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**] at 23:59pm.

Week 1			
Experiences/Tasks/Challenges/Lessons ***(outline hotel department)***	**Shift** ***(Date/Time)***	**Student Signature**	**Hotel Mentor Signature**
• FRONT OFFICE – OBSERVE RECEPTION WORK. • SHADOW FRONT OFFICE MNG – ATTEND MORNING MANAGEMENT MEETING (DISCUSS HANDOVER NOTES, ISSUES, OCCUPANCY FOR THE DAY, EVENTS ETC) • FOM DUTIES & RESPONSIBS – OBSERVE DAILY WORK. • MEET F&B STAFF	30.09.2024 08.30 – 18.00		L. Rimmer 30/9/24 FRONT OFFICE
• F&B: HELP SET UP REST. FOR LUNCH & DINNER. CHECK BAR SUPPLY. • HELP REPLENISH BREAKFAST BUFFET FOR NEXT MORNING. • CHECK CLEANLINESS AROUND REST. • HELP F&B SUPERVISOR DO BAR STOCK COUNT & ORDER MISSING ITEMS. • POLISH SILVER, FOLD NAPKINS, INTERACT WITH GUESTS, SERVE DRINKS & FOOD.	06.10.2024 12 – 20.00		E. Quirk 06/10/24 F&B.

Week 2			
Experiences/Tasks/Challenges/Lessons *(highlight hotel department)*	**Shift** *(Date/Time)*	**Student Signature**	**Hotel Mentor Signature**
• READ HANDOVER NOTES FROM WEEKEND & NIGHT SHIFT • ATTENDED MORNING MANAGEMENT MEETING. • CHECKED HOTEL OCCUPANCY FOR THE WEEK AHEAD • READ CV-S FOR POTENTIAL RECEPTION STAFF INTERVIEWS. • RESPONDED TO REVIEWS & ONE MAJOR COMPLAINT (WILL PRESENT IN ASSIGNMENT)	07.10.2024 08 – 18.00 FRONT OFFICE.		L. Rimmer
• HELPED F&B MANAGER WHO WAS BUSY MANAGER AS WELL. • BREAKFAST VERY BUSY – ~170 PEOPLE I HAD TO HELP CLEAN & SET UP TABLES AS GUESTS WERE COMPLAINING NO CLEAN TABLES, BUFFET EMPTY • DM does room checks – 5 day checking standards before rooms are assigned. (Not all rooms were up to standards: dust, dirty carpet etc. Reported everything on hotel system). • SERVED CUSTOMERS IN REST & BAR, TOOK CARD PAYMENTS	13.10.2024 10.00 – 19.00 F&B		J. Gardner.

Week 3			
Experiences/Tasks/Challenges/Lessons *(highlight hotel department)*	**Shift** *(Date/Time)*	**Student Signature**	**Hotel Mentor Signature**
• Conference set-up for lunch. • buffet – 35 people – 3 course meal – coffee breaks. • assisted on reception for casual receptionist with front office manager. • set up restaurant for dinner/conference dinner 15 • morning briefing with F&B supervisors. as they were new staff to track.	11.10.2024 09–18.00	F&B	EA
• CONFERENCE SET UP CONTINUED. BUFFET LUNCH SET-UP FOR 50 PEOPLE IN 2 GROUPS, SEPARATE TIMES. CLEAR CONFERENCE LUNCH & SET UP RESTAURANT FOR DINNER. • CHECK DAILY REPORTS & NIGHT AUDITS WITH FRONT OFFICE MANAGS. • HELP RECEPTION STAFF AT BUSY CHECK IN TIMES.	15.10.2024. 09–18.00.	front office & F&B	L. Rimmer

