

Portfolio Final

by Eremia-Alex Avram

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Reflective Portfolio

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Element 1: Customer Service Skills

Pursuing culinary education and gaining experience in the food service sector has afforded me the opportunity to acquire invaluable customer service acumen that I anticipate will prove advantageous in my future endeavours. The food service sector is characterised by a high regard for customer contentment, and thus, the ability to engage with patrons in a refined and respectful manner is paramount (Stec, 2023).

Through a series of experiential learning opportunities, I have acquired the ability to proficiently communicate with clients, anticipate their requirements, and deliver optimal service. Undoubtedly, the acquisition of these skills shall prove to be advantageous in my relentless pursuit of a vocation in the food service sector. How? provision of customer service is an indispensable facet of any enterprise, as it has a direct bearing on the contentment and allegiance of patrons. To achieve excellence in this domain, it is imperative to possess specific proficiencies that facilitate efficacious communication and adeptly resolving predicaments. Insert example

I am of the conviction that I possess a particular aptitude, namely empathy. Empathy is a cognitive and affective capacity that enables individuals to comprehend and commiserate with the emotions and viewpoints of others. The ability to cultivate empathy is a valuable asset in any profession that involves interpersonal communication, as it enables one to establish a rapport with others and foster positive relationships. Within my current occupational sphere, I have been afforded the opportunity to amass a comprehensive repertoire of erudition and competencies, which have facilitated my adeptness in the art of resolving complex issues. The obstacles that I have confronted within this particular field have played a pivotal role in refining my aptitude to proficiently discern and rectify problems. Consequently, I have cultivated a discerning acumen for analytical reasoning and have acquired proficiency in formulating ingenious resolutions to intricate predicaments. (Stec, 2023) Evidence required

The attainment of aptitude in the realm of communication is a highly prized asset that I have procured through my various encounters. Insert example engaging in discourse with individuals hailing from heterogeneous social strata has broadened my erudition and comprehension of sundry cultures. Moreover, I have assimilated novel idioms and lexicon that have augmented my lexicon. Proficient communication is a potent instrumentality that can assist individuals in surmounting a diverse array of obstacles. By means of interpersonal exchange, individuals are able to articulate

Awk.

Microsoft Settings

Avoid using anecdotal language, instead focus on ensuring you communicate your point. Avoid descriptive language. Outline

experiences and developments derived from your personal experience.

Work is repetitive, you are using several sentences to communicate essentially the same point.

Your citations should come before the full stop

2

their cognitive processes, emotional states, and conceptual frameworks, and collaborate in order to arrive at resolutions for intricate predicaments. As per my acquired knowledge, effective communication can serve as the pivotal factor in resolving a myriad of issues. Insert example tion of transparent and candid dialogue, whether in the context of a personal boundary or a vocational obstacle, has the potential to foster a sense of reliance and confidence. As the years have passed, I have developed a proficiency in the art of exhibiting forbearance. The acquisition of this particular aptitude has been the result of a multitude of diverse encounters and obstacles that I have encountered and surmounted. The possession of patience is a crucial attribute as it enables an individual to maintain a state of equanimity and composure amidst challenging circumstances. Furthermore, it facilitates an individual's ability to persist in the face of challenges and attain their objectives. (Widmer, 2023)

At a certain juncture, I was confronted with a predicament whereby I inadvertently conflated an order I had received at the establishment where I was employed with another order. Upon the arrival of the cuisine by the wait staff, the patrons exhibited signs of agitation and vexation, adamantly declining to exchange their respective dishes. I engaged in a composed and deliberate dialogue with them, elucidating that the error in question was of my own doing, as our workload was particularly demanding at the time. Good resolution of the disagreeable circumstance was facilitated by virtue of my adeptness. By virtue of possessing such adept abilities, the patrons of the dining establishment at which I was employed were consistently content with the level of service we provided.

Element 2: Customer Service Experience

Working in a Romanian restaurant in England was an experience that I had some time ago. Throughout my tenure, I was afforded the privilege of acquiring knowledge pertaining to the customs and gastronomy of Romania. The encounter was a distinctive occurrence that facilitated my complete involvement in an alternative civilization and enabled me to acquire a fresh outlook on the globe. The eatery was a bustling centre of commotion, as patrons flocked to sample the delectable cuisine hailing from Romania. In the course of my recent sojourn to a nearby eatery, I had the good fortune to acquire a veritable cornucopia of erudition and expertise. Insert example (Bernazzani, 2022)

