

Food and Beverage Operations (BMIH4002)
Student Placement Plan for Food & Beverage

This Student Placement Plan is devised to provide Operational Training and Practical Knowledge to successfully support your placement. You will engage in all mandatory tasks to ensure full completion by the end of the department rotation (Kitchen (3) Weeks & Food & Beverage (3) Weeks). Please ensure you always keep your Plan with you (as you would an Assignment) and your trainer signs off on all tasks upon their completion.

Student Name: MD. SAIFUL ISLAM	Department: Food & Beverage	Manager: David Johnson
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Welcome to the **Food & Beverage** section of your placement. You will be required to complete a **minimum of 16 hours per week** to include Restaurant, Conference & Banqueting and Room Service.

All students are scheduled into a weekly F&B Rota that is emailed to the Student, University and Property Mentor. You are required to attend all scheduled shifts and follow the attendance policy in the event you cannot attend a scheduled shift.

The Food & Beverage Manager/Supervisor will meet with you at the start of your rotation and discuss shift expectations during your Food & Beverage Placement.

For you to achieve the most out of the *Training & Knowledge* delivered to you on placement, engagement in the variety of shift patterns is mandatory and will allow you to achieve a greater understanding of the diversity of the Hotel Operation:

- Weekday/Weekend - Breakfast
- Weekday/Weekend - Dinner
- Weekday Conference & Banqueting
- Weekend Conference & Banqueting

Please organise appointments with the Food & Beverage Manager/Supervisors to discuss your Plan; Shifts & Rotas and additional training once all mandatory tasks are completed. It is your responsibility to ensure you are being scheduled according to the completion of tasks listed on your Plan, so please ensure you communicate with your supervisor and ensure you are receiving training on the task list.

Although the minimum requirement is 16 hours per week, this is a great opportunity to gain additional experience in this department. Speak to your supervisor to request additional hours and training on specific tasks you would like to explore further.

The Student Schedule with hours and shifts worked is detailed on Page 2. Your successful completion of the department rotation is reliant on you demonstrating that you have worked and have been exposed to the diversity of the department operation. The *Hours Worked and Shift Patterns* will be validated by your trainer and department manager.



Documentation Required for your Placement:

- 1) **The Placement Plan** – Students are responsible for ensuring the tasks included in the plan are monitored and coordinate with Shift Supervisors/Trainers for successful completion of all required tasks. Ensure you are working through the tasks and ensure they are signed off after each shift.
- 2) **Learning Log** – The Food & Beverage Operations Module requires ONE learning Log (750 words) to capture your combined experience in both the Kitchen and Food & Beverage (6 weeks).

Upon completion of the Food & Beverage rotation, you will upload (1) Placement Plan for Kitchen (3 weeks), (1) Placement Plan for Food & Beverage (3 Weeks) and (1) Learning Log (750 words) into Turnitin.

Timely submission will be expected as per university guidelines and the required dates will be posted in the Turnitin Link.

Schedule for the Food and Beverage Rotation

- Mandatory (3) Weeks
- Minimum (16) Hours per Week
- Inclusive of a Variety of Shift Patterns

To be completed Weekly by Student and Food & Beverage Manager/Supervisor

Student Schedule Week One	Include Dates Time/Hours Worked	Student Signature	Manager
Weekday <u>Breakfast</u> / Dinner (Circle)	19-11-2021 (7am-4pm)	Ms. Saifur Islam	
Weekend <u>Breakfast</u> / <u>Dinner</u> (Circle)	20-11-2021 (8am - 5pm)	Ms. Saifur Islam	
Weekday Conference & Banqueting - Meeting or Event Name			
Weekend Conference & Banqueting - Meeting or Event Name			
Student Schedule Week Two	Include Dates Hours/Time Worked	Student Signature	Manager
Weekday <u>Breakfast</u> / Dinner (Circle)	26-11-2021 (8am-12pm)	Ms. Saifur Islam	
Weekend Breakfast <u>Dinner</u> (Circle)	27-11-2021 (5pm - 11pm)	Ms. Saifur Islam	
Weekday Conference & Banqueting - Meeting or Event Name	29-11-2021 (5pm - 11pm)	Ms. Saifur Islam	
Weekend Conference & Banqueting - Meeting or Event Name			



