



LEVEL 4 – Student Journal

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<u>The topic of choice:</u> Restaurant Management and Types of Service	Date Completed: 27.10.2022
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The business of managing a restaurant and all of the services that go along with it is known as restaurant management. In addition to handling the day-to-day operations of the business, it is necessary to pay attention to the organization's staff, finances, and overall direction in order to successfully manage the company's reputation and brand. Because of the complexity of the restaurant industry, managers are required to maintain a vigilant watch on the performance of their employees. The success of a restaurant is directly proportional to the level of service provided as well as the level of contentment experienced by the patrons (Foskett and Paskins, 2021). Due to the fact that restaurant managers are responsible for a large number of different areas of day-to-day operations, the study of restaurant management is an extremely important field of study. When things don't go as planned, the most successful restaurant managers are the ones who are prepared to take full responsibility for everything that went wrong. They want to accomplish this goal by presenting customers with the highest quality cuisine that is within their means, using the most cutting-edge restaurant technology, cultivating an inviting atmosphere and maintaining competitive prices (Johnston and Clark, 2019).

Instead of only paying attention to what customers want and need to be satisfied, managers should actively seek input from customers and utilise that feedback to enhance the quality of services provided. Because they are accountable for supervising the resolution of complaints and criticism, the implementation of solutions, and the acquisition of new knowledge from mistakes, managers need to have great communication skills. Working in the food service industry may be physically demanding owing to the extensive variety of duties that are assigned to each employee as well as the long hours that are worked (Walker, 2022). The cooks of a restaurant are the ones who are in charge of producing and preparing the meals, while the waiters and hostesses are the ones who take the orders of the customers and then deliver the food. The promotion of their establishments, the development of



a distinctive selling proposition, and the implementation of efficient marketing strategies are all responsibilities that fall squarely on the shoulders of restaurant managers in order to attract customers. To achieve this goal, the management team at the restaurant and the advertising department will need to work together to coordinate their efforts. In addition, the best restaurant managers will work to enhance the dining experiences of their customers whenever possible. It is essential to make investments in repairs, provide the restaurant with supplies, and keep up a pleasant appearance that represents the level of service that is provided (Lelieveld and Motarjemi, 2021). Table service, assisted service, self-service, and special service are just a few of the many types of service that may be found in restaurants nowadays. Customers choose where they want to sit at a table. There is a menu available, as well as bottled water. The last step of the meal consists of the patrons giving their orders to the server. This service furthermore comes with a food plan for your convenience. To be more specific, it may be placed in any one of the following categories: Customers at the restaurant serve themselves from the food buffet. The patrons are welcome to restock their dishes (Boussard, 2021). Guests who choose the self-service option in the dining area have the ability to select their own meals at their own leisure. In the cafeteria, meal purchases may be made with the use of coupons. At the table, each member is responsible for bringing their own dishes and silverware. Refreshments are served in unusual settings for these one-of-a-kind ceremonies.

In most cases, dining places see a rapid pace of commercial activity. The curriculum has equipped me to handle the pressure that comes with working in the food sector and to multitask well. My ability to communicate will also increase as a result of this training, and as a result, I will be a better member of a team and a better representation of customer care (Brown, 2021). Staff employees need to have degrees of patience that are seldom seen in the human condition in order to deal effectively with customers who are demanding. In addition, studying through this module will assist me in improving my social skills and will make me a more active participant in group activities. These skills are applicable across the board, from entry-level jobs all the way up to executive positions. Last but not least, this unit educated me on the significance of paying attention to even the minutest of particulars, such as the manner in which food is presented, the drinks that are recommended to go with certain courses, and the preferences of individual clients.



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