

Assessment of Practical Tasks

FOOD & BEVERAGE OPERATIONS

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Introduction

The concept of food emerged as one of the necessities of life that propelled the maintain ace of the body. The evolution of food has occurred from the fundamental aspects of rights and rituals to present commercial and fancy eating styles. It is with the advent of retail flooding habits that the hotel industry and food production have converted into a multi-million-dollar industry (Stewart *et al.*, 2022). The current assignment focuses on understanding retail food organisation and their practices. The work moves into detail by exploring business alignment in the food production units. It enhances an aspirant of food and beverage education to understand the scope of the business and its shortfalls. The project has been extended with a case study on the **Mercure Cardiff holland house hotel and spa.**

Understanding commercial production

The aspect of commercial food production and beverage service is based upon the approach of providing food and beverage to customers. The motive is to please and provide the customer with a positive experience in exchange for monetary profitability. The enhancement of guest experience and reputation building is also an internal part to expand the profitability of an organisation. Commercial food production is the process of selling food in public and is a ready-to-be-consumed process within a specific and confined place. Although present-day business concepts have changed invariably with remote food production and delivery services around the globe (Nelson *et al.*, 2020).

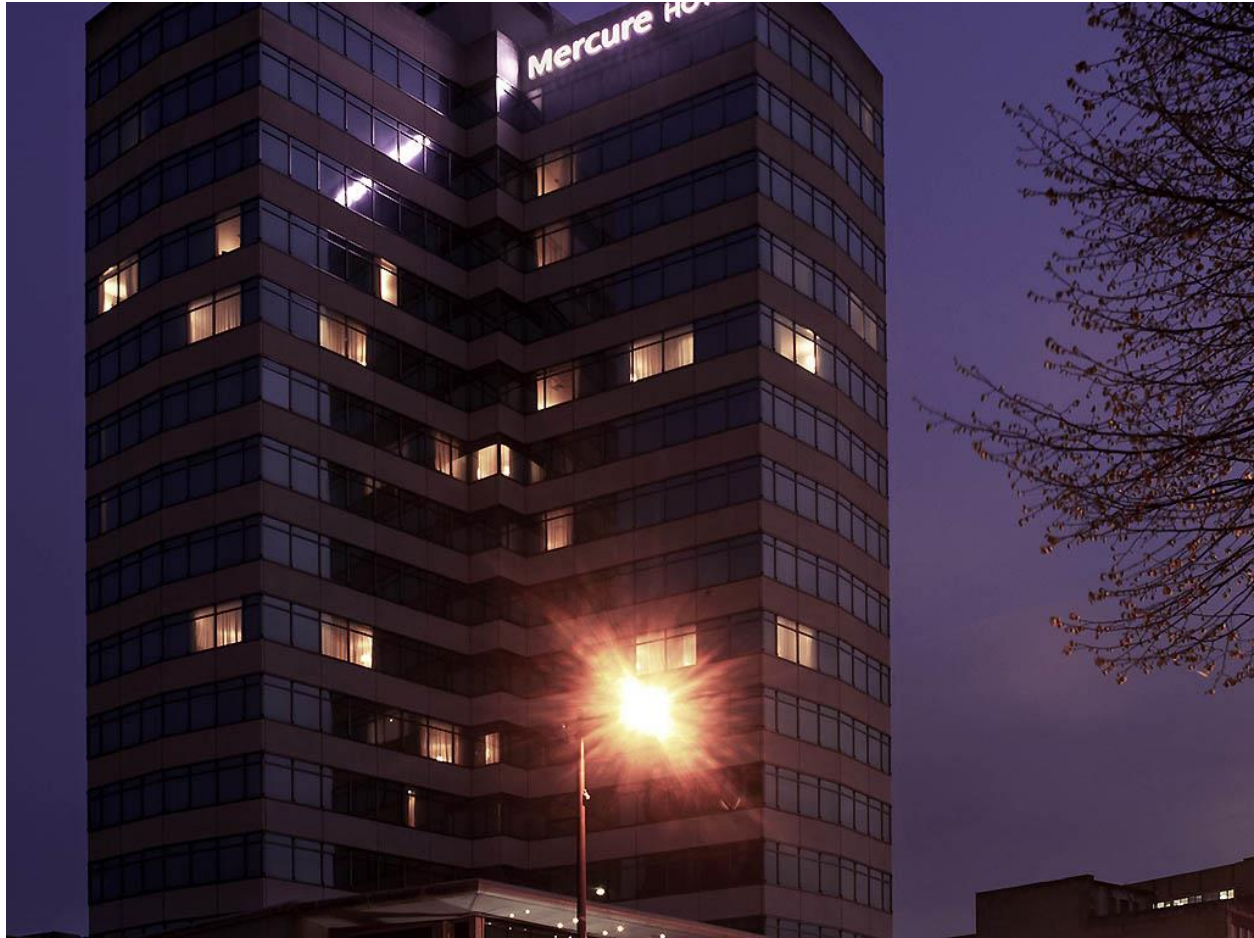


Figure 1: Mercure Cardiff holland house Hotel and Spa

(Source: Accor Group, 2022)

