

Restaurant Management

by Arafa Mohammed Ali

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Reflective portfolio of practical tasks

Abstract of placement

Working as a restaurant manager exposed me to the dynamic and ever-evolving hospitality industry. Learning the fundamentals of restaurant management, honing one's interpersonal and managerial abilities, and getting a sense of the intricate dynamics of a restaurant's workforce were the primary objectives. I learned the most about the need to work as a team, of communicating well, and of being able to rapidly adapt to changing conditions.

Team dynamics

Communication:

Our team's ability to effectively communicate contributed much to our restaurant's success. The ability to communicate quickly and accurately was crucial to keeping things running smoothly (Kim et al., 2023). I played a significant role in the shift-starting meetings in which we discussed our plans for the day, any notable events, and any special meals we would be providing. This ritual helped get everyone on the same page for the day's goals and strengthened team  rit. However, problems emerged under the strain of constant service. The restaurant's busy atmosphere frequently made it difficult to have a conversation over the phone. As a result, we used a mix of verbal and nonverbal cues to convey our message. For instance, clear station organisation and the use of hand signals for essential communications helped keep things running well even during the busiest times of the day (Raab et al., 2018). I saw the value of being flexible in my approach to communicating with others. Since I was able to tailor my approach to each team member's preferred mode of communication, we were able to work together much more effectively. 

Leadership:

Leadership in the restaurant context was dynamic, encompassing both official and informal features (Liu and Tse, 2018). The tone of the team was established by the head chef and the floor manager. However, leaders arose at every level of the organisation.

The cooking and service personnel need to be able to make snap choices and take leadership during peak hours. Particularly striking was the focus placed on setting a model. The chief chef was not simply in charge of taking orders but also helped out in the kitchen when things got hectic. The group's cohesiveness and morale were bolstered by this active participation. As I developed, I came to appreciate the role that strong leadership plays in creating a productive workplace. As my role expanded, I learned to strike a balance between being authoritative and fostering a positive culture.  4

Collaboration:

Working together as a group was crucial to providing outstanding service (Kim et al., 2023). The whole restaurant crew played an important part in the evening, from the cooks who prepared the delectable meals to the waiters who served them with genuine warmth and enthusiasm. Team members were encouraged to have a more well-rounded grasp of the restaurant's workings via cross-training sessions.  5 The kitchen and the front of the home had trouble communicating sometimes, which was a problem for the team. We decided to address this issue by holding weekly post-shift debriefing sessions. We were able to work together to solve any problems that emerged throughout the shift because of this. I learned the value of cultivating an environment where team members value and appreciate one another's contributions. By appreciating one another's contributions, we were able to function more efficiently as a unit.  6

Strengths and weaknesses in restaurant management

Strength:

The restaurant staff's dedication to open and open communication stood out as a major asset (Mun and Jang, 2018). There were daily pre-shift meetings when the goals, menu, and announcements for that day were discussed. This method helped the whole team be on the same page and make better decisions as a unit. Additionally, the team's effectiveness was much improved once open lines of communication were established throughout service hours. Errors were reduced, and the flow of work was expedited, thanks to the use of hand signals for urgent communications and a standardised approach for taking orders in the kitchen.

The staff worked well together since they knew that the restaurant's success depended on everyone's efforts. Members of the team were able to better understand one another and their respective responsibilities thanks to cross-training sessions. This not only helped the team bond but also made sure that everyone on the squad could help out when needed. Taking a team approach improved client satisfaction (Mulyani et al., 2020). The quality of service improved dramatically when the wait staff and cooks were able to coordinate their efforts. The food was provided quickly, and the clients' dietary restrictions were easily met. Team members reported feeling less pressure and more fulfilled in their work as a result of the cooperative atmosphere.  7

Leadership flexibility contributed to a more responsive and agile staff, which in turn boosted the restaurant's overall performance (Planinc et al., 2018). The group was flexible enough to respond rapidly to surges in business or shifts in client tastes. The restaurant's adaptability helped it maintain its reputation for reliability and excellence.  8

Weaknesses:

Despite the benefits of pre-shift meetings and well-established lines of communication, difficulties emerged at the busiest times of service. The restaurant's busy atmosphere and loudness made it impossible to have a normal conversation. This deficiency has a considerable influence on the overall performance of the restaurant, especially during peak hours (Sattarzadeh et al., 2023). When the kitchen and the front of the house fail to communicate, customers may have to wait longer for their food or get an incorrect order.

