

PORTFOLIO SIX ELEMENTS

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Part 1

Introduction

My internship at Hotel Park Hall and Spa as a part of my programme has exposed me to both the kitchen and the restaurant and bar operations. In six days in the kitchen, I learned the basics of food preparation, hygiene, safety, and in six days of the restaurant and bar, I spent time with guests and performing service duties. For this reflection, Gibbs' Reflective Cycle (1988) was used to structure my initial nervousness, my professional development and the key competencies that I gained. An analysis of a particular scenario where I offered service at busy hours of the buffet breakfast, intended for a critical assessment of my performance and for the areas to be improved upon and for the forward-looking action plan by supporting the growth in the hospitality industry.

1. Description

The one major thing that occurred during my services in placement was while I was in my service shift at the buffet breakfast section. The hotel was very busy with a lot of occupancy that morning. My duty was to give a warm reception to the guests and take orders on drinks, the replenishment of the items from the buffet in accordance with the kitchen, also the cleaning and arranging of the dining area. I also had to collate customer feedback after the meal.

At first, organising everything was quite hard, especially since many of the guests had certain dietary needs, or very specific requests: gluten free, dairy free milk. I had some time where guests were queuing for coffee and what other hot food I had, I simply had to see to it that these requests were fulfilled promptly without putting it off. But I was also in the constant loop of liaising with the kitchen in order to replenish the items on the buffet, things such as pastries and hot dishes.

While being in a busy environment, I finish the shift with success by communicating regularly with my colleagues and keeping calm as a professional. It was at this time that I understood the importance of proper time management and communication with the kitchen and the restaurant. Throughout this experience, it brought to my imagination the complexity

and fast turnaround nature of food and beverage operations, especially during peak service times.

2. Feelings

Right at the start of the breakfast service, I was nervous and anxious. It was too much pressure dealing with guests face to face, taking accurate orders, managing expectations, and a lot more (Chawla and Lugosi, 2025). Especially of course by doing things incorrectly in front of the guests that could not only reflect poorly on what was then my hotel, but can put guest satisfaction at stake.

A bit more guests arrived, and my nervousness increased during the shift. I found myself worried about not checking the buffet regularly or of missing an order. Luckily, my colleagues would encourage and help me so I got more comfortable. Their advice guided me to understanding that mistakes can be fixed quickly with the team and the clear communication.

However, by the end of the shift I had a feeling of achievement and coming on. Managing guest interaction and contributing to creating smooth service operations gave me confidence that I was capable of coping with the pressure. It also put in my mind that had practise and its support, I could take my hospitality skills further.

3. Evaluation

Although the busy service of breakfast had some positives. A main success would be working collaboratively with my team. The restaurant staff and the kitchen communication were good enough to quickly response to guest requests and service on the buffet items. Also, in spite of the fact that it was very crowded, maintaining a polite attitude to guests contributed to the establishment of a friendly atmosphere.

But not every aspect could have been improved. There were times when I had a hard time prioritising tasks and as a result the small delay in addressing Guest needs. For instance, I sometimes didn't notice when buffet dishes needed replenishing as I was watching tables or taking new orders. Furthermore, although I was able to source some customer feedback, I

realised I could have worked stronger with guests to have the ability to gain feedback and offer further help.

Overall, even though I was able to maintain basic service expectations, there were instances where I did not meet the highest performance in multitasking, task prioritising, and being more guest focused particularly during peak periods.

4. Analysis

Two important factors were teamwork and effective communication that played a significant role in being successful with the breakfast service. In Tuckman's (1965) Group Development Model, teams that are effective go through stages of forming, storming, norming, and performing. The performing stage where the roles had been well defined and collaboration was smooth, was where my team seemed to be (Gibbs, 1988). It also gave place for a collaborative work environment, tasks and support were shared and available when required.

It became apparent that internal communication between the front and back of the house needed to occur. As suggested by Kotler *et al.* (2017), service delivery by hotels largely depends on good service marketing within the company mostly via internal marketing and employee satisfaction, which consequently affects guest satisfaction. With the staff on the restaurant floor and the kitchen team clear about our standards of dining, even at the busiest periods we could maintain our high standards.

On the other hand, once the Time Management Matrix developed by Covey (1989) is applied in analysing the challenges I faced in multitasking and time management, there is validity. I then shifted my focus to urgent tasks like clearing tables, taking orders and forgetting important non urgent ones like checking the buffet replenishment until it became a pressing issue (Ko and Lu, 2022). This demonstrates the necessity of better anticipation and planning to avoid small problems from becoming disasters.

Also, strong emotional intelligence such as self-regulation and empathy were needed to interact with guests during busy hours (Zhang, Yu and Kim, 2024). The initial anxiety was the gap in my ability to handle emotional stress under pressure, slightly displaced my ability to engage a guest. Overall, the analysis indicates that, while technical knowledge muted with

basic service skills are important, soft skills, including communication, time management and emotional management are equally critical for being excellent in the food and beverage areas.

