

INTERNSHIP JOURNAL



In Partial Fulfillment of the Requirements for the Subject
OJT: Work Integrated Learning

NICOLE ALYSSA F. LOPEZ

AMYLIN E. INFORTUNO
SIPP Coordinator

Second Semester
A.Y. 2024-2025

	Republic of the Philippines BULACAN AGRICULTURAL STATE COLLEGE Pinaod, San Ildefonso, Bulacan 3010 INTERNSHIP WEEKLY JOURNAL REPORT
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VI. Internship Weekly Journal Report

Name of Student Intern: LOPEZ, NICOLE ALYSSA F.

SIPP Coordinator: Amylin E. Infortuno

HTE: Solaire Entertainment City

Job Description: Food and Beverage Intern

Period Covered

Days: January 27, 2025 – January 31, 2025

Hours: 47.5

1. OBJECTIVES

- Familiarization with Supply and Setup Procedures – I will learn and perform supply pickup, including linens, fruits, and drinks, while also assisting with table setup and napkin folding.
- Assisting in Dining Operations – I will support restaurant service by delivering food, refilling water, bussing tables, polishing glassware, and handling special tasks such as picking up complimentary cakes and assisting with teppanyaki orders.

2. REFLECTION FROM THE OBJECTIVES

- Through these objectives, I have gained valuable experience in both supply management and dining operations. Learning how-to pick-up supplies, set up tables, and fold napkins has helped me understand the importance of preparation in maintaining a smooth workflow. Additionally, assisting in food service, bussing tables, and polishing glassware has allowed me to develop efficiency, attention to detail, and teamwork. These tasks have not only enhanced my technical skills but also strengthened my ability to work under pressure in a fast-paced environment. Overall, this experience has contributed to my growth in the hospitality industry and has prepared me for more responsibilities in the future.

Date	Tasks Accomplished	Knowledge, Skills, Values Learned
27 January 2025	<ul style="list-style-type: none"> • After the morning operations, my co-intern Lorence taught me where 	<i>Knowledge</i> <ul style="list-style-type: none"> • Learned the locations of the main supply area, fruit storage, and beverage pickup.

	<ul style="list-style-type: none"> to pick up supplies from the main storage area. Learned the designated locations for picking up fruits and drinks. 	<p>Skills</p> <ul style="list-style-type: none"> Improved navigation and familiarity with the restaurant's storage system. <p>Values</p> <ul style="list-style-type: none"> Developed initiative in learning logistical processes.
28 January, 2025	DAY OFF	DAY OFF
29 January, 2025	DAY OFF	DAY OFF
30 January 2025	<ul style="list-style-type: none"> Collected linens. Assisted in the opening setup, including table arrangements. Folded napkins. Helped in food delivery operations. Cleared and cleaned tables (bussing out). Polished wine glasses and rock glasses. 	<p>Knowledge</p> <ul style="list-style-type: none"> Understood the proper setup of tables and the importance of presentation in dining. <p>Skills</p> <ul style="list-style-type: none"> Enhanced ability to fold napkins neatly and polish glassware efficiently. <p>Values</p> <ul style="list-style-type: none"> Learned the importance of teamwork in maintaining a well-prepared dining area.
31 January 2025	<ul style="list-style-type: none"> Picked up linens. Assisted in opening setup. Helped with food service at the center station. Refilled water for guests. Attended a briefing about February's menu. Picked up a complimentary cake from the bakery. Delivered the some ordered foods to the 4th floor Bayside Villas and saw Dingdong Dantes. 	<p>Knowledge</p> <ul style="list-style-type: none"> Gained insights into menu updates for February and special food preparation procedures. <p>Skills</p> <ul style="list-style-type: none"> Improved multitasking by handling food service, refilling water, and picking up special orders. <p>Values</p> <ul style="list-style-type: none"> Developed attention to detail when managing multiple responsibilities.
01 February 2025	<ul style="list-style-type: none"> Retrieved linens. 	Knowledge

