

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	
Housekeeping - worked with a supervisor to conduct room inspections. - notified personnel for re-cleaning when needed. - updated the room status using a new housekeeping app. - assisted with dusting, vacuuming, and bathroom cleaning. - learned the significance of room prepared for use.	20/01/2025 (09:30 - 17:50)			
- continued inspections of the rooms. - employed the housekeeping app effectively. - practiced making beds and setting up amenities. - emphasised the importance of cleanliness. - improving teamwork by collaborating with housekeeping staff, supervisors, and managers.	21/01/2025 (09:30 - 17:50)			



Week 2			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
C&B - observed how conferences and meetings were set up and managed. - learnt the main duties of C&B employees, such as setting up events, serving customers, and helping guests. - explored areas for storage event supplies (cutlery, plates, glasses, and kitchen access). - acknowledged that the Conference & Banqueting (C&B) department relies heavily on proactive, customer-focused approaches, flexibility, and effective communication.	27/01/2025 (09:30 - 17:50)		
- noticed that C&B has two to three events every week during the quiet month of January. - talked about ways to increase reservations at quiet periods (e.g., special prices). - assisted the manager in signing a contract for a C&B casual employee. - gained knowledge of the department's hiring procedure and important recruiting factors. - acquired understanding of managerial duties in personnel and event planning.	28/01/2025 (09:30 - 17:50)		

Week 3			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
C&B - helped with setup and servicing during a meeting event. - contributed to setting up the tables and serve breakfast, lunch, tea, and dessert. - cleared away used plates, glasses, and cups to keep the area tidy and hospitable. - answered queries from clients to enhance their stay and encourage return visits - observed that preserving Marriott's dominant market position depends on the satisfaction of guests.	03/02/2025 (09:30 - 17:50)		
- learnt how to use the Birch street system to order drinks for events and observed how the executive lounge's inventory was managed. - acquired a detailed understanding of banquet and meeting event orders	04/02/2025 (09:30 - 17:50)		



• identifying the business holding the event. • establishing the event's time frame, type of event, preferred venue, number of guests, and cost. • deciding which menu items and equipment must be present. • understood how the catering packages' costs were split, between meeting rooms and kitchen costs.			
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Week 4				
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature	
Engineering • engineering team is made up of one manager and three associates. • observed the function of the engineering department in fire, water, and property maintenance. Manager's responsibilities: • ensures sustainability and waste minimisation. • maintains health and safety compliance.	10/02/2025 (09:30 - 17:50)			



- manages utilities (gas, electricity, and water) and cost-cutting projects. - monitors systems for breakdowns and trends. - learnt about weekly, monthly, and quarterly inspections as well as their preventive maintenance routines, which are every 17 weeks. - looked into the plant rooms and fire safety equipment on the premises.			
- learnt how maintenance work is recorded in the Transcendent system for Marriott and outside contractors. Transcendent system monitors: - equipment maintenance, inspections, and work orders. - the satisfaction of guests and the Marriott Environmental Sustainability Hub (MESH), which displays energy and water usage. - SPROUT system tracks sustainability activities and carbon/energy reductions. - observed that Marriott Cardiff currently has a sustainability score of 70.8% on the scorecards.	11/02/2025 (09:30 - 17:50)		

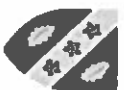


Experiences/Tasks/Challenges/Lessons <i>(highlight hotel department)</i>	Shift <i>(Date/Time)</i>	Student Signature	Hotel Mentor Signature
Front Desk • observed front office activities to ensure high customer satisfaction while complying with brand standards. • learnt how important standard operating procedures are for ensuring smooth operations. Understood front-desk manager duties: • ensuring satisfied clients and brand image. • solving complaints from guests and providing instruction for staff on ways to resolve issues. • responding to customer feedback and managing pre-arrival enquiries. • ensure effective communication across departments. • managing employee well-being, schedules, and recognising outstanding achievement. Assisted with everyday duties such as: • the check-in procedure includes verifying documents, confirming details, giving accommodation upgrades, and managing baggage. • the check-out process involves checking payments, solving parking fees, and facilitating a smooth departure • noted the significance of professionalism, a friendly attitude, and communication in customer engagements.	17/02/2025 (09:30 - 17:50)		

	18/02/2025 (09:30 - 17:50)		
- noted the manager's focus on team empowerment and attentive support. - understood how to divide front desk activities over different screens: payment, pre-arrival, and room availability. - recognised the significance of verifying third-party payments (e.g., Trip.com) to avoid discrepancies. Discussed with the supervisor the importance of better front desk organisation during periods of high occupancy. - noted that Elite members should be upgraded during check-in rather than later. - recognised that ensuring room ready reduces customer disappointment.			



Week 6			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
FRONT DESK • Marriott employs committed candidates with opportunity for progression and professional development. • Elite, Platinum and Gold members have late check-out advantages (usually until 2:00 PM), whilst regular corporate guests may have prolonged check-out until 1:00 PM. • observed how the manager collaborates with the assistant front office manager to establish crucial decisions and ensure that guest complaints are handled in accordance with standard processes. • noticed how guest complaints are handled professionally by all front desk team • observed how dealing with angry visitors requires tact and compassion; great communication might turn a bad situation into a positive experience. Attended a staff handover discussion by the assistant front office manager regarding the: • complaints, concerns, and suggested resolutions were reviewed. • staff was instructed to carefully clarify pre-authorizations at check-in to minimise misunderstandings.	24/02/2025 (09:30 - 17:50)		



• observed arrangements for the new hotel owner's first visit, ensuring that all departments were properly organised. • observed the reception desk manager examining rooms for key guests. • assisted the front desk manager during busy hours by taking calls and responding to visitor enquiries. • viewed how the manager handled special guest requests (for example, flowers, wine) prior to their arrival. • understood how to handle billing discrepancies by shifting charges to a temporary account while the issue is rectified	25/02/2025 (09:30 - 17:50)		