

Weekly Journal Entry

Level 6 Hotel Placement

Syed Jakuan Ahmed
ID-2128160

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 2024] at 23:59pm.

Week 1			
Experiences/Tasks/Challenges/Lessons (outline hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
During my first week at the Food & Beverage department, I received food orders from guests, served them, checked on their satisfaction, and set tables for breakfast and lunch.	30.09.24 03.10.24 04.10.24	Jakhm	H. Wadcoo

APPENDIX 1

Week 2			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
In the Housekeeping department, I cleaned guest rooms to remove debris, dust, and unwanted odours. I also changed bed linens, made the beds, replaced old towels, and thoroughly cleaned and sanitised the bathrooms.	07.10.24 10.10.24	Jakhm	H. Wadcoo

Week 3			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
At the Front Desk, I handled visitor check-ins and outs, greeted them cheerfully, and concentrated on making a good first impression to improve their overall experience.	14.10.24 17.10.24	Jakhm	H. Wadeod

APPENDIX 1

Week 4			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
In the Food & Beverage department, I prioritised customer service, followed health and safety guidelines, presented menus to visitors, and prepared food and beverages to guarantee an excellent dining experience.	21.10.24 24.10.24	Jakhm	H. Wadeod

Week 5			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
In the Housekeeping department, I collected trash and debris from guest rooms, cleared out used amenities, and restocked supplies such as trash bags and minibar foods to keep the hotel clean and well-stocked for guests.	28.10.24 31.10.24	Jakhm	H. Wadco

APPENDIX 1

Week 6			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
At the Front Desk, I was responsible for maintaining the reception area, providing guest service, and managing reservations to guarantee seamless operations and a great guest experience.	04.11.24 07.11.24	Jakhm	H. Wadco