

BUSINESS ADMINISTRATION (GUEST HOUSE PT)

WEEK 1

DAY 1 (SEPT 30):today we Attended an introduction to the hotel's organizational structure, including different departments (front office, housekeeping, food and beverage, and marketing and we later Observed the front desk operations, including check-ins, reservations, and customer service

Day 2 (OCT 1): today we Actively assisted in handling guest check-ins, including verifying reservations, assigning rooms, and processing check-outs and we Observed how customer complaints were handled and the protocol for escalating issues to management

DAY 3 (OCT 2):today we Enhanced communication skills by interacting directly with guests and handling inquiries

Day 4 (OCT 3):today we Learn how to input bookings into the hotel's property management system (PMS)

DAY 5 (OCT 4):today we Shadowed the housekeeping supervisor during room inspections to ensure cleanliness and guest satisfaction

WEEK 2

DAY 1 (OCT 7):today we Assisted in sorting and tracking linens used for different rooms and special events

DAY 2 (OCT 8):today we Adapting to the physical demands of the job and time management during room cleaning

DAY 3 (OCT 9):today we Assist the housekeeping team in room cleaning and learn about the hotel's waste management processes

DAY 4 (OCT 10):today we Improved customer service skills by interacting with guests during their dining experience

DAY 5 (OCT 11):today we Assist with preparing for a banquet event and learn more about large-scale event management

WEEK 3

DAY 1 (OCT 14):today we Assisted the marketing team with gathering competitor information and market analysis for promotional campaigns

DAY 2 (OCT 15):today we Shadowed the sales team during calls with potential clients for event bookings and room reservations

DAY 3 (OCT 16):today we Gained an understanding of how market research is used to tailor promotions and offers

DAY 4 (OCT 17):today we Adapting to the sales pitch techniques used for potential clients

DAY 5 (OCT 18):today we Assist with developing a marketing strategy for upcoming holiday promotions

WEEK 4

DAY 1 (OCT 21):today we Helped in setting up for a corporate banquet, including arranging seating and audiovisual equipment

DAY 2(OCT 22):today we Worked with external vendors to manage catering, decorations, and equipment for the event

DAY 3 (OCT 23):today we Learned how to communicate effectively with third-party vendors to ensure smooth event execution

DAY 4 (OCT 24):today we Assist in the post-event clean-up and prepare reports on event feedback for management review

DAY 5 (OCT 25):today we Assisted in preparing monthly expense reports, tracking both operational and guest-related costs

WEEK 5

DAY 1 (OCT 28):today we Observed how the finance team manages daily revenue streams, including room rates, event income, and restaurant sales

DAY 2(OCT 29):today we Helped reconcile payments from guests and vendors, ensuring accurate financial records

DAY 3(OCT 30):today we Learned to analyze expense reports and track hotel revenue

DAY 4(OCT 31):today we Gained insights into how budgeting is done for various hotel departments

DAY 5(NOV 1):today we Assist in preparing financial forecasts for the upcoming quarter

WEEK 6

DAY 1 (NOV 4):today we Gain experience in managing a project from research to implementation

DAY 2 (NOV 5):today we Improved collaboration and leadership skills by coordinating with different departments

DAY 3 (NOV 6):today we Present findings and recommendations to the management team

DAY 4 (NOV 7):today we Prepare for training in the accounting department

DAY 5 (NOV 8):today we Learn about the hotel's financial management system

WEEK 7

DAY 1(NOV 11): PUBLIC HOLIDAY

DAY 2 (NOV 12):today we Shadowed the accounting staff and observed daily financial transactions

DAY 3 (NOV 13):today our Supervisor provided helpful tips on software use and Basic understanding of financial software and transaction recording

DAY 4 (NOV 14):today we Familiarize with billing codes and procedures

DAY 5 (NOV 15):today we Difficulty understanding payroll calculations and our Supervisor suggested additional training materials

WEEK 8

DAY 1 (NOV 16):today we Attended a workshop on hotel budgeting

DAY 2 (NOV 17):today we Learn about the importance of financial reporting

DAY 3 (NOV 18):today we Reviewed monthly financial statements from previous months

DAY 4 (NOV 19):today we Understand financial reporting requirements

DAY 5 (NOV 20):today we Explore internal controls in hotel accounting

WEEK 9

DAY 1 (NOV 23): today we review our journey so far on our siwes program about what we have gained

DAY 2 (NOV 24): today, our supervisor explain some advantages and disadvantages of the siwes program and explain more about life after school

DAY 3 (NOV 25): we were assign to review and explain what we have learnt so far and we were given some to do work

DAY 4 (NOV 26): Participated in an exit interview with the training supervisor, receiving feedback on my performance and contributions.

DAY 5 (NOV 27): Submitted a comprehensive report summarizing my experience, tasks completed, and lessons learned throughout the training