

Level 6 Hotel Placement – Weekly Progress Tracker

Task: Maintain a weekly progress tracker documenting your experiences, tasks performed, challenges faced, and lessons learned.

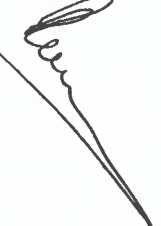
Bullet points format is welcome. You must submit this document to the designated Turnitin link by [Friday 7th March 2025] at 23:59pm.

Week 1				
Experiences/Tasks/Challenges/Lessons (outline hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature	
I met the front desk team members and hotel staff. I participated in a meeting with all department managers to hear to discuss day Hotel operations. It is every day at 10am. I completed safety course to learn emergency methods and workplace behavior.	23/01/25 09:00-15:00			
I observed the check-in and check-out procedures while shadowing the front desk staff. I learn about the guest loyalty program, called Marriott Bonvoy and the entitlements and benefits that go along with it, and how visitors advance from silver to ambassador membership. I also learn how to help guests with possible problems and about the procedures for mobile check-in.	24/01/25 09:00-15:00			

Week 2				
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature	
- Fire Alarm and POD Walks: - Attended the weekly fire alarm test, held every Friday at 1:00 PM, to understand emergency procedures. - Accompanied the manager on a POD walk, checking key areas such as public areas, gym, bar, and kitchen. - Learned about the responsibilities of ensuring all safety measures are in place and how these checks are documented	30/01/25 09:00-15:00			
- POD Walk Details: - Focused on the POD (Point of Departure) walk with the manager. - Observed the systematic inspection of various hotel areas (public spaces, gym, bar, kitchen, and external areas). - Discussed the importance of these checks in maintaining safety and guest comfort.	31/01/25 09:00-15:00			

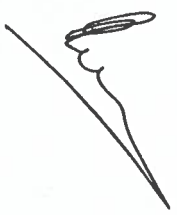
Week 3

Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
- Shadowed the front office manager as he prepared the weekly staff schedule using the Cronos program. - Learned how employee hours are recorded using a timesheet system, which runs from Friday to Thursday. - Observed how scheduling impacts payroll processing and overall team organization.	06/02/25 09:00-15:00		
- Recap of Scheduling and Safety Procedures: - Reviewed the process of creating staff schedules using Cronos and maintaining accurate timesheets. - Discussed how these administrative tasks support smooth operations in the front office. - Reflected on how scheduling overlaps with safety checks to ensure adequate staffing during emergencies.	07/02:25 09:00-15:00		

Week 4			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
- Personal Emergency Evacuation Plan (PEEP): - Received an introduction to the Personal Emergency Evacuation Plan (PEEP) for guests with specific requirements. - Observed how the front office staff fill out the PEEP form when a guest with special needs checks in. - Learned that the PEEP form is kept on file until the guest checks out, ensuring that, in an emergency, the necessary precautions and support (such as accompaniment by an investigator or staff member) are provided.	13/02/25 09:00-15:00		
- Integration of Front Office Operations and Emergency Protocols: - Observed further integration of daily tasks with emergency procedures. - Participated in discussions on how the front office coordinates with other departments during the POD walk and emergency drills. - Concluded the placement week by summarizing key learnings: efficient guest management, accurate scheduling, and the crucial role of emergency preparedness (including the PEEP process) in ensuring guest safety.	14/02/25 09:00-15:00		

Week 5				
Experiences/Tasks/Challenges/Lessons (highlight hotel department)		Shift (Date/Time)	Student Signature	Hotel Mentor Signature
Transition to Food and Beverage Department		20/02/25 09:00-15/00		
- Initiated a placement in the Food and Beverage (F&B) department, focusing on understanding both operational and managerial aspects of restaurant management - Learned standard breakfast service procedures, including buffet setup, table arrangement, and timely replenishment of food items. - Gained hands-on experience in setting up tables according to hotel guidelines, ensuring consistency and attention to detail. - Developed skills in polishing cutlery and glasses to maintain high hygiene and presentation standards - Learned techniques for maintaining the buffet during service, including monitoring food levels and cleanliness. - Acquired skills in cleaning and dismantling the buffet setup post-service, ensuring all equipment is stored correctly.		21/02/25 09:00-15/00		

Week 6			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
• The restaurant manager provided insights into daily responsibilities, emphasizing the importance of communication between the kitchen and front-of-house staff. • Understood the process of creating daily briefing sheets to outline service expectations, special events, and menu changes. • Learned the significance of these sheets in coordinating efforts between the kitchen and service teams. • Participated in end-of-week reviews where the manager assessed the week's performance, addressing any issues such as cleanliness or service lapses • Gained exposure to the Cronos system used for scheduling staff shifts, understanding its role in ensuring adequate staffing levels and compliance with labor regulation	27/02/25 09:00-15:00		

• Observed the manager's approach to recording and managing food waste, highlighting the importance of minimizing waste to control costs and promote sustainability. • Introduced to the Beagle application, which assists in tracking expenditures for various departments, including laundry and food supplies. • Learned how the application aids in cost control and financial planning. • Observed how the Beagle application is utilized to input ingredients for new recipes, automatically calculating the selling price to ensure profitability. Conclusion During Week 6, significant progress was made in both operational tasks and understanding managerial responsibilities within the F&B department. The hands-on experience in service operations, combined with insights into management practices, provided a comprehensive understanding of the restaurant's functioning. This blend of practical skills and managerial knowledge is essential for a holistic approach to hospitality management.	28/02/25 09:00-15/00		
---	---------------------------------	---	--