



ACADEMIC AND EMPLOYABILITY SKILLS

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RESTAURANT MANAGER

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Task 1: Individual Presentation

Introduction

The following report will throw light on the skills and abilities required to be successful in hotel management in the hospitality sector. The report will present a presentation on employability skills and how the development can lead to the improvement of employability in a corporate sector. Furthermore, the report will take into consideration various skills which are required for being a successful hotel manager and various literature will be taken into consideration. A micro-environmental analysis will be conducted based on the skills that I own with the SWOT framework and this will help to evaluate the strengths and weaknesses in me and how capable I can be a successful Hotel Manager in the present scenario.

Literature reviews

Skills required to be a successful restaurant manager

With reference to the statement provided by Cornell (2019), the restaurant business is one of the busiest jobs across the world and it requires constant supervision over the employees. Due to the high demand that is involved in the food industry, it is important that the manager of a hotel must always supervise the importance of productivity and amplification of the profit market. According to the statements of Darbi (2012), in order to practice efficiently, a restaurant manager needs to be equipped well also. This means that the managers should be mastering various technologies that can be used by organisations for providing high-quality customer service. This will help to provide high-quality customer satisfaction.

On the other hand, Mega (2019), has stated that the managers of an organisation must be strongly skilled with high levels of verbal communication, which will help to understand the psychology of the customers. The manager should also have the skills of learning how to use the assets of the restaurant and how he can amplify his position at the organisation. This will enhance the quality of food and also of the services that are provided to the customers, which will further aid in changing the customer's perception towards the organisation. The manager of an organisation should also have strong marketing skills. Marketing skills are the key to customer attraction. It also fosters innovation.

However, Brown *et al.* (2014), has stated that the restaurant manager must have a piece of strong knowledge of food allergies and food reactions that can cause on people because almost half of the foodborne diseases are often seen to be coming through the restaurants. According to the statements made by Petree *et al.* (2012), it is also the responsibility of the restaurant manager to supervise the fact that the structure of the corporate organisation is in terms of the environmental situation. The manager of the restaurant is also responsible for overseeing that all the workers in the organisation and working in a coordinated manner and apart from this, they are satisfied with their jobs and benefits. Finally, since sustainability is an important issue in the present century, therefore, according to Mok *et al.*, (2013), it is important for the restaurant manager to take into consideration various levels of sustainable services that can be provided to the customers.

The optimistic attitude of a restaurant manager is often a thing of attraction for the customers. It also enhances the positive work environment in the office and this will result in the increase of productivity and profit margin of the company. According to Mega (2019), a restaurant manager must be capable of connecting to the customers through strong skills of communication. It is also important for managers to have skills of flexibility and leadership. The adaptability of an individual in terms of various leadership management skills with respect to the situation is often a result of high productivity and profit margin.

SWOT Analysis

Strengths	Weaknesses
➤ By the studies of Kapur (2020), communication skills are the ultimate guide to workplace success. I have strong knowledge of communication skills and because of it, I can enable and enhance my characteristics as an efficient manager in a restaurant organisation. ➤ I have strong knowledge of leadership management skills and	➤ My lack of flexible nature can be defined as an important form of weakness that can be quite relevant to the context of the organisation. ➤ I also have a limited ideas for various marketing techniques including social media marketing and various Integrated Marketing channels which is a problem for working in an organisation where

apart from this, I have a deep knowledge of how to practically apply various models of leadership management in accordance with the situation. I have an in-depth understanding of the qualities of the democratic form of leadership management. ➤ I know multiple languages which can help me to understand the psychology of various customers who will be coming to the restaurant for food. ➤ I also have strong organisational skills that are required for managing my junior staff members at the organisation. ➤ I can also motivate my workers and employees who will be working in the organisation so that the productivity of the company can be increased. Motivating employees and junior members will help them to get interested in their jobs and customer satisfaction can also be achieved in this way.	the restaurant business is in progress. ➤ I get nervous while addressing the senior officers in the organisation and this can be a real problem that I have to deal with any situation which is favourable or out of my grasp. ➤ I am often short-tempered.
<i>Opportunities</i>	<i>Threats</i>
➤ I have enough opportunities to improve my knowledge based on Integrated Marketing channels and	➤ My lack of knowledge on the financial transaction will affect the corporate organisation can be a

