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Weekly progress tracker

Week 1-6

Week 1

Tasks:

- Assisted with room cleaning and setup.
- Responded to guest requests for extra towels and toiletries.

Challenges:

- Struggled to keep up with the cleaning schedule.
- Misunderstood a guest's request, leading to a delay in service.

Lessons Learned:

- Time management is crucial in housekeeping.
- Active listening helps avoid misunderstandings.

Positive Experiences:

- A guest complimented my attention to detail in room cleanliness.

Negative Experiences:

- Encountered a difficult guest who was dissatisfied despite best efforts.

Emotions and Reflections:

- Initially felt overwhelmed, but gained confidence as I adjusted.

Week 2

Tasks:

- Handled guest complaints about room cleanliness and service delays.
- Provided solutions such as room changes and complimentary services.

Challenges Faced:

- Managing upset guests while remaining calm and professional.



- Finding suitable resolutions without over-promising.

Lessons Learned:

- Active listening and empathy help diffuse difficult situations.
- Quick problem-solving is essential in guest relations.

Positive Experiences:

- Successfully turned an unhappy guest's experience around by offering a suitable resolution.

Negative Experiences:

- Encountered a guest who remained unsatisfied despite all efforts.

Emotions and Reflections:

- Felt pressure to resolve issues efficiently but gained confidence in handling complaints.

Future Learning:

- Want to improve negotiation skills to better manage guest expectations.

Week 3

Tasks:

- Monitored online guest reviews on platforms such as TripAdvisor and Google.
- Responded to both positive and negative guest feedback professionally with staff help.
- Escalated serious complaints to the management team.

Challenges Faced:

- Crafting responses that addressed guest concerns while maintaining professionalism.
- Handling negative reviews without taking them personally.

Lessons Learned:

- Timely and professional responses can improve guest satisfaction.
- Constructive feedback should be used as an opportunity for service improvement.

Positive Experiences:

- Successfully resolved a guest's complaint, leading to an updated review.



Negative Experiences:

- Felt discouraged by negative reviews.

Emotions and Reflections:

- Learned the importance of maintaining a positive and solution-focused attitude.

Future Learning:

- Want to gain deeper insights into guest feedback analysis to improve service

Week 4

Tasks Performed:

- Assisted with event setup, including tables and audiovisual equipment.
- Welcomed guests and provided event information.
- Coordinated with catering staff for smooth service.

Challenges Faced:

- Struggled with last-minute changes to event plans.
- Managed multiple guest inquiries at once.

Lessons Learned:

- Adaptability is crucial in event management.
- Staying calm under pressure improves guest satisfaction.

Positive Experiences:

- Received positive feedback for efficiently assisting with a conference.

Negative Experiences:

- Felt overwhelmed try to satisfy to many people at once.

Emotions and Reflections:

- Felt a sense of accomplishment after successfully handling challenges.

Future Learning :

- Want to gain more experience in event planning and coordination.



Week 5

Tasks Performed:

- Learned to use the property management system (PMS).
- Checked guests in and out using the software.

Challenges Faced:

- Initially found the software confusing.
- Made a small mistake while checking a guest detail.

Lessons Learned:

- Practicing with the system improves efficiency.
- Double-checking details prevents errors.

Positive Experiences:

- Successfully handled a complex reservation change.

Negative Experiences:

- Felt stressed at the beginning.

Emotions and Reflections:

- Gained confidence in using hotel management software.

Future Learning : Want to learn more advanced functions of the system.

Week 6

Tasks:

- Answered guest inquiries and processed room reservations over the phone.
- Provided information about hotel services and availability.
- Handled special requests, such as late check-outs.

Challenges Faced:

A handwritten signature in black ink, located in the bottom right corner of the page. The signature is stylized and appears to be a cursive representation of a name.

- Found it difficult to multitask while entering booking details.
- I found it difficult to focus over the phone.

Lessons Learned:

- Clear and professional communication is key.
- Handling objections politely can lead to a positive outcome.

Positive Experiences:

- Successfully made a booking on the phone.

Negative Experiences:

- Made a booking error that had to be corrected later.

Emotions and Reflections:

- Became more comfortable handling phone bookings.

Future Learning:

Want to improve multitasking skills and speed in handling calls.

General Manager :
Emilio Chumilowski
