



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Assignment Workshop

Level 6 Hotel Placement

BMIH6002, BMIH6003, BMIH6004

September Term 2025

Trawsnewid Addysg, Trawsnewid Bywydau
Transforming Education, Transforming Lives

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Moodle Handbooks

Level 6 Placement - Managing Food & Beverage Operations (BMIH6002)

Category: Hospitality and Tourism Management

Level 6 Placement - Managing Guest Service Operations (BMIH6003)

Category: Hospitality and Tourism Management

Level 6 Placement - Managing Hotel Administration (BMIH6004)

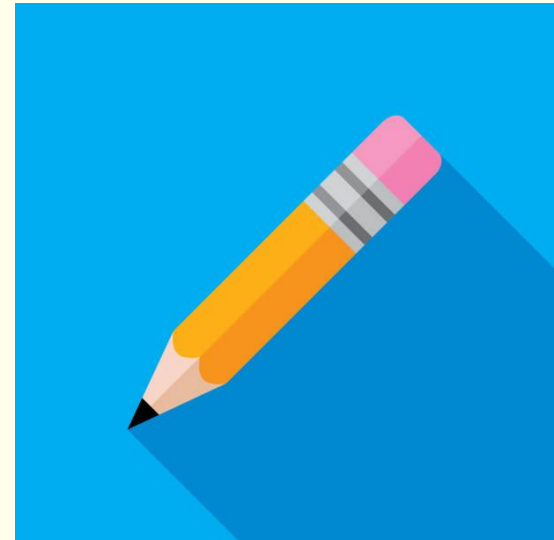
Category: Hospitality and Tourism Management

Assessment	Resits & Reworks	Week 1	Week 2 - Reflective Wri...	Week 3	Week 4	Week 5
ASSESSMENT	RESITS & REWORKS	WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5
Week 6	Week 7	Week 8	<u>Week 9</u>	Week 10	Week 11	Content Library
WEEK 6	WEEK 7	WEEK 8	WEEK 9	WEEK 10	WEEK 11	CONTENT LIBRARY
Last Term						External Examiner / Mo...
LAST TERM						EXTERNAL EXAMINER / MODULE REVIEW

Reflective Writing

“It is not sufficient to have an experience in order to learn. Without reflecting on this experience, it may quickly be forgotten, or its learning potential lost.”

Gibbs, 1988, p.9



Reflection in Academia

We reflect quite naturally in our day to day lives, thinking about things that have happened, why they happened and whether we handled them well.

In academia, you may be asked to formalise your reflections to show that learning is taking place.

This may involve:

- Reflecting on your own professional or academic practice
- Scrutinising an experience and the way you dealt with it
- Evaluating a project or experiment and considering how to do it better next time
- Reflecting on things you have read and linking theory with practice/reality

Reflection Models

Whilst it is only compulsory to utilise a reflection model for BMIH6004 Managing Hotel Administration, you may find it beneficial to make use of one for your other two assignments as well.

Reflection models are a great way to structure your thoughts and organise your points in a manner that flows well for your reader and demonstrates the strength of your reflecting practices.

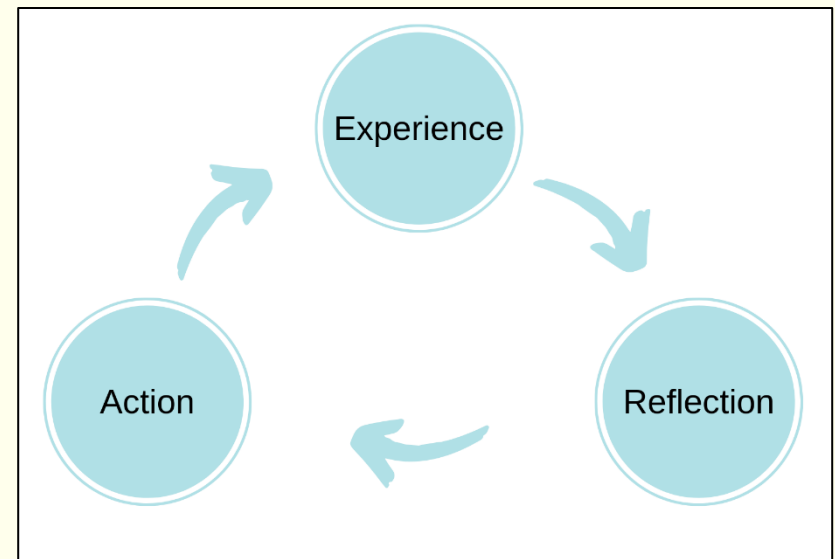
Reflective Models

- ERA Cycle
- Gibbs Reflective Cycle
- Kolb's Experiential Learning Cycle
- Schön

