

placement - restaurant Management

by Milly Alom

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Student Name: Milly Alom

Student Number: 1712057

**Course: BA (Hons) International
Gastronomy Management**

***Module: Placement – Restaurant
Management***

Module Code: BMGM4004

Lecturer: Chris Rogers

Introduction:

I will be talking out what is needed for restaurant management and its advantage and disadvantage. How I deal and work in placement towards management with other staffs and customers.

Communication:

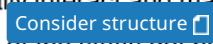
Communication is very important for any sector it allows to share ideas and feeling effectively with one another. A good communication gives everyone the opportunity to understand and to have understood each other clearly. There are different ways to communicate which are verbal, writing, speaking and body language etc.

Communication in a restaurant or take-away is very important as it gives the staffs and customers to re  and each other. Staffs can be aware of what is going on in a day-to-day job for example who needs to do what, shift pattern, individual responsibilities as that way they e all working as a team and are aware what needs to be done. 

The advantage of communication is you get to work together and complete work very quickly as everyone will have. A good understanding of each other. It allows everyone to build a strong re  each other. Everyone becomes for self confidence in what to do and when to do it.

The disadvantage of communication is that not everyone will listen to each other therefore the task might not be completed properly, **Over-reliance on digital tools** 
Text-based digital communication, devoid of vocal tone or facial expressions, can be easily misconstrued.

At my placement in Kalimirch communication is a key thing for them as without communicating with the staffs the day-to-day work will not be done therefore everything can become a disaster.

Every staff at Kalimirch have their own responsibility which they are aware of but still in the kitchen they still verbally interact and make sure everything is done in a high standard, for example if one  or the staffs got nothing to do they will go up to the other staffs who might need help and offer to help as that way it speeds up the workflow and customer's orders are completed on time. Kalimirch communicates with staffs

via text, WhatsApp, face to face and over the phone when needed . They also have a WhatsApp group where all staffs are involved and get all up to date news of everything for example, staffs shift, who is in or who is not in, price changing, recipe change, one to one meeting etc.

Kalimirsch and its staffs all communicate in a polite and friendly way with the customers when they call to place order or even when they come into the takeaway to place order face to face. Kalimirsch staffs are aware that being friendly and clear to staffs can make thing better and customers will feel more welcomed. They also communicate with customers on website when any customers give good or bad reviews, and they try their level best to sort out any mistakes that has happened or even if there is an honest review, they always take that as a positive feedback from customers. They have the menu of all different dishes and prices, takeaways address and contact details all on website for customers. By working in Kalimirsch I have experienced how to deal and communicate with everyone in a day-to-day basis . Even though the takeaway is very busy all staffs including myself still communicate in a polite manner with each other. I'm very clear to customers when talking over the phone or face to face. I make sure my listening skills are on top mainly when taking customer's orders so that no mistakes can be made, and customers will get what they ordered.

Leadership:

Leadership is another way of saying management  it allows to solve in problem. It helps to plan or organise with society or team. Leadership must be self-confidence, take on risks, be highly creative and have innovative thinking. Leadership is especially important as a Writer and philosopher Ralph Waldo Emerson once said, "Our chief want is someone who will inspire us to be what we know we could be." In one brief statement, Emerson sums up the importance of leadership and how leaders can help others achieve great things. Leadership isn't about holding authority over someone else. It's about positively influencing people to reach new heights. Aspiring to become a great leader is important because it helps people realize their potential and develop new skills. Additionally, those without a leader often have no direction and face stagnation. and  sopher Ralph Waldo Emerson

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The advantage of leadership in a restaurant it gives the opportunity to create a better environment for both staffs and customers, better improvement can be done, less mistakes can take place if following the plan and of course it keeps all staffs on track etc.



The disadvantage of leadership is that not everyone likes to be overloaded with tasks or failing to set clear expectations.

At Kalimirch our leadership is the head chef who always organise and ensure every staff is aware of what needs to be done on a day-to-day target. The head chef makes sure all food all in its original temperature. Staffs are getting all food ready for customers on time. Ensuring staffs are using the correct equipment. At the end of the day making sure everything is all clean and tidy for the next day.

If I was to take upon the leadership in Kalimirch I would do the similar things what the head chef is doing but be more organised and inspire the staffs to perform well in good and bad times. If we have less staffs, then try and maintain it with the less staffs but complete work by the end of day. Praise staffs that they are working well as that way staffs will feel their work is being noticed. I would like to get more trained



and understand on leadership for a takeaway as it will allow me to improve in the future.

Collaboration:

Collaboration is when you work with someone to complete something. Collaboration allows to work in a group to share and get variety of ideas. By working collaboratively rather than independently it allows to be more organised and complete the work efficiently. By lack of collaboration withing the business can lead to a huge failure to the business.  9

The advantage of collaboration is that more ideas and opinions are there to be worked with, increase innovation, easy to solve problems.

The disadvantage of collaboration is that some might agree, and some might disagree with opinions. May have lack of experience and information. Lack of resources with making decisions etc.  10

Teamwork is an important sector in any kind of organisation when working towards collaboration as it provides the whole team to have extra opportunity to learn new things. They can manage team meetings wisely. Most importantly it brings a huge lot of trust between the team.

