

BMGM4004

by Paulina Skoczek

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RA Dip CertHE International Gastronomy Management.
Assignment 1- Element 1- Reflective Portfolio of Practical Tasks.
Module: Placement: Restaurant Management –BMGM4004.
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Element

Microsoft Settings¹

Undoubtedly, the most precious feature of my placement has been working alongside the owners as a part of the team, which unleashed my creativity as well as boosted my engagement and work ethics. Murphy (2016) greatly supports the fact, that the ability to work together towards a vision is a key to the success of the establishment and a key to unprecedented outcomes. The author states, "Our mission in life is to offer our gifts to benefit one another, to create mutual gain in the world" My experience in Milliefogile reflects this breadth of view and supports my portfolio in a great measure because, throughout my placement both, myself and placement providers well supported each other to achieve successful outcomes. As an example, I have learnt a lot about business management strategies, business regulations, and marketing. Gallup (2013) investigation has found that, "businesses with a high level of employee engagement had 21% higher productivity rates" Unquestionably, I can truly support this because throughout my adventure with Milliefogile working as a part of the team made me feel enthusiastic about my work, motivated and strived to always do more and learn. The owners always made the learning experience fun and interesting. For instance, to increase business good reputation and customer satisfaction I managed to learn latte art techniques, which I applied every time when serving a customer to get to the crossbar set by the team. I feel fulfilled and this experience can only benefit me and my knowledge. The moment I felt particularly appreciated and played a vital role in the team was when I contributed to the creation of the online website of the Café. One of the owners asked me about my opinion, and potential suggestions on what could be improved and enhanced. They gave me a free will to lead the changes of the interiors of the business to attract more customers. This actively boosted my confidence and the assurance that my hard work and engagement was appreciated and is valuable for the success of the business. Sanyal, M.W Hisam (2018) in their research mentioned that "teamwork has the ability to enable the team members to have a higher level of emotional security". I strongly agree with this thesis and for the reason that during my placement I have become more comfortable with sharing my perceptions, promoting diversity, sharing ideas, experiences, insights and my knowledge. The team meeting has become something that I was actively looking forward to. I've learnt that by interfacing peer-to-peer opportunities I am able to grow professionally and personally. Therefore, I am honoured to say that team trust in the Milliefogile Café empowers and strengthens my hidden talents and improves my overall team performance to prepare me for future career.

How?

3

Good

Good

Insert example

Good

Awk.

Why?

Maniecka N. (2022) research states that, "team dynamics reflect the organizational culture". Therefore, I can proudly say that some of the team dynamics in MillieFogile are remarkable. Through my placement, I have managed to experience the cultural dimensions, which not only allowed to me see the team personalities but also it thought me that the respect in the work environment is vital for the team dynamics to be fortunate. The main values that we followed while working together is definitely trust and the ability to recognise and respect the value of our work. This strategy allows me to feel secure motivated and emotionally stable. Furthermore, in the atmosphere of mutual trust, I have noticed that the overall performance of the team was more productive and efficient. For example, the speed of service increased, so as the table rotation which all contributed to higher profit margin. Guests were satisfied with the service and the view of regulars and familiar faces just confirms the matter raised above.

How?

Insert example

Very good

4

5

Additionally, the ability to be transparent when communicating is another skill I have gained during my placement hours. However, I have noticed that in some situations for instance, stress in rush hours or the language differences, some parts of the communication go astray and put a pressure on the team physical and emotional well-being. Insert example my next goal to become a better team member is to work on engaged listening to be able to hear the emotions behind the words and learn to be aware of the individual differences and develop emphatic assertion to recognise my team's feelings and frame of mind. 6 Additionally, collaboration and leadership occur in many ways in Milliefogile Café. Awk. One of the best practices that I have practiced when working collaboratively was bringing different skill sets and backgrounds into the team and learning from each member experience. It was so fascinating to listen to the communication that Karmelo and Antonino had when working on the demanding Crue Super. According to (Covey.S 2007), who leadership in many evocative passages, "Leadership is communicating to people their worth and potential so clearly that they come to see it in themselves." I identify myself and my placement with this quote because, it sums up the importance of leadership that I experience in the Café from the beginning. High ambitions and expectations set up in the Café, precision, attention to details and perfectionism push me to become the better version of myself and inspire me to be a fantastic business owner in the future. Consequently, the communication, leadership and relationships that we have followed helped me to discover more about my self-awareness, my strengths and weaknesses and the way I can approach different circumstances in prospect.

Grammatical Error

Some of the main strengths of the team I have noticed in Milliefogile was definitely, similar work practices. By sharing the same work priorities and expectations our team achieved set goals, helping the business thrive on the market. Good is was easily noticed looking at the numbers of customers visiting the Café to try the popular Instagram Lattes and hand baked boutique desserts. Strong leadership was also highly visible strength. Karmelo and his skills to delegate tasks and control their implementation made me feel safe and encouraged me to work to the best of my abilities. It also favoured me to receive constructive feedback to learn from any mistakes I made. Insert example I created a healthy, trusting and enjoyable atmosphere. Another important skill that clearly shined through was determination. I have noticed that our team was very confident, patient when it came to task performance, knowledgeable and skilful. This ability made me feel no fear to take risks and apply new concepts to progress further in my career. Consequently, I am keen to expand my practices during my placement to contribute more to the positive achievements of the business. To achieve that I am looking forward to work closely with the company, get out of my comfort zones and take all required commitments to achieve breakthrough in my development. 7

In spite of the fact that the team was optimistic and successful there are shortfalls that need to be amended. As an example, there is lack of team activities events organised to build strong relationships, break barriers and boost the diversity. In one of the articles researched, Jason L (2020) informs his readers that, "by creating a platform for the team to socialise and interact regardless of cultural differences the employees are more likely to feel sense of connection. Very good In my opinion, this an accurate observation because at the moment I still have Contraction some of the other staff working in the Café and I feel that despite the fact that we share a workplace, we have little in common with each other. This negatively impacts on my performance and the overall success of the café because it closes my interactions channels and brings down the communication skills. Consequently, I will raise this concern to the owners hoping for a careful

consideration and a positive response to solve this matter scrupulously. 