During the duration of my stay, I had the opportunity to meticulously examine and acquire knowledge pertaining to diverse facets of the culinary realm, encompassing the intricacies of cuisine composition and exhibition. A particular encounter has afforded me a distinctive occasion to broaden my comprehension of the gastronomic realm and acquire invaluable discernments into the intricacies of a dining establishment. The establishment in question afforded me a varied spectrum of duties throughout my tenure. One of my principal responsibilities entailed the operation of the cash register, whereby I was entrusted with the task of managing customer transactions and processing payments. Notwithstanding, amidst periods of heightened activity, I also assumed the position of a server, furnishing patrons with solicitous and expeditious assistance. (Umiten, 2023)

In totality, my encounter at this dining establishment facilitated the cultivation of a multifaceted proficiency and the ability to acclimatise to a diverse array of duties and obligations. In the course of this unit, we were afforded a singular occasion to engage with a heterogeneous clientele, encompassing individuals of diverse nationalities. This particular encounter has demonstrated itself to be a formidable yet gratifying endeavour. Why? We were persistently confronted with novel and unaccustomed circumstances on a day-to-day basis. The weekends were a favoured occasion for organising diverse social gatherings, including but not limited to soirées, nuptials, and christenings. These events presented a chance for individuals to congregate and commemorate significant milestones in their existence. (Toporek, 2020)

Weekends provided an opportune occasion to convene with companions, be it a jubilant nuptial celebration, a spirited festivity, or a solemn christening. In the present context, the gastronomic encounter was notably unique. Instead of a fixed menu, the process of selecting dishes was a joint endeavour between the patrons and the establishment. The temporal constraints imposed on the presentation of menu options introduced a degree of organisation to the cognitive task of making a selection. Within the realm of professional endeavours, the quality of collegiality holds a paramount significance that must not be disregarded. The adeptness to effectively collaborate with peers can significantly augment the professional milieu and ultimately accrue advantages for the patrons. The congeniality among colleagues fosters a palpable atmosphere of concordance that resonates throughout the workplace. The cultivation of a favourable ambience has the potential to yield heightened efficiency and contentment among employees. How? by engendering superior calibre provisions for patrons. Henceforth, it is imperative to accord primacy to amicable and collaborative relationships among colleagues in the professional milieu, in order to guarantee a prosperous and gratifying vocation. (Abdalla, 2022)

Element 3: Guest Feedback

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Awk.

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You have not developed on your reflection.

The acquisition of constructive criticism is a pivotal facet of any professional milieu, and throughout my time at the establishment, I was privileged to obtain a significant quantity of feedback. In the contemporary era of digitization, feedback can emanate from a plethora of diverse origins. As a conscientious individual striving for self-improvement, it behoves one to take into account a comprehensive array of feedback mechanisms, encompassing both interpersonal exchanges and virtual evaluations. The aforementioned sources possess the potential to furnish invaluable perspectives concerning domains of proficiency and inadequacy, thereby enabling the implementation of focused endeavours towards enhancement. The provision of feedback, whether in face-to-face or digital settings, is an indispensable element in the process of advancing one's personal and professional development. (Pulikonda, 2019)

The diverse perspectives articulated by patrons carry considerable weight for both the proprietors of the dining establishment and me, in my capacity as a member of the restaurant personnel. The recollection of a specific viewpoint has endured within my consciousness throughout the passage of time. The matter concerns a previous associate whose appearance was deemed unsatisfactory on account of a shirt that had not been properly pressed. The occurrence has indelibly imprinted itself upon my psyche. In the realm of business, it is of utmost importance to establish a favourable impact on one's clientele. Therefore, it is imperative for individuals to meticulously consider their physical manifestation and manner of exhibiting themselves. (Ramroop & Writer, 2023)

It is imperative to exercise mindfulness. Regarding one's attire and overall grooming. By engaging in such conduct, individuals can guarantee that they consistently project a demeanour that is agreeable to their clientele. Exhibiting a heightened level of meticulousness can significantly contribute to the cultivation of confidence and the fostering of robust rapport with patrons. In light of this, it is imperative to allocate due significance to the matter at hand. It is a commonly accepted notion that within the realm of dining out, the holistic encounter holds paramount significance. From the inception of your arrival to the cessation of your departure, every minutia must be executed with impeccable precision. The comprehensive elements encompassed in this context comprise the visual representation of the comestibles and potables, and the sartorial choices of the serving personnel. The harmonious convergence of these constituent factors is an indispensable prerequisite for the realisation of a genuinely delightful gastronomic affair. The import of a patron's viewpoint cannot be exaggerated, for it is the patron who wields the ability to circulate intelligence regarding their dining encounter and conceivably enhance its standing with mere utterances. Fundamentally, the viewpoint of the patron holds the power to either establish or dismantle the triumph of a dining establishment. (Wonderflow, 2019)

