

Report on Hide

by Muhammad Naveed Jawed

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This submission has been second marked and I agree with the mark. Antoinette Milne (28/03/2025)

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Clear table of contents, well done

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Restaurant Management and Leadership: Skills and Knowledge for Success

AI Acknowledgement:

This is to acknowledge that I have used AI tools for spell check and grammar, called Grammarly in this report.

Executive Summary:

Very good executive summary

The placement at Mayfair's Michelin-starred restaurant Hide gave me great knowledge about leadership and restaurant management. With clear responsibilities like the Director of Food & Beverage, General Manager, and Operations Manager, Hide's organised leadership made sure that all three levels ran well. A high-performance work culture was promoted by incorporating transformational leadership ideas, while operational efficiency was supported by systems theory. Pre-service discussions and scenario preparation, among other proactive approaches to challenges, illustrated the value of foreseeing problems in fine dining. The implementation of sophisticated information management systems, such as payroll, stock management, POS systems, and feedback analysis, significantly simplified operations. Self-management techniques, such as time management and ongoing education, were used to accomplish personal improvement in accordance with theoretical frameworks and industry best practices.

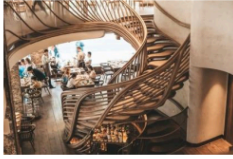
Introduction

HIDE is an urban haven tucked away in plain sight from the busy world. HIDE was opened in April 2018 by the acclaimed chef Ollie Dabbous in collaboration with Hedonism (Paraphrase or quote, 28 Feb 2025.) Three storeys up, two bright dining areas with serene views of Green Park are arranged around a stunning central staircase. For breakfast, lunch, and dinner, a sizable a la carte menu, including the best seasonal dishes, primarily acquired from a close network of small farmers and suppliers throughout the UK, is served. Both floors also offer a tasting meal with corresponding wine flights.

Everything, including bread, charcuterie, jams, juices, and pickles, is produced locally wherever feasible. The decor is simple but polished, attentive but casual (<https://hide.co.uk> 2025). The trees inspire this laid-back restaurant in Green Park: the light oak on the elegant top floor symbolises branches (the best spot to sit is up here by the window); the slightly darker ground floor represents a trunk, and the darkest area, the basement bar, echoes the roots. (<https://guide.michelin.com/> 2025)

Reflecting on my work placement at Hide, the Mayfair restaurant with a Michelin star, I learnt a lot about how to lead a team and handle myself well in a posh setting. The

significance of anticipating challenges in advance and using information management systems strategically to improve operational efficiency were both highlighted by this experience. Good



Leadership and Management in Restaurant Operations

Leadership in Restaurant Management

The leadership structure of Hide is carefully set up to guarantee smooth operations at all three of its levels: Below, Ground, and Above. Every floor provides a different dining experience, so management strategies must be customised.

• Director of Food & Beverage:

At Hide I have observed that the Director of food and Beverage (Mathew Mawtus) manages the entire Good and beverage plan, guaranteeing uniformity and excellence at every level.

At Hide, the Director is responsible for arranging and planning the staffing, supplies, cuisine, and expenses; creating and carrying out the department's operating policies and procedures; Working together with other divisions to guarantee smooth dining and visitation experiences, observing the most recent developments in the industry and collaborating closely with relevant sub-departments to develop novel menu and service options. (www.educationaltravelasia.org 2025). Incorrect Citation

• General Manager:

At Hide, the general manager (TATIANA THOLTOVA) Grammatical error oversees daily operations, personnel coordination, and customer service standards to maintain order in the restaurant's front and back-of-house sections. She also makes sure that visitors have a positive experience and that other employees are inspired and have all they need to perform at their highest level. (Megan Lee, 2025)

• Operations Manager:

At Hide, the Operations manager (ASTA MESKAUSKIENE) Grammatical error Ensures the seamless running of the supply chain and logistics, among other operational facets. Creating and putting into practice operational rules and procedures to guarantee successful and efficient operations, make certain that organisational procedures continue to adhere to legal requirements, rules, and guidelines. Employee and team performance and productivity are tracked, and coaching, training, and feedback are given to enhance performance. Forecasting, resource allocation, and budget

management support the achievement of strategic and business objectives. Building and preserving positive connections with suppliers and providers, Contract negotiations with vendors and suppliers to get the best deal. (www.travelperk.com, 2024)

Incorrect Citation

Chief Sommelier:

At Hide, the head sommelier (JULIEN SARRASIN) and his team have put together a small by-the-glass menu that features some of the Grammatical error wines from around the globe. Additionally, guests can virtually peruse the countless bottles of Hedonism Wines that can be delivered to their tables in as little as fifteen minutes. A portal to the past opens and a singular adventure with some wines that date back to the 18th century.

Very informative

You can embark on a journey with wines that date back to the 18th century. In addition to some obscure and unexplored garage holdings, there is an amazing assortment of well-known wineries making some of the most famous wines in the world. (Ruth Spivey, Jan 2025) From the newest to the oldest vintages, guests may find a variety of well-known wineries making some of the most famous wines in the world there, along with some undiscovered and hidden garage properties. (Hide.co.uk, 2025)

1



Reception Department:

At Hide, the reception manager (Nikki Morris) was more delegating in this department as she acted in a trustworthy manner. Given some trust and support, she came up with creative and economical ways to complete the task and make a more valuable contribution to the organisation because she is so knowledgeable about it.

Back of House (Breakfast Service):

"There is bad food as bad art and good food as good art. Hide Above is the second" (Tanya Gold, 12 feb 2022). Hide is famous for its breakfast, and I got the opportunity to observe extremely busy service, the Head Breakfast chef (Edwin Jackson) here, I find leadership style more influential, which is that sub-ordinates only need assistance to feel comfortable working within the regulations; he does not require continual guidance. In addition to teaching him the ropes, the Head Breakfast Chef serves as a coach and mentor, letting him know when he is succeeding and offering advice on how to improve. To make them feel secure in their skills and at ease in their role with just the right amount of assistance.

2

3

Throughout my time there, I saw that open communication, delegation, and cultivating an accountable culture are ^{Good} essential components of good leadership at Hide. Frequent debriefings and briefings were held to address any pressing issues and to bring the crew into line with the restaurant's goals.

Anticipating Challenges and Troubleshooting *Subheadings should be highlighted or underlined.*

Anticipating possible difficulties is essential in the dynamic setting of a fine dining restaurant. This proactive attitude is demonstrated at Hide in several ways:

- **Pre-Service Meetings:** Before each service, the Hide team discuss reservations, special requests, and potential issues, allowing staff to prepare accordingly. Which includes ^{Very informative}
 - I. Details about any bookings, including group reservations
 - II. Employee-specific tasks and sections, as well as dietary information.
 - III. An overview of the food and drink specials
 - IV. Praise team members who are performing well and provide overall constructive feedback.
 - V. Quick training on the food and drink being offered, as well as serving manners. (squareup.com, Nov 25, 2023)
- **Scenario Planning:** Management holds regular training sessions in which employees role-play a variety of scenarios, ranging from dealing with difficult customers to managing unanticipated shortages. This preparation provides the team with the skills needed to resolve difficulties quickly and effectively. ^{Add citation}

For instance, during a particularly busy evening, an unexpected shortage of a popular dish's key ingredient occurred. Thanks to prior scenario planning, the kitchen staff swiftly adapted by offering an alternative that was ^{Good} well received by guests, turning a potential setback into a positive experience.

Utilizing Information Management Systems

Hide employs advanced information management systems to streamline operations:

Handheld wireless POS systems are a portable version of a POS system that determines when and where a transaction is made. Cash registers, optical scanners, magnetic card readers, and ^{Paraphrase similar sentences} all part of a point-of-sale system. Handheld wireless POS systems used for hospitality, particularly food service. (Courtney Manion & Fred J. Demicco PhD ,2008)

- **Point-of-Sale (POS) System:** The Hide restaurant uses the Horizon POS system, which includes features including speedy transaction processing, inventory management, and sales reporting. This technology allows employees to monitor sales in real time, manage inventory, and analyse client preferences.

- **Feedback Reports:** Hide collects and analyses customer feedback on a systematic basis to identify areas for development. This method ensures that the restaurant's service standards remain high while also adapting to changing consumer expectations. Good Add citation
- **End-of-Day Reconciliations:** The practice of comparing the cash on hand to the recorded cash transactions is known as cash reconciliation, and it is usually carried out after a worker's shift or at the end of the business day. The sums ought to be equal (David Luther, May 2, 2024). At Hide Financial transactions are reviewed daily to ensure accuracy, and any discrepancies are detected promptly. Good Incorrect Citation
- **Stock Management:** At Hide, Effective inventory management allows restaurants to keep meticulous records of all supplies and ingredients, starting from the time they are delivered. This entails closely monitoring usage rates, keeping an eye on expiration dates, and predicting changes in demand due to seasonality or noteworthy occasions. (Abby Jenkins, Jan 17, 2025) Integrated with the POS system, stock levels are monitored continuously, triggering automatic reorders for low-stock items to prevent shortages. Incorrect Citation
- **Payroll Management:** At Hide, effective payroll and scheduling systems are in place to control employee hours, guaranteeing fair compensation and adherence to labour regulations. Good

Personal Reflection and Theoretical Alignment

Several parallels between management theories and my experience at Hide are apparent:

- **Transformational Leadership:** 5 Burns (1978) asserts that a leader is considered transformational when they assist and motivate followers to improve their morality, motivation, beliefs, perceptions, and alignment with the objectives of the company. (Reza M.H., 2019.) The leadership at Hide inspires and motivates staff by setting high standards and encouraging professional growth, reflecting James MacGregor Burns' concept of transformational leadership.
- **Systems Theory:** Hide operates as an interconnected system where each department's performance affects the whole restaurant. This holistic approach aligns with Ludwig von Bertalanffy's General Systems Theory, emphasising the interdependence of organisational components. Bertalanffy used the system in the singular, while today it's commonly referred to as the plural was

rooted in Paraphrase similar sentences development of a broader and more holistic theoretical framework. (von Bertalanffy, L., 1968. p.40)

Self-Management and Development

It took a great deal of self-awareness and flexibility to adjust to the fast-paced world of Hide. Understanding the value of self-management, I learned several tactics:

- Time Management: At Hide I learned time management by efficient use of my time I managed to, have less stress, and maintain a better balance of free time (www.brightnetwork.co.uk, 2025) I learned to manage tasks by creating daily schedules, ensuring that I met all deadlines without compromising the quality of my work. This approach Good aligns with the principles outlined by Stella Cottrell, emphasizing the significance of personalized learning and self-reflection in achieving academic and professional success.
- Continuous Learning: Continuous learning is the ongoing evolution of a person in reaction to business and industrial demands as well as external worldwide events. (Isidora Markovic, 2025). At Hide I actively sought both peer and supervisor comments, using it to pinpoint areas that needed work. This approach is consistent with the idea of self-mentor Good which promotes both professional and personal growth by fostering self-awareness, self-development, self-reflection, and self-monitoring (Ardelt, M. and Grunwald, S., 2018.)

Conclusion:

Encourage career advancement and the sharing of knowledge. I will sum up by saying that my time at Hide has been life-changing and has given me a strong foundation for both professional and personal development. I have acquired skills that will form the basis of my future undertakings in the hospitality sector using critical thinking and the implementation of theoretical ideas.

Recommendations.

Introduction of a Brunch Service:

- Adding brunch to Hide's menu would draw a wide range of customers, including locals looking for a posh mid-morning meal as well as tourists and businesspeople. (Dysegner team, March 2024.)

Enhanced Staff Training & Development:

- One particular and popular method of employee development is training; other methods include informal learning, self-directed learning, coaching, mentorship, and experiential learning. (www.td.org, 2025).
- Encouraging leadership development programs among junior staff can build a strong internal pipeline for future managerial roles.

Optimizing Information Management Systems:

- To improve inventory management and demand forecasting, AI driven analytics will be further integrated into the POS system.
- Further integrating AI-driven analytics into the POS system to improve inventory management and forecast demand more effectively. 

Improved Customer Engagement Strategies:

- Creating a membership or loyalty program to encourage return business, especially for brunch and special occasions.
- Increasing brand visibility through digital engagement, such as tailored email marketing and social media interactions. 

Sustainability Initiatives:

· Developing closer ties with regional farmers and suppliers to guarantee a steady flow of high-quality, ethically sourced foods. 

o Looking into environmentally friendly takeout packaging, especially if brunch includes a to-go option. *Is this the look you would want for a Michelin star restaurant?*

By implementing these recommendations, Hide can enhance its operational efficiency, expand its customer base, and maintain its reputation for excellence in fine dining.

Your reference list requires work, refer to your Harvard Referencing guide for support.

References not suitable

Reference List

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Report on Hide

GRADEMARK REPORT

FINAL GRADE

40/100

GENERAL COMMENTS

Please review the rubric for feedback specific to the marking criteria.

General Comment

It is concerning to see that substantial sections of your assignment appear to be directly copied and pasted. Furthermore, several of the references you included are from 1968, which exceeds the recommended 5-10 year timeframe; utilising more recent sources would have significantly improved the quality of your work.

The addition of visual elements, such as graphs and data visualisations, would have substantially enriched your assignment, showcasing a deeper comprehension of your results.

Action

Your reference list requires a lot of work, I would suggest you refer to the Harvard Referencing guide to support you; this can be found in the module information tab on Moodle. Alternatively, contact Study Skills to support you with your next written piece of work. studyskills@uwtsd.ac.uk

For all future assignments, be sure to follow the brief to receive the highest grade possible.

PAGE 1

Text Comment. This submission has been second marked and I agree with the mark.
Antoinette Milne (28/03/2025)

PAGE 2

Text Comment. Clear table of contents, well done

PAGE 3

Text Comment. Very good executive summary

QM

Paraphrase or quote

This section matches existing content in the Turnitin database. Essays that reference ideas or information from a source must directly quote or paraphrase the author's thought and then provide a proper citation. Revise this section by paraphrasing or quoting the author's idea and then properly cite it.

QM

Paraphrase or quote

This section matches existing content in the Turnitin database. Essays that reference ideas or information from a source must directly quote or paraphrase the author's thought and then provide a proper citation. Revise this section by paraphrasing or quoting the author's idea and then properly cite it.

PAGE 4

QM

Good

Good

QM

Good

Good

QM

Incorrect Citation

Refer to the Harvard referencing guide for support

QM

Grammatical error

Grammatical error, always proofread your work before submitting it.

Additional Comment

This should not be written in capital letters, proofread your work before submitting.

QM

Grammatical error

Grammatical error, always proofread your work before submitting it.

QM

Paraphrase similar sentences

This section retains another source's sentence structure and only replaces certain words. Paraphrase by writing the statement in your own words and adding a citation.

PAGE 5

QM

Incorrect Citation

Refer to the Harvard referencing guide for support

QM

Grammatical error

Grammatical error, always proofread your work before submitting it.

QM

Very informative

Very informative



Comment 1

This is not relevant



Comment 2

This is an academic piece of writing; therefore, the use of the word "I" is not allowed.



Comment 3

who?

QM

Good

Good

PAGE 6

QM

Good

Good

Text Comment. Subheadings should be highlighted or underlined.

QM

Very informative

Very informative

QM

Add citation

Add references to support your work.

QM

Good

Good



Comment 4

American English is not permitted, Utilising

QM

Paraphrase similar sentences

This section retains another source's sentence structure and only replaces certain words. Paraphrase by writing the statement in your own words and adding a citation.

QM

Add citation

Add references to support your work.

PAGE 7

QM

Good

Good

QM

Add citation

Add references to support your work.

QM

Good

Good

QM

Incorrect Citation

Refer to the Harvard referencing guide for support

QM

Incorrect Citation

Refer to the Harvard referencing guide for support

QM

Good

Good



Comment 5

This reference is well beyond the 5-10 year threshold

PAGE 8

QM

Paraphrase similar sentences

This section retains another source's sentence structure and only replaces certain words. Paraphrase by writing the statement in your own words and adding a citation.

QM

Good

Good

QM

Good

Good

QM

Paraphrase or quote

This section matches existing content in the Turnitin database. Essays that reference ideas or information from a source must directly quote or paraphrase the author's thought and then provide a proper citation. Revise this section by paraphrasing or quoting the author's idea and then properly cite it.

PAGE 9

QM

Add citation

Add references to support your work.



Comment 6

This is something that Hide already do, and do well

QM

Very good!!

Very good!!

Text Comment. Is this the look you would want for a Michelin star restaurant?

PAGE 10

Text Comment. Your reference list requires work, refer to your Harvard Referencing guide for support.

QM

References not suitable

Some of the references included are not suitable for this assignment.

PAGE 11

GRADING FORM: LEVEL 5 PLACEMENT

ENGAGEMENT WITH LITERATURE /20

Your work must be informed and supported by scholarly material that is relevant to and focused on the task(s) set. You should provide evidence that you have accessed an appropriate range of sources, which may be academic, governmental and industrial; these sources may include academic journal articles, textbooks, current news articles, organisational documents, and websites. You should consider the credibility of your sources; academic journals are normally highly credible sources while websites require careful consideration/selection and should be used sparingly. Any sources you use should be current and up-to- date, mostly published within the last five years or so, though seminal/important works in the field may be older. You must provide evidence of your research/own reading throughout your work, using a suitable referencing system, including in-text citations in the main body of your work and a reference list at the end of your work.



Poor engagement with essential reading. No evidence of wider reading. Reliance on inappropriate sources, and/or indiscriminate use of sources. Heavily reliant on information gained through class contact. Inconsistent and weak use of referencing

3

KNOWLEDGE & UNDERSTANDING /30

At level 5, you should be able to demonstrate: sound knowledge and critical understanding of the well- established concepts and principles of the subject area and the way in which those principles have developed; knowledge of the main methods of enquiry in the discipline. Knowledge relates to the facts, information and skills you have acquired through your learning. You demonstrate your understanding by interpreting the meaning of the facts and information (knowledge). This means that you need to select and include in your work the concepts, techniques, models, theories, etc. appropriate to the task(s) set. You should be able to explain the theories, concepts, etc. meaningfully to show your understanding. Your mark/grade will also

depend upon the extent to which you demonstrate your knowledge and understanding.

-  Limited but adequate knowledge and critical understanding of the well- established concepts and principles within the subject area, with a few gaps in the selection of material. A narrow critical understanding of the main methods of enquiry.

12

COGNITIVE & INTELLECTUAL /20

You should be able to critically analyse information, and propose solutions to problems arising from that analysis, including the critical evaluation of the appropriateness of different approaches to solving problems. Your work must contain evidence of logical, analytical thinking, evaluation and synthesis. For example, to examine and break information down into parts, make inferences, compile, compare and contrast information. This means not just describing what! But also justifying: Why? How? When? Who? Where? At what cost? At all times, you must provide justification/evidence for your arguments and judgements. Evidence that you have reflected upon the ideas of others within the subject area is crucial to you providing a reasoned and informed debate within your work. Furthermore, you should provide evidence that you are able to make sound judgements and convincing arguments using data and concepts, with an understanding of the limits of knowledge, and how this influences analyses and

-  Limited attempt at critical evaluation and analysis of concepts and principles, tending towards description.
Some evidence to support arguments and judgements but these may be underdeveloped, with a little inconsistency / mis- interpretation or failure to fully recognise limits of knowledge

9

PRACTICAL SKILLS /20

At level 5, you should be able to use/deploy a range of established techniques within the discipline, and apply underlying concepts and principles outside the context in which they were first studied, including, where appropriate, the application of those principles in an employment context. You should be able to demonstrate how the subject-related concepts and ideas relate to real world situations and/or a particular context. How do they work in practice? You will

deploy models, methods, techniques, and/or theories, in that context, to assess current situations, perhaps to formulate plans or solutions to solve problems, or to create artefacts, some of which may be creative. This is likely to involve, for instance, the use of real world artefacts, examples and cases, the application of a model within an organisation and/or benchmarking one theory or organisation against others based on stated criteria. You should show awareness of the limitations of concepts and theories when applied i



An adequate awareness and mostly appropriate application of established methods, materials, tools and/or techniques.

Basic appreciation of the context of the application. Theoretical knowledge and understanding applied in practice, but not always making logical links between the two. Can identify problems and propose basic solutions outside the context in which they were first studied

10

TRANSFERABLE SKILLS /10

Your work must provide evidence of the qualities and transferable skills necessary for employment requiring the exercise of personal responsibility and decision-making. This includes demonstrating: professional development to advance existing skills and acquire new competences that will enable you to assume significant responsibility within organisations; that you can initiate and complete tasks and procedures, whether individually and/or collaboratively; that you can use appropriate media to effectively communicate information, arguments and analysis in a variety of forms to specialist and non-specialist audiences; fluency of expression; clarity and effectiveness in presentation and organisation. Work should be coherent and well-structured in presentation and organisation.



Can communicate in a suitable medium for the audience but with some room for improvement.

Mostly ordered presentation and structure in which relevant ideas / concepts are reasonably expressed. Work may lack coherence in places.

Can work as part of a group, meeting most obligations to others but perhaps with limited involvement in group activities. Demonstrates the basic skills for employment requiring the exercise of personal responsibility and decision-making, with some areas of minor weakness

6

