

UNIVERSITY OF WALES TRINITY SAINT DAVID

MODULE: Effective Team Working and Communication

LECTURER: Gregory Cowan

Analyzing Communication in a Kitchen of Steak & Co in the West End of London

Prepared by:
Andre Luis Mendes-1809313

1-Introduction

The major purpose of this report is to stimulate discussion around the independent need for communication in everything we do in our day-to-day life, especially in the work context. This study will be based on the actual facts, lived daily in my work space (Steak and Co Restaurant in Leicester Square, Central London). We will study the interaction between employees and employers, observe their performance and try to find aspects that have to do with communication already acquired or to be improved

2- Description of Working place

The restaurant where I work is in the heart of London, in the center of Leicester Square and is part of a group of restaurants called ANGUS STEAKHOUSE.

Aberdeen Steak Houses was started in the early 1960s by Reginald Eastwood (born c.1913), who had started in business aged 15 as an apprentice BUTCHER. Eastwood's vision was for a more modern version of the earlier chop-house grills, and was influenced by American steak houses. The décor was opulent, with PLATE GLASS windows and red banquette Menus included trendy dishes like prawn cocktail and black forest gâteau of the 1960s listed the restaurants. Eastwood and partner Thomas Beale floated the company on 6 February 1964. In 1965, it was bought by Golden Egg cafeterias.

By the 1970s, the group was focused more on tourist trade, with many branches in the West End to attract those attending THEATRE or Musical show. Angus Steak Houses was a subsidiary of Aberdeen Steak Houses with the same business model in the mid-1970s, the firm had an industrial dispute with the TGWU.

After all these years, steak continues to be our business card, our banner of success. I have the privilege of working as a chef in what is considered to be one of the most sought-after restaurants in central London.

As a cook, basically my job is to receive the order, inventory the products and prepare them every day before opening the restaurant. And once I open the restaurant, I have to cook according to the orders that are coming to me.

Like almost all the large and busy restaurants of big cities, Steak & Co is also divided into several sub-working groups for various service departments that we provide to our clientele. We have the managers at the top of the hierarchy, the heads of rooms, the waiters, the Rayner's, the kitchen chefs, the chefs and the kitchen porters.

3- ANALYZING COMMUNICATION AT MY PLACE OF WORK

3.A- COMMUNICATION BETWEEN EMPLOYEES

Companies that seek expressive results and value a good internal environment know that communication is fundamental to structuring these objectives.

It is almost impossible to think of work without considering the need for collective and dialogue between people, be they professional peers or hierarchical levels different.

As companies evolve and modernize their strategies in people management, one question arises: how to improve communication?

So that we can provide a quality service every day, we have to work as a single body, strictly following the guidelines of our hierarchical superiors to achieve a desired harmony.

The environment in my workplace clearly shows the great advantage of having communication as the tool for successful teamwork.

Working in a team and in a chain of duties where each one must do his work well so that his colleague can follow the same, it is impossible to achieve success without good communication among all. A concrete example if I get a request for steak and I'm at the grill to bake the steak, I'll need the butter and the salt to put it next to the steak when it's ready, I'll need salad for the accompaniment. For all of this to be ready at the same time I need to communicate with my colleagues in the sections where these products should be prepared. If there is a lack of communication, there will certainly be a delay in the preparation and logically we will have a client dissatisfied with the delay of the service.

And usually when this happens, the client makes the complaint and the manager in turn, goes to the kitchen to discuss with the staff to try to discover the origin of the poor performance of the service and try to organize better so that it does not happen again.

Being a collective work, we always avoid making a team member responsible for the mistake, delay or failure in the performance of their duties. Everything that is detected or claimed by some client, we take the error for the collective, we discuss together to find a response together and continue to act together as a single body.

From morning to night, production is constant but we only have two staff rotations. A group goes in the morning and takes care of the breakfast service and a half lunch, and is replaced by the evening group who orders the other half of the lunch and finalize with the dinner.

And at the moment of this transition, a new inventory is made, provisioning of the sections, transfer of responsibilities among the chefs, a small meeting to situate the groups that are starting at which point of situation will take the reins of the kitchen.

It shows how communication is in everything we do.

3.B- COMMUNICATION BETWEEN EMPLOYEE AND EMPLOYEES

The manager, concerned with improving internal communication strategies, needs to keep in mind that the relationship between the company and its employees must be respectful and transparent.

This principle begins with the rules that make up the internal regiments - such as standards of conduct and safety - that pass through the mission, vision and values of the company and end in the clarification of work processes and goals.

