

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 (2) Weeks & Food & Beverage (2) 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: MOHAMMAD EKRAM HOSSAIN	Department: Food & Beverage	Manager: Kobun
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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 (2 weeks), (1) Placement Plan for Food & Beverage (2 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 (2) Weeks
- Minimum (16) Hours per Week
- Inclusive of a Variety of Shift Patterns

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

Student Schedule Week One	Include Dates Time/Hours Worked	Student Signature	Trainer
Weekday Breakfast / Dinner (Circle)	18-10-2021 4hr 30 min		Koshen
Weekend Breakfast / Dinner (Circle)	20/11/2021 8hrs		Koshen
Weekday Conference & Banqueting - Meeting or Event Name	14-10-2021 Tesco Produce (4hrs 30 min)		Koshen
Weekend Conference & Banqueting - Meeting or Event Name	Break wedding 23/10/21 (10:23 am - 11:30 am)		Koshen
Student Schedule Week Two	Include Dates Hours/Time Worked	Student Signature	Trainer
Weekday Breakfast / Dinner (Circle)	15/10/2021 European pensioner 2nd Ward 4hrs 30 min		Koshen
Weekend Breakfast / Dinner (Circle)	N/A		Koshen
Weekday Conference & Banqueting - Meeting or Event Name	22-10-21 CORPORATE meeting 4hrs 30 min		Koshen
Weekend Conference & Banqueting - Meeting or Event Name	N/A		Koshen



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	14-10-2021		Koshura
Introduction to Storage Areas; Still Areas	14-10-2021		Koshura
Explanation: Conferences	14-10-2021		Koshura
Explanation: Weddings	14-10-2021		Koshura
Explanation: Social Events	15-10-2021		Koshura
Tea / Coffee Service Brand Standard Outlet & C&B	14-10-2021		Koshura
Training: AM Checklist	10:00AM		Koshura
Training: PM Checklist	14:30		Koshura
Training: Refreshing a Conference Room	14-10-2021		Koshura
Conference Room Layout: Boardroom	14-10-2021		Koshura



Cabaret	12-10-2021		Koffler
Classroom			
Theatre			
Brand Standard for Service: - Greeting & Serving a Table - Presenting Bill - Making Personal Connections	20-10-2021		Koffler
Training: Bussing a Table & Clean as you go	20-10-2021		Koffler
Introduction to C&B AV -PA System -Connect Laptop -Microphones -Internet Bandwidth Brand Standard	20-10-2021		Koffler
Explanation: Red Jacket & Training of MSA APP (if applicable)	NA	N/A 	Koffler
Explanation: C&B Plated Service Standard Formal Types of Events	20-10-2021		Koffler
Explanation: C&B Buffet Service Standard Casual Types of Events	21-10-2021		Koffler



Pour a Pint	20-10-2021		Kostkur
Change Keg	20-10-2021		Kostkur
Intermediate	Date Completed	Student Signature	Supervisor Signature
Orange Zone			
Training: Upselling Techniques	20-10-2021		Kostkur
Upsell (1) Daily Special	N/A		Kostkur
Upsell (1) Side Order	N/A		Kostkur
Upsell (1) Dessert	N/A		Kostkur
Upsell (1) Beverage Promotion of the Month	20-10-2021		Kostkur
Connect to PA System	20-10-2021		Kostkur
Connect to Bose system	20-10-2021		Kostkur
Answer the telephone correctly	~~20-10-2021~~		
Explain Red Jacket & Purpose	20-10-2021		Kostkur
Greet C&B attendee	20-10-2021		Kostkur
Produce (1) Door Card	N/A	N/A	N/A
Explain Service Weddings & Dinner	20-10-2021		Kostkur
Take (1) Restaurant Booking	N/A		Kostkur



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Student Name: MOHAMMAD EKRAM HASSAIN	Department: Food & Beverage	Manager: K. K. K.
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Weekday Conference & Banqueting - Meeting or Event Name	14-10-2021 Tesco Produce (4hrs 30min)		Koshen
Weekend Conference & Banqueting - Meeting or Event Name	Greek wedding 23/10/21 (10:23am - 10:23pm)		Koshen
Student Schedule Week Two	Include Dates Hours/Time Worked	Student Signature	Trainer
Weekday Breakfast (Circle) Dinner	15/10/2021 European pensioner over 4hrs - 4hrs		Koshen
Weekday Breakfast (Circle) Dinner	N/A		Koshen
Weekday Conference & Banqueting - Meeting or Event Name	22-10-21 Corporate meeting 4hrs - 30min		Koshen
Weekend Conference & Banqueting - Meeting or Event Name	N/A		Koshen



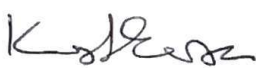
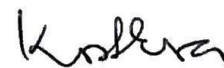
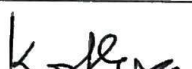
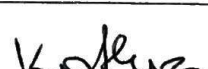
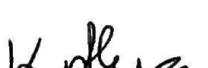
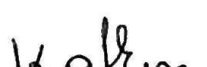
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Green Zone Tasks – In-depth

Introductory	Date Completed	Student Signature	Supervisor Signature
Red Zone			
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Introduction to Storage Areas; Still Areas	14-10-2021		
Explanation: Conferences	14-10-2021		
Explanation: Weddings	14-10-2021		
Explanation: Social Events	15-10-2021		
Tea / Coffee Service Grand Standard Outlet & C&B	14-10-2021		
Training: AM Checklist	10:00AM		
Training: PM Checklist	14:30		
Training: Refreshing a Conference Room	14-10-2021		
Conference Room Layout:	14-10-2021		
Boardroom			