ERA Cycle

The ERA cycle (Jasper, 2013) is one of the simplest models of reflection and contains only three stages:

- Experience
- Reflection
- Action



Gibbs' Reflective Cycle

- This model builds on the other three and adds more stages. It is one of the more complex models of reflection, but it may be that you find having multiple stages of the process to guide you reassuring.
- Gibb's cycle contains 6 stages:
 - Description
 - Feelings
 - Evaluation
 - Analysis
 - Conclusion
 - Action plan



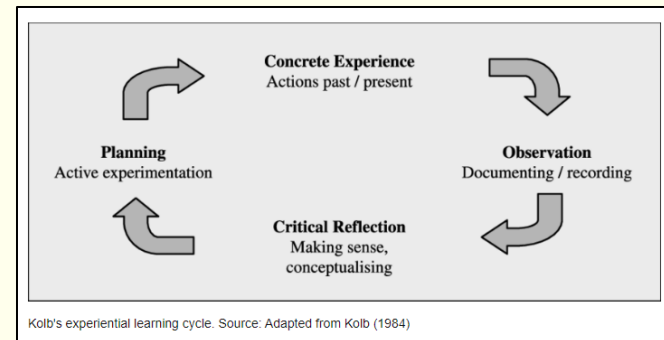


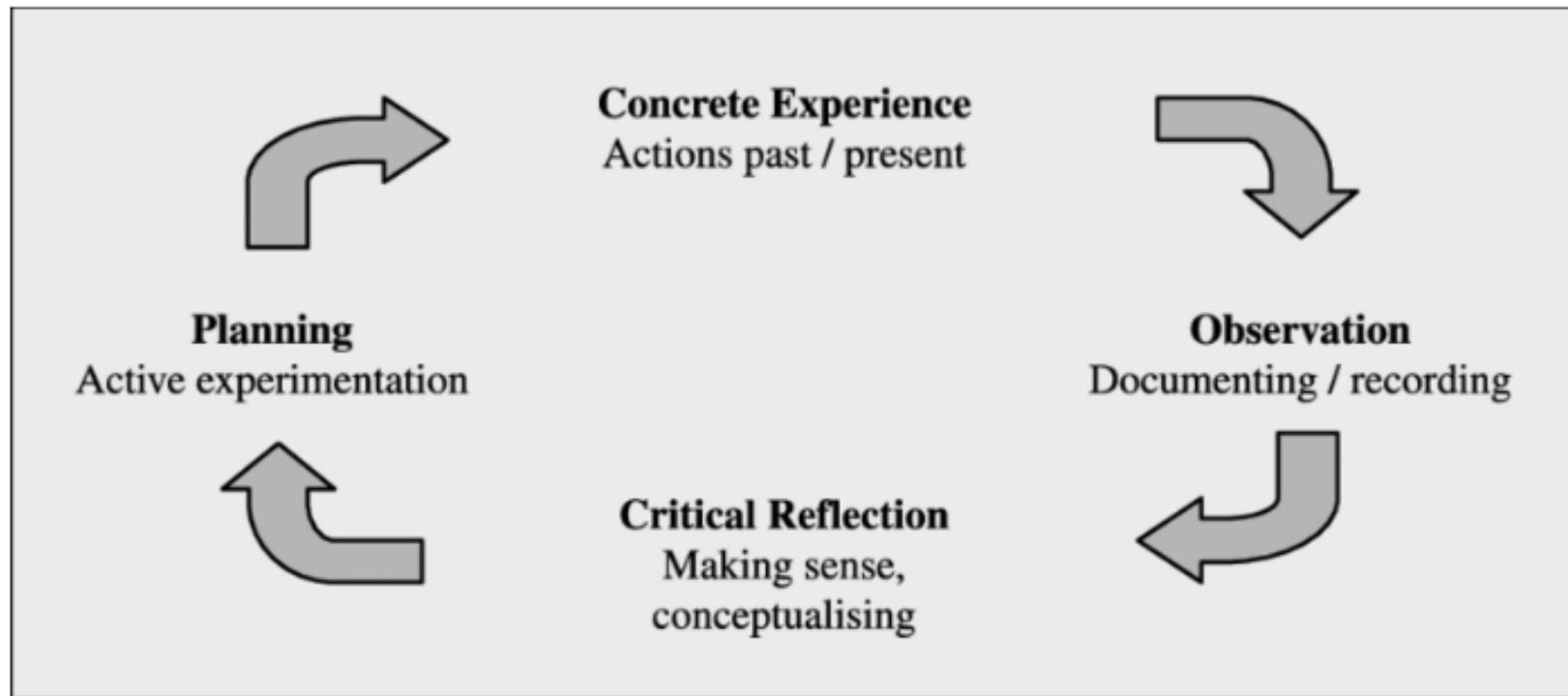
Adapted Gibbs' Reflective Cycle

Kolb's Experiential Learning Cycle

- Kolb's model (1984) takes things a step further. Based on theories about how people learn, this model centres on the concept of developing understanding through actual experiences and contains 4 key stages:

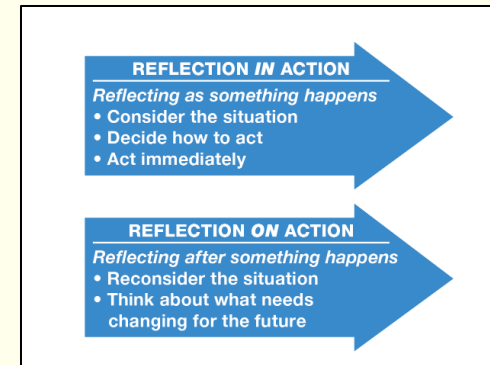
- Concrete experience