social media marketing techniques. By using strong techniques marketing I can be an efficient market is along with an efficient manager in the restaurant industry. ➤ I have enough opportunities to expand ideas of flexibility and having a positive attitude toward all my employees and customers in the organisation. This will provide me with enough employability. ➤ I can use the corporate opportunities to improve my knowledge on various models of motivational skills and leadership management so that I can improve my employment in the future context.	real threat to my existence as a Hotel Manager.
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Personal Development Plan (PDP)

<i>Skills or areas to improve</i>	<i>Activities</i>	<i>Resources</i>	<i>Activities now</i>	<i>Relevance</i>	<i>Time</i>
Marketing Skills	I am performing a number of activities in order to have a strong	Wi-Fi, Online workshops, books, journals	I have gone through several journals of marketing and Systems	According to Bullock (2021), marketing skills are quite relevant from	5 th August '21 to 5 th October '21.

	graph over marketing skills and also understand the entire nature of advertising and customer marketing. I have joined a number of online workshops when people give lectures about the development of marketing skills and how marketing skills can be important for the improvement of the manager's post in the restaurant industry. I have also gone through		of marketing techniques that will help me to master the skills in order to improve my employability. By all these techniques I have improved my marketing skills as an effective manager in the restaurant and I have also understood the importance of marketing in order to attract customers to the company.	the perspective of a manager because it helps to target a large number of customers around the country. It can also help the manager to develop a budget on which a marketing plan will be based. It is relevant for the manager to have a strong grasp of marketing skills because it also helps to build a strong positive brand portfolio in the context of the Global organisational	
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	a number of books which weekly deal about the development of marketing skills and their importance as a manager.			trade and it also helps to improve the image of the company. Strong marketing skills help to develop a marketing plan which is usually based on the target market and which mainly targets the amplification of productivity and the profit market.	
Patience	I have gone through several journals which focus on the effectiveness of becoming a manager and how patience	Wi-Fi, Online workshops, books, journals	After some practice and training, I have learnt and mastered the art of being patient. Apart from this, I have learnt to use	Patience is relevant and important in business because it helps in handling critical situations in the firm and it	5 th October '21 to 5 th March '22

	is one of the most important skills that a manager should master in order to work positively in the organisational context. I have also read a lot of books about being effective and also identify the importance of patience and its use on employee management and customer retention.		various advantages of being patient in a corporate firm. I am sure that I will be using patience skills in order to improve my position as a manager in the organisation and also to encourage customers to be a part of the firm.	also helps the employees to get motivated at the job they are doing. Patience also leads to the development of a relationship between the managers and their employees which is the ultimate way of ensuring that the employees at the organisation are satisfied with their jobs.	
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SMART Goals

<i>Skills</i>	<i>Specific</i>	<i>Measurable</i>	<i>Achievable</i>	<i>Relevance</i>	<i>Time Frame</i>

Patience	Patience skills are specific for the managers in a restaurant business. The goal is important because it leads to better management of the firm. Apart from this, it also helps to improve customer attraction.	My patience can be measured by observing my responses towards various situations. Circumstantial evidence can help to provide data on whether the manager is having a positive Outlook towards all of the employees and customers in the organisation. It can also be measured by observing the profit margin and the annual turnover along with the increase in	The skill is achievable up to some extent by going through books and journals and also preparing it on a self-developed plan.	Being a patient manager is quite relevant to the context of the organisation because it helps to attract customers to the company and also involves customer engagement.	6 months
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		customer traffic.			
Marketing skills	Marketing skills are specific and important because it leads to the advertisement of the vision and mission of the company to the customers. From a managerial perspective, the customers will also know about the activities that are carried out by the firm.	Marketing skills can be measured by observing my performance at the restaurant and also by supervising whether a lot of customers are targeted with reference to the market.	This skill can be easily achieved by going through various workshops in both online and offline forms and also reading several books and watching YouTube videos in order to understand the entire concept of marketing skills.	The skill is quite relevant to the context of the organisation.	3 months

