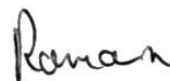
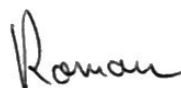
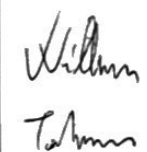


Level 6 Hotel Placement – Weekly Progress Tracker

Task: Maintain a weekly progress tracker 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 7th March 2025]** at 23:59 pm.

Week 1			
Experiences/Tasks/Challenges/Lessons (outline hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Restaurant My first week at the restaurant was exciting because I already knew the place and the staff members from my first year of placement. As a member of the crew, I helped with taking orders, guest seating and meal delivery to tables. Tasks performed: Welcomed and seated customers, helped to deliver food and take orders Challenges faced: Adapting to the restaurant's fast-moving environment proved to be the primary challenge, especially during the peak hours. Lesson learned: I discovered the value of multitasking and keeping a cheerful disposition under pressure.	21/01/2025 6 p.m.-10 p.m. 22/01/2025 8 a.m.-2 p.m.		
Additionally, I developed my ability to interact with clients and the kitchen staff effectively. Tasks performed: Made sure the dining room was tidy and well-maintained, helped to reset tables in between customers. Challenges faced: It was occasionally difficult to keep up with the volume of orders and make sure that the needs of the clients were satisfied. Lesson learned: To make sure that everything runs smoothly for everyone, communication is essential with both team members and customers.	23/01/2025 8 a.m.-2 p.m.		

Week 2

WEEK 2

APPENDIX 1

Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Task performed: I kept helping to serve guests but also started to help coordinate orders with the kitchen, I helped with inventory checks and made sure the dining area was stocked with necessary supplies all the time. Challenges faced: This week managing a busy rush was the largest obstacle. Keeping up with the service while maintaining quality was tough for me.	28/01/2025 6 p.m- 10 p.m. 29/01/2025 8 a.m.-2 p.m.	Roman	Killian Torhann
Lesson learned: I learned that effective communication is essential in a hectic setting. staying organised, and communicating with team members frequently are all necessary to make sure everything is going as planned.	30/01/2025 8 a.m.-2 p.m.	Roman	Killian Torhann

Week 3

WEEK 3

APPENDIX 1

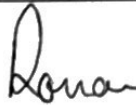
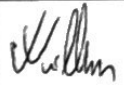
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Reception Task performed: During my first week at the reception, I was able to watch the receptionist staff how they were taking reservations, checking guests in, taking phone calls, and helping with any special requests. Challenge faced: Handling a large number of guests during peak-check in times. Lesson learned: I discovered the value of setting priorities for your work and keeping a composed, professional manner. Clear communication and timely attention to guests' requirements were found to be crucial for their satisfaction. In this position, time management was also very important.	3/02/2025 9 a.m.-5 p.m.	Ramon	William T. Tamm
- Reservation systems have been updated to guarantee accurate data. - Effectively managing last-minute changes to reservations - How to set priorities when there are several requests from guests	4/02/2025 9 a.m-5 p.m.	Ramon	William T. Tamm

Week 4			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Strong communication and organising abilities were necessary for working at the reception. I had to maintain my professionalism at all times, and the role was more detail-oriented. - This week I was able to see how the check-ins and check-outs are handled - Handling payments and keeping precise billing documentation - I also witnessed small customer complaints that were resolved.	10/02/2025 9 a.m.-5 p.m.	Roman	William Tahman
Lesson learned: - Handling complaints requires patience and attentive listening - It's crucial to maintain empathy when understanding guests' concerns - Taking responsibility for issues is important - Effective communication is key to providing satisfactory results	11/02/2025 9 a.m.-5 p.m.	Roman	William Tahman

Week 5

WEEK 5

Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Housekeeping - Working in the restaurant and reception was a very different experience than my first week of housekeeping. I gained knowledge of the safety rules pertaining to cleaning methods and the need of upholding strict hygienic standards. - I started the day early and was paired with a supervisor who showed me how to properly make beds, clean guest rooms, replenish amenities, and make sure everything was immaculate.	18/02/2025 9 a.m.-5p.m.	 	 
- It took some experience to understand how to fold linens correctly, replenish toiletries and sanitise high-touch areas. The psychological side of the job was cleaning several rooms in a short amount of time. - In order to guarantee that guests have a satisfying stay, housekeeping closely collaborates with reception and maintenance. - A clean room improves the visitor experience, therefore it's critical to pay attention to the little things, like neatly folded towels and immaculate mirrors. - I became more aware of the effort required to maintain a pleasant hotel stay.	19/02/2025 9 a.m.-5p.m.		 

Week 6			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
- After my second week of housekeeping, I felt more at ease with the cleaning techniques. - Cleaning took longer in some rooms since they needed more care, including those used by long-term guests or families with kids. - Housekeeping is a team effort; assisting one another makes sure that everything is completed without a hitch.	25/02/2025 9 a.m-5 p.m.		 
- Efficiency develops through repetition; the more I do a task, the faster and more precise I get. - It's critical to adjust to difficulties. Although some days were harder than others, I was able to conquer them by being upbeat and determined. - My perspective on the amount of work required to maintain a hotel was altered during the last week of housekeeping. It reaffirmed how crucial organisation, teamwork, and hard work are in the hospitality sector.	26/02/2025 9 a.m.-5 p.m.	