At Kalimirch they have a good bond of collaboration as they tend to work as a big team even though everyone is all at different working stage. Kalimirch says everyone's thoughts and options will make a considerable success to the busin  11
Kalimirch has their own Instagram page where it gives customers a good impression of the type of dishes there are for customers. Customers can read other customers reviews. Kalimirch staffs and customers working together by giving opinions, making delicious dishes for staffs and reviews have made a good impact for the business as that way they managed to get Arta award **Winners of regional best takeaway in Wales** for the year 2022 and 2023.

Conclusion:

After doing research about communication and leadership in a restaurant I have found quite a lot of good knowledge about how to deal with it in a day to day. Some

which I already do but there are some extra parts which I was not aware therefore I can work to build that extra experience in the future  12 e future if I was to improve on something it will be on getting more knowledge on making dishes like the chef and to do that I think I would need to more work in a team with the chef, communicate more frequently by asking questions and understanding the methods of how to prepare individual dishes as that way it will also give me the extra confident when explaining the dishes to the customer.

References:

Definitions from [Oxford Languages](#) · [Learn more](#)

[HTTPS://uk.indeed.com](https://uk.indeed.com)

<https://www.theknowledgeacademy.com/blog/advantages-and-disadvantages-of-communication-skills/>

www.Kalimirschbarry.co.uk

Kalimirsch_barry (Instagram)

McKinsey.com August 17, 2022 | Article

By **COLIN BAKER** *Leaders Staff*

https://www.google.co.uk/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUK_Ewj6srPLgKiCAxV4VKEAHVL9DPAQFnoECBQQAQ&url=https%3A%2F%2Fplopdo.com%2F2018%2F12%2F19%2Fdifferent-types-of-leadership-and-their-advantages-and-disadvantages%2F&usg=AOvVaw2d357oDC7aelEwqAplvAfF&opi=89978449

<https://kissflow.com/digital-workplace/collaboration/importance-of-collaboration-in-the-workplace/#:~:text=Collaboration%20in%20a%20workplace%20involves,of%20purpose%20in%20the%20organization.>

<https://www.lumapps.com/employee-experience/improve-teamwork-in-the-workplace/>

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GRADEMARK REPORT

FINAL GRADE

GENERAL COMMENTS

40/100

PAGE 1

PAGE 2



Comment 1

Staff, not staffs.

QM

Consider structure

Evaluate the effectiveness of the structure of your essay.

Additional Comment

Look at the sentences and ensure they make sense.

QM

Check formatting

Check the formatting and submission requirements.



Comment 2

Correct point, but look at your formatting and sentence structure here.

QM

Consider structure

Evaluate the effectiveness of the structure of your essay.

Additional Comment

This sentence doesn't make sense, although I know what you're trying to say

PAGE 3



Comment 3

How does this work and is it the most effective way to communicate with staff? Do you ever have full Team meetings to discuss these things, or is it more efficient to use WhatsApp?



Comment 4

Do you find this an easy task and how much do customers connect with the restaurant apart from ringing up with orders? Do you have a process that enables a quick response to web or email queries?



Comment 5

You can be a leader and not a manager. You can lead by example as a member of staff without having direct responsibilities for other staff members. Having more leaders in your Teams can be a positive influence



Comment 6

Repeated 3 times

PAGE 4



Comment 7

So more organisation and support for staff members. What does this do for them in a positive way?



Comment 8

How would you want to achieve this? What would you do to change things for the better?

PAGE 5



Comment 9

How would you foster collaboration as a business? What methods would you use and how would you judge success?



Comment 10

True, but again, how would you deal with this problem? More training, more responsibilities for the staff member to show them the issues? Could you listen to their feedback and use that to help the business move forward?



Comment 11

How does the business action this? Have you any examples of when this has happened? What was the result?



Comment 12

What were the areas of management you were not aware of? What will you do with this knowledge?

GRADING FORM: BMGM4004

MILLY ALOM

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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.



There is some work to be done on your written English and there is no proper Harvard referencing. Please book a session with Study Skills who will be able to help you with both of these issues.

www.uwtsd.ac.uk/study-skills/

1

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



You've identified that communication and teamwork are really important to the successful running of a business and you've given some ideas and examples of how you manage these things, but there are no references to back these ideas up and they all need to be expanded upon. again, Study Skills will help with this. There is also a large passage in the Portfolio that's repeated 3 times, which is obviously not acceptable and should have been removed before submitting.

14

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've looked at your own experiences and have brought your strengths and weaknesses to light, as well as identifying paths of self improvement. There does need to be far more specific examples to back this up however, as well as the proper use of references

4

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.



There needs to be more specific examples of how you have applied the skills you've learned in the business itself, be that leading Team Meetings, or coming up with an idea to make the business more efficient and following it through, or learning how to communicate with customers more effectively. Use these examples in the text and then reflect on how they worked and what you'd do differently.

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.



There needs to be much more work on the writing and academic practices within your writing. I can understand what you're trying to say, but you need to present it more effectively. Study Skills will help here too.