

BMIH4002
Food & Beverage Operation
Assignment 1
Student journal

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Introduction

In the restaurant industry, the duties of a food and beverage employee may change based on the kind of restaurant they work in and the kind of service offered. To develop a highly qualified, multi-skilled Labour force that can manage all technological advancements, there is a strong requirement for all the technological advancement, its workforce's credentials, skills and knowledge (Akyazi et al., 2020).

Task: Does the required skill of a Food & Beverage employee change, based on the type of business and the type of service that is offered?

A successful restaurant needs repeat business from regular patrons, reliable suppliers, and knowledgeable staff (chen,2018). Yet, the required skill set of a Food and Beverage (F&B) employee changes in terms of the different expectations and demands of customers, the industry and the services that are offered.

Types of Food and Beverage Business and Services

The F&B business is expanding throughout the world and better improvements in the restaurant business employee skills are being in prime focus in the industry. Customer satisfaction with cuisine and the success of a restaurant both depend on the quality of the service provided (Lee, Lee and Dewald, 2016). For example, in the UK, F&B establishments have a flourishing and diversifying positions which include small, local cafes to large multinational restaurants. Two different types of restaurants I have chosen are fine dining restaurants and cafes and one job role they have in common is "waiter/waitress/server".

Fine Dining Restaurants(FRDs):

Fine dining venues are classy places that provide excellent service, fine dining,sophisticated ambience and high quality food.These restaurants have formal dress codes and a system of reservations. The restaurant operations include prix fixe menu with many meals and wine pairing. Typically,fine dining establishments provide a more premium setting, and formal attire.Customers need professional service,pricey menus, and exclusive atmosphere,a dress code,and proper dining manners (Liu, Li and Zhang, 2023)

Required skills and competencies In such a setting, the servers are expected to be more formal from their attire to their demeanor.Besides, they need to be informed about good wines, gourmet food, and formal or uniform attire.

Employees must be aware of the policies and procedures in place at a fine-dining establishment, such as maintaining a tidy appearance (Amelia and Garg,2016). From my experiences, I have seen in many restaurants that the servers are well dressed, sometimes maintain a dress code and speak in a sophisticated manner while taking orders from their customers. Customer satisfaction and service quality are tightly correlated,with service quality having a greater influence on customer satisfaction than any other element. To provide each client with the best food, Beverages, and service , waiter must be informed, skilled, creative, and experienced. They need to maintain their sensitivity and responsiveness to ensure that clients are happy during their time at the restaurant.(Boussard, 2021).

Cafes

The ambience of cafes is usually relaxed, and casual and due to their innovative ideas and tranquil atmosphere, cafes are typically more upscale and expensive than conventional restaurants (Abuthahair and Krishnapillai, 2018).Besides, the servers of cafes are more casual and friendlier with their customers.From my observations, the waiters if the cafes are mostly friendly while taking orders and have multitasking skills such as taking orders, making coffee and calling out the names of the customers to serve.

Required skills and competencies

Waiter/servers must make coffee, serve pre-prepared meals, and handle transactions at the cash counter. Coffee shops mostly have a larger number of customers and servers are expected to serve food quickly and efficiently which required abilities to work under pressure and multitasking skills. To keep or draw in consumers, servers must offer goods or service that either boost customer satisfaction or avoid unhappiness (jung and yoon, 2023). Customers said that the best reason to choose an independent coffee shop over a well-known brand is the courteous service provided by the staff.

Therefore, the employees of fine dining must possess the knowledge about menu, food, and ingredients and maintain formal attire and professionalism whereas employees of cafes need to have the ability to work under pressure and multitasking skills. Restaurants may need to train their employee based on the type of service that is required for the specific ambience. I think it is important for the employees to shift from one skill to another and maintain the

rules and regulations of the respective restaurants for the betterment of both their careers and the success of F&B industry. It is because restaurants often need to train their servers to develop their technical and communicative skills for upgrading their business.

Conclusion

The F&B industry requires different types of restaurants and these restaurants differ in terms of their customer needs and satisfaction. To achieve that, The job roles of the employees of these restaurants differ as discussed above.

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2

