

Effective Management

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Effective Management

Introduction

Effective restaurant management is the process of running a restaurant in a way that ensures its success. It involves various aspects such as planning and leading. This essay will explore methods to promote effective management such as ensuring a clear and effective restaurant structure, forming standard operating procedures, abiding by legislation and good leadership.

Vague



Restaurant and Kitchen Structure

A restaurant management structure includes different levels of employees. The owner is the manager and is responsible for hiring employees and determining the tone of the establishment and the menu. However, the structure is dependent on the size of the company as in smaller restaurants, the owner does majority of the roles. Restaurants have unique staffing needs, and the organization structure should reflect these needs. In larger restaurants the general manager oversees the front of the house operations, and assistant managers oversee the kitchen. The spatial arrangement in the restaurant should connect the frontend of the restaurant well to the backend, which comprises of the kitchen (Francis, 2022).

Front of House staff are the face of the restaurant. They are responsible for greeting customers and making sure they have a memorable dining experience. The

host/hostess is the first-person customers see when they visit a restaurant. They are responsible for taking reservations, greeting guests and seating them in a timely manner. Then, servers are responsible for taking orders and serving the customer's orders. They must be knowledgeable about the menu and able to make recommendations to customers (Demetriou, 2023).

Back of House staff are responsible for preparing the food that customers come to the restaurant for. The executive chef is the head of the BOH team and is responsible for overseeing all aspects of the kitchen. Then the remainder of the BOH staff comprise of a head chef, sous chef, prep cooks and line cooks. In addition to these roles every restaurant has management positions responsible for overseeing the restaurant's day-to-day operations (Demetriou, 2023).



The value of an organised restaurant/kitchen is priceless as it improves efficiency and customer satisfaction as it allows for the smooth running of the business. A good layout ensures that you have what you need at hand and in turn makes the kitchen safer as there is less needed to move around so there will be fewer opportunities to run into someone and risk burns etc. Furthermore, staying organised cuts back on waste and in turn saves the restaurant money.

Standard Operation Procedure

A standard operating procedure (SOP) is a set of instructions that describe how to carry out any given process. Most restaurants use SOPs to manage their day-to-day activities. SOPs allow a restaurant to achieve consistent results and increase productivity (Inkling and Inkling, 2023). They are also very useful when it comes to safety. They provide a standardised way of doing things and hence minimise the risk of safety hazards. **SOPs also ensure** consistency in hygiene standards which is important, as the kitchen staff will be sure to frequently washing their hands, maintain their stations etc.

Furthermore, having a set of procedures to follow ensures new starters can learn quickly and efficiently. This will ensure that their progress can be easily tracked. Plus having a set of instructions to follow allows for consistency and this is the key to customer retention as they will be sure to get a good dependable experience. Most

important of all SOPs allow a restaurant to be successful as it is easier to replicate the same successful processes in different locations if a restaurant was to expand (Neha, no date). [Find a scholarly source](#)

Regulation and Legislation

When starting a restaurant, it is vital to consider the legal landscape to make you're your business is compliant and to protect the business interests.

If you want to sell alcohol or have live entertainment in your restaurant, you need to get a premises license, issued under the Licensing Act 2003. A restaurant also needs to adhere to food safety regulations as it will be checked by local authorities to make sure it is following food safety rules (Government Digital Service, 2016). You must establish proper food handling practices, implement a Hazard Analysis Critical Control Point (HACCP) system, and train staff in food safety procedures. This will help your new business comply with the Food Standards Agency (FSA), which provides food hygiene certificates (Sutherland, 2023).

It is also vital to consider employment law when starting a restaurant. If you have employees, you need to run a payroll system and you must have written contracts for your employees. You must also make sure your restaurant is a safe place for your employees to work. Furthermore, a restaurant owner must check the employees are allowed to work in the UK according to immigration laws.

