

Assignment 1: Student Journal

Does the required skill set of a Food & Beverage employee change, based on the type of business and the type of service that is offered?

Food & Beverage Operations (BMIH4002)

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Word count: 762

The purpose of this reflective essay is to compare a job role in different types of restaurants and to determine whether the required skill set of an employee change based on the type of business and the type of service that is offered. One of the restaurants it is The Ivy, with a high standard service firstly opened in 1917 as a café. Further on, in 2014 they turned The Ivy to a wider audience, they are offering “wonderful food, impeccable service and a vibrant atmosphere”. (The Ivy Collection) The other restaurant it is Cosmo Buffet Restaurant, with a different type of service which is assisted service. Cosmo was opened in 2003, and has expanded through UK. “From families and foodies to couples on a date night and big groups, COSMO has something for everyone”. (COSMO, 2023) The job role chosen to be discussed and compared in the two restaurant it is the waiter.

Nowadays, the restaurants are playing a very important role in our life as it is very accessible, we go several times out to socialize, to eat and drink. I think for everyone the restaurant it is a place to relax, enjoy the time with friends and family, but also with colleagues or business partners. (John Walker, 2013) The service method that The Ivy has, it is the table service, where the customer enters and it is seated, orders from the menu, the service it is made by staff, dining at laid cover and the clearing it is made by staff as well. (David Foskett, p. 225, 2021) The role of a waiter is vital to ensure exceptional dining experiences for customers. To be a waiter at the Ivy, a fine dining restaurant, it is not very easy, it is very challenging but also very good to develop yourself, as they provide further training so you can learn something new every day and can step up if you want to. In my experience, the role of a waiter at the Ivy demands a defined skill set, which includes a combination of soft and hard skills. The menu knowledge, including ingredients, preparation methods and wine pairing, to be a team player, fast learning, multitasking, positive, which are hard skills. Also, this job requires some soft skills as well: problem solving, work well in group, team leadership, communications skills. (Harri, Waiter at The Ivy) In contrast, Cosmo offers a buffet style dining experience with diverse range of cuisines. It is very different as there it is an assisted service, which means that the customers enters and it is seated, orders from menu, buffet, the service it is a combination of staff and customer, the dining it is a laid cover and the clearing also by staff. The waiter job at the Cosmo requires a combination of soft and hard skills, hard skills: positive, efficient, organized, to keep

tables clean, clear used dishes, refill buffet station. Soft skills: good customer service, flexibility, communication skills. (Cosmo, 2023) The Food and Beverage refers to a range of styles and cuisine types, includes all alcoholic and non-alcoholic drinks. The main thing for Food and Beverage in every hospitality it is very important the menu, the ones who prepares the food and drink, between them it needs to be always communication to satisfy the customer needs. (John Cuisine, 2020) Comparing this job role in these two types of restaurants depends on the customer needs and expectations as well, if they want a good location, if they want to spend more, the service they expect to have. For example if the customer wants a full service and to be attentive with all their need and questions, skilled, to enjoy good food they can choose to the Ivy restaurant, while on Cosmo restaurant it is a limited service, as soon as you are seated and order drinks, the customer needs to go and choose what food to eat, to take the sauces themselves. I enjoy every time I go to the Cosmo, as it is an all you can eat buffet. Food and beverage service has also an important role in providing customer experience, as well as knowledge about what you are serving to the customer, to show that you care about them. (David Foskett, p. 221, 2021)

As a result of this reflective essay, the required skill set of a Food and Beverage employee does change based on the type of the business and the service that is offered, also offers different types of dining experiences. Furthermore, as mentioned in the essay, the required skill will also differ based on the type of service, for example a buffet style restaurant like Cosmo, will require employees to take orders from the guests, serving drinks, refill the food stations, while on a table service restaurant will require communications skills, to work with the team, to provide a quick service and to be professional.

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