

Level 6 Hotel Placement – Weekly Progress Tracker

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
Reception- learned check in procedure and customer service skills with guests, also how to use computer software Dealt with first complain on dirty pillowcases.	13/1/25 12pm- 8pm	~~Nethers~~	Sum
Reception + Housekeeping learned about supervisor roles on reception as well as management roles in housekeeping with room- checkers	14/1/25 12:30pm- 8:30pm	~~Nethers~~	Sum

16 hrs

Week 2				
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature	
Housekeeping- learnt about room checking and computer systems used to state when to complete tasks such as dressing a kettle etc	20/1/25 12pm- 8pm	~~Attitude~~	Sam	
F+B and Reception- learned about how to upsell F+B services on reception and how to use linked system between F+B and Reception	21/1/25 2pm- 10pm	~~Attitude~~	Sam	

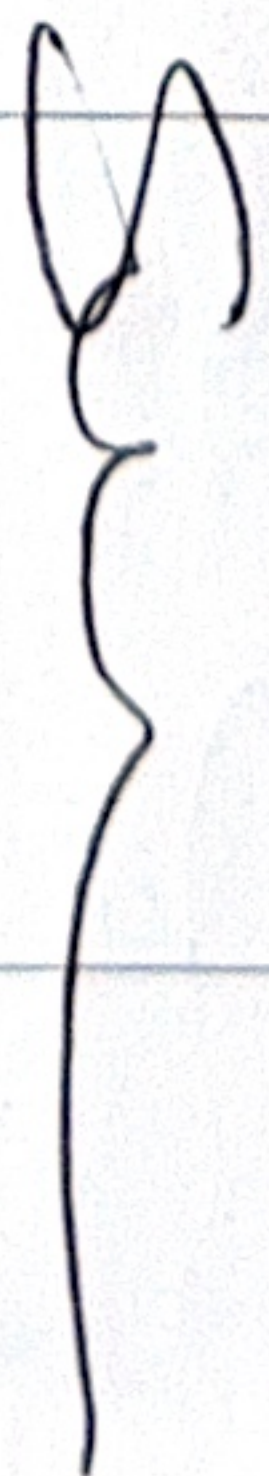
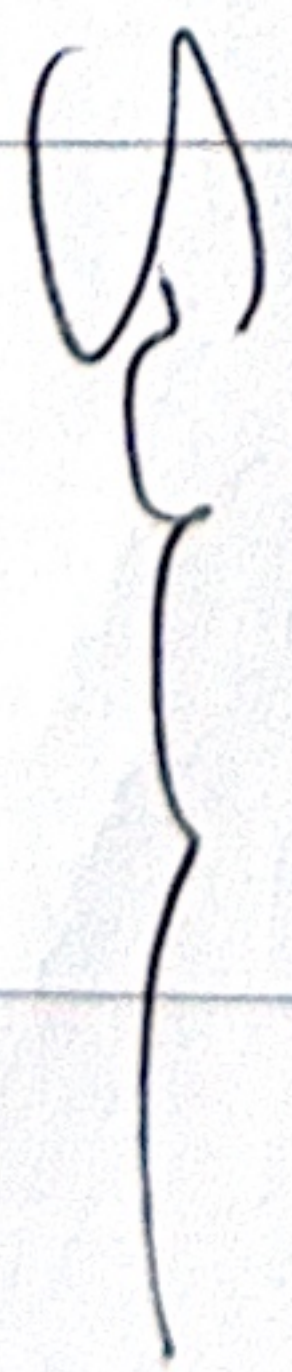
16hrs

Week 3			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Housekeeping + maintenance learnt how maintenance jobs are logged on the system including ordering equipment / stock. and also how laundry services work + lead times	27/11/25 2pm - 10pm		
Reception - learned about P1-Uows and how to make customer calls to improve stay and create great first impression	28/11/25 12pm - 8pm		

16hrs

Week 4				
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature	
Reception - check in + out guests welcome guests and ask if there is anything we can do looked at data on systems of how capacity works etc	31/2/25 2pm - 10pm	~~M. Smith~~	Sam	
Reception + Housekeeping look on complaints about a poor sleep used HERT model to resolve the issue and apologise	4/2/25 12pm - 8pm	~~M. Smith~~	Sam	
Further learning bedroom hygiene	16hrs			

Week 5				
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature	
Housekeeping - worked helping room stripping and room checking to. check quality of cleaning to ensure happy guests	13/12/25 8am - 4pm	~~MT~~	Su	
Reception + F+B - learnt more about F+B booking system with how to use it meals and breakfast reviewed online systems involving hours worked etc	14/12/25 8am - 4pm	~~MT~~	Su	
	16hrs			

Week 6				
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature	
Reception Shadowed manager on making and amending bookings on the online system as well as how to complete handover after shift	18/2/25 10am - 6pm			
Housekeeping - Shadowed head housekeeper on room checking and logistics with linen ordering and maintenance issue reporting	19/2/25 12pm - 8pm			

16hrs