Week 4			
Experiences/Tasks/Challenges/Lessons *(highlight hotel department)*	**Shift** *(Date/Time)*	**Student Signature**	**Hotel Mentor Signature**
• VERY BUSY DAY AT THE HOTEL. LIVERPOOL PLAYED AT HOME AND HOTEL WAS FULL ALL WEEKEND. • HELPED WITH CHECK OUTS TAG LUGGAGE TO BE KEPT AFTER CHECK OUT • LIAISED WITH HOUSEKEEPING AND MARKED ROOMS IN OTER AFTER THEY WERE CLEANED. • DELIVERED COMPLIMENTARY GIFTS FOR EXECUTIVE GUESTS	21.10.2024 09 – 18.00 Front office.		21/10/24
• ENCRIPTED ROOM KEYS, HELPED GUESTS CHECK IN FOR THE POOL. REVENUE MANAGEMENT MEETING WITH HEAD-OFFICE FINANCIAL MANAG ABOUT TARGETS ACHIEVED AND SALES & OCCUPANCY FORECAST FOR FOLLOWING MONTHS.	FRONT OFFICE SALES 22.10.2024 08.00 – 13.00		22/10/24

MONICA ROMAN.

Week 5			
Experiences/Tasks/Challenges/Lessons *(highlight hotel department)*	**Shift** *(Date/Time)*	**Student Signature**	**Hotel Mentor Signature**
FRONT OFFICE: • RECEPTION TASKS: CHECK-OUT ROOM CHECKS, ROOM KEY CODING FOR CHECK INS, MAKING POOL SLOT RESERVATIONS. • SET UP CONFERENCE ROOM FOR A MEETING NEXT DAY. BOARD SET UP, NO COFFE BREAKS. • SHADOW SALES MANAGER FIND OUT SALE TARGETS FINANCIAL DATA, SALES PERFORMANCE SO FAR	22.10.2024 09.00–18.00		22/10/24
• CHECK-OUTS • ASSIGNED ROOMS IN OPERA FOR ARRIVALS. • HELPED IN THE RESTAURANT AT BUSY TIMES AS HOTEL WAS FULLY BOOKED AND BUSY. • CHECKED ROOMS, HELPED RECEPTION STAFF WITH DUTIES, HELPED GUESTS WITH LUGGAGE STORING, INFORMATION.	03.11.2024. 10.00–18.00		3/11/2024
RESTAURANT • REFILLING COFFEE BREAK • SETTING UP NEW CONFERENCE ROOM FOR WEDNESDAY • CHECKING. REVIEWS AND RESPONDING TO THEM.	12.11.2024 09.00–18.00		12/11/24

Week 6			
Experiences/Tasks/Challenges/Lessons *(highlight hotel department)*	**Shift** *(Date/Time)*	**Student Signature**	**Hotel Mentor Signature**
• HELPED F&B STAFF FOR BREAKFAST, CHECKED CLEANLINESS IN RESTAURANT • HELPED RECEPTION WITH CHECK-OUT CHECK-INS. DELIVERED VIP & LOYALTY GIFTS IN NEW ROOMS. • MADE ORDERS FOR F&B WITH SUPERV ON-DUTY • CHECKED GUEST REVIEWS ON DIFF PLATFORMS AND HELPED REPLY.	04/11/24 Restaurant & Front office. 08.00 18.00		EQ
• RECEPTION DUTY — FRONT OFFICE MANAGER CALLED IN SICK, ONLY ONE RECEPTIONIST IN THE MORNING. HELP WITH CHECK-OUTS, STORE LUGGAGE, CHECK ROOMS. • HELPED CHECK-IN A BIG GROUP, CHECKING NAMING LIST & HANDING OUT ROOM KEYS. • ISSUES WITH KEY ENCODER, GUESTS KEEP COMING THAT THEY CAN'T ACESS THEIR ROOMS.	05.11.2024 09.00–18.00		EQ
• HELPED IN THE RESTAURANT FOR BREAKFAST. • I NOTICED DIRTY AREAS SO AFTER BREAKFAST WE ASKED STAFF TO WIPE GLASS WINDOWS, BOOTHS, AND SHELVES AROUND RESTAURANT. • HELPED ASSIST WOWCHER & GROUPON DEALS, CHECKED THEM INTO THE SYSTEM TO BE PROCESSED AND SENT TO KITCHEN TO ORDER SUPPLIES.	11/11/24 09.00–18.00		