The receipt of feedback, regardless of its valence, is a crucial component of both individual and occupational development. Whilst affirmative feedback may serve to enhance an individual's self-assurance and overall sense of well-being, adverse feedback can be equally advantageous in pinpointing specific areas that necessitate refinement. It is of utmost importance to adopt a receptive mind-set and a proclivity for personal development when confronted with unfavourable criticism. Based on my personal experience, I have consistently regarded negative feedback as a prospect for enhancement rather than a detriment. Rather than succumbing to feelings of discouragement or defensiveness, I endeavour to comprehend the feedback and its underlying rationales. I engage in a process of self-evaluation to assess my performance and discern areas that warrant refinement. Through this action, I have the ability to transform a pessimistic outlook into a more positive one. Within the realm of the culinary arts, it is of utmost importance that those in managerial positions exhibit a willingness to receive and consider feedback from patrons. The reason behind this is that disparaging remarks possess the potential to exert a substantial influence on the standing of the establishment. Given the circumstances, the restaurant's management has adopted a proactive stance towards mitigating unfavourable feedback. The proprietors have undertaken a deliberate endeavour to enhance any facets of the dining establishment that have been subject to censure by patrons. The unwavering dedication towards perpetual enhancement is truly praiseworthy, as it showcases an unyielding commitment towards delivering an unparalleled experience for the esteemed patrons. In my estimation, the endeavours of the restaurant's managerial staff to confront unfavourable commentary serve as a demonstration of their dedication to upholding a standard of excellence within the culinary sphere. (Peterson, 2023)

Element 4: Viva

References

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Very little depth on Guest Feedback and its importance



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Over reliance on online sources that have questionable credibility.

Portfolio Final

GRADEMARK REPORT

FINAL GRADE

31 / 100

GENERAL COMMENTS

Instructor

Late Submission - will be capped at 40.

Poor engagement with essential reading. Gaps in knowledge of the basic underlying concepts and principles, with flawed or superficial understanding. Some significant inaccuracies and/or irrelevant material.

Largely descriptive work, with superficial evaluation of the underlying concepts and principles.

Rudimentary application of taught, basic methods, materials, tools and/or techniques but without consideration and competence. Flawed appreciation of the context of the application.

Weak evidence of different approaches to problem-solving in particular contexts.

Work is poorly presented in a disjointed manner. It is loosely, and at times incoherently, structured, with information and ideas often poorly expressed.

1. Engagement with Literature Skills 3/10

Your work must be informed and supported by scholarly material that is *relevant* to and *focused* on the task(s) set. You should provide evidence that you have accessed an appropriate *range* of sources, which may be academic, governmental and industrial; these sources may include academic journal articles, textbooks, current news articles, organisational documents, and websites. You should consider the *credibility*

of your sources; academic journals are normally highly credible sources while websites require careful consideration/selection and should be used sparingly. Any sources you use should be current and up-to-date, mostly published within the last five years or so, though seminal/important works in the field may be older. You must provide *evidence* of your research/own reading throughout your work, using a suitable referencing system, including in-text citations in the main body of your work and a reference list at the end of your work.

Guidance specific to this assessment: *Use a range of academic sources relevant to culinary skills and customer service, including journal articles, textbooks, and online resources, to support your reflections and analysis. You should demonstrate the ability to evaluate and reflect on the literature to develop your understanding of customer service, communication, and problem-solving in a culinary context.*

Use appropriate referencing and citation methods, following the IHM's UWTSD Harvard Referencing Guide, to acknowledge the sources used in your portfolio.

2. Knowledge and Understanding Skills 10/30

At level 4, you should be able to demonstrate knowledge of the underlying concepts and principles associated with your area(s) of study. *Knowledge* relates to the facts, information and skills you have acquired through your learning. You demonstrate your *understanding* by interpreting the meaning of the facts and information (knowledge). This means that you need to select and include in your work the concepts, techniques, models, theories, etc. appropriate to the task(s) set. You should be able to explain the theories, concepts, etc. to show your understanding. Your mark/grade will also

depend upon the *extent* to which you demonstrate your knowledge and understanding.

Guidance specific to this assessment: You should demonstrate an understanding of the principles of customer service in the hospitality industry, including effective communication, problem-solving, and relationship-building. Apply relevant theories and concepts related to customer service, communication, and problem-solving in your reflections and analysis. Identify areas of strength and weakness in your knowledge and understanding of customer service and culinary skills and reflect on how you have developed during your placement.