It is important that the leader encourages his team to know this information, after all, it is they who determine the procedures adopted in the company and serve as a guide to define the appropriate standards for the organization.

Many employees who are fired for committing slips internally complain of a lack of knowledge of company values and managers' expectations. Therefore, it is very important that this information is transmitted and remembered by the Chefs.

We all know that internal communication in business contributes enormously to the climate within a company. This internal communication must be trained from the moment a talent is recruited to the company.

The Manager, too, within this context, has a very interesting role. This role is based on the effectiveness of internal communication in the company, that is, for this realization, there must be the speaking side and the listening side. The way we have to listen to our employees and work on what was said by them is a characteristic of a leader.

That way, the closer your team is to your leadership, the more important information you get, and the more you can hear and get the best information from your team.

With these tips it is possible to improve the relationship and the climate within the company and thus the retention becomes much stronger.

It all depends on how we see a certain role within the company, and we think that role has been seen that way lately.

In the old days, the "point" of the team was "send who can, obey who has judgment".

Today, this relationship is based on a reciprocal exchange between a leader and a leader.

Today, the leader stands at a time when he must understand how it is possible to make such communication, and how internal communication in business is established. The leader needs to know, too, how to bring back what he has heard. Incredibly, this may be the greatest difficulty for a leader, and this is where the area of communication can act and help. These are the advantages of internal communication within companies.

4- CONCLUSION

My conclusion will be supported by three axes that serve to leverage any type of business. The Respect; Teamwork and a Multipurpose Team.

- Respect is good and helps create a wave of personal and collective appreciation.

Generally, the company has very clear and intrinsic values among employees. The values of the company are the employees' own values, what companies look for in them - respect. Employees have to act with respect, and in addition, they need to respect each other. This respect should not be practiced only internally, but also with the consumer, suppliers and all partners of the company.

Integrity is key. This is said at all times. It is necessary to always walk in two points: the laws and the code of ethics of the company. So, wherever you go, always follow these two boundaries.

We also have diversity and inclusion as a value. That is, we should always seek for diversity. Different people with different thoughts, different experiences and different conditions help a company a lot, because of each one it is possible to get the best and, with that, to add and form a great result.

- Teamwork

The slogan, however, is the most powerful slogan in the working world. Teamwork is a fundamental step for individual and group growth.

The human being is made of and for sharing. Sharing of space, sharing of ideas, sharing of the moment, etc. our life only makes sense when we engage in healthy interaction. And this is only possible when we form a good team, be it at home with our family or at our place of work with our colleagues.

Teamwork also has a lot to do with it. There are those people who are aggregators and who manage to work very well together.

A spirit of victory is also a very important value for us, since we are in a very competitive market, where people are stiff and want to get there at any cost.

Flexibility is a very important point in this regard. Large corporations need people who have a good game of the waist, clearly guaranteeing integrity and all other issues. Within this, it is essential that you focus on the outcome.

The area of communication for a long time was seen as a support area, simply. Therefore, communication professionals must show that, yes, they add - and a lot - to the company's business.

You need to understand what the business is and what the purpose of the company is, and with that information, do your work in that focus.

Communication professionals do internal communication work for companies every day, among other things. But there is something behind it, which is what we need to emphasize. These professionals are very interested in knowing the public and speaking according to the language of each one.

- Multipurpose Team

The employer has a language, employees have another and so on. However, one must ensure that everyone has the necessary level of training within the mother language that is practiced.

The fact that companies are getting leaner, hiring fewer people and requiring them to perform various tasks opens up the growing need of multipurpose professionals. We come across this daily in the restaurant where I work, in my area which is the kitchen. When there is an unexpected busy, we unfold each in double, triple to respond with the demands of the moment.

However, you can not confuse multifunctionality with multitasking. Carrying out many functions at the same time can generate damages for both the professional and the company. If the employee does not focus on what he does, he loses concentration and, as a result, may harm the institution for which he works.

Multifunctionality comes into play in emergency situations. At these times, the employee should pay attention if the company needs him to develop other activities. It is necessary to have macro vision and to act integrally, performing both its functions and meeting other demands, when necessary.

5- References

- Maund, A. et al. (2017) Certificate in higher education : skills for the workplace Student yearbook. Sage Publications Ltd. London
- Morgan, P. (2017) The business student's guide to study and employability. Sage Publications Ltd. London
- www.interfacecomunicacao.com.br