

F&B and Kitchen learning log

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Learning Log Template



Level 6 Learning Log

Food & Beverage and Kitchen

(1250 Words)

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Lack of self-awareness closes the door for self-improvement, which in this rapidly changing society serve as the basis of professional and personal failure (Veine et al., 2019). In this learning log, I am going to reflect upon the job training experience and analyse my skills and knowledge. I shall be making a diligent effort through this log to find out my strengths and weaknesses to polish my positives and better my negatives.

During my training periods, I was given a great opportunity to explore the kitchen and the F&B departments in the organization brand. In food and beverage, I was able to handle operations like training and cleaning the coffee's machine's, setting the bar, setting conference meetings with all the requested necessities and take-in care of announcing all the meeting guests and many more. Most of my allocated jobs were centred on breakfast and dinner. During the placement, I found that being hotel management you need to be multi-tasking. Especially, since the time of the pandemic, the hospitality industry is facing huge workforce losses as the hospitality industry especially the hotels and restaurants laid off a huge number of employees during the pandemic (Jung et al., 2021). When the pandemic became under control and the public places began to reopen gradually, the hospitality industry is now facing a shortage of workforce. The same issue I experienced during the placement period. It has also been observed the staff remaining in the industry now needs to be multi-tasking and to become a trainer as the F&B and Kitchen have agency worker's almost every day. During my time spent in placement, most of them do not know what the necessary tasks are, and the hotel employees require to supervise which add extra responsibility and work, in this way organization make sure that agency workers perform all the task that is needed and respect the Marriott brand standards.

The number of workers in the busy day seems to be insufficient, and I encountered agency workers that they do not belong in the hospitality industry as they did not have the skills required.

Even though I was given training in all the departments of the Marriott hotel, in the Food and Beverage department the management trained me for most of the tasks on the student placement plan. One of the most important pieces of training was in cleaning, especially in this COVID-19 pandemic, the hotel needs to ensure the safety of guests, work colleagues. Few of the tasks in the Food and Beverage it was not possible and unavailable to do the training, but the manager carried training me by explanation and questions, for example, managing the bar stock where I feel that this task is very important in the daily task of an F&B manager. And the manager could have tried getting proper approval and shown the students how to carry the stock relating task.

Recalling the time spent in the F&B department I can outline the lost opportunity by not being given access to work with the software that the organization operates (MICROS POS(Oracle)). Despite the discussion having with the department manager and explained that the chosen training was given to me by an explanation of what the software operates and how to use it, the significant role of the software it was on the operational task day by day was not properly shown its value. The software training was not taken much into consideration by the managing department, the training itself can be one of the most important skills for the younger generation today.

I was not only trained for multiple tasks but I was also assigned to all of them so that I could practise as much as possible. I have learnt an excellent technique from the F&B manager, observed during the time spent learning and training in the organization. The mentor had very good communication skills and created a friendly environment for the employees. Good communication between the team was an important step to help each other in the tasks so that the hotel brand can deliver fast and quality services.

I was given the task of independently handling operations in both departments as for example in the Kitchen department I had to check all the food and make sure all the food is tagged and stored correctly for the hotel brand standard, also I was in charge of preparing sorts of food and many more task and manage very well under the circumstances that I personally don't have the required skills and knowledge in the kitchen I must say that my skills and knowledge about food and my learnings of food preparation within home or public is improved.

In F&B one of the principal tasks that I was trained and had to use was to establish rapport with the guests of the house and visitors of the organisation. Where the Marriott brand was in pledge the Mission 67 where every smile counts. The most difficult task, of being in the hospitality industry is that in spite you don't have a very good day, you

must continue to smile and make sure the guests are having a good time while staying in the hotel (Morse et al.,2011).

Based on this experience, I was able to gain job experience and work with one of the world's largest hospitality brands. Working and observing the activities and knowledge of the organization's managerial leadership helped me grow some of my skills and experience. The experience made me realise that being part of the hospitality industry and team working is my goal for a perfect job.

Reference

Jung, H.S., Jung, Y.S and Yoon, H.H. (2021). COVID_19: The effects of job insecurity on the job engagement and turnover intent of deluxe hotel employees and the moderating role of generational characteristics. *International Journal of Hospitality Management*, 92, p.102703.

Morse, G., Salyers, M.P., Rolling, A.L., Monroe-DeVita, M. and Pfahler, C. (2011). Burnout in Mental Health Services: A Review of the Problem and Its Remediation. *Administration and Policy in Mental Health and Mental Health Services Research*, 39(5), pp.341-352.

Veine, S., Anderson, M, K., Anderson, N.H., Espenes, T.C., Soyland, T.B., Wallin, P. and Reams, J. (2019). Reflection as core student learning activity in higher education – Insights from nearly two decades of academic development. *International Journal for Academic Development*,25(2), pp.1-15.



FINAL GRADE

55 / 100

GENERAL COMMENTS

Instructor

Simona, some good reflective elements in your work, where you noted what you learnt and how you could use this in future. Be careful not to be too descriptive in your writing. You could have included a reflective model to enhance your analysis of your placement experience, why were the tasks important, how did you feel about them, anything you would change in future. These are things to consider if you are writing a reflective piece in future.

1. Research-informed Literature : *Students need to be aware of the models of reflection, for example Kolb and Schon, and use this to demonstrate their understanding of the placement experience. 2/5*

2. Knowledge and Understanding of Subject : *Students are required to show knowledge and understanding through reflection of their practical placement, demonstrating key learnings from the hotel departments. 15/30*

3. Analysis

Students are to analyse their placement in means of not just describing tasks, but demonstrating the why? how? what? when? Through practical tasks, reflective writing and discussions with hotel employees. 8/20

4. Practical Application and Deployment

Students need to consider how they would apply solutions within the workplace of their placement property, highlighting what they have learnt on placement and how they could deploy this in future careers. 15/25

5. Skills for Professional Practice: *You should write the report in a recognised format within the assignment word count. All writing should be academic style, formal, focused, concise and subject specific. It should use a font of Arial 11 point or Times New Roman 12 point and be 1.5 or double spaced.*
15/20

PAGE 1



Comment 1

What does this mean, any examples?



Comment 2

What did you learn from this, how did you learn brand standards?

PAGE 2



Sp.

Spelling error



Comment 3

Why was this?



Comment 4

Good, so how did you seek out this information, could you have researched this yourself or observed others?



Comment 5

What do you think about your communication, has this changed?



Good

Good



Comment 6

What is this?

