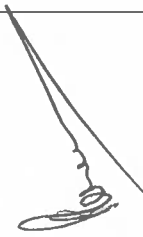
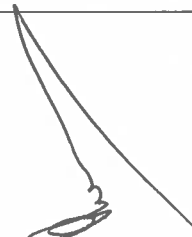


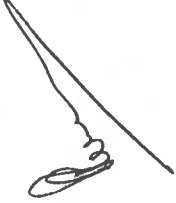
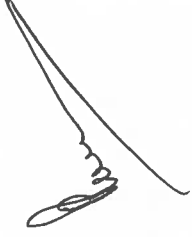
Level 6 Hotel Placement – Weekly Progress Tracker

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.

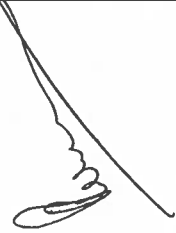
Week 1				
Experiences/Tasks/Challenges/Lessons (outline hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature	
Day 1: Introduction to F&B and Customer Service - Learned the basics of customer service etiquette in the restaurant and bar. - Observed how orders are taken and how to communicate effectively with guests. - Understood the importance of menu knowledge and recommendations.		Violeta Necsoi		
Day 2: Taking Orders and Serving Customers - Practiced taking customer orders using the POS (Point of Sale) system. - Learned about table service etiquette, including presenting food and beverages. - Understood how to handle customer requests and complaints professionally.	24/01/2025	Violeta Necsoi		

Week 2				
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature	
Day 3: Barista Training and Beverage Preparation - Learned how to prepare various coffee drinks (espresso, cappuccino, latte, etc.). - Understood how to use and maintain the coffee machine and other bar equipment. - Practiced serving beverages efficiently, maintaining quality standards.	30/01/2025	Violeta Necsoi		
Day 4: Setting Up for Breakfast Service - Assisted in preparing the breakfast buffet and arranging table settings. - Learned how to stock and organize breakfast items efficiently. - Understood the timing and flow of breakfast service in a hotel setting.	03/02/2025	Violeta Necsoi		

Week 3				
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature	
Day 5: Conference Room Setup & Event Preparation - Helped prepare conference rooms, arranging tables, chairs, and equipment. - Learned about event planning logistics, including catering and AV setup. - Understood how to coordinate with different departments for smooth execution.	06/02/2025	Violeta Necsoi		
Day 6: Dinner Service and Fine Dining Etiquette - Practiced fine dining service, including wine pouring and table setup. - Understood the sequence of courses and how to interact with guests. - Learned the importance of upselling and menu presentation.	07/02/2025	Violeta Necsoi		

Week 4				
Experiences/Tasks/Challenges/Lessons <i>(highlight hotel department)</i>	Shift <i>(Date/Time)</i>	Student Signature	Hotel Mentor Signature	
Day 7: Introduction to F&B Budgeting and Cost Control - Learned how to analyze daily sales reports and track expenses. - Understood cost control strategies, such as portion control and inventory management. - Observed how the manager allocates resources and forecasts demand.	13/02/2025	Violeta Necsoi		
Day 8: Inventory Management and Supplier Coordination - Learned how to monitor stock levels for food and beverages. - Understood the process of placing orders with suppliers and managing deliveries. - Observed how the manager negotiates with suppliers to control costs.	14/02/2025	Violeta Necsoi		

Week 5				
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature	
Day 9: Staff Scheduling and Performance Management - Learned how to create staff schedules to ensure smooth operations. - Observed how managers handle shift changes and staff shortages. - Understood the importance of team motivation and leadership in F&B.	18/02/2025	Violeta Necsoi		
Day 10: Customer Feedback and Service Improvement - Assisted in collecting guest feedback to improve service quality. - Understood how managers handle complaints and implement changes. - Learned about service recovery strategies and how to maintain customer satisfaction.	19/02/2025	Violeta Necsoi		

Week 6			
Experiences/Tasks/Challenges/Lessons (highlight hotel department)	Shift (Date/Time)	Student Signature	Hotel Mentor Signature
During Day 11, I was assigned to the Leisure Department, where I gained hands-on experience in administrative and customer service tasks. - I was introduced to the invoicing process, learning how to generate and manage invoices efficiently. - Assisted in conducting pool water tests, ensuring compliance with safety and hygiene regulations. - Managed guest check-ins at the leisure desk, registering them into the system and providing relevant information. - Processed membership cards, handling customer registrations and issuing cards accordingly.	27/02/2025	Violeta Necsoi	
On Day 12, I received training at the Front Desk, focusing on key reception operations: - Learned the check-in and check-out process, ensuring smooth and professional guest interactions. - Understood traces and how to manage guest requests efficiently. - Observed and practiced room assignments, including handling early checkouts and special requests.	03/03/2025	Violeta Mecsoi	

This training enhanced my understanding of front office management, guest relations, and operational efficiency within the hotel environment.