

Professional Career Development



Module: Professional career development

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Introduction

Nowadays, coffee shops have become very important, especially in the Nordic countries due to the low temperatures, despite the fact that many companies are in this business with their different qualities. There are some of the companies that only sell coffee, however there are others that sell food to accompany their coffees or hot chocolates. Not only croissants or pain aux raisins but they sell sandwiches, sandwiches, salads ... etc.

The reason why my plan for the future is to open a coffee shop in central London. Since you are in a country where the cold prevails and who would not want a coffee to warm up in the morning when going to work.

It is a goal for me that thanks to the courses that I am studying this year, they are giving me the foundations to be able to fulfill it in the future. Since they are giving me new skills such as knowing how to organize my time, how to solve problems quickly and effectively.

My future plan after finish my studies

I am studying at the university of wales trinity saint david in which I have been studying this year several courses in which they will help me in the future to set up my own coffee shop. Besides, they will serve as a basis for me to continue studying at the university and get my degree in international business.

Finishing the international business degree I will be fully trained to manage a company internationally using my skills such as language, Spanish and English, which are very popular in the hospitality environment. English in particular, which will benefit me to increase the number of businesses with different countries that speak different languages because it is the international language. However, at the moment I would like to open my company locally and gradually move up to the international level.

At the time I open the store I will make sure I have all the requirements and knowledge so that my store succeeds and meets all my expectations.

My experience

A year ago I started working at Pret a Manger as a team member to be promoted to leader and finally to assistant manager.

Pret a manger is a coffee shop in which not only coffee is sold but also sandwiches, sandwiches, yogurts ... etc. Therefore, it has several team members who each have their specialty as Baristas, who are in charge of making the coffee. Hot chef who of course makes hot food like porridge at breakfast time or soups at lunch time. The kitchen team that is in charge of making the sandwiches and yogurts. And the team members who take care of the useful and good service to the customers.

I have learned how this company works from within, but before finishing my degree and starting my future business I would like to work in more coffee shops like Café nero that only deals with coffees. To be able to see the organization and the system that is used.

The reason why those who work in more places related to hospitality and especially with coffee shops is because I can acquire the knowledge of how to manage a coffee shop and be able to apply that knowledge to my future store.

Ideas of my future shop.

Having gained experience in Pret A Manger and seeing the work of the barista, I would like to highlight several ideas that Pret A Manger does very well. I will explain the following roles in the store I work.

- **Food**

The first thing I am going to highlight is the fresh food that is prepared in the kitchens. The food is not fast food but very healthy sandwiches, sandwiches, salads and yogurts suitable for the vegan public.

This Meal is prepared in store kitchens with fresh ingredients and ordered from a trusted food company.

Between the different types of food there is vegan food to which some stickers are put or the salad box is green to make the public more visible that it is made with totally vegan ingredients.



Not only does it consist of salads but there are wraps and even croissants, brownies and cookies that are totally vegan that you can add to your coffee.

This operation is a great inspiration for my store since I will take into consideration the entire vegan public and the way to let them know that they have a variety of foods rich in protein and flavor. Obviously these are ideas that I will build on in the future.

Without the kitchen team members the business is nothing so in my store they will receive training on how to properly use the electric knife and knife and that it should only be cut on top of a chopping board so that you do not risk getting hurt . They will also be given training in health and safety which includes not wearing any type of jewelry, for example piercings, necklaces or bracelets during work hours.

- **Milk**

Today there are many types of milk and they are suitable for vegans. For example coconut milk, oat milk soya milk almond milk and they are also organic. These new types of milk are something new for me since in Spain at the moment there is no such innovation, so when I saw them for the first time, it was here in London and they are very popular. When the store is very busy and our barista has many coffees the question would be how to identify the oat cappuccino if there are three coffees and they are all the same.

The answer would be to put a sticker that says what type of milk to be able to identify it and not make mistakes.



The stickers would be put at the top of the lid saying Oat, Coconut or Soya or almond. These would be some designs that I would like to use in my future store.