Cabaret	2-10-2021		Kostern
Classroom			
Theatre			
Brand Standard for Service: - Greeting & Serving a Table - Presenting Bill - Making Personal Connections	20-10-2021		Kostern
Training: Bussing a Table & Clean as you go	20-10-2021		Kostern
Introduction to C&B AV -PA System -Connect Laptop -Microphones -Internet Bandwidth Brand Standard	20-10-2021		Kostern
Explanation: Red Jacket & Training 3 PCAA Critical	N/A	N/A 	Kostern
Explanation: C&B Floor Service Standard Formal	20-10-2021		Kostern
Explanation: C&B Floor Service Standard Casual types of Events	21-10-2021		Kostern



Restaurant Host Standard -Phone -Reservation Book	15-10-2021		Koshern
Training: -Table Set up & Sequence -Table Numbers -Menu Standard -Salt & Pepper -Sugar Caddy -Cleanliness	19-10-2021		Koshern
Training: Restaurant Set-up Breakfast & Dinner	N/A		Koshern
Training: Service Preparation	19-10-2021		Koshern
Training: Service Sequence			Koshern
Restaurant Menu Training	28/10/2021		Koshern
C&B Menu Training	28/10/2021		Koshern
Allergen Training Customer Communication & Order Taking	28/10/2021		Koshern
Explanation: Website Restaurant Sales & Marketing Integration with Hotel Website (if applicable)	N/A		Koshern
TIPS Training			



Pour a Pint	20-10-2021		Korkeu
Change Keg	20-10-2021		Korkeu
Intermediate	Date Completed	Student Signature	Supervisor Signature
Orange Zone			
Training: Upselling Techniques	20-10-2021		Korkeu
Upsell (1) Daily Special	N/A		Korkeu
Upsell (1) Side Order	N/A		Korkeu
Upsell (1) Dessert	N/A		Korkeu
Upsell (1) Beverage Promotion of the Month	20-10-2021		Korkeu
Connect to PA System	20-10-2021		Korkeu
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Answer the telephone correctly	~~20-10-2021~~		
Explain Red Jacket & Purpose	20-10-2021		Korkeu
Greet C&B attendee	20-10-2021		Korkeu
Produce (1) Door Card	N/A	N/A	N/A
Explain Service Weddings & Dinner	20-10-2021		Korkeu
Take (1) Restaurant Booking	N/A		Korkeu



Training: Morning Bar Set-up	N/A		Koshern
Training: Paddy & Scott's -Coffee Culture -Confectionary	N/A		Koshern
Coffee Machine Training	N/A		Koshern
Coffee Beverage Training	N/A		Koshern
Micros: Enter Coffee Purchase	N/A		Koshern
Micros: Enter Lunch/Dinner Purchase	N/A		Koshern
Micros: Enter Room Service Order	N/A		Koshern
Training: Wine Menu and Wine Pairing			Koshern
Demonstrate Wine Knowledge -Red -White -How to Upsell Wine	N/A		Koshern
Serve a Table -Drinks -Food	N/A		Koshern
Training: Bar Stock Rotation	N/A		Koshern
Demonstrate understanding of Bar Stock Rotation	N/A		Koshern



Clean the Coffee Machine	N/A		Kesteven
Table Set-up: Set Table in Restaurant & Bar to Standard	N/A		Kesteven
Room Service Brand Standard	N/A		Kesteven
In-Depth	Date Completed	Student Signature	Supervisor Signature
Green Zone			
Take a Room Service Order to Brand Standard	N/A	Service not operating by Marriott. Operates by Gordon Ramsay Rest.	Kesteven
Host & Seat (5) Tables in the Restaurant	N/A	u c	Kesteven
Count Bar Stock	N/A	u c	Kesteven
Enter Requisition	N/A	u c	Kesteven
Set-up Room Service Breakfast Tray	N/A	u c	Kesteven
Set-up Room Service Dinner Tray	N/A	u c	Kesteven
Deliver a Room Service Order to Brand Standard	N/A	u c	Kesteven
Comments:			



Training: Morning Bar Set-up	N/A		Kostler
Training: Paddy & Scott's -Coffee Culture -Confectionary	N/A		Kostler
Coffee Machine Training	N/A		Kostler
Coffee Beverage Training	N/A		Kostler
Micros: Enter Coffee Purchase	N/A		Kostler
Micros: Enter Lunch/Dinner Purchase	N/A		Kostler
Micros: Enter Room Service Order	N/A		Kostler
Training: Wine Menu and Wine Pairing			Kostler
Demonstrate Wine Knowledge -Red -White -How to Upsell Wine	N/A		Kostler
Serve a Table -Drinks -Food	N/A		Kostler
Training: Bar Stock Rotation	N/A		Kostler
Demonstrate understanding of Bar Stock Rotation	N/A		Kostler



Clean the Coffee Machine	N/A		Kostera
Table Set-up: Set Table in Restaurant & Bar to Standard	N/A		Kostera
Room Service Brand Standard	N/A		Kostera
In-Depth	Date Completed	Student Signature	Supervisor Signature
Green Zone			
Take a Room Service Order to Brand Standard	N/A	Service not operating by Marriott. Operated by Gordon Ramsay Rest.	Kostera
Host & Seat (5) Tables in the Restaurant	N/A		Kostera
Count Bar Stock	N/A		Kostera
Enter Requisition	N/A		Kostera
Set-up Room Service Breakfast T-8	N/A		Kostera
Set-up Room Service Dinner Tray	N/A		Kostera
Deliver a Room Service Order to Brand Standard	N/A		Kostera

Comments:





European Pensions
AWARDS 2021







