

BMGM4004

by Paulina Skoczek

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BA Dip Cert HE International Gastronomy Management.

Assignment 1: 10 Minute Presentation

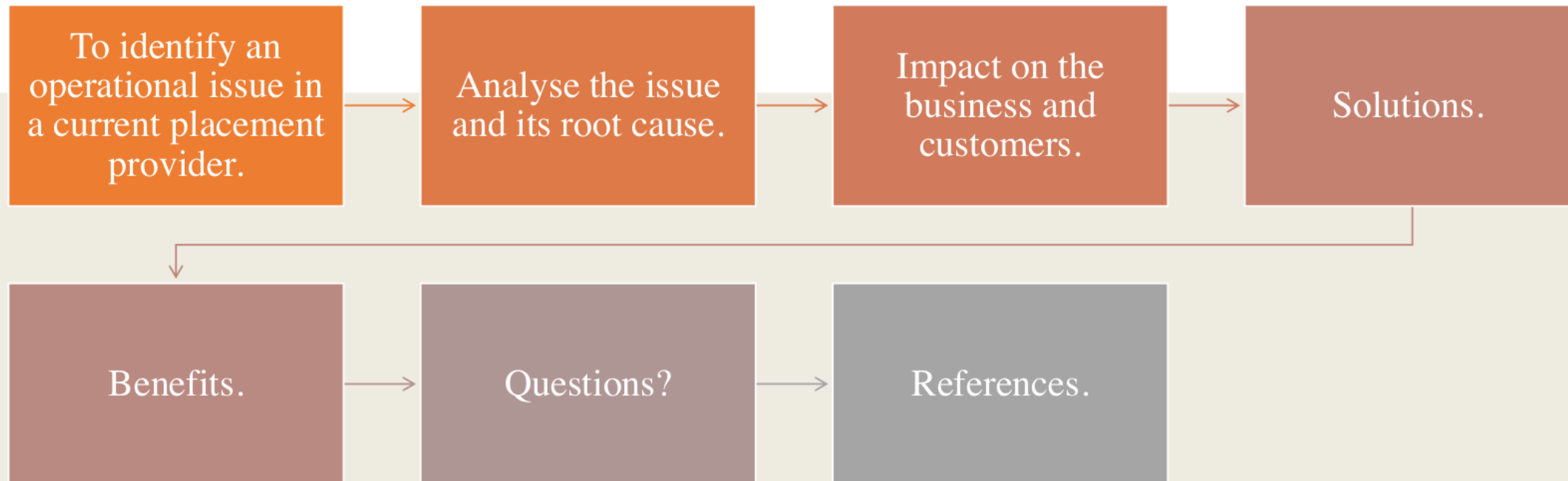
Module: Placement: Restaurant Management –BMGM4004.

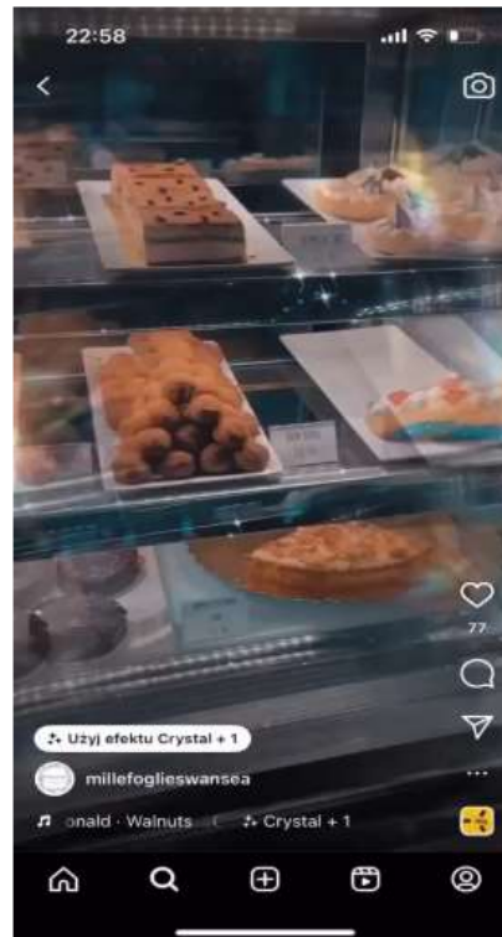
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Lecturer: Ffion Cubmerpatch.