As well as this it is important to keep records of all your restaurant's money and make yearly financial reports following HMRC rules. There are numerous requirements specific to the food industry such as Value Added Tax (VAT) requirements, business rates, Pay As You Earn (PAYE) tax for employees, and other tax obligations specific to the food industry (Sutherland, 2023). You must also take money out of your employee's wages for income tax and National Insurance contributions.

In addition to this there are rules about how environmentally friendly the restaurant needs to be. You need to follow regulations about waste disposal and recycling to reduce your restaurant's impact on the environment.

To have a successful restaurant you must differ to the other competitors on the market. It is thus important to protect the restaurants unique identity such as the name, logo and any unique recipes. This is done through trademark and copyright laws. Having an awareness of the IP Rights shall not only help significantly in safeguarding the restaurant's brand from the competitors but also maximize its value in general (Admin, 2021).

Paraphrase matched text

In conclusion, starting a restaurant comes with many legal rules and requirements. It's important to follow these for the restaurant to thrive within the legal boundaries.



Management and Leadership (Self-Reflection)

Leadership is a vital component of a restaurant. A strong leader sets the tone for the entire restaurant as they are responsible for creating a positive and productive work environment. A strong leader will set a good example for their team. They do this by providing clear direction, rewarding good work, and creating a sense of purpose among employees (Bruce, 2023). This results in better performance and improved customer satisfaction.

Paraphrase matched text

One of the most important roles of leadership in restaurant management is to create a positive workplace culture (Expert and Expert, 2023). This is done through creating a work environment where employees feel valued and respected. Employees who feel valued are more likely to feel motivated to excel at their job role and in turn this will reward the business through increased customer satisfaction. This also boils down to understanding the members of your team. Every workplace is made up of people with a variety of different strengths and weaknesses and it is important to tailor your leadership style to fit their individual needs. Effective leaders can identify areas where the restaurant can improve, develop strategies to address those areas, and create a culture of continuous improvement (Expert and Expert, 2023). When managers focus on improving business performance, they can help build a loyal customer base and increase customer retention.

Paraphrase matched text

Paraphrase matched text

A good leader must be able to make quick and decisive decisions to keep the restaurant running smoothly. Decisiveness is an important trait of good leaders as it demonstrates confidence and trust in one's instincts, backed by knowledge and

Paraphrase matched text

experience. A decisive leader makes decisions quickly and commits to them with consideration for the impact on others (Sharma, 2023). Decisiveness is key to effectively executing plans and achieving goals in the workplace (Sharon, 2023). This can include decisions related to staffing, inventory management, and customer complaints. Strong leadership in restaurant management can also help to improve overall business performance.

Paraphrase matched text

By creating and implementing effective business strategies, a strong leader can help ensure the long-term success of the restaurant. Thus, opening opportunities for growth and expansion.

Paraphrase matched text



Conclusion

There are many factors to take into consideration when trying to ensure effective management of a restaurant. Through establishing the appropriate business structure, obtaining necessary licences and complying with all necessary laws, you can build a strong foundation for success whilst ensuring both customer and employee satisfaction.

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Personality Test Result: Protagonist ENFJ-T

Effective Management

GRADEMARK REPORT

FINAL GRADE

GENERAL COMMENTS

43 / 100

Please book a session to improve your info and referencing skills. Here is the website:

<https://outlook.office365.com/owa/calendar/LLRSkillsBookingCopy@uowtsd.onmicrosoft.com/bookings/>

PAGE 1

Text Comment. Add university Logo



Comment 1

Break a new page. The first page should be cover page.



Comment 2

Please revise the academic skill which is available on the module page and library page.



Vague

Unclear:

When making a point in one of your body paragraphs, one of the most common mistakes is to not offer enough details. A paragraph without much detail will seem vague and sketchy. A paper is always strengthened when your claims are as specific as possible, The more detailed evidence you offer, the more reference points your reader will have. Remember that you are communicating your argument to a reader who has only your description to go by. Someone who reads your essay will not automatically know what you mean to express, so you have to supply details, to show the reader what you mean, not just tell him or her.

