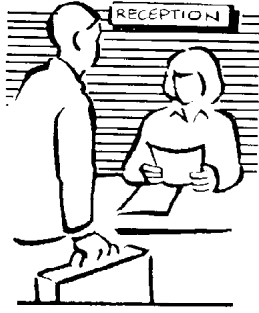


1 *Carrying*
customer's bag



2 *Working* in the
reception desk



3 *Cleaning*
hotel rooms



4 *Talking*
to customers



5 *Interviewing*
other staff



6 *Listening*
to a supervisor



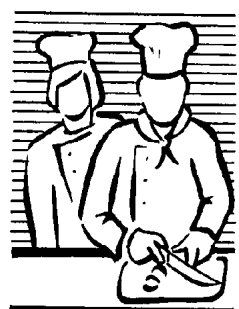
7 *Working*
in the linen room



8 *Attending*
department meetings



9 *Reading*
health & safety
documents



10 *Observing*
fellow staff

NAME _____

GROUP _____

PLACEMENT _____

Work Experience **IN HOTELS**



centre for education & industry



**Work Experience Learning Framework
for Post-16 Students**

Assignment 1: Level 2

Careers in hotels

Prepare and make a presentation to your class on the career opportunities in hotel work. You should make the presentation as if you were a personnel manager in a hotel and you should include information on all the training employees could receive. Use diagrams and charts to illustrate your presentation.

Evidence: Notes from interviews with staff, particularly personnel and training staff, at the hotel; careers information available from associations concerned with hotel work and from industry training organisations; advertisements in hotel trade journals; reports of changes in the sector from careers companies.

Key Skills: Communication (take part in discussions; read and respond to written material; produce written material).
IT (use a computer to: prepare information; process and present information).
Application of Number (collect and record data; present findings).
Working With Others

Assignment 2: Level 2

What service!

Write an account of **either** front office **or** accommodation operations at the hotel where you spent your placement. Describe the tasks which have to be carried out, the likely customer needs for each set of operations, any legal requirements on the hotel and the importance of health and safety in the procedures. Give examples of incidents from your own experience and say what happened in each case.

Evidence: Observation notes from your placement; notes of interviews with staff; staff training packs.

Key Skills: Communication (take part in discussions; read and respond to written material; produce written material)
IT (use a computer to: prepare information; process and present information)

Assignment 3: Level 3

The customer is always right

Prepare a training pack for a work experience student on the kinds of customer service expected in hotels. Make sure that you include all aspects of hotel work which involve guest contact: reception, restaurant, lounge service, conferences and events. Include advice on speaking to guests, directing them, dealing with complaints, answering queries and dealing with difficult situations.

Evidence: Examples of training materials collected on placement; notes of interviews with personnel and training staff; staff handbook; examples from direct experience of customers while on placement.

Key Skills: Communication (take part in discussions; read and respond to written material; produce written material)
IT (use a computer to: prepare information; process and present information)