Conclusion

The full report has focused on providing important literature on the requirement of employability skills and other competencies which is essential for managers in the restaurant industry. The

report has been successful in providing empirical studies based on the topic and all the claims have been referenced with credible authors. The report is also prepared a microenvironmental analysis on the basis of individual skills and it has also developed a personal development plan that would be applied in the future context when I will be working as a restaurant manager in the corporate sector. Finally, SMART goals have been used as an important form of time management tool and it has helped to end the report.

Task 2: Report

Introduction

The following report encompasses the self-reflection skills that I have developed while completing this particular module and how I will be using them in the near future. Four basic skills that I have learnt in this module will be taken into consideration and their application in the future context will be discussed in detail. Four skills that are involved in this reflective module are ***time management skills, referencing, paraphrasing*** and ***summarising***. I was having several loopholes in these skills and throughout the entire module, I have learned to use them efficiently so that my employability and Research skills can be improved in the near future. This will also help me to improve my standards of learning and training. The report will also explore the skills through a self-reflection model and how employability and improvement of learning is an important part that is obtained through these skills. For the purpose of self-reflection, ***Kolb's reflective model*** will be used.

Concepts and ideas related to the topic

Time management Skills

Nasrullah and Khan (2015) stated that time management skills are highly essential for academic achievements. Time management skills are one of the most important elements that are relevant while working in a corporate sector and also this forms one of the most important components for university students in order to ace the exams. Time management is useful for prioritizing and allocating certain time to certain works so that at the end of the day effective results can be obtained on the basis of the education. According to Nasrullah and Khan (2015), time management skills are responsible for completing any task within time and also this helps to prepare for the exam effectively.

Students are often required to be master time management skills so that they can complete their tasks before the deadline and also, they can improve their employability in the context of the organisation. On the other hand, Sainz *et al.* (2019) has stated that time management skills are important for putting into practice for education and training. While working in the corporate sector, recruitment and selection are often done on the basis of time management skills which forms one of the most important components of a CV and a company supervises whether employees have

time management skills or not. There are various ways in which time management skills can be obtained.

Referencing

Referencing means full citations of the in-text references that have been used throughout the entire report. Shilby (2015) has explained various forms of referencing in his report such as Harvard, APA and more. It is a useful tool for considering literature and it helps to improve the authenticity of a particular report. The primary use of referencing is to maintain the fact that the report is absolutely free of plagiarism and all the things that have been made from the report are genuine and come from the desk of the author (library.leeds.ac.uk, 2021). This helps to maintain the credibility of the report and the report can also gain an improvement in the total quality which helps the reader to trust the report.

Whenever a report or a study is using the ideas of somebody else who is different from the writer, referencing comes into effect and it explains the fact that the report is absolutely free of plagiarism and no concept has been stolen from anybody. Referencing also explains the depth of the research and also the journals and books that a student has got into in order to complete a particular project.

Paraphrasing

According to statements of Hentschke (2021), paraphrasing can be defined as a way of presenting the ideas and philosophies of a concept that is derived from another person and is referenced along with the ideas. Paraphrasing is another way to avoid plagiarism and also helps to improve quality and maintains the credibility of the work (integrity.mit.edu, 2021). Paraphrasing along with referencing can help to improve the score of students in the university. By the studies of Rogerson and McCarthy (2017), various internet tools are available for paraphrasing purposes. It also helps the teacher or the trainer to understand the fact that how people a student is able to represent ideas and demonstrating the lessons that they have learnt throughout the entire module. On the other hand, it has been explained by Cumming *et al.* (2016), that students often use an external source for writing purposes. Effective paraphrasing also helps the teacher to understand the level of education that the student has acquired throughout the completion of the entire module and how the student is going to present his or her ideas in the Global organisational context while working in a corporate sector.