The purpose of the presentation



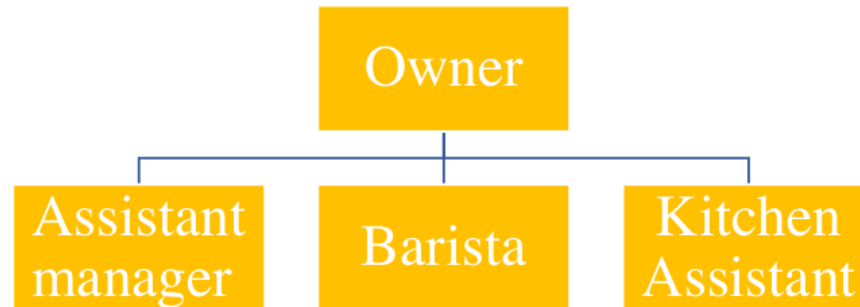


MillieFogile and the operational issue...





Figure1. - Theoretical Team structure



Milliefogile is a café which, is successively taking steps forward on market. The increased demand and popularity among customers is increasing. Absence of the team structure makes the café operations and management procedures unachievable and difficult. It also contributes towards unfavorable mental and physical well-being of the two owners. Tiredness, pressure, and burnouts have a colossal potential to turn the success of the café into bankruptcy. World and Health Organization (2021), also mentioned has that people working 55h a week face an estimated 42% risk of heart disease and a 19% risk of stroke. Consequently, solving the understaffing issue is vital not only to improve the business operations but additionally, to and create a healthy work-life balance working environment.

- Independent, small and newly opened business on the market.
- Uncertainty of the business success, grow and demand.
- Operating on thin margins, limited business budget. MillieFogile has less ability to absorb unexpected financial blows, therefore, making the business more cautious when it comes to hiring.
- Lack of experience in management sector.

The Consequences and Negative Impacts of being understaffed.

According to research conducted by Work Service (2017), over 50% of business owners reported that lack of staff, translates into problems with their business functioning.

Business	Customers	Employees
-Loss of Sales. -Brand damage and poor reputation. -Missed chance for marketing. -Complaints . -Limits for the company to expand -Increased risk of accidents -Safety and operating procedures are exchanged for service expectations. -Less repeat business -Lack of word-of-mouth effect. -High staff turnover rates. -Staff absences.	-Unfulfilled marketing promises therefore, customer disappointment. -Frustration due to long waiting times. -Poor service experience and lack of creating positive memories. (Edays,2020)	-Feeling overwhelmed, fatigued and frustrated. -A decrease in work quality. -A decrease in service skills quality. -Poor ability to focus and deliver. -Lack of work engagement -Loss of productivity. -Negative attitude



Solutions



Suggestions

The research has proven that 72% of managers practicing a careful conduction of staffing needs and creating a human resource plan improve the business profitability. (Viter. I ,2022). This finding demonstrates that to solve this operational issue the business needs to carefully assess its staffing needs to then with its high potential proceed and progress from point A to point B.



Internships



Staffing Agency

University and College Internships.

- Positive publicity and additional marketing to potential jobseekers.
- By offering internships the business can grow connections, therefore, increase its visibility on the market, promote work community and have a positive impact in developing students or future employees.
- Increased staff retention.
- Valuable and budget safe support.



Working with Staffing Agency

- Gives the business flexibility and successfully sources individuals with diverse talents that match or exceed business requirements and expectations in a time efficient manner.

It is a time-saving process as there is no need for the business to go through the recruitment process and prohibitional periods.

It creates savings in labor cost and training. With the help of staffing agency, the business will be able to benefit from a lower labor budget as in comparison to hiring employees with a traditional payroll approach.



The benefits of the applied solutions.



Teamwork and trust.

Innovations and new ideas.

Positive work community.

Better Communication.

(Indeed. E.T, 2023)



- Any Questions?

References:



1.Apifonica (2023) Braki Kadrowe- Przyczyny, Skutki, Przeciwdziałanie
Available at: [Prowadź komunikację dowolnym kanałem i na całym świecie | Apifonica](#)
(Accessed: 01.06.2023)

2.Edays (2020) - What is understaffing and how it can damage the organisation?
Available at: [What is Understaffing | edays \(e-days.com\)](#)
(Accessed:31.05.2023)

3.Indeed Editorial Team (2023) - 8 Advantages of Using a Team-Based Structure in Business.
Available at: [8 Advantages of Using a Team-Based Structure in Business | Indeed.com](#)
(Accessed: 01.06.2023)

4.Irina Viter (2022)- Human Resource Planning Done Right: A Step-by-Step Guide.
Available at:[Human Resource Planning Done Right: A Step-by-Step Guide | Runn](#)
(Accessed:31.05.2023)

5.Pictures used in the presentation are sourced from the Cafe Website:
Available at: [Pastry Shop | Millefoglie Italian Coffee & Pastry | Wales](#)
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6.Stephen R.Tiller, (2012) Organizational Structure and Management Systems.