Student Schedule Week Three	Include Dates Hours/Time Worked	Student Signature	Manager
Weekday <u>Breakfast</u> / <u>Dinner</u> (Circle)	06-12-2021 (5pm-11pm) 07-12-2021 (7am-12pm)	md. Saifur Islam	
Weekend Breakfast/ <u>Dinner</u> (Circle)	04-12-2021 (5pm-12pm)	md. Saifur Islam	
Weekday Conference & Banqueting - Meeting or Event Name			
Weekend Conference & Banqueting - Meeting or Event Name			

Food & Beverage Placement - Specific Training & Tasks

The Traffic Light System demonstrates for the student an understanding of the progressive expertise to expect during the department rotation. Each Hotel will be provided with the Placement Plans in advance of the student arrival and customise them to meet the needs of their specific hotel operation.

Red Zone Tasks – Introductory

Orange Zone Tasks – Intermediate

Green Zone Tasks – In-depth

Introductory	Date Completed	Student Signature	Supervisor Signature
Red Zone			
Introduction to F&B Rooms; Names etc. Property Tour	19-11-2021	md. Saifur Islam	
Introduction to Storage Areas; Still Areas	19-11-2021	md. Saifur Islam	
Explanation: Conferences	29-11-2021	md. Saifur Islam	
Explanation: Weddings	29-11-2021	md. Saifur Islam	
Explanation: Social Events	29-11-2021	md. Saifur Islam	
Tea / Coffee Service Brand Standard Outlet & C&B	19-11-2021	md. Saifur Islam	



Training: AM Checklist	19-11-2021	md. Saiful Islam	
Training: PM Checklist	20-11-2021	md. Saiful Islam	
Training: Refreshing a Conference Room	29-11-2021	md. Saiful Islam	
Conference Room Layout: Boardroom	29-11-2021	md. Saiful Islam	
Cabaret	29-11-2021	md. Saiful Islam	
Classroom	N/A	md. Saiful Islam	
Theatre			
Brand Standard for Service: - Greeting & Serving a Table - Presenting Bill - Making Personal Connections	19-11-2021	md. Saiful Islam	
Training: Bussing a Table & Clean as you go	19-11-2021	md. Saiful Islam	
Introduction to C&B AV -PA System -Connect Laptop -Microphones -Internet Bandwidth Brand Standard	19-11-2021	md. Saiful Islam	
Explanation: Red Jacket & Training of MSA APP (if applicable)	N/A	md. Saiful Islam	



Explanation: C&B Plated Service Standard Formal Types of Events	20-11-2021	MD. Saiful Islam	
Explanation: C&B Buffet Service Standard Casual Types of Events	20-11-2021	MD. Saiful Islam	
Restaurant Host Standard -Phone -Reservation Book	20-11-2021	MD. Saiful Islam	
Training: -Table Set up & Sequence -Table Numbers -Menu Standard -Salt & Pepper -Sugar Caddy -Cleanliness	20-11-2021	MD. Saiful Islam	
Training: Restaurant Set-up Breakfast & Dinner	20-11-2021	MD. Saiful Islam	
Training: Service Preparation	20-11-2021	MD. Saiful Islam	
Training: Service Sequence	20-11-2021	MD. Saiful Islam	
Restaurant Menu Training	20-11-2021	MD. Saiful Islam	
C&B Menu Training	20-11-2021	MD. Saiful Islam	
Allergen Training Customer Communication & Order Taking	20-11-2021	MD. Saiful Islam	



Explanation: Website Restaurant Sales & Marketing Integration with Hotel Website (if applicable)	19-11-2021	md. Saifur Islam	
TIPS Training	20-11-2021	md. Saifur Islam	
Pour a Pint	20-11-2021	md. Saifur Islam	
Change Keg	20-11-2021	md. Saifur Islam	
Intermediate	Date Completed	Student Signature	Supervisor Signature
Orange Zone			
Training: Upselling Techniques	27-11-2021	md. Saifur Islam	
Upsell (1) Daily Special	27-11-2021	md. Saifur Islam	
Upsell (1) Side Order	27-11-2021	md. Saifur Islam	
Upsell (1) Dessert	27-11-2021	md. Saifur Islam	
Upsell (1) Beverage Promotion of the Month	27-11-2021	md. Saifur Islam	
Connect to PA System	30-11-2021	md. Saifur Islam	
Connect to Bose system	30-11-2021	md. Saifur Islam	
Answer the telephone correctly	30-11-2021	md. Saifur Islam	
Explain Red Jacket & Purpose	N/A	md. Saifur Islam	