MercureCardiff holland house hotel and spa has industrialized food production, it is highly important to understand that operations are never single-handed and require an efficient and educated team to stabilise the business. It is a highly skillful operation based on the variety of food and the cuisines available to maximize the customer experience (Wenji, 2021). Standardization and maintenance of standards are an integral part of the process and render the positioning and the progress of an organisation over business platforms. The application of management and human resource maintenance is a highly important aspect of the organisation.

Professionalism in food production



Figure 1: Quality Management System within Food Production

(Source: Amit *et al.*, 2023)

The aspect of food and beverage production is a simple cog amidst a large process known as hotel management. The upliftment and the maintenance of the industry and its individuals are highly based on the demonstration of the etiquette of the people (Amit *et al.*, 2023). It has been observed to be a service-based industry with product implantation, experimentation, high application of management and improvisations over subjects. Professionalism within the industry relates to the maintenance of etiquette within the industry. The aspects include punctuality, responsible, the urge to learn, planning of situations and the process of recordkeeping with task completion abilities. The development of the process is highly based on the application of common sense along with the improvisations of skills and management capabilities (Smith-Drelich, 2019).

Since it is a service-based industry it is highly important to exhibit professionalism to maintain the satisfaction of the customers and the efficiency of the workers. The application of etiquette and rules is necessary for the improvisation of motivation among the workers. The industry is based on intricate details and aspects that are essential for the maintenance of standards. On the other hand, it has been observed that the

industry Works in a chain organization in which all the employees are related and dependent on each other (Vermani, 2022). Maintenance of the etiquette help in developing collaboration and effective synchronisation within the work processes.

A co-relation with business

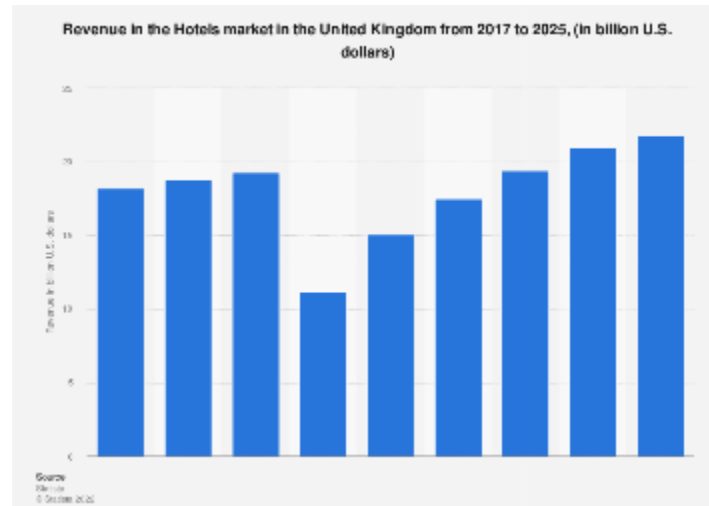


Figure 2: Revenue of hotel businesses in Cardiff

(Source: Statista, 2023)

Prospective food production is a single-handed idea that can be proposed into multiple dimensions and developed as a multifunctional business. The significance of these businesses is based on size, cuisine, ethnicity and the geographical location of the organization. The hotel industry in the whole of UK is capped at a revenue of 10.23 billion USD in the post covid situations. The maximum contribution has been observed by the Mercure brand under the Accor group of hotels. The ambience of production can be signified according to size differentiating in terms of five-star hotels, restaurants, food stalls and finally kiosks (Bharadwaj, 2016). the ambience best production units are mostly related to theme-based service in Providence areas. the themes are based on cuisine development, the occasion of a place or maybe related to the implication of other businesses related to the food industry. The above-mentioned significances hold an upright command on the correlation of business with the food production unit.