Available at: [Organizational Structure and Management Systems | Leadership and Management in Engineering | Vol 12, No 1 \(ascelibrary.org\)](#)

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7.Steve Jobs & Bill Gates interview (2007)

Available at: [\(6\) Steve Jobs & Bill Gates interview 2007 - YouTube](#)

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8.Workservice (2017) -Jak brak pracownikow wpływa na hamowanie rozwoju firmy?

Available at: [Jak brak pracowników wpływa na hamowanie rozwoju firmy - Pro4work karta pobytu Wrocław, Legnica, Wałbrzych, Opole](#)

(Accessed:31.05.2023)

9.World and Health Organization (2021) -Long working hours increasing deaths from heart disease and stroke

Available at: [Long working hours increasing deaths from heart disease and stroke: WHO, ILO](#)

(Accessed:31.05.2023)

10. Videos used in the presentation are sourced from the Milliefogile Instagram

Available at: <https://www.instagram.com/millefoglieswansea>

(Accessed:29.05.2023)

FINAL GRADE

68/100

GENERAL COMMENTS

Instructor

You have identified an operational issue in your placement provider. The issue chosen was absence of team structure.

You made a good attempt to analyse the issue and identify its root cause(s). You did consider the impact of the issue on the business, customers, and employees.

You successfully developed your own solutions to address the identified issue.

You did not consider the feasibility of your solutions, which would be an important factor to the business.

You presented your solution(s) in a clear and concise manner. You explained the benefits of your solutions and how they could be implemented.

You provided ten references but with an over reliance on online sources, in future aim for a mix media of credible and reliable sources.

You could have included some employee engagement models or other theories to support your solution.

In order to improve on your next presentation, I would suggest working on your presentation design.

Overall, a very good presentation.

1. Engagement with Literature Skills 6/10

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.

Guidance specific to this assessment: You should demonstrate the ability to locate and evaluate relevant literature and sources related to the identified operational issue. You should demonstrate the ability to use appropriate referencing and citation styles throughout the presentation.

2. Knowledge and Understanding Skills 16/20

At level 4, you should be able to demonstrate knowledge of the underlying concepts and principles associated with your area(s) of study. *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. to show your understanding. Your mark/grade will also depend upon the *extent* to which you demonstrate your knowledge and understanding.

Guidance specific to this assessment: *You should demonstrate an understanding of the operational issue and its root cause(s). Provide an understanding of the potential impact of the issue on the business, customers, and employees. You should demonstrate an understanding of the feasibility and potential outcomes of the proposed solutions.*

3. Cognitive and Intellectual Skills 12/20

You should be able to present, evaluate and interpret qualitative and quantitative data, in order to develop lines of argument and make sound judgements in accordance with basic theories and concepts of your subject(s) of study. You should be able to evaluate the appropriateness of different approaches to solving problems related to your area(s) of study and/or work. Your work must contain evidence of logical, analytical thinking. 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? You should provide justification for your arguments and judgements using evidence that you have reflected upon the ideas of others within the subject area and that you are able to make sound judgements and arguments using data and concepts. Where relevant, alternative solutions and recommendations may be proposed.

Guidance specific to this assessment: You should demonstrate critical thinking and problem-solving skills in identifying and analysing the operational issue and proposing solutions. You should think creatively and consider innovation in proposing solutions to the identified issue. You should demonstrate the ability to think logically and systematically in presenting the proposed solutions.

4. Practical Skills 20/25

At level 4, you should be able to apply the basic underlying concepts and principles to evaluate and interpret these within the context of your area of study. 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. 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.

Guidance specific to this assessment: You should demonstrate the ability to apply theoretical concepts and knowledge to real-life situations. You should provide evidence of your ability to identify practical solutions to operational issues in the gastronomy industry. You should demonstrate the ability to provide feasible and realistic solutions that can be implemented in the placement provider.

5. Transferable Skills for Life and Professional Practice 14/20

Your work must provide evidence of the qualities and transferable skills necessary for employment requiring the exercise of some personal responsibility. This includes

demonstrating: that you can communicate the results of your study/work accurately and reliably, and with structured and coherent arguments; that you can initiate and complete tasks and procedures, whether individually and/or collaboratively; fluency of expression; clarity and effectiveness in presentation and organisation. Work should be coherent and well-structured in presentation and organisation.

Guidance specific to this assessment: *You should present in a recognised format. Slides should be clear, in bullet format and easily understood. Slides should be engaging to the audience. The presentation should be visual, well-rehearsed, convincing, and effective. You should make use of the full 10 minutes, failure to do so may result in a fail.*

If sharing your presentation online (via Teams) you will need to share your screen and present on camera.

PAGE 1
PAGE 2
PAGE 3
PAGE 4
PAGE 5
PAGE 6
PAGE 7
PAGE 8