5. Conclusion

In regard to the breakdown of the skills, knowledge and understanding and the development of the professional skills I was able to notice that I have developed good levels of confidence and technical skills regarding the breakfast service aspect in the F&B industry. It was useful for me to understand that it is necessary to pay attention to teamwork and communication in order to deliver good services (Sezerel and Filimonau, 2023). In addition to that, guest centricity, anticipation in service delivery and managing emotional labour in a busy environment also have a huge role to play in uptick in customer satisfaction index.

Along this line, the experience collected while interning at Hotel Park Hall and Spa was also beneficial since it provided a platform on which I could detach from the theoretical part: it turned out to be quite useful (Lin, Lu and Ko, 2025). When such disappointments are corrected, I understood that were in fact valuable learning points. Yet I was not in doubt and stress while there were some times where the whole experience helped to build my personal and professional strength and capacity.

Nevertheless, things like tasks prioritisation, awareness of the personal emotional status, and customer relations are still the issues of further improvements in it. It has benefited me by pointing out the areas that I need to continue improving as I strive to be part of the hospitality industry.

6. Action Plan

For the future, I have found some action points to keep growing my learning.

- ❖ My time management skill will be developed by using Covey Time Management Matrix to prioritise tasks. Instead of only reacting to them, I will practise anticipated needs (like buffet replenishment).
- ❖ To enhance my emotional intelligence, I will practice mindfulness techniques and stress management techniques to keep calm and composed during busy times.

- ❖ Improve customer relationship management skills by building better relationships with guests, as well as providing additional services and looking for evidence of improved service.
- ❖ Increase my versatility working in the restaurant/bars operations by expand my technical knowledge, mostly in wine, spirits and cocktails areas.
- ❖ Continue to get training (short course or certificate) in food safety and service standards.

I intend to follow supervisors in my next placement to experience leadership in the food and beverage management better. If I focus on these sections, then I will be in a position to provide excellent guest experiences and push the boundaries in the hospitality industry.

Part 2

Hotel Tutor Feedback

During his stint in the department of the Food and Beverage, Govinda was quite professional and adaptable. He rapidly picked up the core norms of service, menu facts, allergens, and he used his knowledge appropriately when communicating with guests. His polite and appealing style had positive effects on guests by producing a conducive environment which added color to the dining experience.

Service delivery, Govinda maintained high performance in following standard operating procedures. He served breakfast and evening gracefully serving food and drinks and completed room services on time. He showed a willingness to learn, which is rare in IT internships, and he delivered, porting guest orders and managing service flow at peak hours comfortably despite the short time.

Govinda's pull to upsell was visible because he had a real interest in suggesting menu items and interacting with the guests. With more training and more exposure, he is supposed to build on his upselling skills and yet again boost revenue generation and guest satisfaction.

Overall, upon the scanty nature of his time in the department, Govinda's performance was supremely satisfactory. By Kelly White , Operation Manager .

Part 3

Academic Tutor Feedback

During the placement Govinda was at Park Hall Hotel and Spa. He demonstrated great professionalism, reliability, and commitment at all the responsibilities he was assigned to. He always had excellent time management, finishing up with 16 hours per week, successfully dividing up duties between various parts. His promptness regarding attending scheduled meetings and normal professional email communication represented a good logistical organisation and enthusiasm for the placement. When it comes to communication, Govinda's strategy was always positive, always respectful. His encounters with guests and colleagues were characterised by warmth, courtesy and attentiveness. This was made evident not only in the feedback at the hotel where he was rated for his guest-facing communication ability, but in our one on one meetings as well, where he interacted meaningfully and confidently in reflective discussion. He managed to answer guest inquiries meaningfully, provided correct information and established a professional tone in all his conversations. There was a persistent proactive and enthusiastic posture and behaviour from Govinda. He had a real interest in each activity, be it in food and beverage service, housekeeping or front office operations. The hotel observed his adaptability, eagerness to learn and eagerness to help the colleagues; thus, he had great potential to stake future leadership positions. In addition, Govinda displayed initiative and quality of effective problem solving through adjusting to hotel systems and meeting guests' needs swiftly reflecting on the increasing confidence with decisions on operational level. By Lola Villard-Coles, Academic Tutor .

Part 4

Introduction

This reflection is an attempt to analyse the feedback I have received from the hotel mentor and academic tutor during my placement in the Park Hall Hotel and Spa and, in particular, the food and beverage (F&B) department. This can only be achieved through analysing feedback which reveals strengths and areas that need improvement while proposing an agenda for future professional development. This amounts to three parts. understanding feedback, evaluating its effect on me with regards to my performance and skills, recommending practical ways of measuring performance during future placements or job opening in the hospitality industry.