- Reflective observation
- Critical reflection
- Active experimentation





Kolb's experiential learning cycle. Source: Adapted from Kolb (1984)

Schön



- **Reflection in action** – This is reflecting as you go (immediately), where you reflect on your actions during an event: This isn't going well, what can I do now to improve things? Or this is going well; how can I maintain the momentum? Making informed decisions based on spontaneous, split-second reflections.
- **Reflection on action** – You recall incidents after the event has passed, thinking in depth on how you can improve your practice. You may think over something spontaneously while travelling or resting or you may put specific time aside and formally structure your reflections.

REFLECTION IN ACTION

Reflecting as something happens

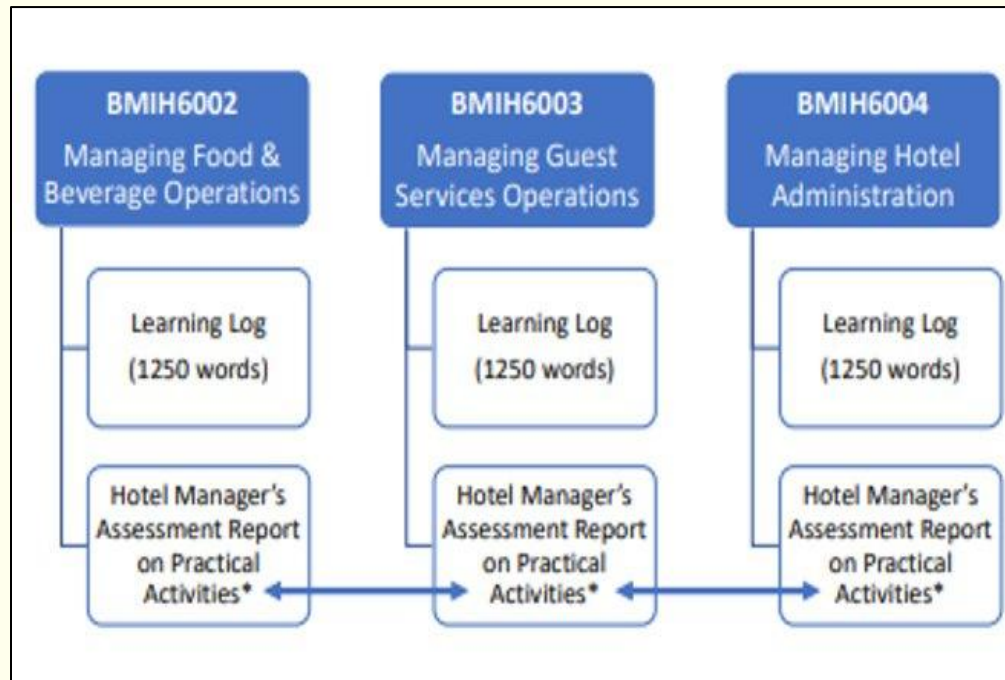
- Consider the situation
- Decide how to act
- Act immediately

