etc. Online Training * Health and Safety Level 2 Highfield - HOTELS - Certificate 11877880	11/10/2024 from 09:00AM to 17:18		

Week 3			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Maintenance * Tasks - Inventory management - Documentation * Lessons - Problem Solving Skills - Technical Knowledge - Collaboration - Teamwork Online Training * Introduction to Allergens Highfield - Certificate 11849931	15/10/2024 from 09:00AM until 17:18		
Maintenance * Challenges - Unpredictable Issues * Lessons - Preventive Maintenance Importance Online Training * Food Safety Level 2 Highfield Hotels - Certificate 11877385	16/10/2024 from 09:00AM until 17:18		

Week 4			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Front Office Food and Beverage * Tasks - Serving and Managing Tables - Cleaning and Setup Online Training * Highfield Challenge England & Wales Licensing Module - Certificate 11911547	23/10/2024 from 09:00AM to 17:18		
Front office & Reception * Experience - Guest Interactions - Handling Reservations * Tasks - Check In/Check Out Procedures Online Training * Fire Safety Level 2 - Highfield - Certificate 11849260	24/10/2024 from 09:00AM to 17:18		

Week 5			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Front Office * Tasks - Room Assignments - Providing Information to the guests * Challenges - Handling difficult guests Online Training	29/10/2024 from 09:00AM to 17:18		
Front Office *Lessons - Importance of communications - Teamwork - Adaptability Online Training	30/10/2024 From 09:00AM to 17:18		

Week 6			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Front Office * Tasks - Daily reports - Guest information management - Handling Reservations, update reservations send invoices, etc. Online Training	07/11/2024 from 09:00AM to 17:18		Diana Neukirchner
Front Office Online Training	08/11/2024 from 09:00AM to 17:18		