

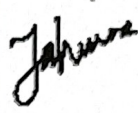
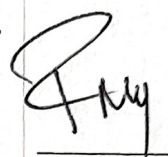
Student Name: Tahmina Islam

Student Number: 2124414

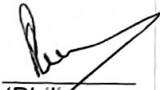
Lecturer name: Jessica Newport
Hotel Mentor Name: Ritesh Manaktala &
Philip Pereira

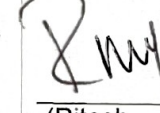
PART-1

Level 6 Hotel Placement – Weekly Journal Entry

Week:1			
Experiences/Tasks/Challenges/Lessons (outline hotel department)	Shift (Date/Time)	Student signature	Hotel Mentor signature
• Induction was taken place. • Introduce with colleagues. • Hotel services such as- Swimming pool, spa etc timings. • Checking Express checkout boxes. • Learning about extra keys making. • Writing guest vouchers. • PMS system/ OPERA worked. • Helping to check out the guest. • Made few appreciation letters for guests.	• 01-10-2024(8a m-2pm) • 04-10-2024(8a m-12pm) • 06-10-2024(8a m-2pm)		 (Ritesh Manaktala)  (Philip Pereira)

Week:2			
Experiences/Tasks/Challenges/Lessons (outline hotel department)	Shift (Date/Time)	Student signature	Hotel Mentor signature
• Handle Customer complaint. • Learn about Visionline system to find out the room numbers. • Scan documents. • Tidying Grab & Go items. • How to take payments of Grab & Go. • Helping with checkout. • Helping with guest baggage. • Writing welcome letter for guest. • Learn about D140. • Learning about GXP.	• 08-10-2024(8a m-12pm) • 11-10-2024(8a m-12pm) • 13-10-2024(8a m-4pm)		 (Ritesh Manaktala)  (Philip Pereira)

Week:3			
Experiences/Tasks/Challenges/Lessons (outline hotel department)	Shift (Date/Time)	Student signature	Hotel Mentor signature
• Learning from another guest complaint. • Credit letter dispatched to the guest room. • Guest room checking after the check-out times over. • Assigning keys for mobile check-ins. • Writing vouchers. • Agitto backups- direct billings. • Learning about rate code. • Early mobile check ins. • Helping to tag the guest luggage and put it in the Avebury rooms. • Scanning documents. • Getting ready the key boxes for easy check ins.	• 14-10-2024(8am-12pm) • 17-10-2024(8am-12pm) • 18-10-2024(8am-12pm) • 20-10-2024(7am-11am)		 (Ritesh Manaktala)  (P Philip Pereira)

Week:4			
Experiences/Tasks/Challenges/Lessons (outline hotel department)	Shift (Date/Time)	Student signature	Hotel Mentor signature
• Help with group check-ins. • Checking express checkout boxes. • Learn about cases, how to file it. • Scan the documents. • Learning about E-bonus with manager. • Making complimentary voucher for guests. • Learning about MGS to add bonus points to the guest account. • Learning about front desk traces. • Upgrading rooms for HOC.	• 21-10-2024(8am-12pm) • 22-10-2024(10am-6pm) • 25-10-2024(8am-12pm)		 (Ritesh Manaktala)  (P Philip Pereira)

Week:6			
Experiences/Tasks/Challenges/Lessons (outline hotel department)	Shift (Date/Time)	Student signature	Hotel Mentor signature
• Learning about F&B dining area. • Setting the table for buffet use. • Polishing the cutleries. • Cleaning the table and use hygienic spray for setting the table for next guest. • Taking orders from the customer. • Setting the table for dinner. • Salt & Paper top ups. • Cleaning the buffet area. • Polishing the plates. • Hoovering the floor. • Taking inhouse guest's platter order. • Helping to Level the best before and use-by-dates.	• 03-11-2024(7a m-11am) • 04-11-2024(8a m-12pm) • 06-11-2024(8a m-4pm)		 (Ritesh Manaktala)  (Philip Pereira)