

University of Wales Trinity Saint David

MANAGING ENTERPRISE IN 21ST CENTURY

Student's Name: Md Zahirul Islam

Student's ID: 1706502

Lecturer's Name: Molly Jack

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Introduction

The reflective study is helpful for the students to analyse their activities and find out any drawbacks. Based on it, students can develop ways to mitigate the problems and enhance their skill, which can be effective in personal and professional development (Coulson and Harvey, 2013). In the United Kingdom, job as a waiter in an Indian restaurant needs range of skills in order to communicate with customers, provide effective services to them and maintain professionalism. This reflective study is going to focus on different personal and employability skills required as waiter in an Indian restaurant, the skill gaps of mine and process of improvement those.

Job role as waiter in an Indian restaurant

In the United Kingdom, the Indian restaurant can be a good business because there are many Indian residents who reside in the country who can be attracted to that restaurant (Chhabra *et al.* 2013). Apart from this, the UK residents can also go to the restaurant to taste Indian dishes. Therefore, working as a waiter in an Indian restaurant can be a challenging job and I need to deliver services to a range of customers. Apart from this, I need to work with my colleagues collaboratively who come from different cultural background. In this context, I need to have certain personal and professional skills in order to deliver effective services to the customers and also work with different types of people. I need to have good communication skill in this process along with effective team working and time management skill. Along with this, I need to multitask often and have ability to resolve any conflict with the customers and my colleagues. I also need to be quick to serve the dishes and take orders and a good memory can enhance my efficiency in this process. Therefore, I need to develop my personal and professional skills and find out the gaps to fulfil those.

Required employability skills

In order to heighten the possibility of getting employed, a number of employability skills are required. In my opinion that employability skills like communication skills, quality of working as a team member, time management are considered as the skills through which an employee can get opportunity to expand their opportunity.

Communication skill: In relating to get employed in an Indian restaurant, as a waiter good communication skills are required (Coulson and Harvey, 2013). It can be added that the candidate is essentially required the specific language of the country. In addition to that, I am also required to learn various languages which have international demand. It can be added that I

have a problem of smooth communication system. Communication skills will be applied to make contact with the customers as per realization of the order of the customer.

Team working: In order to increase the efficiency of teamwork, an employee is needed to sacrifice his own interest and take efficient role in team (Cottrell, 2015). On the other hand, an employee has to ready with the mentality to do any type of job role as per requirement of his/ her team. It can also be added that in order to be a good team member, an employee is needed to the mentality to match with the other employee as well as having cooperative approach. I think I have a quite problem of working as a team such as collaboration problem.

Time management: An important skill of the employee can be mentioned as the time management. Skill of time management can make a person punctual in his or her personal and professional life. Time management can be specified as the quality to do the entire task in a certain time limit (Jackson, 2015). I think that I can easily assess the importance of the work as well as the matter that where it is needed to provide more time to or more efficiency and where to not. On the contrary, I have to improve time management in terms of improving the work efficiency.

Customer service: In the service-based profession like waiter in a hotel, an employee has to know the efficiency to make rapport with the customer. Apart from that an employee such as waiter is needed to have the ability to know the requirement of the customers. I think that duty of the employee is to make the comfort zone for the customers so that there is an indirect dependency created by the particular employee.

Resolve conflict: It is one of the effective qualities of the employee, is to know the ability to resolve the conflict. I think that I must have the ability to know the problem solving process implementing own presence of mind, managing ability and the intellect. It can be added that the waiter has to face any kind of awkward situation such as don't have the availability of product which is demanded by the customer. In that situation, managing ability and presence of mind can help the employee to get rid of such condition.

Multitasking: An efficient employee is needed to have the capability of multitasking. It can be added that in the hotel or any kind of service and manufacturing sector, specialization is getting priority to be employed. On the contrary it can be stated that besides having speciality in any department, the ability of multitasking can improve the position of the employee in his/her professional life (Quendler and Lamb, 2016.). I think that I have ability of managing condition in

the work process of an organization. In the hotel industry it can be stated that the ability to work as part-time cooker or assistant helper in cooking process and the ability to decorate plates can improve the employability skill of a waiter.