REFLECTION ON ACTION

Reflecting after something happens

- Reconsider the situation
- Think about what needs changing for the future

Learning Logs – One per Module



DEADLINE

**Current Students:
Friday 14th November
by 23:59pm**

**EC/Resit Students:
Friday 7th November
by 23:59pm**

Student Learning Log (50%)

BMIH6002

within the Food and Beverage department 1250 words (+/-10%)

- Introduction
- Main Body
- Conclusion
- Appendix

Student Learning Log (50%)

within the Food and Beverage department 1250 words (+/-10%)

BMIH6002

Introduction (150-200 words):

- Briefly introduce the hotel's F&B operation. Outline the F&B offerings that are available at this particular property. You must name your placement hotel.

Main Body (850-1000 words)

- Select a previously studied module from your degree journey, discuss this with a hotel team member for comparison. Include the team member's name and job role. Reflect on how these theoretical learnings are implemented within the business.
- Consider if your view of this department has changed since Level 4. Why or why not?
- Compare your reflections to findings that you discover in academic literature during your research. Consider potential shortfalls or improvements that may be required.
- Include your involvement in this within the hotel – provide examples of scenarios that you experienced or observed whilst on placement.

Student Learning Log (50%)

within the Food and Beverage department 1250 words (+/-10%)

BMIH6002

Conclusion (150-200 words):

- Summarise key findings and recommendations.

A minimum of 5 references in line with Harvard Referencing Conventions is required, with a full reference list included.

Appendix (not part of the word count):

- Provide three learning objectives for your time in F&B.
- Briefly discuss if these objectives were achieved. Is so, then why and how? If not then why not, and what will you do to achieve them in the future?

Including fictional scenarios may result in an automatic 0 fail mark

Student Learning Log (50%)

within the Food and Beverage department 1250 words (+/-10%)

BMIH6002

Suggested previous modules to link to (this is not an exhaustive list):

- **Sustainability for the Hospitality Industry - what sustainable measures are evident in the food and beverage department? Or is there a need for measures to be implemented?**
- **Personnel, Resourcing and Development – is there a training concern within this department? What is the impact day to day?**
- **Food and Beverage Operations – what practices does your placement hotel implement to ensure operations run smoothly? Are improvements required?**

Student Learning Log (50%)

within the Food and Beverage department 1250 words (+/-10%)

BMIH6002

Guidance specific to this assessment:

- **Engagement with Literature:** The work should contain at least 5 academic references in support of your work from a variety of valid and reliable sources. A reference list should be provided using UWTSD's Harvard referencing conventions.
- **Knowledge & Understanding:** Show knowledge and understanding through reflection of their practical placement, demonstrating key learnings from the food and beverage department and applying theoretical knowledge.
- **Cognitive and Intellectual:** Analyse placement in means of not just describing tasks but demonstrating the why, how, what and when, through practical tasks, reflective writing and discussions with hotel employees.

Student Learning Log (50%)

within the Food and Beverage department 1250 words (+/-10%)

BMIH6002

Guidance specific to this assessment:

- **Practical Skills:** Consider how you would apply solutions within the workplace of your placement property, highlighting what you have learnt on placement and how you could deploy this in your future career.
- **Transferable Skills:** 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 the font of Arial 12 point or Times New Roman 12 point and be 1.5 or double spaced.