Skill development

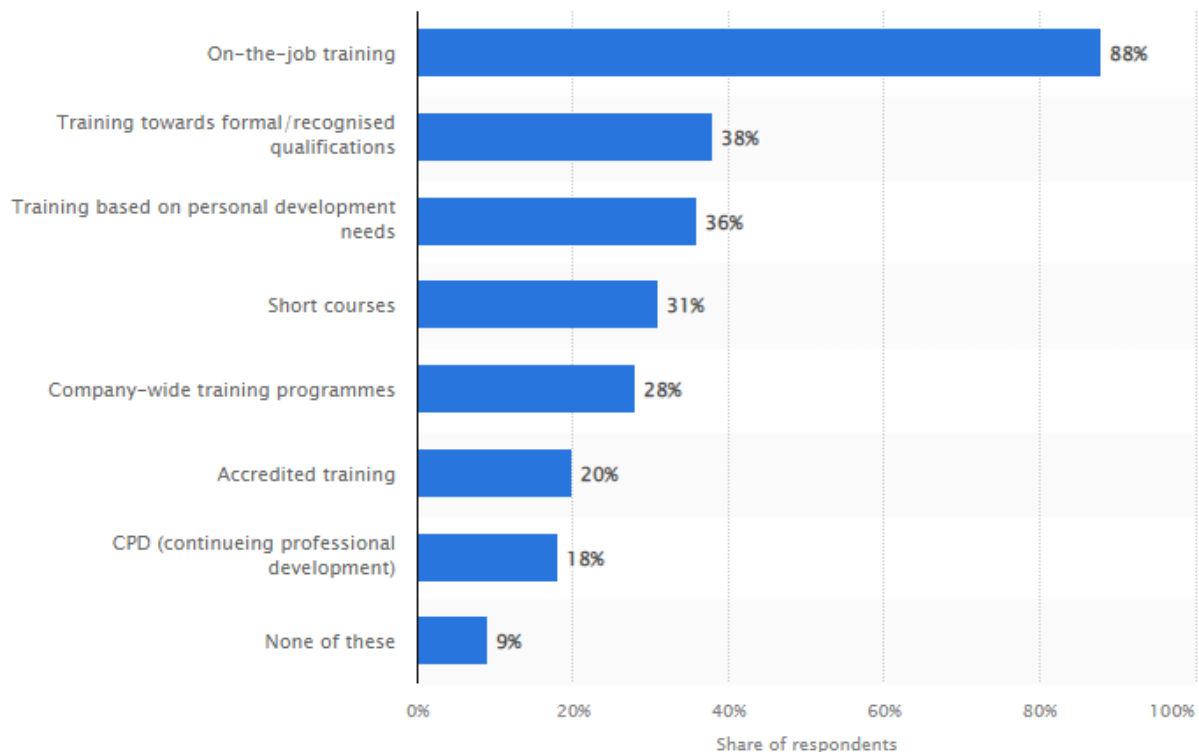


Figure 3: Training and Skill Development program in Mercure Hotel

(Source: Statista, 2023b)

The hotel believes that training is the most important part of a service-based industry hence, Mercure Cardiff holland house hotel and spa provides a wide range of training and development program to its associates for progress. The skill development aspect within an individual related to food production starts with the basic attributes of health, safety, hygiene and cleanliness. being a part of the food industry, it is highly important to maintain cleanliness and sanitization while working amongst edible items. the impact of food is highly observed to be influencing the health of the customers and relates heavily to the positioning of the business (Gustafsson *et al.*, 2021). The attribute of sanitizing the kitchen and other working areas in a proper manner so that harmful chemicals do not come in contact with food items but impact the demolition of microorganisms. The quality to manage and develop final products with proper maintenance of temperature and the ideation of temperature control in case of food preservation and multiple usability acquaintances.

The other quality of working in a commercial kitchen is the capability to multitask within a single point of time. hence time management signifies a very important aspect of the skill development process of being a commercial chef. Operations within the kitchen can never happen single-handedly and require the contribution of a team to reach the endpoint profitably (Devi *et al.*, 2022). hence team development and collaborative measures are highly important while working within a kitchen. the significance of dexterity implicates The attitude of experimenting with new items to enhance the guest experience. And imposition knowledge is highly needed regarding the technicalities of food production and recipe development procedures to standardize your work and create value.

