

BMIH6002

**Hotel Placement – Managing Food and
Beverage Operations**

Learning Log

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Introduction

This reflection is based on Novotel London Wembley, a mid-scale hotel brand that is owned by Accor, delivering both tourists as well as people travelling for business with F&B (food and beverage) operation that is modern as well as customer-centric, well customized to the needs of different travel segment. There is a modern lounge bar attached to the hotel alongside a vibrant eatery in addition to a breakfast buffet where travellers can self-serve themselves with a whole lot of food options. All of Novotel Wembley's outlets are designed in a way wherein the hotel brand is able to meet the higher expectations of guests whilst sustaining the aspects of quality along with efficacy. My internship at Novotel Wembley allowed me to be a part of this energetic setup wherein I had the opportunity of obtaining practical experience across several F&B operations' aspects.

The internship that I undertook at Novotel Wembley was based on 3 major objectives of learning which included- developing skills related to communication and supervision within a live setup of a restaurant; critically evaluating the association between quality of service provided alongside satisfaction of consumers; and lastly, identifying as well as proposing developments deemed sustainable to dining experience of guests.

Section 1: Reflection of Role (Gibbs reflective Cycle)

1. Description: During my entire period of internship, my role included assisting the supervisor of the Novotel Wembley restaurant with processing the orders received from guests, arranging their seatings in addition to managing any requests that guests may have regarding their diets. One of the other things that I observed involved managing stock processes in addition to being part of regular briefings on shift. Such a role allowed me to have a greater exposure to both back-house as well as front-line responsibilities that holds a lot of significance when it comes to gaining knowledge about the extensive operations that a F&B undertakes (Hamonangan et al., 2021).

2. Feelings: Primarily, my feelings was a bit overwhelming, specifically during breakfast that witnessed high-volume services wherein guests formed quick queues and maintaining speed within service seemed supreme. Nonetheless, there was time when I started doubting my own ability regarding meeting the shifts' demands, though my senior colleagues were of big help and always backed me irrespective of the situation I was in or notwithstanding the situation the service of Novotel Wembley was

in during peak hours. The backing that I got alongside the calm and composed manner in which they dealt with me helped build my confidence, which is when I started contributing more, both physically and mentally (Syarifuddin, 2022).

3. Evaluation: During my tenure as an intern in Novotel Wembley I realised that in order to supervise efficiently it is important to have strong operational as well as interpersonal skills. Some of the major proficiencies that stood out for me during my internship are managing time properly, communicating in best way possible, delegating tasks clearly and the capability to stay calm under immense pressure. An incident that can be illustrated herein for better understanding of the same is the delay in refilling the breakfast buffet. The supervisor leading the team at that point ensured one of the floor people helped out the kitchen group making sure there was faster turnaround of trays having food for guests. Making quick decision is what ensures a situation turnaround, supplemented by positive leadership qualities (Dimitrantzou et al., 2024).

4. Analysis

Modern supervisors within the industry of hospitality requires showcasing resilience along with flexibility, particularly within setups that are attributed with high-pressure situations. I observed the same when there was a small hiccup in food delivery wherein the server missed the guests' dietary request. The breakfast which was requested by the guest was that of a gluten-free food, though the server missed out on the same, and the supervisor had to intervene quickly prior to the matter escalating further. The supervisor did apologise to the concerned guests, and a goodwill gesture made the entire food free for him and his family to save the reputation of Novotel. Nonetheless, the problem was later addressed during team briefing the very next day. The intervention on the part of the supervisor exemplified a leadership style that is situational and effective at the same time, strengthening the key aspect of team learning (Abdullah et al., 2023).

5. Action Plan: For improving my skills at professional level, there is need for me to develop an action plan at personal level:

i. Training: Getting enrolled within an online course that includes management of food allergen and safety, which in UK can be 'Level 2 Certificate of Food Hygiene.

ii. Practicing Communication: For developing my confidence and communication verbally I will have to engage in service scenarios that are based on different simulations.

iii. Mentorship: For keeping track of my improvement as well as identifying areas that needs to be developed, I will try and seek feedback from my senior colleagues and managers on weekly or monthly basis (Ali et al., 2021).

Section 2: Journey of Development

If I have to weigh my present internship experience that I obtained from Novotel Wembley with that on my placement at Level 4, the same would unveil distinctions of significant sort within both operational magnitudes as well as expectations which the guests had in terms of service and food quality. In my Level 4 I got placed within a budget hotel café whose menu size was quite small to that of Novotel Wembley and the service hours was limited to 10 hours wherein in Novotel it is 24*7. The budget hotel café had basic functions and as a staff of that café one had to multitask as they had a small team to manage operations wherein added responsibility was a must.

As compared to that budget hotel café, operations in Novotel Wembley were found to be quite complex along with being more organized, with the latter offering a broader assortment of services. In case of Novotel Wembley the expectations that guests have in terms of service on offer and food would always be much higher as compared to the budget hotel café. Nonetheless, what both these brands had to maintain was keeping the quality of service consistent (Ali et al., 2021).

Within my Level 4 module that involved F&B Operations, a themed restaurant menu was designed by me, wherein I put a lot of emphasis on the menu's visual appeal as well as creativity. Nonetheless, my internship with Novotel and the budget hotel café have made me realise the significance of keeping the design of the menu in line with functional viability, in addition to flow of work within kitchen. In order to better illustrate the same, within Novotel, even breads are toasted in bulk with care for meeting the demand of buffet during breakfast devoid of any overproduction (Hamonangan et al., 2021).

Section 3: Proposal of Service Improvement

Identified Problem: One of the few challenges that I observed during my internship tenure in Novotel Wembley in delay in refilling the breakfast buffet, specifically for items that were demanded more like breads and eggs and such delays caused dissatisfaction amongst guests (Dimitrantzou et al., 2024).

Justification: The observation that I made was backed up by feedback obtained from guests directly in addition to discussions that I had with my colleagues at informal level. It was often mentioned by guests that hot items were inaccessible during peak times or the refilling took way too long. Novotel Wembley staffs pointed out a lack of coordination between floor teams as well as kitchen people, particularly during peak service hours like breakfast (Syarifuddin, 2022).

Improvement Plan:

- i. **Strategy of Buffer Stock:** Preparing additional batches of items that are generally demanded the most during peak service hours like breakfast. Production that is primarily anticipatory lessens the waiting time which to a certain degree helps in sustaining constancy during peak hours (Abdullah et al., 2023).
- ii. **Tools of Communication:** Instituting a system of headset for signalling when trays are absolutely ready to be picked up and served. This solution is quite simple to employ and have the capacity in eliminating miscommunication between floor and kitchen people besides empowering a workflow that is more effectual (Ali et al., 2021).

Adding to that, academic literature backs the concept of having small changes within operations but in strategic way for improving the morale of the teams involved, develop the quality of service alongside lessen the complaints of guests.

Conclusion

My internship at Novotel Wembley has allowed me to undergo transformative experience for developing positive communication and administration skills, assess the delivery of service alongside replicating the practices of sustainability. This internship has not just expanded my value for F&B management's complexities but has also stimulated me in pursuing roles in future wherein I will be able to make good contribution to innovating sustainable within service delivery.

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