

Food and Beverage Operations Student Journal

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Course: Food & Beverage Operations: BMIH 4002

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Due date: 03.02.2023

Assignment Wordcount: 735

Introduction

The following report is a reflection on the learning experiences gained from working in the Food and Beverage industry. The report outlines the learning experiences based on weekly sessions and the activities performed alongside linking with the industry. Moreover, the reflection discusses the hard and soft skills gained while working in the industry.

After the first week, there were certain things that I gained and learnt even though the environment was unfamiliar. Week 1 mainly revolved around an introduction to food and beverage where the main objective of the week or session was the introductory period about the subject and the aspects involved in it. One of the first things that were educated was about the module tutor which explored different contacts to use during times of queries and issues related to IT. Given that, there were a variety of academic support skills such as referencing and researching skills which will aid in my academic journey. On completing the week one session I was able to gather some useful information such as the roles and responsibilities of different positions in food and beverage operations and the skills used by the positions. Throughout the session, I was able to understand the subject briefly while touching on all the necessary areas involved in it. The session also taught me the meaning of reflective writing and the essential area to consider. All the core areas of hotels and beverage operations helped me to understand the subject effectively while also emphasising other fields.

Upon completing the second module session, I gathered useful information regarding food and beverage operations. I was educated about the front-of-house roles and responsibilities within the food and beverage operations. FOH and BOH are the two essential areas within the food and beverage operations which determine the actions offered to the customers during their stay in the hotel to their exit (Isler *et al.*, 2022). Through this, I came to understand the meaning and duty of two of the most important areas in food and beverage operations which determine the effective functioning of the industry or any organisation. After this, I was able to learn about different types of food and beverage operations alongside referring to its concept. Understanding customer needs should be necessarily considered during food and beverage operations as it helps

in determining the manufacturing process and even understanding customers' interest regarding the products offered. Restaurant marketing strategies and their effects were also educated in which I was able to understand their importance in food and beverage operations. I came to understand the impacts of marketing strategies that have on increasing service and product lines to increase the brand image. Other areas such as the employee life cycle where I was able to learn about its characteristics and recruiting and training processes. Furthermore, I came to know the different management styles required in food and beverage operations. I was able to understand the fundamentals of management style and its importance in employee retention. One of the most necessary areas which I learnt about is the importance of hard and soft which are essential in food and beverage operations.

Having completed week 1 and week 2, on week 3 I was able to understand the restaurant management and other aspects involved in it. The meaning of restaurant management and the processes involved in it helped me understand more thoroughly its importance in food and beverage operations. Not only this but also about the products especially alcoholic beverages was also educated as it is necessary to have its knowledge while selling. Given that I was able to understand the legalities involved in it such as the licensing Act 2003 and so on (Fitzgerald *et al.*, 2022). This gave me a view of another functional area of food and beverage operations and the authorities involved in it. The ability to serve the products and services in food and beverage operations matters a lot as it gives perspective to customers to view the brand as a whole. This was emphasised and educated which made me aware of the serving quality and skills which are needed in food and beverage operations. Customer expectations and the methods to meet their expectations were also educated.

Conclusion

To sum up, here it can be said that all the weekly sessions shaped my understanding of the food and beverage operation. Food and beverage operations involve diverse activities and aspects involved in it.

References

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