	<ul style="list-style-type: none"> Assisted in the opening setup. Folded table napkins. Assisted in the pantry area. Polished wine glasses. 	<ul style="list-style-type: none"> Learned the proper organization of pantry supplies and table settings. <p>Skills</p> <ul style="list-style-type: none"> Strengthened efficiency in assisting pantry operations and wine glass polishing. <p>Values</p> <ul style="list-style-type: none"> Practiced responsibility in ensuring a well-maintained service area.
02 February 2025	<ul style="list-style-type: none"> Collected linens. Helped with the opening setup. Assisted in Oshi tasks. Took and delivered teppanyaki orders to guests. Cleared and cleaned tables (bussing out). 	<p>Knowledge</p> <ul style="list-style-type: none"> Understood the process of handling teppanyaki orders and interacting with guests. <p>Skills</p> <ul style="list-style-type: none"> Improved customer service skills by taking and delivering food orders accurately. <p>Values</p> <ul style="list-style-type: none"> Emphasized patience and attentiveness in serving guests.

Prepared by:

NICOLE ALYSSA F. LOPEZ
Student Intern, BSHM 4D

Date: February 01, 2025

Noted by:

GUILLERMO CABALLERO
Yakumi Assistant Manager

Date: February 03, 2025

INTERNSHIP JOURNAL



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NICOLE ALYSSA F. LOPEZ

AMYLIN E. INFORTUNO
SIPP Coordinator

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A.Y. 2024-2025

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VI. Internship Weekly Journal Report

Name of Student Intern: LOPEZ, NICOLE ALYSSA F.

SIPP Coordinator: Amylin E. Infortuno

HTE: Solaire Entertainment City

Job Description: Food and Beverage Intern

Period Covered

Days: January 22, 2025 – January 25, 2025

Hours: 52.5

1. OBJECTIVES

- To enhance my knowledge and skills in restaurant operations by actively participating in daily tasks such as setting tables, folding napkins, refilling water, and preparing oshibori, while learning the specific requirements of Japanese cuisine and customer service standards at Yakumi.
- To develop teamwork and communication skills by collaborating with colleagues and supervisors, contributing to a smooth and efficient service environment, and learning how to handle high-pressure situations effectively during peak hours.

2. REFLECTION FROM THE OBJECTIVES

- In terms of teamwork, I had the opportunity to work closely with my colleagues and supervisors. This helped me develop strong communication skills and learn how to stay focused and efficient in a busy environment, especially during peak hours. Through collaboration and observing how experienced team members handle high-pressure situations, I was able to improve my problem-solving abilities and my ability to work well with others.

Date	Tasks Accomplished	Knowledge, Skills, Values Learned
22 January 2025	<ul style="list-style-type: none"> • On this day I learned where Ma'am Charo's office is, so we get the linen list and go to the clean linen pick up and 	Knowledge <ul style="list-style-type: none"> • I learned where Ma'am Charo's office is and the process of getting the linen list from there.

	<p>count the oshibori and table napkins. After that we go to the outlet and start the opening process. After that I do the oshi and table napkin, then when our outlet opens, I help decoy the plates and utensils.</p>	<ul style="list-style-type: none"> I became familiar with how to count and prepare oshibori and table napkins for the outlet. I gained insight into the opening process of the restaurant, including setting up the dining area with plates and utensils. <p>Skills</p> <ul style="list-style-type: none"> I developed organizational skills by keeping track of the linen list and counting the necessary items. I improved my attention to detail when preparing oshibori and table napkins and helping with plate and utensil setup. I practiced efficiency by assisting in the opening process and ensuring everything was ready before the outlet opened. <p>Values</p> <ul style="list-style-type: none"> I showed responsibility by following the correct process to get linens and preparing the dining area properly. I demonstrated teamwork by collaborating with others to ensure the outlet opened smoothly and everything was in place for service. I displayed commitment by staying focused on my tasks and making sure the restaurant was ready for guests.
23 January 2025	<ul style="list-style-type: none"> I pick up the linens and set up the tables and 	<p>Knowledge</p> <ul style="list-style-type: none"> I understood the importance of teamwork when delivering