Summarizing

Summarising is also an important aspect of academic writing and it helps the student to understand the entire concept in a lesser number of words than that have been provided throughout the entire academic text. Summarising is important because it helps the students to reflect their learning in simple terms (readingrockets.org, 2013). The teachers can assess the capability of the student in terms of their academic scores. It also leads to the incorporation of ideas that are relevant to the topic and also its results and the involvement of ideas and theories that may help to expand the concept of education in the future context. It also helps the student to explain their strategies in terms of education and also effective time management can be obtained through summarising at which involves less time for reflecting the entire topic.

Reflection through Kolb's cycle

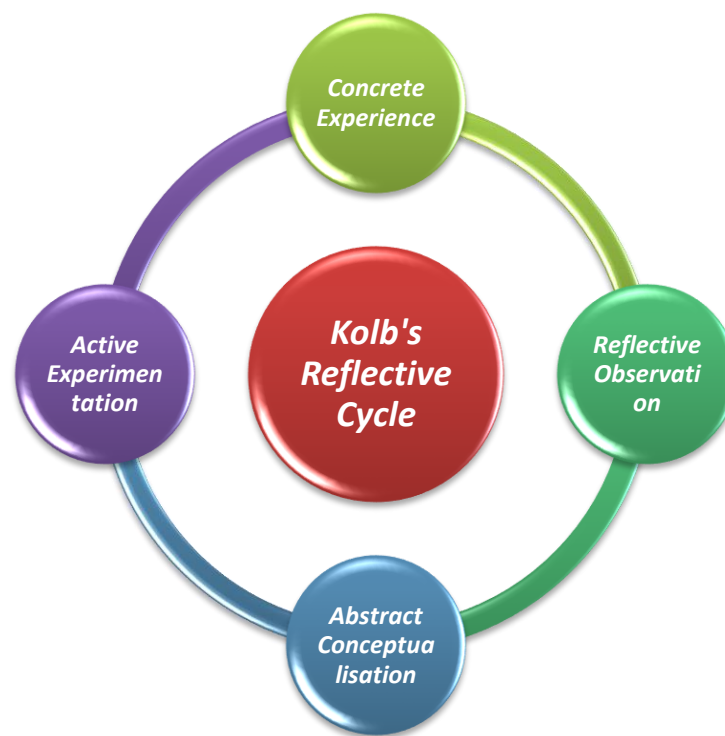


Figure 1: Kolb's Reflective Model

(Source: Created by the learner)

With reference to the data and information provided by McLeod (2020), the reflective cycle of Kolb is made up of four important procedures and steps, which are highly important and essential for educational purposes. The concept of the reflective cycle is often referred to as experiential

learning because it helps students to understand and proceed with various concepts and theories throughout a number of steps. To evaluate my skills through this model, four important steps are applied on those topics which have been discussed above through empirical studies. The first step of the reflective cycle is known as concrete experience. Throughout the entire module, I have experienced the importance of time management skills and how time management tools can be influential and essential for academic importance.

Concrete Experience

I have been successful in experiencing the essence of time management skills and how various processes involved in time management skills can help me to complete my task within deadline and I can also improve my employability in the future context. While completing this particular module I have experienced the fact that without time management skills it has been difficult for me to complete my assignments and tasks and I will be behind other students who will be applying effective techniques of time management in order to complete the task. I have also experienced the importance of referencing in summarising and how it can help me to get a good academic score in the near future. Paraphrasing helps an individual to remove plagiarism from the work can also improve the authenticity and credibility of the entire report ((integrity.mit.edu, 2021)). Therefore, without the use of referencing and summarising the entire task of academic writing will be just in vain and I would experience the fact that the importance of summarising and referencing will help me to get better scores in my exams. While completing this module, I had significant issues in time management skills. I was often behind the deadline and my quality of task deteriorated if I performed it fast and tried to put it within the deadline. However, by the use of concrete experience, I have improved my time management skills so that I can perform better in my education career. On the other hand, I had learned the basics of paraphrasing and through the help of concrete experience, I performed paraphrasing well in class.

