

FOOD & BEVERAGE OPERATIONS
MODULE – M4X01918
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FOOD & BEVERAGE

HIGHLIGHTS OF MY EXPERIENCE

TODAY'S PRESENTATION

- **Property Overview**
 - **My Experience regarding Products, Services and Hospitality**
 - **Identifying Operational Issues**
 - **Areas of Opportunity & My Suggestions**
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FOREST OF ARDEN MARRIOTT HOTEL & COUNTRY CLUB



THE PROPERTY

FOREST OF ARDEN MARRIOTT HOTEL & COUNTRY CLUB

- 10.000 acres of ancient woodland located in the West Midlands, nestled between Birmingham and Coventry.
 - Access by train, plane or car.
 - Comfortable and contemporary hotel accommodations with a casual and modern style, ideal to family holidays, business or leisure trips to Birmingham.
 - Complete range of services for a broad range of guests experiences: indoor and heated swimming pool, spa treatments, 18 holes golf course, and complete dining services.
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TALKING ABOUT DINING EXPERIENCES...



RESTAURANTS

MY EXPERIENCE AT THE RESTAURANTS

- Zest Restaurant presents an international cuisine where guests can sample light bites and snacks from a global inspired menu indoors or outdoor in a pleasant terrace.
 - What makes Zest special to me is the fact that....
 - The daily routines at Zest includes...
 - The staff at Zest impressed me because...
 - A concern I had on my experience at Zest was...
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MY EXPERIENCE AT THE RESTAURANTS

- Cast Iron Bar & Grill offers locally sourced and fresh British dishes as well as the traditional afternoon tea.
- What makes Cast Iron special to me is the fact that....
- The daily routines at Cast Iron includes...
- The staff at Cast Iron impressed me because...
- A concern I had on my experience at Cast iron was...



IDENTIFYING OPERATIONAL ISSUES



FOOD PRESENTATION

IDENTIFYING OPERATIONAL ISSUES



MISE EN PLACE

IDENTIFYING OPERATIONAL ISSUES



DETAILS

Identifying Operational Issues

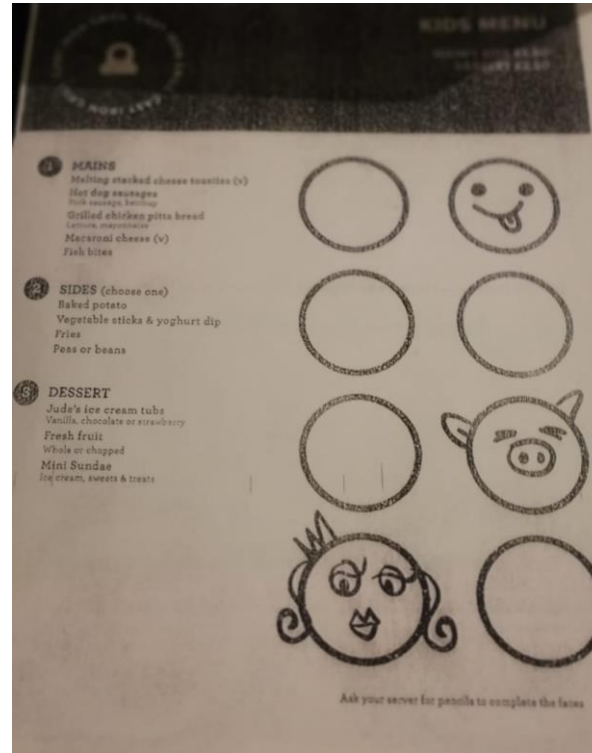


IDENTIFYING OPERATIONAL ISSUES



HOSPITALITY

IDENTIFYING OPERATIONAL ISSUES



BREAKFAST	
ALL DAY BREAKFAST All British Breakfast Eggs and Maple, Bacon, Hash Brown Potatoes, Tomato, Toast, Juice, Tea or Coffee £10.00 Good Start Choose from Porridge, Chia Pudding or Homemade Granola Fresh Berries, Skimmed Milk, Whole Grain Toast, Juice, Tea or Coffee £10.00 Continental Bakery Basket, Continental Meats, Bread Rolls, Condiments, Juice, Tea or Coffee £12.00 FRUIT, YOGHURTS & CEREALS Coconut Overnight Banana Oatmeal Pumpkin, Vanilla, Passion Fruit, Pumpkin Seeds £6.00 Chia Breakfast Pudding Almond Milk, Raspberries, Fruits, Toasted Almonds (380kcal) £6.00 Granola Parfait Yoghurt, Pearl Barley, Apples, Goji Berries, Cinnamon Syrup (425kcal) £6.00	SIDES Bakers Basket Butter, Preserves £4.00 Toasted Salmon Bagel Cream Cheese £5.00 Bacon Grilled Back Bacon £4.00 Sausage Pork Sausage £4.00 Ham Oven Baked £4.00 Potato Hash Brown's, Oven Roasted £4.00
SIGNATURES Benedict Poached Eggs, English Muffin, Bacon, Hollandaise £12.00 Hot Porridge Cinnamon, Maple Syrup, Toasted Almonds (330kcal) £6.00 Buttermilk Pancakes Whipped Butter, Warm Apricot Syrup £8.00	HOT BEVERAGE Cappuccino £3.70 Espresso £2.60 Double Espresso £3.10 Latte Macchiato £3.70 Flat White £3.60 Hot Chocolate £3.80 Hot Chocolate With Soya or Almond Milk £3.80 Twinings Tea Selection £2.60
EGGS Classic Omelette Ham, Cheddar, Hash Brown £10.00 Egg White Omelette Spinach, Tomato, Goat's Cheese, Hash Brown £10.00 Smoked Salmon Omelette Cream Cheese, Hash Brown £10.00 Scrambled Eggs £9.00	COLD PRESSED JUICE AND BLENDS Fresh prepared Juices Seasonal Selection £2.75 Jellag Cure Pineapple, Parsley, Grapefruit, Celery £2.7 Rejuvenate Carrot, Cucumber, Apple £2.

MENU

IDENTIFYING OPERATIONAL ISSUES



BAR SERVICES

IDENTIFYING OPERATIONAL ISSUES



BACK OF THE HOUSE

MY OVERALL PROFESSIONAL EXPERIENCES WAS...



OPPORTUNITIES & SUGGESTIONS

- Creating an atmosphere with music during with special playlists for different services: breakfast, lunch and dinner
 - Paper menus looking sloppy could be replaced by something more appealing, interactive and modern like tablets
 - Flowers during breakfast and candles by the evening are a small and delicate detail for table tops.
 - Fridges and shelves should be impeccably organized at all times.
 - Outdoors, on special occasions, live music could increase the occupancy rates as well as attract local community.
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THANK YOU

FOREST ARDEN MARRIOTT HOTEL & COUNTRY CLUB