PAGE 2



Comment 3

You should explain with Brigade system.



Find a scholarly source

This source does not appear to be scholarly. Scholarly sources are supported by evidence and are most often peer-reviewed or published. Review the writing task and choose a

scholarly source to better support your claim.

Review how to evaluate a source's scholarship with [this quick video](#).

PAGE 3

QM

Find a scholarly source

This source does not appear to be scholarly. Scholarly sources are supported by evidence and are most often peer-reviewed or published. Review the writing task and choose a scholarly source to better support your claim.

Review how to evaluate a source's scholarship with [this quick video](#).

PAGE 4

QM

Paraphrase matched text

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Comment 4

What are the possible consequences if not follow the regulations and legislation?

QM

Paraphrase matched text

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QM

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PAGE 5

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Comment 5

You have explained the importance of leadership but not reflected your own leadership style.



Check references

Check this page for accuracy of referencing.

PAGE 6

GRADING FORM: EFFECTIVE MANAGEMENT LV4

MOUSTAFA SOLIMAN

43

ENGAGEMENT WITH LITERATURE /10

You should incorporate information about your chosen restaurant, from credible sources, this can be from the organizations own website in part but must also include text-based information from industry journals and reference books. You must include a minimum of 15 reference sources, and these must be accurately cited within the essay text.



Engagement with a limited range of mostly relevant and credible sources but with some reliance on information gained through class contact. Some omissions and minor errors.

4

Please find scholarly source to support your ideas.

KNOWLEDGE AND UNDERSTANDING/30

You should show an understanding of the principles of restaurant operation in this context, specific to organization culture, structure and market positioning. This should also be supported by your ability to demonstrate an understanding of the information that you have learned about the specific restaurant also. You have to show an understanding in legislation and regulation as well. Please clarify the difference between legislation and regulation. You have to show your understanding in the importance of MBTI-test in management. What is the reason to conduct a personality test? How its affect the management and leadership style? How its affect your future career choice?



You have shown good understanding in restaurant and kitchen structure. You should use Brigade to explain the importance of kitchen structure. The definition of SOP is OK but need example to support. You have shown good understanding in regulation and legislation but too descriptive. The self-reflection of management and leadership has not reflected yourself. Please read the assessment guidance carefully.

16

COGNITIVE AND INTELLECTUAL /30

You should be able to show an appreciation for the decisions that the restaurant operators have made, and the way in which you may have changed if you were the manager. You should be able to compare and contrast your chosen restaurant with others within the similar concept/ structure and give some examples of why they have decided to offer the product that they do for example. You should analysis the reason to conduct a personality test? How its affect the management and leadership style? How its affect your future career choice?



Limited evidence in analysis.

11

Largely descriptive work, with superficial evaluation of the underlying concepts and principles.

Weak interpretation of data, flawed development of arguments

You should consider more own analysis in the assessment.

PRACTICAL SKILLS /10

By compiling this essay, you should be able to demonstrate an understanding of restaurant operation from different perspective, for example, menu design, location, company culture and customer perceived value, how this works in the practical sense, and by writing in a professional style allow the reader to gain an understanding of your competency within this subject, and how you might work as an influencer within the restaurant, being able to support operations.



You should create a organizational chart for restaurant structure which I have mentioned in class.

4

Basic appreciation of the context of the application. Limited analysis in how the theories can affect the business and customers.

TRANSFERABLE SKILLS /20

You should use the Myers-Briggs Type Indicator (MBTI) test result for your self-reflection. You can analysis your personality and the skill gaps in the certain roles with the management theories support.



The text need to be justified. Cover page should be a single page. Missing table of content. You have different effective headings. Missing the MBTI-test evaluation. You should have self-reflection according to your test result.