Student Learning Log (50%)

BMIH6003

Within a chosen department (Housekeeping, Maintenance,
Leisure Club, or Meetings/Events) 1250 words (+/-10%)

- Introduction
- Main Body: Department Reflection
- Conclusion

Student Learning Log (50%)

Guest Service Operations – 1250 words (+/-10%)

BMIH6003

Introduction (150-200 words):

- Briefly introduce the chosen department (Housekeeping, Maintenance, Leisure Club, or Meetings/Events).

It is advised to select and focus on one department, even if you have spent time in more than one of the listed departments.

- Outline the offerings of this department at the property. You must name your placement hotel.

Student Learning Log (50%)

Guest Service Operations – 1250 words (+/-10%)

BMIH6003

Main Body: Department Reflection (850-1000 words):

- Systematically analyse **The Guest Experience** in the department you worked in. Identify **one key issue** that you have witnessed, affecting guest service in the department that you worked in.
- Focus on one of the provided options, discuss the part you played (self-reflection) and apply what you have learnt from previous modules to improve the issue.
- **Management styles:** Did leadership approaches impact staff motivation and efficiency? What was the outcome? What have you learnt from this and how will you implement this in the future? **Link to Management and Organisational Behaviour (Level 5).**
- **Culture and teamwork:** How did organisational culture influence staff and guest experiences? **Link to Personnel Resourcing and Development (Level 5).**

Student Learning Log (50%)

Guest Service Operations – 1250 words (+/-10%)

BMIH6003

Main Body: Department Reflection (850-1000 words):

- **Marketing and guest experience:** How were guest expectations managed and enhanced? What will you do differently in the future to ensure high standards? What have you learnt from your experience? **Link to Marketing Essentials (Level 4) or Hospitality & Guest Services (Level 4).**
- Justify why the issue is significant, support with relevant academic literature, discuss specific points gained from your research to demonstrate clear relevance to your reader.
- Develop a realistic **three-step** improvement plan that includes: **a specific operational change, clear outlining of how the change aligns with industry best practices and the expected impact on guest satisfaction and business performance.**
- **Conclusion (150-200 words):** Summarise key findings and recommendations.

Student Learning Log (50%)

Guest Service Operations – 1250 words (+/-10%)

BMIH6003

A minimum of 5 references in line with Harvard Referencing Conventions is required.

A full reference list must be included.

To effectively link to previously studied modules, **avoid generalisations**.

Focus on key insights from your studies such as assignment feedback or research.

Examples:

Management & Organisational Behaviour – consider the leadership styles covered.

Are they apparent in your placement hotel?

What leadership style will you adopt in your career?

Student Learning Log (50%)

Guest Service Operations – 1250 words (+/-10%)

BMIH6003

Further examples:

Personnel Resourcing & Development – Consider your research on organisational culture for effective employee engagement and wellbeing.

Marketing Essentials – Does your hotel's marketing strategy align with your expectations and theories you learned?

Hospitality & Guest Services – You learned the theory behind meeting and exceeding guest expectations and service recovery. Make relevant links.

Including fictional scenarios may result in an automatic 0 Fail mark.

Student Learning Log (50%)

within Guest Service Operations 1250 words (+/-10%)

BMIH6003

Guidance specific to this assessment:

- **Engagement with Literature:** The work should contain at least 5 academic references in support of your work from a variety of valid and reliable sources. A reference list should be provided using UWTSD's Harvard referencing conventions.
- **Knowledge & Understanding:** Show knowledge and understanding through reflection of their practical placement, demonstrating key learnings from the chosen department.
- **Cognitive and Intellectual:** Analyse placement in means of not just describing tasks but demonstrating the why, how, what and when, through practical tasks, reflective writing and discussions with hotel employees.

Student Learning Log (50%)

within Guest Service Operations 1250 words (+/-10%)

BMIH6003

Guidance specific to this assessment:

- **Practical Skills:** Students need to consider how they would apply solutions and theory within the workplace of their placement property, highlighting what they have learnt previously in lectures and out on placement and how they could deploy this in future careers.
- **Transferable Skills:** 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 12 point or Times New Roman 12 point and be 1.5 or double spaced.

Student Learning Log (50%)

Hotel Administration – 1250 words (+/-10%)

BMIH6004

- Introduction
- Main Body
- Conclusion and Development Plan

Student Learning Log (50%)

Hotel Administration – 1250 words (+/-10%)

BMIH6004

Prior to writing:

- Review your Level 4 placement assignment submissions through Moodle archive – you will need this!