	<p>waters that are needed in the lunch operation.</p> <ul style="list-style-type: none"> I help to fold the table napkins and bussing out and delivering the food into the center station. 	<p>food to the center station and helping with the flow of service.</p> <p>Skills</p> <ul style="list-style-type: none"> I improved my multitasking abilities by bussing out and assisting in food delivery to the center station during service. <p>Values</p> <ul style="list-style-type: none"> I showed commitment by making sure all tasks were done properly and efficiently for the lunch operation. I displayed responsibility by ensuring the tables were ready, water was replenished, and tasks were completed in time for service.
24 January 2025	<ul style="list-style-type: none"> I pick up the linens and set up the tables, waters and oshibori that are needed in the lunch operation. I help to fold the table napkins and bussing out and delivering the food into the center station. 	<p>Knowledge</p> <ul style="list-style-type: none"> I became more familiar with the flow of service, understanding how the setup contributes to a smooth dining experience. <p>Skills</p> <ul style="list-style-type: none"> I enhanced my multitasking abilities by assisting with bussing out, folding napkins, and delivering food to the center station during the lunch operation. <p>Values</p> <ul style="list-style-type: none"> I displayed commitment by staying focused on my tasks, from setting up to helping deliver food and keep the operation running smoothly.
25 January 2025		Knowledge

	<p>On this day our assistant manager gives me tasks that I should buddy with ate bea or in the servers/cashiers in the dining area. I should monitor how to do the sitting the guest, presenting the menu, taking orders and serving the order.</p>	<ul style="list-style-type: none"> • I learned the fundamentals of guest seating in the dining area, understanding how to greet and escort guests to their table. • I gained knowledge of how to present the menu clearly and professionally, helping guests understand their options. • I learned the process of taking orders accurately, including asking the right questions and noting special requests. • I became familiar with how orders are served, ensuring that food is delivered promptly and correctly to guests.
		<p>Skills</p> <ul style="list-style-type: none"> • I developed communication skills by observing and learning how to interact with guests, present menus, and take orders. • I worked on my teamwork skills by assisting and collaborating with Ate Bea and other servers to ensure smooth service. <p>Values</p> <ul style="list-style-type: none"> • I showed responsibility by closely following the tasks assigned by the assistant manager and ensuring I understood each part of the process. • I displayed commitment by staying focused and learning from Ate Bea, making sure I carried out my tasks with care and attention. • I exhibited teamwork by working alongside others, supporting the smooth

		running of the dining operation.
26 January 2025	<p>Before the operation starts, my co-intern lorence thought me the way where to pick up the pastries like cakes, because we have a reservation that had birthday and we give a cake as a complementary cake. It is sunday so we have sunday brunch, si guil assign me in the teppanyaki to take orders from the guest and serve it to them. It was a great experience to be in the teppan. And then after brunch, Sor guil told me that I should report to him every 3 days what have I learn in the dining area.</p>	<p>Knowledge</p> <ul style="list-style-type: none"> I learned where to pick up pastries, especially for guests celebrating special occasions like birthdays. I gained experience in Sunday brunch operations, understanding the flow of service during a busy period. I learned how to take and serve orders in the teppanyaki section, which required coordination and attentiveness. I understood the importance of reporting my progress, as instructed by Sir Guill, to track my learning and improvement. <p>Skills</p> <ul style="list-style-type: none"> I developed navigation skills by familiarizing myself with different areas in the restaurant, including the pastry pick-up location. I improved my order-taking and serving skills by working in the teppanyaki section and ensuring guests received their food correctly. I practiced time management by balancing multiple tasks during a fast-paced Sunday brunch service. <p>Values</p> <ul style="list-style-type: none"> I demonstrated initiative by learning new tasks, such as picking up pastries and assisting in the teppanyaki section.

