

Student Journal

by Maricel Dobre

Submission date: 05-Jul-2022 10:38PM (UTC+0100)

Submission ID: 183789275

File name: 32914_Maricel_Dobre_Student_Journal_420115_2081033139.docx (19.89K)

Word count: 754

Character count: 3947

Student Journal

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Module: BMIH4002

Topic of Choice: Hotel Placement Food & Beverage Operations

Lecturer: Laurence Blake

The food and beverage service are a process of preparing, presenting, and serving food and beverages to the customer. ^{Citation Needed} Food and beverage service can include a variety of styles and cuisine types. These can be classified by country. Beverages include all alcoholic and non-alcoholic drinks. Alcoholic beverages include wines and all other types of alcoholic drinks such as Cocktails, Beer, Ciders, Spirits, and Liqueurs.

I would like to start my student journal with many appreciations for this placement which was provided by University, and I would describe it as a very helpful and enlightening experience for my future decisions relating hospitality. Both department where I've been involved ^{WC} gives me interesting experiences and story to share but now, I would like to speak about F&B department where I spent most of my days, being a reliable team member. *Abbreviations need to be written in full before abbreviating*

Before having this opportunity of facing the real hospitality and particularly F&B job I never had any contact with this domain, which was extremely revealing and I could see all the ups and downs in the industry, good and bad moments, make me think twice how to approach some situations, teaches me how important is patience in this kind of job and sometimes how difficult are people to be pleased. ¹

Well, this placement started as a dream, which come true when I started doing real things at the hotel, serving customers, taking orders, staying behind the bar (I learn actually how to make cocktails, pour the wine into the glasses and make difference between them). First day at induction everything was pink and roses, but in the past weeks the dream came to a more tough reality, full of stress, a lot of long and late hours and different tasks to be taken over. In my opinion the major factor who cause this crisis in the hospitality is the lack of staff, and this will not be going to improve any time soon only by himself, if some changes are not going to be made, and the most important change that can attract more people in hospitality can be increasing salaries. *Good point*

But because I don't like to see only the bad parts in anything, I had also many satisfactions being in placement, such as meeting new people with years of experience behind, overpassing my weakness of speaking with new people (that's way on my first day on F&B I avoid to have contact with costumers and take their orders), speaking with guests and having short conversation with them became much more easy than I was making it to look in my head. But overall, this experience was something that can make you either to follow your path or to quit, I can also say that all the information's accumulated into the class lessons was ²

helping me a lot, I didn't feel so lost anymore with all the knowledge assimilated from the classes.

In my opinion the experience accumulated in this placement will be very helpful for my future and for me taking the right decisions, such as changing the way where my career is going to or keeping it on the same way. Surprisingly, even if the placement wasn't an easy one, with many obstacles and challenges, these things just make me to push my boundaries, make me try to evolve, manage my time better and be more organized with it. Relations built between the staff can make you not feel burdened when you must take someone else's duties, or to stay extra hours or to make extra miles. As well as relations between the staff, relations between customers and staff can be built, regular customers can be attracted by the very professional employees, at the same time they can feel in a hotel as confident as in their own homes. A very valuable lesson which I learned during my placement and during the Food and Beverage shifts was to show every particular guest respect, allocate time for providing them services at high standard and as a future customer for the hotel industry I understand how difficult and stressful this job could be, so all my future interactions with hotel staff would be from another perspective.

Reference Errors with the reference list

1. Gibbs Reflective Cycle / The University of Edinburgh Reference incomplete
2. Brotherton B (2003) *International Hospitality Industry: Structure, characteristic and issues*. [Online]
Available at:
https://books.google.co.uk/books?hl=en&lr=&id=7hUnJdysgflC&oi=fnd&pg=PR3&dq=international+hospitality+industry&ots=VOM_hZD

[8zV&sig=aTujzjzRHBXhcJf0aEUPgNxO2No&redir_esc=y#v=onepage&q=international%20hospitality%20industry&f=false](#)

3. Journal of University Teaching & Learning Practice 2020, 17(3)

[Online]



Available at: <https://biopen.bi.no/bixmlui/handle/11250/2829169>

Limited sources

Student Journal

GRADEMARK REPORT

FINAL GRADE

GENERAL COMMENTS

45 / 100

Instructor

Please view the rubric for a detailed view of your mark, and take notes of comments throughout your work.

PAGE 1

PAGE 2

QM

Citation Needed

Cite Source:

Please use the link below to find links to information regarding specific citation styles:
http://www.plagiarism.org/plag_article_citation_styles.html

QM

WC

Word choice error:

Sometimes choosing the correct word to express exactly what you have to say is very difficult to do. Word choice errors can be the result of not paying attention to the word or trying too hard to come up with a fancier word when a simple one is appropriate. A thesaurus can be a handy tool when you're trying to find a word that's similar to, but more accurate than, the one you're looking up. However, it can often introduce more problems if you use a word thinking it has exactly the same meaning.