Reflective Observation

According to Konak *et al.* (2014), the next step in the reflective cycle is reflective observation. While completing the module I have learnt that without effective observation the collection will be just impossible. Hence, it is very important for individuals to go through reflective of the relationship in order to understand the importance of time management skills along with paraphrasing and summarising. For the purpose of this particular report, I have gone through several books and journals in order to observe the paraphrasing techniques and deliver effective

paraphrasing and referencing can help to improve my quality of work and can also help me to fetch more marks. At the start of the module, I was also having difficulties in referencing. I had several doubts in various styles of referencing such as Harvard, APA, MLA and more. However, as already said, my reading of various journals has helped me to identify and understand various styles of referencing.

I have also gone through several YouTube videos in order to understand how reflective observation is related to paraphrasing and summarising along with references in order to complete the report within time. In order to complete my task within time and also to master time management skills and the different things, I have observed the way various authors around the world use these techniques so that the techniques of self-reflection can be improved and I can also develop effective ways of time management and referencing so that I can get good scores in education. My quality of work has also improved due to reflective observation because it has helped me to understand how to improve the standards of my work and also completed the task with paraphrased text.

Abstract Conceptualisation

By the studies of Dennison (2010), the second last step of the reflective model is abstract conceptualization. While completing the module, I have understood that without the implementation of abstract conceptualization it was difficult for me to understand and grasp any concept and it will be difficult for me to understand and apply time management skills. The module has helped me to conceptualize the concept of time management skills and take into consideration various theories of time management with the help of referencing and paraphrasing. For the purpose of completing the module and future education, I need to conceptualize whole concepts of referencing and paraphrasing.

The module has helped me to conceptualize time management skills and referencing. The module has also helped me to conceptualize the Basic concept of time management and paraphrasing so that I can use them for my organisation too. I have conceptualized various techniques of time management which are important for implementing in practical purposes and also which are important for improving my employability when are working in corporate sectors in the future. I have conceptualized the importance of stress management and it turns out to be an important part of time management. Therefore, it can be said that I have conceptualized the concepts of time management skills and referencing along with paraphrasing and summarising.

Active Experimentation

The final step of the reflective cycle is active experimentation. After learning all the skills throughout the entire module such as time management skills and referencing, I have understood and launched an experiment in the future context. I consider that while I will be completing my assignment in the near future and I will be asked to paraphrase and summarise the entire text I would do it with both accuracy and precision which I have learnt throughout the entire module and therefore I will be able to actively experiment with my thoughts and ideas. My thoughts and ideas will be further improved by experimenting with them for the corporate context when I will be working there.

After the completion of this module, I have also learnt to experiment with concepts such as summarising and paraphrasing along with the application of time management skills when I will be working in the corporate sector. Summarising will be highly important for me taking the degree because I will be asked to write on various subjects and summarise various texts so that my summarising skills can be accessed by the processor and I can also improve them for my employability in the future context. The module has also guided me to understand the concept of active experimentation and the application of all the concepts that have learnt throughout the entire module can be useful for improving my employability and also getting a degree in education.

Conclusion

The entire report has focused on the number of schools that have understood and assessed throughout the entire module and how they are essential for completing my educational degree in the particular field. Kolb's reflective cycle has been used throughout the entire property in order to highlight various points and how will be using them in the future context. The reflective cycle has helped to provide good support throughout the entire report and this has also helped to build credibility and authenticity of the reflective model.

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