		<ul style="list-style-type: none"> • I showed responsibility by following instructions and ensuring I completed my assigned duties efficiently. • I practiced adaptability by handling different roles, from assisting with a birthday reservation to taking orders at the teppanyaki station.
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Prepared by:

NICOLE ALYSSA F. LOPEZ
Student Intern, BSHM 4D

Date: January 25, 2025

Noted by:

GUILLERMO CABALLERO
Yakumi Assistant Manager

Date: January 27, 2025

INTERNSHIP JOURNAL

SOLAIRE RESORT AND CASINO

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Second Semester
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VI. Internship Weekly Journal Report

Name of Student Intern: LOPEZ, NICOLE ALYSSA F.

SIPP Coordinator: Amylin E. Infortuno

HTE: Solaire Entertainment City

Job Description: Food and Beverage Intern

Period Covered

Days: January 15, 2025 – January 19, 2025

Hours: 41

1. OBJECTIVES

- Learn about Solaire Resort and Casino, its rules, and how it works.
- Help in the restaurant by assisting with service and making sure guests are happy. Learn about Japanese food and how the restaurant operates.
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2. REFLECTION FROM THE OBJECTIVES

- During the orientation at Solaire Resort and Casino, I learned about the company's values, rules, and how it operates. Solaire follows the FIRST values, which stand for Focus, Integrity, Respect, Steadfastness, and Teamwork. These values guide employees in delivering excellent service:

Focus – Paying attention to details and ensuring that guests receive the best experience.

Integrity – Being honest and responsible in all tasks.

Respect – Treating guests and colleagues with kindness and professionalism.

Steadfast – Staying committed and determined to provide high-quality service.

Teamwork – Working well with others to create a smooth and enjoyable experience for guests.

Understanding these values helped me see the importance of professionalism and commitment in the hospitality industry.

During my deployment at Yakumi, the first thing I learned was how to properly set the table with a table napkin, chopsticks with a rest, and a soy dish. This small but important detail helped me understand the precision and care needed in restaurant service. I also learned about Japanese cuisine, food presentation, and how the restaurant operates. This experience taught me the importance of focus in providing good service, teamwork in working with my colleagues, and respect in dealing with both customers and staff.

Overall, this internship gave me valuable insights into hospitality and customer service. By applying Solaire's FIRST values, I was able to improve my skills and gain confidence in a professional work environment. This experience will be very useful for my future career.

Date	Tasks Accomplished	Knowledge, Skills, Values Learned
15 January 2025	<ul style="list-style-type: none"> First day of orientation about the hotel and their visions, missions and core values. They tell us what department we are. 	<p>Knowledge</p> <ul style="list-style-type: none"> I learned about the hotel's vision and mission, which helped me understand the hotel's goals and purpose. I became familiar with the hotel's core values, which guide how the hotel operates and treats guests. I was informed about my department assignment and the role it plays in the overall operation of the hotel. <p>Skills</p> <ul style="list-style-type: none"> I developed a better understanding of the hotel's goals and culture, helping me align with its objectives. I practiced communication skills by listening carefully during the orientation and asking questions when needed. I worked on being adaptable, as I need to adjust to the department I'm assigned to and collaborate with different teams. <p>Values</p> <ul style="list-style-type: none"> I recognized the importance of teamwork and how it's essential to work well with my department colleagues.

		<ul style="list-style-type: none"> I understood the need for professionalism, as knowing the hotel's goals helps me contribute effectively.
16 January 2025	<ul style="list-style-type: none"> Second day of our orientation we have an exam about the solaire and how many outlets are there in solaire and rooms. We know our designated outlets. 	<p>Knowledge</p> <ul style="list-style-type: none"> On the second day of orientation, I learned about the different outlets and rooms at Solaire and took an exam to test my knowledge. I became familiar with the designated outlet I will be working in, which helped me understand its role and importance within Solaire. <p>Skills</p> <ul style="list-style-type: none"> I practiced study and recall skills by preparing for and taking the exam. I improved my attention to detail, learning the number of outlets and rooms and their respective functions. <p>Values</p> <ul style="list-style-type: none"> I showed responsibility by studying for the exam and being prepared to learn about Solaire's operations. I developed a sense of pride in knowing my designated outlet and understanding how it fits into the overall service at Solaire.
17 January 2025	<ul style="list-style-type: none"> 1st day as an intern in Yakumi outlet in Solaire Entertainment City. I woke up early because I need to buy a combination lock at 7 eleven before purchasing locker in Solaire, and I also bought toothbrush and 	<p>Knowledge</p> <ul style="list-style-type: none"> How to purchase and secure a locker in Solaire as an intern. Proper process for getting and wearing the Forbes black uniform. Picking up linens needed for restaurant operations.

	<p>toothpaste for me to use after eating lunch. When I arrive at the hotel, I go to the HR to ask how to purchase a locker, then she told me to look for the green locker with a sign that says "vacant" and take a picture on the back of the lock and then come back to the HR and tell the number of the locker and tell them the number on the back of the lock that I took. I sign a paper about the non-team member locker declaration and give me the combination if the lock so that I can replace it with my newly bought lock. After that I go to the Wardrobe team to get my Forbes black uniform and change on the female changing room. After changing I went to the casino floor or the 1st floor to enter in the kitchen of the Yakumi outlet. Then I help Ma'am Nyler and other intern Lorence to pick up the linens that we are using in the day's operation. When we arrive at our outlet Ma'am Nyler thought me how to arrange the place mats onto the tables and then thought me on how to do their table set up. Then Lorence an intern thought me how to fold their table napkins. And then we had a short team briefing, I introduce myself and then they discuss about the dinner allocations and of</p>	<ul style="list-style-type: none"> The correct table setup and arrangement of placemats, utensils, and napkins in Yakumi. Understanding the team briefing process, including dinner allocations and reservations. <p>Skills</p> <ul style="list-style-type: none"> Following instructions and procedures (e.g., securing a locker, signing documents, and getting the uniform). Basic table setting skills, including arranging placemats, utensils, and folding napkins. Teamwork and communication by working with fellow interns and staff. Time management by arriving early, preparing essentials, and following the workflow. Observation and learning by paying attention to how things are done and applying them. <p>Values</p> <ul style="list-style-type: none"> Responsibility-Waking up early and preparing personal necessities for the day. Initiative-Asking HR for guidance on getting a locker and following through with the process. Respect-Following workplace rules and cooperating with supervisors and colleagues. Teamwork-Assisting with linens, table setup, and participating in the team briefing. Commitment to learning-Willingness to absorb new
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	<p>how many reservations we have. And then we refill the water at the center station and then the operation for the dinner began and at 7pm I went home.</p>	<p>knowledge and improve skills in hospitality.</p>
18 January 2025	<p>My 2nd day as an intern in Yakumi outlet in Solaire Entertainment City. I woke up early because I waited for other interns that I made friend of during the orientation to guide them in getting a locker. When they arrive at the hotel, and they got their lockers, we go to the Wardrobe team to get our Forbes black uniform and change on the female changing room. After changing we went to the casino floor or the 1st floor to enter in the kitchen of the Yakumi outlet and then when there is still no people, we went to the linen pick up section to see if Lorence was there, then we saw him and help him pick up Yakumi's linen for this day, after that we all go to the Yakumi outlet and start the everyday arrangement of the dining area. We refill the water in the center station at 10am-10:30 am and then we do oshibori and folding table napkins.</p> <ul style="list-style-type: none"> • . 	<p>Knowledge</p> <ul style="list-style-type: none"> • I became familiar with the daily tasks involved in preparing the restaurant, including picking up linens and setting up the dining area. • I gained insight into restaurant operations, like refilling water, folding napkins, and preparing oshibori towels for guests. <p>Skills</p> <ul style="list-style-type: none"> • I practiced teamwork by working with Lorence and other interns to gather linens and prepare the dining area. • I improved my attention to detail by ensuring tasks like napkin folding and water refills were done properly. • I worked on my time management by following the daily routine and completing tasks on time. <p>Values</p> <ul style="list-style-type: none"> • I demonstrated teamwork by collaborating with my colleagues to get the restaurant ready for the day. • I displayed commitment by being punctual, preparing for the day's tasks, and staying focused on my role. • I showed helpfulness by assisting with various tasks and ensuring everything was set up smoothly.