Main Body

1. Understanding the Feedback

The feedback from my hotel mentor identified that I was competent with respect to the service standards, good menu knowledge and civility with the guest. My competence to interact with guests in a warm and professional manner earned me strength, and this fueled a good dining experience. Moreover, the mentor recognised my work competence in food & beverage service especially during busy breakfast & evening service times. Given the limited period of placement, I was able to help out on room service and ensure timely delivery which was in accordance with operational procedures.

The mentor also noted however that my upsell powers also needed improvement. Although I sometimes suggested items on the menu, my belief in the ability to spark further sales was not advanced enough. The mentor recommended that given the experience and the proper training, then I would be able to perfect the aspect of upselling in line with the hotel's revenue generation goals.

The tutor's feedback in turn acknowledged my professionalism, punctuality and continuous communication during the placement. In particular, my time management competences stood out since I was able to manage my 16-hour per week work schedule without losing touch with the tutor. Further, during this period the tutor observed my increasing confidence in reflective conversation and my increased ability to relate experiences with theory.

I was recognised by both feedback sources to be adaptable and a leader in the F & B sector. The overarching united theme of building confidence in upselling and dealing with guest interactions under pressure was underlined as well as the importance of further developing critical thinking and reflective analysis (Hashim et al. 2023).

2. Impact of the Feedback

The feedback was a major influence on my perception of my performance in realising what I do well and where I need more work. The mentor's remarks regarding my capabilities for managing company facilities with guests helped me to enhance my confidence over the busy periods in the course of serving while not compromising professionalism. This was especially noticeable at the breakfast service, where I was not only qualified to handle several guest

requests at the same time but also retained communication between the kitchen and quick delivery of the food and drinks (Ahmadpour et al. 2025).

However, feedback on upselling uncovered a gap in the existing skill set. I was more comfortable with interacting with guests than recommending other menu items, to explain, due to lack of knowledge about the products and lack of practice. This insight highlighted the need for connecting guest's service with the generation of revenue which could have benefited from my participation to a greater extent (Ezezika and Johnston, 2023).

The tutor's remarks also touched on my strong point in time management and communication which are vital in hospitality operations. Keeping punctual and being reliable when it comes to undertaking tasks, I was able to add value to the F&B department. Further, the need to incorporate theoretical frames into my reflections encouraged me to analyse my behaviour while on placement and as a result I grew as an analyst.

When I thought about the feedback, the whole impact of my actions on overall service delivery became more obvious. For example, during the breakfast service, staying in touch with the kitchen staff made it possible to re-stock restaurant items quickly in the buffet line resulting in shorter guest wait times and improved dining experience.

3. Action Steps for Growth

From the feedback I have learnt on specific measures to take on improving those areas of improvement in order to improve skills in due course for future roles in hospitality.

First, in order to improve my upselling skills, I will aim at an enhanced knowledge of the menu starting from the ingredient's specifications, allergen proprietary and complements. This knowledge will equip me to make strong suggestions of other items, which will benefit the customer satisfaction and the revenue opportunity. I will also get advice from experienced staff members on how to learn effective upselling strategies that fit with the hotel's standards of services (Pieper et al. 2021).

Second, in order to sharpen my time management skills as well, I will use the Covey Time Management Matrix for prioritising the urgent work during the busy service time. This will assist me in filling in another pair of shoes in my role holder shoes in serving attendance,

watching the buffet stock, and cleanliness in the dining room. Following this technique, I intend to reduce the time service takes and increase efficiency in general (Ingham-Broomfield, 2021).

Third, in order to gain confidence in utilising guests – I will be involved in role plays, which exemplify difficult service situations. This practice should help me to manage guest complaints, upselling tastes and high pressure scenarios. Besides, I will still be requesting feedback from supervisors in order to follow my progress and pinpoint other points of improvement (Kingkaew et al. 2023).

Finally, in order to enhance my critical thinking and reflective skills, I am going to use hospitality management theories in my future examinations. For instance, use of customer satisfaction models to examine service delivery and Kotler service marketing principles to assess guest interactions will increase my capacity to relate theory and practice.

Conclusion

When I come back to feedback from my hotel mentor and tutorial tutor, I understand what I did well in the F & B department. Good appreciation of my time management, communication ability, and guest services approach has encouraged my confidence in carrying out operational work effectively. However, a focus has been put on the development of adult's ability to improve their upselling skills, and integration of theoretical frameworks into reflections has uncovered phenomena that need specific development. The offered action steps such as the practise of upselling techniques and use of structured time management strategies will be helpful in making my professional capacities better in the hospitality industry. Continuing from this, I will strive to apply these lessons in subsequent placements and use feedback as a means of continuously using the feedback to develop myself and my profession.

Part 5

Part 6.....

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