Greet C&B attendee	29-11-2021	md. Saifur Rahman	✓
Produce (1) Door Card	N/A	md. Saifur Rahman	✓
Explain Service Weddings & Dinner	29-11-2021	md. Saifur Rahman	✓
Take (1) Restaurant Booking	30-11-2021	md. Saifur Rahman	✓
Training: Morning Bar Set-up	07-12-2021	md. Saifur Rahman	✓
Training: Paddy & Scott's -Coffee Culture -Confectionary	07-12-2021	md. Saifur Rahman	✓
Coffee Machine Training	07-12-2021	md. Saifur Rahman	✓
Coffee Beverage Training	07-12-2021	md. Saifur Rahman	✓
Micros: Enter Coffee Purchase	30-12-2021	md. Saifur Rahman	✓
Micros: Enter Lunch/Dinner Purchase	27-11-2021 30-11-2021	md. Saifur Rahman	✓
Micros: Enter Room Service Order	27-11-2021	md. Saifur Rahman	✓
Training: Wine Menu and Wine Pairing	29-11-2021	md. Saifur Rahman	✓
Demonstrate Wine Knowledge -Red -White -How to Upsell Wine	29-11-2021	md. Saifur Rahman	✓



Serve a Table -Drinks -Food	04-12-2021	Md. Saiful Islam	
Training: Bar Stock Rotation	04-12-2021	Md. Saiful Islam	
Demonstrate understanding of Bar Stock Rotation	04-12-2021	Md. Saiful Islam	
Clean the Coffee Machine	07-12-2021	Md. Saiful Islam	
Table Set-up: Set Table in Restaurant & Bar to Standard	29-11-2021	Md. Saiful Islam	
Room Service Brand Standard	29-11-2021	Md. Saiful Islam	
In-Depth	Date Completed	Student Signature	Supervisor Signature
Green Zone			
Take a Room Service Order to Brand Standard	06-12-2021	Md. Saiful Islam	
Host & Seat (5) Tables in the Restaurant	06-12-2021	Md. Saiful Islam	
Count Bar Stock	06-12-2021	Md. Saiful Islam	
Enter Requisition			
Set-up Room Service Breakfast Tray	06-12-2021	Md. Saiful Islam	
Set-up Room Service Dinner Tray	06-12-2021	Md. Saiful Islam	



Deliver a Room Service Order to Brand Standard	06-12-2021	Md. Saiful Islam	
Comments:			

Hotel Placement - LV4 Student Learning Log

Kitchen and Food & Beverage (750 Words)

The Student Learning Log is the placement development record and is designed for the student to reflect on (not describe) their learning experience in order to critically review their development.

Students should focus upon:

1. A brief generic overview of the overall placement. This should review the experience in terms of the placement objectives and the student's own learning outcomes. Particular attention should be paid to issues regarding self, vocational and academic development as well as highlighting 'lost' opportunities.

The Learning Log aims to provide a self-assessment of your progress and to review the work that you have undertaken. Please feel free to supplement your Learning Logs and include in the appendix, information which you feel will enhance the record of your achievements on placement e.g. photographs, information about events that you attended (e.g. menus you helped create for a meeting or conference).

2. During placement students should highlight one management issue or problem that the organisation has experienced. This may be an operational issue they have been involved in or an issue they have seen management experience. The student should consider the issue and put forward possible solutions based upon practical considerations and wherever possible utilise theories to reinforce their discussions. As a result they should put forward actionable solutions. Problems may focus on issues of performance, management, guest services, marketing, people management, culture, communication, teamwork, etc.



3. Applied evidence of developing the following key skills criteria:

- Self management and development
- Task management
- Applying initiative in workplace problems
- Communication
- Application of knowledge

Assessment Criteria

Students will be assessed upon their ability to critically evaluate their personal performance and development as well as their reflective analysis of the overall learning experience, outcome achievements, key skills development, application of theory in practice, identification of lost opportunities and future career development/skills application.

This record should not be descriptive in nature but reflective, analytical and critical.



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Level 4 - Learning Log **Kitchen and Food & Beverage** (750 Words)

Student Name:

Student Number:



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Appendix:



