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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.

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).

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).

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.

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.

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

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.

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.

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