Quickness: Ability to execute job fast can make different individual from the other employees. Prompt action of work makes the customers satisfied as per their requirement. In terms of working as a waiter, an employee has to do prompt activities to reach his objective. The incident such as to keep waiting the customers in the dining table not only make exited the customers but also hamper the reputation of the hotel. In relation to that the management of hotel provides stress on recruiting young people as waiter and intends to retain them in the work process to get the prompt action from the employees. I think that I have efficiency to make the work process as quick as possible.

Good memory

In order to increase the employability skills, good memory is required to follow. Apart from that it is necessary to follow the instruction regarding the work process. In terms of doing the work, the employee is needed to use own concept related to the work (Tsitskari *et al.* 2017). On the other hand, efficient memory is needed to apply to organise the work process. With the relevance of the employees' activity in the Indian restaurant as a waiter, I have to efficiently perform the task regarding provide food to different table and memorise the order.

Skill improvement process

I need to consider different processes to improve my skills for my personal development and enhance employability. At first, I need to improve my communication skills because, it is essential for my job role. It can be improved through interaction with different types people on regular basis. I need to be gentle and polite while talking to the customers and maintain professionalism. I can practise the communication by standing in front of a mirror and imaging a person or group of people. In this process, I can evaluate different communication style to interact with different people (Shah, 2013). There are also different institutes that can train me about personal skills that include communication skill and I can join one of those. Apart from this, if I have knowledge in other languages, then it can be my additional skill to communicate with people. As a waiter in an Indian restaurant, I can learn Hindi, Bengali or Tamil languages because a large number of people in India speaks in those languages. As a UK resident, if I can

use the native languages of the Indians, then it can attract more Indian customers to the restaurant.

Team working is another skill that needs to be developed by me in order to work as a waiter. In this process, I need to work with people from different financial background and work with them collaboratively. The team working is essential to achieve the same goals. In a restaurant, serving the customers, deliver quick services and deal with their different problems can be done through effective team working. I need to work with others on different projects right now to develop the skills of team working. In this process, I can gain knowledge about different problems related to team working and the ways to deal with it, which is helpful to use in my professional development.

I also need to have effective time management skill to work as a waiter in an Indian restaurant. I need to practise the time management process from now to develop this skill. In this process, I can divide the total work into several parts and set time limit for each part to complete, which contributes to the allocated time limit for the work (Jenkins and Walker, 2014). This skill can be developed effectively by practising more. Along with this, I need to work on resolving different conflicts with my colleagues and customers while working. There can be problems arises if customers don't get effective services and they can complain about it. Apart from this, I need to face problem while working with different types of people. In this process, I need to manage the situation gently to resolve the conflicts to gain customer satisfaction and work with my colleagues efficiently.

Multitasking is another skill, which is an essential skill for the waiters. In this process, I need to focus on different works and complete those efficiently. It might be hard at first but through practising, I can develop this skill and use in workplace. In this process, I need to consider more than one ask at a time and make strategies to complete those simultaneously. I need to decide the most important task among different works and work on it complete it at first while dealing with other tasks. A good memory can be effective in this process, which is helpful to memorise the tasks and reduce the chances to miss any task. I also need to be quick while delivering the services to the customers. As a waiter, I need to take orders from different tables and serve the customers one by one. Good memory can be helpful to serve them consecutively and my quickness can be used to serve them fast. I need to work on completing my regular activities fast to habituated with quickly completing the works.

Conclusion

In this study the employability skills related to the hotel and restaurant industry, such as the skill of time management, multi-tasking abilities, team working and capability of resolve conflict are discussed. This study also focuses on the issue of the above mentioned activities and their utilization. Apart from that in order to perform effective role of a waiter must need criteria such as customer service, prompt actions have been discussed in the study. The study also shows the necessity of the performances related to the employment.

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