- **Barista**

The barista is a person specialized in making coffee. So you need a system to avoid losing the amount of coffees that are ordered in a short time. The system that I have developed is the amount, syrup, type of milk, type of coffee and to go.

This is a system similar to the pret a manger but that is very useful when it comes to making the job easier for the barista.

This consists in that the team member who is in the till repeats the coffee from their customer in the order mentioned to the barista and the barista in the same order repeats the same coffee, just like when the barista has his coffee ready. It will say the coffee in the same order. For example, the customer orders cappuccino caramel with oat milk, the team member who is in charge of that order must have studied the order of the coffees to tell the barista. The team member must say one caramel oat cappuccino, the barista repeats it to make sure it is the correct coffee and when they have it ready the barista repeats it again.

It may seem very repetitive but it works in Pret a manger they use a similar system and it works very well especially at a time when the store is very busy and there are 6 customers waiting for their coffee.

- **Hot chef**

The hot chef will be a person who will take care of all the food that is hot, that is in the mornings of the porridges of croissants and cookies. Porridge is very famous in London, so I have the normal porridge in my shop and several additional porridges of flavors such as coconut or soya.

There will be some croissants that are for the vegan public and others for all types of public.

At lunchtime, the hot chef will take care of the soups, which, as at breakfast, will have several types of soup for both vegans and those who are not. It will also be based on macaroni baked at 200 degrees for 15 minutes, these macaroni are made by the kitchen team although the hot chef is in charge of baking them. We will have three varieties, the first one made of bechamel with kale, the second with salmon and the third with ham. Apart from that, wraps will be sold that, like macaroni, are made by the kitchen team. We will have three types, chicken with spicy sauce, one made of various types of cheese and the last one made of meatballs and cheese.

This position will receive training on how to use the ovens, at what time everything should be on display for both breakfast and lunch. In addition, the hot chef will have his own place in the kitchen since the kitchen team works with cold products and the ingredients cannot be mixed.

All the team that works in the kitchen will receive training on allergies that can cause food mixing that can lead to a rash up to suffocation and death so they will have to clean their work space very well so that no accident arises, for that a cleaning product will be provided to be used, at the end of each product.

- **Manager and leaders**

The manager will make sure that the establishment complies with all the sanitary rules, and the standard ones, as well as ensuring that all the permits are obtained, including the order of the ingredients that will be done with the help of the kitchen leader and the floor leader, those who will be in charge of pointing out what is needed per week these

numbers will vary depending on the sales of the business. The manager and leaders work together to perform the rotation and the floor leader counts and manages the money.

In my store, 15% of my earnings go to children's foundations, so the leader will have to separate what goes to the bank and what goes to charity. Like the food that is not sold at the end of the day will go to the same charity.

At the end of each day the store will have a waste that, depending on that, the kitchen leader increases or decreases the order of ingredients and products that will be made on the day.

The leader and managers will receive training on how to use the system in which they have to enter all the data. How to teach the new team members to use the work tools, for example if there is a new team member in the kitchen the kitchen leader must teach all the rules and how to use all the utensils of the kitchen, and if a new team member comes to work in the costumer service, the floor leader must teach him how to use the till.

How does the actual situation impact your business?

Hospitality is a very large business that not only includes coffee shops but also restaurants, ice cream shops, fast food. In this global pandemic situation in which billions of people have died from a virus despite this virus that is affecting our lives and keeps everything closed for our security. However, in the world of hospitality, despite being one of the most affected businesses, it is the only one that is still open.

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Conclusion

This is my future plan to which I am investigating, I have investigated. I am based on a realistic idea that with much effort and thanks to this course has given me the basis of how to propose a plan and how to organize all my ideas so that a possible plan in the future. I will continue to research new ideas and refine my plan.

References

Smith, W., 2021. *How To Open A Coffee Shop: 5 Simple Steps* | *Startups.Co.Uk*. [online] Startups.co.uk. Available at: <<https://startups.co.uk/guides/starting-a-coffee-shop-business-5-simple-steps/>> [Accessed 2 January 2021].