Awk.

In conclusion, from this experience I have learnt that teamwork is the valued soft skill, foundation and a cornerstone of each business. attending my placement was very useful and an advantageous involvement that allowed me to understand that teamwork spreads the restaurant wings and empowers the business as well as personal and professional development in many ways. Also, it made me realise that bringing people from different backgrounds makes a big impact and helps achieve more targets and easily overcome obstacles. Furthermore, I came to the judgment that democratic style of management, which I have received in the Café, is the one that contributes to my skills of being a reliable and engaged team member. Regoli N. (2019) clarifies that ‘‘Improvements of up to 25% are possible by creating more engagement through the democratic process’’. As a result of this research, and the personal teamwork experienced during my placement I feel adequately influenced. All the knowledge I have secured will beyond any doubt, affect my future management practices. Therefore, I want to encourage my future employees to think creatively, I want to listen to their opinions and promote their views and act on them to raise staff morale and connect staff to their work. I believe that such an approach will use my skills for good and in future it will guide the employees to broaden their self-interest.

Specifically, how will your management practices be informed by what you have learned here.

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4. Khajeh E. (2018) "Impact of Leadership styles on Organizational Performance"
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FINAL GRADE

71 / 100

GENERAL COMMENTS

Instructor

You have provided a very good reflective piece of work. Successfully reflecting on your experience working as part of a restaurant team during your placement. You briefly discussed some of the dynamics of the team but could have discussed some individuals in more detail perhaps using a theory such as Belbins Roles to assist you with this. You discusses communication, leadership, and collaboration in good detail, although some areas required further examples. Your analysis of the strengths and weaknesses of the team were brief, more depth and discussion on them and how they impact the overall success of the restaurant. You provided a very good conclusion giving good consideration for what you learned about teamwork in a restaurant setting. You could have been clearer on how this experience might inform your future management practices. Overall, a very good piece of work.

Your cognitive intellectual skills are an area you could look at improving upon, your analysis was brief in areas.

You performed very well during your Viva, providing well thought out answers and examples.

I would also suggest meeting with study skills, you can book a 1-2-1 session [here](#), on how to incorporate the information you find into your work, there is incorrect use of quotes here, throughout, you could have paraphrased these.

1. Engagement with Literature Skills 7/10

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: Demonstrate a clear understanding of the relevant literature and theories related to restaurant management. Engage critically with the literature and draw upon it to support your arguments and reflections. Use appropriate referencing and citation practices to acknowledge the sources of your ideas. Use a minimum of 10 references.

2. Knowledge and Understanding Skills 22/30

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 a sound knowledge and understanding of the principles of restaurant management. Clearly articulate the challenges and complexities of working in a restaurant environment. Show evidence of learning and growth in your knowledge and understanding throughout your placement.

3. Cognitive and Intellectual Skills 6/10

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 own experiences and actions, drawing on critical thinking and problem-solving skills.

Demonstrate creativity and innovation in your approach to addressing challenges. Show evidence of reflective and self-aware thinking.

4. Practical Skills 18/25

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: Discuss specific examples of how you applied your knowledge and skills in a practical setting during your placement. Reflect on the effectiveness of your actions and identify areas for improvement. Demonstrate an understanding of the practical implications of theoretical concepts and ideas.

5. Transferable Skills for Life and Professional Practice 18/25

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

PAGE 1



Comment 1

Align centre or align right would be fine here for your cover page.

PAGE 2

QM

Microsoft Settings

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

QM

How?

How?



Comment 2

What is your placements vision?



Comment 3

Do you think the author of the quote was referring to colleagues or customers?

QM

Insert example

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



Good

Good



Good

Good



Insert example

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



Good

Good



Awk.

Awkward:

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



Why?

Why? More explanation required.



How?

How?



Insert example

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



Very good

Very good



Comment 4

Do you collect feedback? How?



Comment 5

What do you mean by transparency when communicating here?



Insert example

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



Comment 6

How will you do this?

QM

Awk.

Awkward:

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

QM

Grammatical Error

Grammatical Error

QM

Good

Good

QM

Insert example

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



Comment 7

You need to be more specific here with how?

QM

Very good

Very good

QM

Contraction

A contraction is a shortened form of a word (or group of words) that omits certain letters or sounds. In most contractions, an apostrophe represents the missing letters. Do not use contractions in your academic writing.

PAGE 4



Comment 8

What would you suggest as a team building activity for the workplace?

QM

Awk.

Awkward:

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

Text Comment. Specifically, how will your management practices be informed by what you have learned here.

PAGE 5



Microsoft Settings

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



Comment 9

Incorrect format.