

The Comparison of a Job Role (Chef) in Two Types of Restaurants

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A Comparison of Common Job Roles between Two Different Restaurants

The essay aims to understand how the same job role can be different based on the characteristics of the restaurant. In order to make an evaluation of the job role, two different restaurant organisations *The Real Wan* and *Angela's* are chosen that are currently operating their business in the UK.

The Real Wan

The Real Wan is a Chinese restaurant that is situated at Newlands Road in the UK. The restaurant is small in comparison with the others but it is an important one for the Chinese people living in the UK as it brings a taste of their local life. Chinese cuisine, including spicy dumplings, chunky noodles, potstickers, and fried mussels, is served at the restaurant in an authentic and freshly prepared manner (Mackenna, 2021).

Angela's

Angela's is a British restaurant that offers local seafood and other options such as wine, beer and veggies. The restaurant gives the British fish respect that it deserves. To serve fresh foods to the people, the restaurant changes its menu every day (Boussard, 2021). It does not offer any takeaway service and serves dine-in customers only.

Job Role

Restaurant managers can be found at both restaurants. However, their job is not the same at all the restaurants. The services offered by any restaurant highly impact the work of the managers.

Evaluation of Restaurant Manager's Required Skills

The restaurant manager is responsible for managing all the other employees at the restaurant including hiring employees and delegating work to others. The necessary skills of a restaurant manager are:

- All the responsibilities of the restaurant are managed by the restaurant manager (Brown et al., 2013). The manager also decides how to manage the orders and how they will be served.
- A good customer relationship can bring loyal customers to the restaurant (Foskett et al., 2021). To improve this, a manager needs to communicate with others and know their choice preference to give them a discount (Motarjemi and Lelieveld, 2014).
- The manager needs to have a good work relationship with the other employees to fulfil the necessary tasks as a team.
- A restaurant manager can face sudden problems anytime at any restaurant that needs instant solutions (Cousins et al., 2011). This is why every manager should have the skill of problem-solving. This will help the restaurant to avoid any type of crisis.
- A restaurant manager must have multi-tasking skills because he has to maintain all the tasks of a restaurant including hiring employees, selecting menus, customer relationships, monitoring other employees, managing budgets and so on (Cousins, 2020).

Comparison of the Required Skills

Though the restaurant manager of both restaurants has the same skill to operate the restaurant there are some major differences because of the service the restaurant offers. The comparison of restaurant managers at The Real Wan and Angela's is described below. The Real Wan is a comparatively small restaurant with limited seating tables. This is why the restaurant has arranged outside sitting and takeaway services. However, this has increased the responsibility of the restaurant manager because he had to manage all the responsibilities which shows his multi-tasking skills. To maintain the overcrowding at the restaurant, the manager uses his customer service and problem-solving skills to maintain positive service in the restaurant (Johnston, 2012). The restaurant manager at Angela's on the other hand has to focus on the dine-in service at the restaurant as it does not offer take-away service. The

manager is responsible for monitoring the other employees of the restaurant and maintaining a good customer relationship. Angela's restaurant manager focuses to make a memorable moment for a dine-in customer by providing them new and fresh menu.

Impact of the Differences on Employees' Skills

The service of a restaurant does impact the employees' skills because this is what will bring success to the restaurant. For example, if Angela's restaurant manager is good at managing takeaway services, that would not help the restaurant because it does not offer takeaway services. The restaurant manager of The Real Wan has to maintain a high speed of work because of all the three services that the restaurant gives. The manager also needs to know the local choice preference of the Chinese customers living in the UK to build strong customer relationships with them (Davis et al., 2018). On the other hand, the restaurant manager at Angela's has to be creative to market the new menu to the customers each day.

This is how the same job can be different at different restaurants and the manager has to understand what will work best for the restaurant.

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