3. Cognitive and Intellectual Skills 5/10

You should be able to present, evaluate and interpret qualitative and quantitative data, in order to develop lines of argument and make sound judgements in accordance with basic theories and concepts of your subject(s) of study. You should be able to evaluate the appropriateness of different approaches to solving problems related to your area(s) of study and/or work. Your work must contain evidence of logical, analytical thinking. For example, to examine and break information down into parts, make inferences, compile, compare and contrast information. This means not just describing what! But also justifying: Why? How? When? Who? Where? At what cost? You should provide justification for your arguments and judgements using evidence that you have reflected upon the ideas of others within the subject area and that you are able to make sound judgements and arguments using data and concepts. Where relevant, alternative solutions and recommendations may be proposed.

Guidance specific to this assessment: Analyse and evaluate your personal learning outcomes and experiences during your placement, including the challenges and opportunities you encountered.

Use
critical thinking skills to reflect on your customer service skills, your ability to solve problems, and your communication skills in a culinary context.

Evaluate
how your placement has influenced your attitudes and beliefs towards customer service and the hospitality industry.

4. Practical Skills 8/25

At level 4, you should be able to apply the basic underlying concepts and principles to evaluate and interpret these within the context of your area of study. You should be able to demonstrate how the subject-related concepts and ideas relate to real world situations and/or a particular context. How do they work in practice? You will deploy models, methods, techniques, and/or theories, in that context, to assess current situations, perhaps to formulate plans or solutions to solve problems, or to create artefacts. This is likely to involve, for instance, the use of real world artefacts, examples and cases, the application of a model within an organisation and/or benchmarking one theory or organisation against others based on stated criteria.

Guidance specific to this assessment: You should demonstrate an understanding of how customer service skills can be applied in a culinary context, including the importance of effective communication, problem-solving, and relationship-building. Reflect on your practical experiences during your placement, including the tasks you

undertook, the challenges you faced, and the skills you developed. Evaluate the impact of your practical experiences on your development of customer service skills, and identify areas for future improvement.

5. Transferable Skills for Life and Professional Practice 5/25

Your work must provide evidence of the qualities and transferable skills necessary for employment requiring the exercise of some personal responsibility. This includes demonstrating: that you can communicate the results of your study/work accurately and reliably, and with structured and coherent arguments; that you can initiate and complete tasks and procedures, whether individually and/or collaboratively; fluency of expression; clarity and effectiveness in presentation and organisation. Work should be coherent and well-structured in presentation and organisation.

Guidance specific to this assessment: You should write this assignment as a reflective essay, provide your student name, number, module name and module code and assignment title. You should use a font of Arial 12 point. Justify your text, in order for your journal to look professional. Use 1.5 line spacing throughout the document. Spelling and grammar should be accurate.

Text Comment. Word count



Microsoft Settings

Be sure to adhere to the Microsoft Settings, Arial Size 12, Justified Text, 1.5 Line Spacing.

QM

Awk.

Awkward:

The expression or construction is cumbersome or difficult to read. Consider rewriting.

Text Comment. Avoid using anecdotal language, instead focus on ensuring you communicate your point. Avoid descriptive language. Outline experiences and developments derived from your personal experience.

QM

Grammatical Error

Grammatical Error

Text Comment. .

QM

How?

How?

QM

Insert example

An example here would have demonstrated a deeper knowledge and understanding.

Text Comment. Work is repetitive, you are using several sentences to communicate essentially the same point.

Strikethrough.

Text Comment. Your citations should come before the full stop



Comment 2

What were the obstacles, how did you overcome them?

QM

Evidence required

Evidence required

QM

Insert example

An example here would have demonstrated a deeper knowledge and understanding.

QM

Insert example

An example here would have demonstrated a deeper knowledge and understanding.



Comment 3

Can you tell me how you developed proficiency in the art of forbearance?

What diverse encounters and obstacles did you encounter and how have these impacted your understanding of customer service skills?

QM

Good

Good

QM

Awk.

Awkward:

The expression or construction is cumbersome or difficult to read. Consider rewriting.

QM

Insert example

An example here would have demonstrated a deeper knowledge and understanding.



Comment 4

You cannot reference your own experiences or reflection



Comment 5

from where?



Comment 6

Development required

Text Comment. You have not developed on your reflection.

QM

Why?

Why? More explanation required.

QM

How?

How?

QM

Evidence required

Evidence required



Why?

Why? More explanation required.



Awk.

Awkward:

The expression or construction is cumbersome or difficult to read. Consider rewriting.



Comment 7

why is this a positive?



Why?

Why? More explanation required.

Text Comment. Very little depth on Guest Feedback and it's importance



Comment 8

Consider if this is a valid source

Text Comment. Over reliance on online sources that have questionable credibility.