19 January 2025	<ul style="list-style-type: none"> We have Sunday brunch this day so we woke up early because our time in is 9:30, after the morning prep, we did the oshibori and table napkin that we pick up before going to our outlet and then when the guest comes, we were so busy, I do tye buss out and water refilling while doing oshibori. Then at 2pm we had a lunch break, at 3pm when the guest is gone, we closed our outlet and the housekeeping clean the floor. 	<p>Knowledge</p> <ul style="list-style-type: none"> I learned about the preparation process for Sunday brunch, including morning prep, oshibori, and table napkin folding. I became familiar with the busy environment of handling high guest volume during brunch service, managing tasks like bussing out and refilling water. I understood the post-service cleanup process, including closing the outlet and coordinating with housekeeping to clean the floor. <p>Skills</p> <ul style="list-style-type: none"> I developed multitasking skills by balancing bussing out, water refilling, and preparing oshibori at the same time. I improved my time management skills by efficiently managing my tasks and responsibilities during the busy brunch period. I practiced teamwork by working together with other team members to get the outlet ready and serve guests. <p>Values</p> <ul style="list-style-type: none"> I showed dedication by waking up early, preparing well, and staying focused during the busy service hours. I demonstrated responsibility by doing my tasks, such as bussing out and water refilling, without neglecting my other duties.
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		<ul style="list-style-type: none"> • I displayed cooperation by working closely with the team to ensure everything ran smoothly from start to finish.
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Prepared by:

NICOLE ALYSSA F. LOPEZ
Student Intern, BSHM 4D

Date: January 13, 2025

Noted by:

GUILLERMO CABALLERO
Yakumi Assistant Manager

Date: January 20, 2025

VII. Attachments (ALL INTERNSHIP REQUIREMENTS)



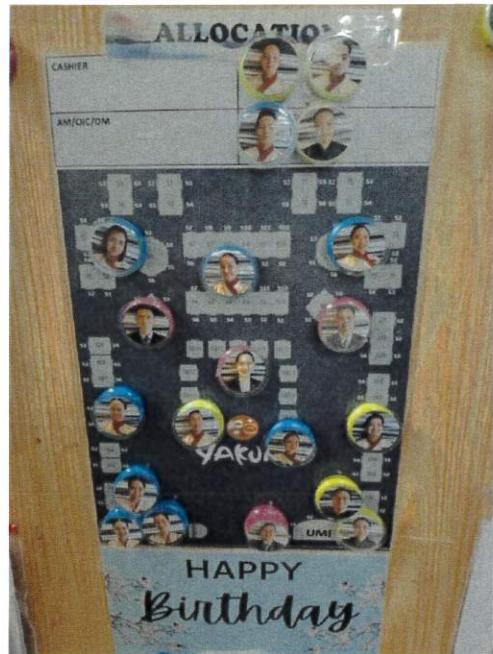
Our first orientation at the forum hall at Solaire

January 15, 2025



Our second day orientation at the training room of solaire.

January 16, 2025



This is my 3rd day in the operation at Yakumi

January 19, 2025