A lack of proactivity in approaching problems was seen as a shortcoming. Debrief discussions held after service hours allowed the team to efficiently handle difficulties, but there was a wasted chance to avoid others.

The lack of input from teammates, including myself, into the development and implementation of process changes was another area of weakness. The team did a good job managing day-to-day operations, but they didn't do anything to increase efficiency, cut down on waste, or boost output.  9

The needed areas to improve upon to get my career goals

Reviewing my past experiences has helped me identify areas in which I may make the most progress towards my professional objectives in the field of restaurant management. Specifically, in the areas of inventory and cost management, my skills regarding financial oversight and evaluation have significant room for improvement. A more in-depth knowledge of the financial complexities of inventory management would have greatly aided my decision-making throughout my placement, which included regular stock checks and orders (Ecklund et al., 2017).  10

The ways of developing myself to become more effective as a leader

To fill this void, I want to attend seminars and workshops devoted to the topic of financial management in the hotel business. Restaurant-specific “cost accounting”, “budgeting”, and “financial analysis” are all possible areas to cover.  11 Besides, I believe that gaining mentoring from seasoned experts in the field of restaurant finance would allow me to gain invaluable insights and applicable information that I could immediately put to use in my current position.

Proactively suggesting and implementing changes to existing processes is another area for development. Even though I was involved in day-to-day operations, I failed to propose several improvements that would have improved productivity and patron pleasure. To enhance this talent, I aim to aggressively seek out chances to give ideas during team meetings and collaborative workshops. Reading industry magazines, attending conferences, and being educated about developing trends in restaurant management will equip me to bring fresh thoughts and unique solutions to the table.

I know that improving my ability to make decisions and solve problems is crucial if I am to grow as a leader. While the team showed flexibility in service, problems may have been avoided with a more preventative approach to problem-solving. As a means of improving my decision-making abilities under pressure, I plan to participate in scenario-based training exercises.  12

Missed opportunities

Although I gained a lot from my internship, there were times when I could have made better use of my time. Considerable effort was put into inventory management, for example. While I did take part in regular stock inspections and order placement, I may have benefited from a better grasp of the monetary components of inventory management. Besides, I could have been more proactive in suggesting and enacting changes to the way things were done. Reflecting on wasted chances, I see the necessity to become proactive in searching for new experiences that teach while continually helping with the development of operational procedures.  13

Conclusion

Based on the circumstances, it can be concluded that insights into productive team dynamics, communication, leadership, and cooperation were among the many invaluable lessons I learned during my time as a restaurant manager. I look back on this experience with gratitude for the obstacles I overcame and the chances I was given to expand my knowledge of the hospitality sector. Going ahead, I'm excited to incorporate these learnings into my academic and professional endeavours, strengthening my dedication to lifelong education. The restaurant's overall performance was heavily reliant on the abilities and flaws of the crew behind it. Positive morale in the workplace and excellent service to customers were the results of strong foundations built on open lines of communication, teamwork, and flexibility on the part of management. However, there was room for development in areas such as service communication, issue handling, and employee participation in the process.  14

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Restaurant Management

GRADEMARK REPORT

FINAL GRADE

GENERAL COMMENTS

40/100

PAGE 1



Comment 1

Late Submission. This will be capped at 40 marks

PAGE 2



Comment 2

How long did these meetings last? Was there space for questions from staff or a place where issues could be raised and resolved too?