Text Comment. Abbreviations need to be written in full before abbreviating



Comment 1

Punctuation applied would enhance your journal. Remember to use commas and full stops to break up long sentences.

Text Comment. Good point



Comment 2

Punctuation applied would enhance your journal. Remember to use commas and full stops to break up long sentences.



Sp.
Spelling error



Cap
Capital letter misused

Text Comment. Errors with the reference list

Text Comment. Reference incomplete



Comment 3

Journals should be referenced in this format:

Author

Publication year **(in round brackets)**

Article title **(enclosed in single quotation marks)**

Journal title (in italics)

Volume, issue/part

Page number range of whole article

Text Comment. Limited sources

GRADING FORM: F&B JOURNAL

MARICEL DOBRE

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RESEARCH-INFORMED LITERATURE

Marks available 5 Your work must be informed and supported by scholarly material that is relevant to and focused on the task set. You should provide evidence that you have accessed a wide range of sources, which may be academic, governmental and industrial; these sources may include academic journal articles, textbooks, current news articles, organisational documents, and websites. You should consider the credibility of your sources. You must provide evidence of your own reading throughout your work, using in-text citations in the main body of your work and a reference list that is alphabetical at the end of your work. Please use the Harvard referencing system. Specific to this assignment: Students need to be aware of the models of reflection, for example Gibbs, Kolb and Schon, and use this to demonstrate their understanding of the placement experience.



UWTSD referencing conventions largely applied. However I would have expected to see your placement hotel in the references. Good inclusion of the Gibbs reflective model. Ensure that you also follow the UWTSD Harvard Referencing Guide to correct referencing errors. Your journals should follow the following process: • Author • Publication year (in round brackets) • Article title (enclosed in single quotation marks) • Journal title (in italics) • Volume, issue/part • Page number range of whole article

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KNOWLEDGE AND UNDERSTANDING

Marks available 30 Your work must demonstrate the growing extent of your knowledge and understanding of concepts and underlying principles associated with the subject area. Knowledge relates to the facts, information and skills you have acquired through your learning. Your mark/grade will also depend upon the extent to which you demonstrate your knowledge and understanding; ideally each should

be complete and detailed, with comprehensive coverage. Specific to this assignment: Students are required to show knowledge and understanding through reflection of their practical placement, demonstrating key learnings from the hotel departments.



You have demonstrated some good knowledge and understanding of your placement experience which could have been enhanced by using facts, information and skills you have acquired through your placement learning and wider reading. You were required to expand further on this information to demonstrate deeper understanding. You could of been more specific with your examples.

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ANALYSIS

Marks available 20 Your work must contain evidence of logical, analytical thinking, evaluation and synthesis. For example, to examine and break information down into parts, make inferences, compile, compare and contrast information. At all times, you must provide justification for your arguments and judgements. Evidence that you have reflected upon the ideas of others within the subject area is crucial to you providing a reasoned and informed debate within your work. Specific to this assignment: Students are to analyse their placement in means of not just describing tasks, but demonstrating the why? how? what? when? Through practical tasks, reflective writing and discussions with hotel employees.



You did not provide analysis on your placement experience, describing specific tasks and scenarios is not enough you also need to discuss the what, why, how, when. You did not write reflectively about your experience on placement or provide examples. However, I did like how you developed a

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perspective regarding contemporary issues such as the staffing crisis and linked it to your placement.

PRACTICAL APPLICATION

Marks available 25 You should be able to demonstrate how the subject-related concepts and ideas relate to real world situations or a particular context. How do they work in practice? You will deploy models, methods, techniques, and/or theories, in that context, to assess current situations, perhaps to formulate plans or solutions to solve problems, some of which may be innovative and creative. Specific to this assignment: Students need to consider how they would apply solutions within the workplace of their placement property, highlighting what they have learnt on placement and how they could deploy this in future careers.



You did not provide any examples from your learning experience to support your learnings. You have not considered how the things you have learned on placement will benefit you now or in your future career. You could have highlighted some issues you faced on placement and any recommended solutions you would apply to rectify them.

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SKILLS PROFESSIONAL PRACTICE

Marks available 20 Your work must provide evidence of the attributes expected in professional practice. This includes demonstrating your individual initiative and/or collaborative working. You must communicate effectively in a suitable format, which may be written and/or oral, for example, essay, management report, presentation. Work should be coherent and well-structured in presentation and organisation. Specific to this assignment: You should write the report in

a recognised format within the assignment word count. All writing should be academic style, formal, focused, concise and subject specific. It should use a font of Arial 11 point or Times New Roman 12 point and be 1.5 or double spaced.



You have presented your work in a professional format following the Microsoft Setting guidelines. You have abided by the 750 word count and have communicated effectively and in a suitable format. However, abbreviations need to be written in full before abbreviating and minor spelling in areas of the journal.

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