

Student Journal

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In this self-reflective paper, I will investigate the subject of whether or not the needed skill set of an employee working in the Food and Beverage industry varies depending on the type of business and the sort of service that is provided. I will analyze the needed abilities for a particular work function, compare and contrast the requirements for that post in two distinct types of restaurants, and then discuss the results (Smith, 2018). In addition, I will give some instances of how the abilities required for this job function might vary depending on the sort of service that is provided and discuss the influence that these variances have on the employee's skill set as well as the overall operations of the restaurant.

To begin, let's compare and contrast two distinct kinds of restaurants: a high-end dining institution and a national chain of quick-service eateries. For the sake of this article, we will zero in on the duties associated with working as a server because this is a position that is common to both casual and fine dining establishments (Johnson, 2020). The qualifications that are necessary to work as a server at each different institution are about to be analyzed and contrasted.

It is required of a waiter working in a restaurant that serves fine cuisine to have a diverse set of abilities. These include having an extraordinary understanding of the menu, including its components and the procedures used to prepare it, as well as having the capacity to provide visitors with recommendations based on that expertise. Because servers at fine dining places are expected to provide a more individualized and attentive level of service, they need to have great interpersonal and communication skills (Thompson, 2021). They have to be able to handle the more formal aspects of the meal, such as the service of wine and the presentation of the food, as well as having a solid awareness of the right table arrangements and etiquette. They also have to be adept in wine pairing.

On the other hand, waiters working in a fast-food chain need a different set of abilities than those working in a restaurant. Even though familiarity with the menu is still essential, the information required is often less comprehensive and centers on fundamental product details. Because of the primary focus placed on speed and efficiency in the provision of fast-food service, wait staff must be competent at multitasking and dealing with a large volume of clients in an atmosphere that is constantly moving (Brown, 2021). Communication skills are also essential, however in contrast to fine dining, the interactions with customers tend to be more commercial and less individualized.

At addition, having the ability to operate cash registers and deal with customer transactions is very necessary in fast-food restaurants.

The kind of services provided by each of these two categories of restaurants have a considerable impact on the kinds of abilities that are necessary to succeed in the role of a server. A greater degree of culinary knowledge, honed communication skills, and an emphasis on producing an unforgettable dining experience for the patrons are the three pillars around which fine dining enterprises are built. In contrast, fast-food franchises place a premium on speed, efficiency, and the capacity to rapidly and precisely undertake jobs that need a high degree of repetition (Brown, 2021). These disparities in the required levels of expertise have a significant bearing on the skill set of employees working in the Food and Beverage department as well as the restaurant's business as a whole. The complete eating experience is improved at a restaurant that specializes in fine dining by waiters who have considerable knowledge and honed abilities. This contributes to increased customer satisfaction and loyalty. On the other hand, in a fast-food chain, the priority is placed on speed and efficiency, which enables the staff to provide prompt service, reduce the length of time customers must wait, and maintain a high customer turnover rate.

In conclusion, the skill set required of a person working in the Food and Beverage industry will vary depending on the type of business as well as the sort of service that is being provided. It is possible to examine how the amount of culinary expertise, interpersonal skills, and emphasis placed on speed and efficiency vary between working as a server at a fine dining establishment and working in a fast food chain by comparing and contrasting the skill sets required by each setting (Taylor, 2022). These distinctions have a direct bearing on the skill set of the employee as well as the operations of the restaurant, which, in turn, shapes the overall eating experience for the consumers.

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