

Journal

by Razvan Fanachi

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Hotel Placement - Food and Beverage Operations

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Introduction



As a student of international hotel management, I found that I had learned some things while attending the module. The knowledge included vocational, self-improvement, and academic development. At Hilton Hotel, I worked as a food and beverage hotel manager for one month. I was put in charge of the hotel Food and Beverage department. I have also worked in the internal beverages department. This placement also helped me learn much about this field and gave me some theoretical understanding.



Self-management and Development

I learned, and it helped customers and the people in charge of the restaurant to know what was on the menu and how much it cost (Jackson, 2015). Also, a person without having multiple task experience can shine in this field which I had, and I have developed that in the period of my placement there  4

Task Management

Managing tasks is an important part of working in a food and beverage operation (Dixon, 2017). My job there is to keep the restaurant hygienic. Since the resort also serves beverages, I had to follow the beverage control system. Cost control and making a budget are very important for any manager of a food and beverage operation (Zhang et al., 2015). In this industry, a manager's main job is to ensure that customers can get good food and drinks from reliable sources (Owens, 2018). All of the tasks were my responsibility in my placement, and I have tried to fulfil my tasks along with gaining some vocational and academic knowledge from there.  5

Applying Initiative to Workplace Problems

Problems happen at work, and it is a manager's job to figure out how to fix them. I had to deal with many problems during the placement I stayed at the hotel. So, I have had a hard time. For example, I have had some problems with the people who come to the restaurant. They  not like the food, drinks, or environment. I tried to explain what was going on to the customers, and they seemed to understand (Sutherland, 2019). People make mistakes, and when people work together, problems can happen. When there were problems at the hotel, I always listened to what employees had to say and tried to fix the problems. I have liked how proactive employees have been and encouraged them to share their ideas. I have always been ready for meetings, and this is where I have gained some academic and self-development for myself.

Communication

Communication is one of the most important parts of managing a role (Millican, 2019). I've tried to talk to employees and the people in charge. Communication with the consumer is also a major issue there. Communication is the key to everything in the food

and beverages business; without it, it is impossible to know what things are happening in the place. Food and drinks are a very important industry that also affects people's health (Stefani, 2019). Communication there helped me build a great team, including the employees and WC (Varca, 2018). We used to talk to each other about everything, and when big customer problems came up, we would also solve them there. I saw together a great team, and the people above me gave me feedback on my work. I also gave feedback on the work of employees there.

Application of Knowledge

Since food and drinks directly affect the body, I have learned that the food and drinks industry has to follow some rules and regulations (Kuc, 2021). My job was to ensure everyone in the restaurant followed the rules and kept things hygienic. The menu helped the customer know what ingredients we were using and how much the food and drinks cost. 6 and drink service is a tricky and important job. I have been able to put the knowledge I've gained to good use in my placement.

Conclusion

At the end of the placement, I learned some beverage rules and regulations, which helped my academic development. Self-improvement was meant for me to talk with employees and get feedback from them. Also, I can multitask at once and solve operational problems on my own. I have improved at my job because of what I learned here. I now know how to run things and use what I've learned at work.  7

References

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Journal

GRADEMARK REPORT

FINAL GRADE

GENERAL COMMENTS

56/100

Instructor

Please view the rubric for a detailed view of your mark, and take notes of comments throughout your work.

PAGE 1

PAGE 2



Comment 1

Written in a report format

PAGE 3



Comment 2

No need to include subheadings in the journal



Comment 3

Good summary

PAGE 4



Comment 4

Expand on skills acquired



Comment 5

Inconsistent font



WC

Word choice error:

Sometimes choosing the correct word to express exactly what you have to say is very difficult to do. Word choice errors can be the result of not paying attention to the word or trying too

hard to come up with a fancier word when a simple one is appropriate. A thesaurus can be a handy tool when you're trying to find a word that's similar to, but more accurate than, the one you're looking up. However, it can often introduce more problems if you use a word thinking it has exactly the same meaning.

PAGE 5



WC

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Comment 6

Examples could be linked to placement

PAGE 6



Comment 7

Conclusion points could focus on your future development

PAGE 7



Comment 8

Publication year (**in round brackets**)



Comment 9

Article title (**enclosed in single quotation marks**)



Comment 10

Article title (**enclosed in single quotation marks**)

GRADING FORM: F&B JOURNAL

RAZVAN FANACHI

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RESEARCH-INFORMED LITERATURE

Marks available 5 Your work must be informed and supported by scholarly material that is relevant to and focused on the task set. You should provide evidence that you have accessed a wide 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. You must provide evidence of your own reading throughout your work, using in-text citations in the main body of your work and a reference list that is alphabetical at the end of your work. Please use the Harvard referencing system. Specific to this assignment: Students need to be aware of the models of reflection, for example Gibbs, Kolb and Schon, and use this to demonstrate their understanding of the placement experience.



You have not used any reflective models, for example Gibbs, Kolb or Schon to demonstrate your understanding of the placement experience. UWTSD referencing conventions largely applied. However I would have expected to see your placement hotel in the references. You have provided evidence of further reading across a wide range of sources; academic journal articles, textbooks, current news articles, organisational documents, and websites.

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KNOWLEDGE AND UNDERSTANDING

Marks available 30 Your work must demonstrate the growing extent of your knowledge and understanding of concepts and underlying principles associated with the subject area. Knowledge relates to the facts, information and skills you have acquired through your learning.

Your mark/grade will also depend upon the extent to which you demonstrate your knowledge and understanding; ideally each should be complete and detailed, with comprehensive coverage. Specific to this assignment: Students are required to show knowledge and understanding through reflection of their practical placement, demonstrating key learnings from the hotel departments.



You have demonstrated some good knowledge and understanding of your placement experience which could have been enhanced by using some facts, information and skills you have acquired. You have included learning and wider reading. You were required to expand further on this information to demonstrate deeper understanding.

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ANALYSIS

Marks available 20 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. At all times, you must provide justification 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. Specific to this assignment: 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.



You successfully provided good analysis on your placement experience, not just describing tasks but also discussing the what, why, how, when. You wrote reflectively about your experiences on placement, including providing examples. By using

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a Reflective Model such as Gibbs would have allowed you to focus on being reflective rather than descriptive.

PRACTICAL APPLICATION

Marks available 25 You should be able to demonstrate how the subject-related concepts and ideas relate to real world situations 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, some of which may be innovative and creative. Specific to this assignment: 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.



You did not provide any in depth examples from your learning experience to support your learnings. You have not considered how the things you have learned on placement will benefit you now or in your future career. You have highlighted some issues you faced on placement and any recommended solutions you would apply to rectify them. You have not fully developed your critical thinking skills. There is a book on the online library I suggest familiarising yourself with Critical Thinking Skills by Stella Cottrell.

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SKILLS PROFESSIONAL PRACTICE

Marks available 20 Your work must provide evidence of the attributes expected in professional practice. This includes demonstrating your individual initiative and/or collaborative working. You must communicate effectively in a suitable format, which may be written

and/or oral, for example, essay, management report, presentation. Work should be coherent and well-structured in presentation and organisation. Specific to this assignment: 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.



Written in a report format, and not a journal. You communicated in a suitable format, however, you have not followed the Microsoft Settings for this assignment. It should use a font of Arial 11 point or Times New Roman 12 point and be 1.5 or double spaced. You have not abided to the 750 word count. You may need to reconsider some of your choice of words such as the use of me, use I instead.

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