

Learning log

by Benonia Tsimba Ngwala

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Hotel Placement – LV6 Student Learning Log

Kitchen and Food & Beverage (1250 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.



Level 6 - Learning Log
Kitchen and Food & Beverage
(1250 Words)

Student Name: Benonia Ngwala

Student Number: 1813797

During my time at the work placement, from the week starting 29/09/2021 to 13/10/2021, in the kitchen department I have met chef Chandra and I was introduced by other members of staff. I have also gone through all the health and safety procedures, fire exit, assembly point in case in an emergency arise. I was showed how to use the steam & oven appliances and where all the fridges, freezers are kept and what foods are kept there. Also, I was showed cooking stations & grills. I understood everything chef told me. I started by observing how they were working in the kitchen. I did some few activities in the kitchen like cutting the lettuce, I've washed it 3 times, drained it using a drainer (see appendix 1) and putting the lettuce in a container then the fridge with an open date on it and an expired date (see appendix 2). I did another activity by filling up different juices (apple, orange, and cranberry juice) in a big tank and put a sticker with a date on it from 29/09/21-02/10/21 to let know that to whoever will use them, it should be consumed within 3 days. At lunch time, a buffet was done. I observed how chef Chandra did the cooking and I have asked what he was cooking, loin pork that was seasoning and grilled for 2 mins then put in the oven for 12 mins at 180 degrees, then was mixed with gravy sauce. also, there was onions, cucumber, and tomatoes that I have put on the serving table, with dessert. All the food such cooked rice, soup, couscous, fish eggs were all put all on serving table. Some of the tasks I was assigned was to pre-prepared scrambled eggs to be ready for the morning (See appendix 3). I have learned that it is important for every food cooked or uncooked to be labelled with opened date and expiry date and store safely in the fridge or freezer. I have also learned how to make chicken sandwich, cheese cheddar sandwich and steak ciabatta. One of the mornings of my shift, the buffet was already made, my task was to check every 30 minutes if the buffet needed a top up, if more eggs or bacon or other food was low, my task was to let the chef know so that he could cook more for the guests. Once the chef cooked, I was asked to go top it up in the breakfast area. I was showed how to top up the food. I have also learned about the ladder fridge, it must be kept cleaned, wiped and full of foods, there is a variety of foods and



liquids and it easier for the chef to find everything ready to make a start as one of the things I have learned today is a well-managed speed is key to the kitchen and be successful. A pre-order for lunch was received today, I have learned that there is a machine (See Appendix 4) that printed out order for the chef to know what to cook, also, when an order is receive, it I essential to have a mise en place to make sure that everything is ready more like time management. I have done more tasks today, making fruits salad, washed fresh salad, buttered bread, and steamed vegetables by using the correct temperature. I was showed how to safely store the fresh fish and meat away in the fridge and freezer. I was asked for few tasks that I have been trained last week, so my task was to store the salmon the correct way like the chef would of have done, wrap the salmon in the cling film, labelled it and store it safely in the freezer, for the bacon it was different, place them all flat on a tray and store them safely in the freezer. I have learned so much about food, temperature, how well to store food. The kitchen is a fast and speedy environment to work, from what I have experience today, I will make sure to always be alert, listen to instructions given, move fast and to do the job correctly. I have also experience how busy afternoon and evening dinner are, I have completed different tasks today, frying, making nachos with cheese, storing food, using dishwasher, the real key to work in the kitchen is planning a moving at a fast rate to be able to have the job done on time. I have pre-prepared stuffed rice ready for next day I have helped grill burger, bacon, toast baps, for an order received. It is important to plan, have a mise en place, enjoy the job, be yourself, be efficient, fast without making mistakes to be able to do a good.

From the week starting of 17/10/2021 to 03/11/2021 I have met members staff of F&B department and I was introduced by other members of staff. I have also gone through all the health and safety procedures, reading about all about health and safety, how to deal with in case of accidents or emergency. One of the mornings, one of the staff has trained me on how to set up tables & breakfast, how they welcome guest in the breakfast lounge, by asking their room number. My task of the day was to collect used plates, cleaned cutlery. I was showed how to do morning breaks for the conference rooms and what else needed to be there for the guests. At lunch time, food was placed at the buffet and whenever food was running low, I had to tell the chef what was required for a top up. I was showed also that I had to go to every floor to collect any empty glasses, dishes or bottles left in the corridors. In the afternoon of my shift, I have learned different things, I must take orders from guests by starting with greeting them and serve food to them, I have collected dishes, guests wanted to know if they could have more food, I had to ask guests when they were ready to have their meals served. I have collected glasses and bottles cleaning as I go. I was showed on to set up an afternoon tea, set up a table ready for guest. I have learned new things this evening, setting up room service dinner tray & deliver it to a room, presenting bill to guests. I have been trained about different technology, upselling techniques, in F &B. It's important for staff to be trained

often for the success of the company and also to enhance employee productivity and improve their skills.(Benton, 2021)



