

Does the required skill set of a food and beverage employee change, based on the type of business and the type of service that is offered?

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Introduction

My two restaurant's chosen are Mcdonalds and Nandos and I will be evaluating the different type of skill sets needed for back of house operations and how this can impact the employees skill set and overall restaurant operations.

Mcdonalds

Mcdonalds is fast food restaurant that operates under a limited service as they prepare food in a calculated manner meaning everything is measured from the portion sizes to the amount of salt they use to season their fries. They aim to serve food quickly for customers who may be looking to dine in or take away. They use a single point of service method to serve customers as they walk in the establishment and can order from either a kiosk or at the counter by a member of staff. This type of restaurant is an economical and convenient type of restaurant that typically has a high volume of customers. Having been to a Mcdonalds franchise myself and from my own experiences in eating in their stores I can confirm in the usual timely manner the food arrives from point of sale. Everything in the restaurant seems to be efficient from when you order the food to when you collect your food.

Nandos

Nandos is a casual style restaurant that operates under a midscale operation as they offer mainstream dishes such whole, half and quarter peri peri chicken and have alcoholic drinks available for customers to purchase and consume. They aim to give guests a pleasant family friendly dining experience using table service method. Having my own experiences dining in this restaurant I know it is a different experience in comparison to Mcdonalds from the point you walk in you are greeted by servers who then inquire about how many people are in your party and are seated accordingly. Menus are given to you to browse through the items and after you know what you want you go to the till area order, then wait for your food to be served. After finishing your meal servers will come and take away your empty plates.

Job roles within Mcdonalds and Nandos

The job roles I am going to be comparing and contrasting will be of the back of house operations. In Nandos you have back of house team members who are responsible for working the grill and making Nandos signature peri peri chicken to high standard also cooking and preparing other items such as their chips and rice etc. Skills required for this role will include how to operate a grill, cleaning and maintaining workstations, following health and safety regulations, food hygiene and restaurant security measures. It is not essential to have previous experience working

in the back of house at Nandos as training is provided to new members of staff giving them the skills needed to do the job adequately.

In Mcdonalds you have crew members who are responsible for many different roles in the restaurant. Not only are they responsible for frying, grilling and preparing foods, but the roles also extend to front of house operations dealing with customer transactions and taking orders unlike Nandos where there are different job roles for front of house and back of house operations such as one job role for the grill and one job role for serving customers. The skills needed to work at Mcdonalds are not as much in comparison to Nandos due to everything being prepped from frozen and put in the fryer/grill, whereas in Nandos you need to be more skilled to operate the grill in order make the chicken using the right marinades and cooking times.

Given my own experiences at these restaurants I can tell the difference in quality, taste and presentation as Mcdonalds serve their food in cardboard boxes regardless of eating in or taking away and Nandos serve you with proper plates and bowls in a more presentable manner.

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