We will be accessing your Level 4 submissions during the marking process to verify your experiences.

Including fictional scenarios may result in an automatic 0 Fail mark.

Student Learning Log (50%)

Hotel Administration – 1250 words (+/-10%)

BMIH6004

Introduction (150-200 words)

- Provide an overview of your current placement, including hotel name, chosen department of focus such as Front Office/Reception and your role within this department during placement.
- Provide names of colleague(s) that you worked closely with and who supported your development.
- Declare which reflective model you will be using and define the purpose of your reflection.

Main Body (850-1000 words)

- Use your chosen reflection model to reflect on key experiences, demonstrating your professional development from Level 4 through to your current placement at Level 6.

Student Learning Log (50%)

Hotel Administration – 1250 words (+/-10%)

BMIH6004

Main Body (850-1000 words)

- Refer to your Level 4 placement experience and it prepared you for this one.
- Refer to at least two specific placement scenarios to support.
- Outline what happened and how you responded to this.
- Identify what you learned and how you applied previous learning.
- Reflect on challenges, development and skills gained.
- Link to at least two specific Level 4 modules (include the name of the modules).
- Apply one or two relevant academic theories, frameworks or concepts from taught modules.

Student Learning Log (50%)

Hotel Administration – 1250 words (+/-10%)

BMIH6004

Main Body (850-1000 words)

- Clearly explain how these informed your actions, understanding, or professional judgement.
- Reference theories appropriately.

Conclusion and Development Plan (150-200 words)

- Summarise key findings, identify areas for future growth and outline one or two development goals.

A minimum of 5 references in line with Harvard Referencing Conventions is required with a full reference list included.

Student Learning Log (50%)

within Hotel Administration 1250 words (+/-10%)

BMIH6004

Guidance specific to this assessment:

- **Engagement with Literature:** Be aware of the models of reflection and use a model to reflect upon and demonstrate understanding of the placement experience. At least 5 academic references in support of work from a variety of valid and reliable sources. A reference list should be provided using UWTSD's Harvard referencing conventions.
- **Knowledge & Understanding:** Show knowledge and understanding through reflection of their practical placement, demonstrating key learnings from the Hotel Administration department.
- **Cognitive and Intellectual:** Analyse placement in means of not just describing tasks but demonstrating the why, how, what and when, through practical tasks, reflective writing and discussions with hotel employees.

Student Learning Log (50%)

within Hotel Administration 1250 words (+/-10%)

BMIH6004

Guidance specific to this assessment:

- **Practical Skills:** 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.
- **Transferable Skills:** Write the learning log 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 12 point or Times New Roman 12 point and be 1.5 or double spaced.

Example 1 – Reflecting

Is this the correct way of reflecting on an experience? Why not?

I spent two weeks in Swansea Marriott's hotel restaurant. I really enjoyed it here. My tasks included:

- polishing cutlery
- polishing glasses
- setting up tables

I learned many skills while working and shadowing in this department.

➤ This is not a reflection but rather a basic description of tasks.

Example 1 – Reflecting

Try this!

During my time shadowing a F&B supervisor in Swansea Marriott's hotel restaurant, I developed team working skills by collaborating on [...]. According to X (*year*), this skill is invaluable for a F&B manager because [...]. This is further supported by Z et al. (*year*) who argue that [...]. Furthermore, setting up tables and polishing cutlery and glasses alongside team members taught me the importance of attention to detail which is considered to be [...].

➤ **This version contains information about the tasks performed; the lesson learned and puts learning into a wider perspective. Besides, you support your discussion academically with credible research.**

Example 2 – Reflecting

Is this the correct way of reflecting on an experience? Why not?

Here's a list of the important skills to have as a Front Office Manager:

1. [...]
2. [...]
3. [...]
4. [...]

I have developed all these skills shadowing my supervisor.