I have been trained how to make tea and coffees, to set up dinner, service preparation, menu training at the restaurant and restaurant booking. According to Chron (2021), it is important and vital for employees or employers to have skills that will help better themselves in their career. I've acquired so many skills that I did not know and that would be very useful for my future career. Although I do not see myself in the kitchen and the F&B department but if one day, I do become a general manager of any hotel, I do believe that I need to know basic knowledge on how foods are stored, prepared and served, and how the restaurant is being managed, how to guest are being seen to and if the guest needs are met. Because I do feel that being a general manager of any hotel, it is useful to have had learnt about all the skills for example knowing the temperature on how to cook food, also, to plan to set everything before guests start arriving to have breakfast or lunch or dinner. Despite the kitchen and F&B being the fastest department and it is an important part of the hotel, it was really a great experience for me as I have also learned all the responsibilities that comes with it, mostly the skills I have learned and acquired about time management, communications, teamwork, problem-solving skills are very important to the hospitality industry and moving forward will help me in my future.



References

Benton,B.,Redshift, (2021), Importance of Employee Training: 6 Reasons Why It Saves Money

available at <https://redshift.autodesk.com/importance-of-employee-training/>, [Accessed 03/12/2021]

Chron, (2021), Small Business, Importance of skills acquisition, available at <https://smallbusiness.chron.com/importance-skills-acquisition-35569.html>, [Accessed 01/12/2021]

Appendix:

Appendix 1



Trinity Saint David

Appendix 2

FOOD NAME:

Sausages

YOUR NAME:

Benova

OPEN/PREP DATE:

01/10/21

DEFROST DATE:

FROZEN DATE:

USE BY DATE:

04/10/21

THIS ITEM CONTAINS THE FOLLOWING ALLERGENS

- ☐ PEANUTS
- ☐ TREE NUTS
- ☐ FISH / FISH SAUCE
- ☐ EGGS
- ☐ SHELLFISH / CRUSTACEANS
- ☐ SESAME SEEDS
- ☐ GLUTEN

- ☐ MILK
- ☐ SOYA / SOYBEANS
- ☐ CELERY
- ☐ MUSTARD
- ☐ LUPIN
- ☐ MOLLUSCS
- ☐ SULPHITES

TO RE-ORDER PLEASE CALL CCR ON 01279 600000

Appendix 3



Appendix 4



Trinity Saint David

FINAL GRADE

43/100

GENERAL COMMENTS

Instructor

Benonia, be careful when writing a reflective piece of work that you don't just describe everything. This is mostly what you have done, and although it showed you achieved a lot on placement, you haven't noted how you can apply this, how did you feel about it, what did it teach you about yourself in doing those tasks. Make sure you read the assessment brief to ensure you meet the marking criteria of what is being asked.

1. Research-informed Literature : *Students need to be aware of the models of reflection, for example Kolb and Schon, and use this to demonstrate their understanding of the placement experience. 1/5*

2. Knowledge and Understanding of Subject : *Students are required to show knowledge and understanding through reflection of their practical placement, demonstrating key learnings from the hotel departments. 10/30*

3. Analysis

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. 8/20

4. Practical Application and Deployment

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. 10/25

5. Skills for Professional Practice: *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.*
14/20

PAGE 1

PAGE 2



Comment 1

why 3 times, why is this important?



Sp.

Spelling error

PAGE 3



Sp.

Spelling error



Comment 2

This is very descriptive, you note a lot of tasks, but what did you learn, why are they important - did you have knowledge before you went into the kitchen, how did you feel about it? What skills did you take from this moving forward in your career



Comment 3

What did you learn specifically, did you know how to do this before?

PAGE 4



Comment 4

Why is this important?



Comment 5

Good, you needed to show how this placement taught you those skills though, rather than listing the tasks you completed.

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