Comment 3

How many people were in the team and how long did it take you to arrange the non-verbal communication? Were there any drawbacks to this?

PAGE 3



Comment 4

Had you had much leadership experience previously? Empathetic leadership is so important in a pressured environment. This point would have been even stronger if it had been backed up with a relevant source



Comment 5

Excellent. Was this already in place or was it an idea that came from a manager or Team meeting?



Comment 6

Were there any times when conflict emerged and you had to manage a pathway out of that? It would be good to understand the details of any conflicts or pressure points and how you found a way through them, or didn't and had to ask for help to get it resolved

PAGE 4



Comment 7

Again, a great result, but please don't forget to use actual and specific examples as well as overarching explanations



Comment 8

How many people work at the restaurant, both kitchen and FOH? This is useful to understand the scale and scope of your work



Comment 9

Did you pick this up yourself, or was this discussed with you? Are you usually a confident person, or someone who shies away from the limelight? How have you had to adapt?

PAGE 5



Comment 10

Good insight. Passion, talent and financial management don't often go together and it's good to recognise areas for improvement and deal with them before moving up the managerial ladder



Comment 11

Have you thought of LinkedIn courses? Worth looking at if not.



Comment 12

Where will you find these? There are so many ways to build knowledge and confidence, I would suggest taking it all a step at a time.

PAGE 6



Comment 13

Were you offered more of an explanation in how things were run? It's always good to ask questions as you go and it doesn't need to be aggressive.



Comment 14

Great lessons to learn and it looks as though you've made real progress this term. Well done!

GRADING FORM: BMGM4004

ARAFA MOHAMMED ALI**40****ENGAGEMENT WITH LITERATURE**

Demonstrate a clear understanding of the relevant literature and theories related to restaurant management. Engage critically with the literature and draw upon it to support your arguments and reflections. Use appropriate referencing and citation practices to acknowledge the sources of your ideas. Use a minimum of 10 references.



Some good use of sources to back up your points, but there needs to be more use of specific examples and critical analysis of those points, backed up by a wide range of references.

5**KNOWLEDGE AND UNDERSTANDING**

You should demonstrate a sound knowledge and understanding of the principles of restaurant management. Clearly articulate the challenges and complexities of working in a restaurant environment. Show evidence of learning and growth in your knowledge and understanding throughout your placement



Very good understanding of the importance of communication within the restaurant and an excellent explanation of the use of non-verbal

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methods to overcome the issue of noise at service times. Perhaps this needs to be referenced more to add weight to your points as well. Good self knowledge of strengths and areas that need improvement, along with strategies and methods to enable this personal growth.

COGNITIVE AND INTELLECTUAL

Analyse and evaluate your own experiences and actions, drawing on critical thinking and problem-solving skills. Demonstrate creativity and innovation in your approach to addressing challenges. Show evidence of reflective and self-aware thinking.



You have analysed issues such as the problem with team communication and have worked with others to construct a solution. Your use of reflection is strong and you've already charted a way forward

5

PRACTICAL SKILLS

Discuss specific examples of how you applied your knowledge and skills in a practical setting during your placement. Reflect on the effectiveness of your actions and identify areas for improvement. Demonstrate an understanding of the practical implications of theoretical concepts and ideas.



You have learned from example as well as from fulfilling a leadership role, identifying walking the line between authority and empathy. You have obviously developed some degree of confidence and along with that you've developed your understanding of both your strengths and weaknesses. It would be helpful if you learned to

10

give specific examples of your points which could then be reflected upon and analysed to maximise the learnings involved.

TRANSFERRABLE SKILLS

You should write this assignment as a reflective essay, provide your student name, number, module name and module code and assignment title. You should use a font of Arial 12 point. Justify your text, in order for your journal to look professional. Use 1.5 line spacing throughout the document. Spelling and grammar should be accurate.



Your writing is good and well structured and you use sources well, for the main part. The Portfolio asks for 10 sources and you have used 8, so please make sure you use your wide-ranging references to back up your points.

10