- **Descriptive**
- **No context**
- **No reflection on personal experiences**
- **No academic referencing**

Example 2 – Reflecting

- Ensure your learning log is supported by **specific examples** from your placement experience.
- If you did not encounter a particular experience needed to develop a key skill, acknowledge this within your work. Honesty is key! You will not be penalised, as long as you reflect and support with relevant theory outlining why this particular skill is key, you can still get top marks! We are seeking critical analysis and reflection.
- Transform any negative experiences or missed opportunities into **meaningful learning insights**.
- Back up each lesson learned with **credible academic research** to further demonstrate and reinforce your understanding.

Example 3 – Linking Modules

Examples of Poor Practice:

“In IMM, I learned about event management, and now I have seen all things events in practice thanks to my placement.”

“In my Sustainable Hospitality & Tourism Management module, I learned about eco-friendly hotel practices such as energy-efficient lighting and appliances, water-saving fixtures, locally sourced food and beverages, waste reduction through recycling and composting programs, the use of biodegradable or refillable toiletries, green certifications, staff training on environmental awareness and community engagement initiatives that support local culture and economy. I now have a better understanding thanks to my placement.”

➤ **Descriptive** (be mindful of limited word count)

➤ **No context**

➤ **No personal links**

Example 3 – Linking Modules

Examples of good practice:

“During my placement, I used basic German I learned in the Foreign Languages & Cultural Awareness module to assist a German-speaking couple at check-in. This helped me understand the importance of cultural sensitivity and how even small efforts in a guest's language can improve their experience.”

“In my Sustainable Hospitality & Tourism Management report, I evaluated how an independent hotel [*name*] can implement a greener practice initiative regarding their carbon footprint through local sourcing. During my placement, I observed that [*hotel name*] promoted locally made toiletries in guest rooms. Seeing these initiatives in practice helped me understand how sustainability strategies discussed in my assignment are applied operationally to enhance both environmental impact and guest perception.”

NB: Do not copy these exact sentences for your own work (plagiarism).

Example 4 – Referencing

Is this the correct way of referencing an experience? Why not?

I spent one week in the hotel's housekeeping department (Swansea Marriott, 2025). I developed work-based skills and technical knowledge while shadowing my supervisor Abdul (Marriott, 2025). Abdul showed me how to conduct room checks (UWTSD, 2017). I wish I could have spent more time in the housekeeping department (Swansea Marriott, 2024).

- Descriptive, no value in writing and no credible references
- If you have not read the resource, do not include it!
- Do not make up references!

Example 4 – Referencing

What is the correct way?

I spent one week in the hotel's housekeeping department. I developed work-based skills and technical knowledge while shadowing my supervisor Abdul Singh, who mentioned the importance of conducting room checks to ensure standards remain consistent (Singh, 2025).

Remember to include the platform/medium in your reference list!

Singh, (2025). Verbal conversation with Jess Newport on Monday 29th September.

Draft Deadline – 7 working days prior

Current Students: Wednesday 5th November (by 23:59pm)

EC/Resit Students: Wednesday 29th October (by 23:59pm)

Please keep the following points in mind:

- Drafts must be sent via your student email
- I will review **one** draft per student, per assignment, per module
- Submissions to the **Similarity Check** link will **not** be reviewed. This link is for you to check your similarity score on Turnitin and make any necessary adjustments before submitting to the **Final** submission link.

AI Guidance

RESEARCH	For this assessment, you can use Generative AI to support you in research and data analysis	Yes ☒ No ☐
STRUCTURE	For this assessment, you can use Generative AI to support you in structuring your submission, including creating a draft argument structure, identifying parts and headings, etc.	Yes ☒ No ☐
PROOFREADING	For this assessment, you can use Generative AI to check your own text/creation for grammatical and syntactical mistakes, including getting suggestions to rephrase your work	Yes ☒ No ☐
WRITING	For this assessment, you can use Generative AI to create text for submission.	Yes ☐ No ☒
CREATIVE	For this assessment, you can use Generative AI to create creative materials, such as images.	Yes ☐ No ☒
PROGRAMING	For this assessment, you can use Generative AI to create and check code.	Yes ☐ No ☒
NONE	For this assessment, you are not allowed to use any type of Generative AI support. This includes research support, structure support, writing/proofreading support and creative support.	☐



AI Guidance



Ensure you keep up to date with the latest guidance!

Go to the **Hwb homepage**, click the **Need To Know tab**, click the **AI Guidance tab** and access the resources on the **Artificial Intelligence page**.