Cognitive skills

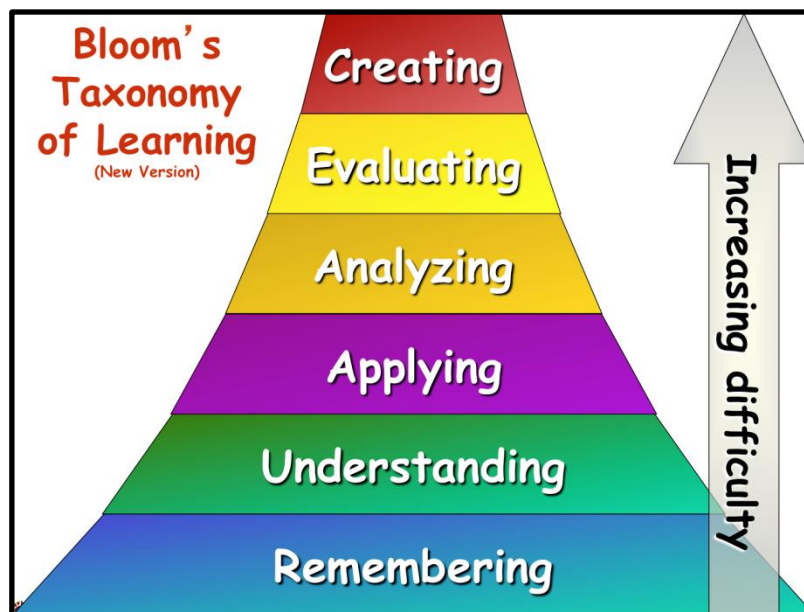


Figure 2: Application of Cognitive Skills

(Source: Serrem *et al.*, 2021)

It is highly important while working as a chef to implicate the practices of cognitive skills within work procedures. the reason for this statement is based on the fact that the food industry is not a proposed set of guidelines that govern the handling of situations within a hotel. improvisation within the planning and the significance of work structures is highly important within the operation process (Serremet *et al.*, 2021). the attributes of the business are not confined to specific perimeters but are highly fluctuating due to its

dependency on time. Cognitive skills like attention, visual processing, predictability And problem-solving capabilities are highly important Within food production aspects.

Management Styles



Figure 3: Kitchen Management attributes

(Source: Afifi, Healy and Mac Con Iomaire, 2022)

The identification of management within the food industry has multiple options at multiple levels and is differentiated based on organizational endurance. In consideration to the MercureCardiff holland house hotel and spa the catering services can be of two kinds that are welfare catering services and Commercial catering services. the management Prospect within welfare catering services is based on Traditional culture, social and economic practices as well as religious practices, on the other hand, commercial catering services rely more on the commercial aspects of food and improvise on the experience of consumers. the practice also implicates the utilization of high and fancy products in order to in perforate globalization over commercial standards (Afifi, Healy and Mac Con Iomaire, 2022). The commercial management style is also based on the application of Technology and the development of food Sciences at a global level in order to bring out a better aesthetic feel and commercial value.

The food service industry has multiple branches that can be signified as commissary, ready-to-eat food items, And the assembly service system. these three categories of food service demand different management styles at multiple levels in order to stabilize the functionality of the food supply system (Bressanet *al.*, 2022). the common aspect is that the autocratic management style blemishes the multiple sections of the food industry based on the hierarchy and positioning of employees over work Distribution Systems.

Health and Safety

Health and safety are very important parts of the food production process as the application of Fire and the utilization of sharp objects is maximized within the process. the application of proper sanitary procedures is highly essential while entering the kitchen. the maintenance of uniforms and the cleanliness of personal hygiene is an interim Factor in deciding the business properties of the organization and the personal progress of an employee. The application of cognitive skills is highly important within the process or else critical situations may happen frequently (Ko and Lu, 2020). The development of fire training and fire handling processes is a must practice for every individual within the industry. the development of skills with sharp objects and the application of protection processes to eliminate food contact is essential to maintain health and safety within the industry. The process of record keeping and being attentive in every situation is prime profitability in maintaining the health and safety of individuals while working in a food and beverage organization. the application of speed should only be practiced in case of total confidence towards the process rather than working under pressure.

Conclusion

The current assignment has provided ample information regarding the initiation of the food and beverage industry along with the identification of its profitability and discrepancies. the multiple layers of the assignment focus on the identification of the industry along with the relation of business improvisations within the process. the application of experimentation and the process of applying significance towards the industry are also significant within the project. the assignment also focuses on skill development, cognitive usage and the identification of health and safety procedures

within the industry. The above-mentioned information is highly applicable to an upcoming aspirant in the industry.

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Hotel Trinity

Valentine's Day Special Menu

LIVE MUSIC ON FEBRUARY 14TH

SPECIALITY MENU

WHITE TRUFFLE RISSOTO \$125

Fettuccini Frutti DI MARE \$100

Rack of Lamb \$150

Whole roasted Dover Sole \$120

Coconut Crème Brule \$15

Beverage Menu

Negron 60\$

Gin Fizz 70\$

Rob Roy 50\$

Martini 100\$

Dom Perignon 150\$