Get into the habit of checking this regularly to ensure you have the latest information!



AI Guidance



Ultimately, we are not telling you that AI use is forbidden.

Instead, we are requiring that any use is in line with what is allowed.

The use of AI should always be ethical and moral.

As a tool it is supposed to guide you, not write your assignments for you. E.g. if you ask AI for suggestions on Housekeeping Management Journal Articles, then you still need to go and read those articles and use your learnings to write your own content.

If we suspect AI has been used incorrectly, we will ask for draft copies and you may be subject to academic misconduct allegations.

! AI Acknowledgement Statement !

If you have used AI, we recommend:

I acknowledge the use of [AI Tool] [(AI Tool url)] on [Date] to [Purpose my work].

I used the prompt(s): 1. [Prompt] 2. [Prompt] 3. [Prompt].

I confirm that I have not presented any AI generated text as my own work.

I confirm I have copies of my drafts, notes, and other resources I used before, and after the use of AI tools which I may be asked to provide in evidence.

! AI Acknowledgement Statement !

If you haven't used AI, we recommend this:

I confirm that I have not used any AI tools in the research and creation of this assignment.

I confirm that I have not presented any AI generated materials as my own work.

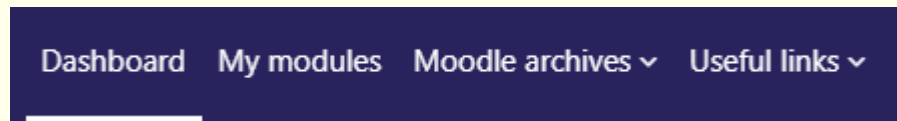
I confirm I have copies of my drafts, notes, and other resources I used, which I may be asked to provide in evidence.



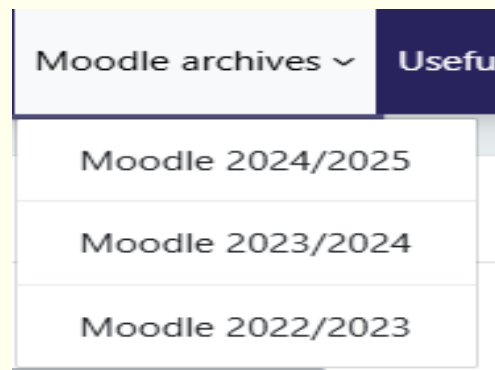
Moodle Archive



On the Moodle homepage click the tab labelled Moodle archives at the top of the screen



Select the relevant academic year from the drop-down list





Moodle Archive



Log in using your UWTSD student details

Log in to **ARCHIVE ARCHIVE**
MOODLE 2023/24 ARCHIVE
ARCHIVE

Log in

[Lost password?](#)

Please log in with your UWTSD email address and account password.

Problems or technical issues?

– [Contact Hwb](#)

A list of previously studied modules for that academic year will then be visible, you can click on the relevant tile to access the content.

Academic Assistance

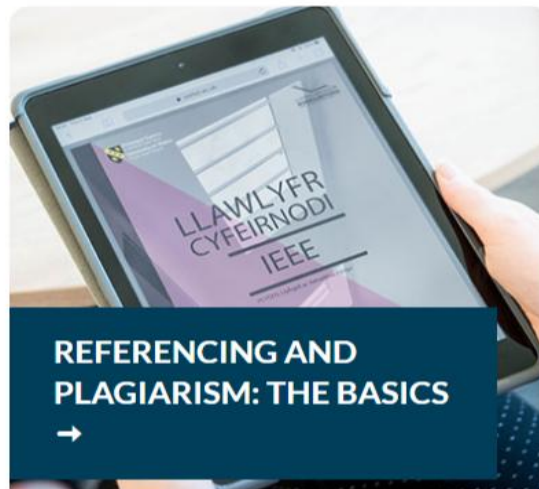
Info Skills

Book now: infoskills@uwtsd.ac.uk

Study Skills

Book now: studyskillsdistance@uwtsd.ac.uk

A study skills session can assist you with academic writing, avoiding plagiarism, critical thinking, planning and organisation, presentation skills, referencing and researching.





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Any questions?

Trawsnewid Addysg, Trawsnewid Bywydau
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