

F&B Learning Log

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Level 6 Learning Log

Managing Food and Beverage

Kitchen and F&B Departments

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Kitchen Department

Throughout the three weeks of the placement in the hotel kitchen, I became acquainted with a lot of procedures about the hotel kitchen. During my university program, I had acquired the information about various practices done in the kitchen department of the hotel theoretically, but through the three weeks of the placement in the kitchen, I had the opportunity to observe how they are done in practice on the site. Many of the trainings were based on the list in the placement plan, and some of them were done on a daily basis in the hotel kitchen, and I was involved in learning them. In the hotel kitchen, I obtained information about various areas such as kitchen facilities, food preparation areas, essential food hygiene practices, cleaning, cooking, chilling, cross-contamination, personal hygiene, food storage, kitchen related health and safety and more.

I realised that one of the most important group of key skills in the hotel kitchen is related to the area of food safety and kitchen hygiene, as failure to comply with food safety and kitchen hygiene standards can make the food prepared dangerous for consumption and cause health problem for the consumers (Shi,2017). All the necessary regulations should be used in this regard to ensure that the food prepared and served to the guests is safe and does not cause health problems and customer dissatisfaction (Shi,2017). I had already learned theoretical information about using essential food safety and hygiene measures in the kitchen. This information is related to the four main issues including cleaning, cooking, chilling and cross-contamination (4 C's). By following the procedures of the 4C's, the most common problems related to the food safety are

prevented. During these three weeks of training, I learned the basic knowledge about how to implement each one. I was also introduced to the various kitchen equipment associated with the 4C's (Food Standard Agency,2020).  2

I discovered the importance of cleaning more than before. Whether personal cleaning, such as hand washing or cleaning kitchen equipment and surfaces, helps prevent the spread of bacteria into food. I was also taught how to use a variety of cleaning products according to the standards. During this period, I became closely acquainted with the cleaning schedule in the kitchen and its details and how to implement it in practice. Items such as what items need to be cleaned, who is responsible for cleaning them, how often they should be cleaned, how cleaning should be done, and what safety and health issues should be monitored and controlled (Food Standard Agency,2020).

Instructions for cooking were also learned in practice. I observed closely how the chefs were extremely careful about cooking the food properly, because the harmful bacteria will kill in food through cooking. For example, it is especially important to make sure that the chickens are cooked properly as there is possibility of elevated levels of bacteria in the middle of these types of meat. In addition, I gained in practice useful information about the different temperature zones for different food materials (cold zone, danger zone and hot zone). I also monitored how the temperature of the food was measured (Shi,2017).  3

Another important point in the kitchen is chilling the foods. Chilling foods properly prevents the growth and multiplication of harmful bacteria. I learned that some foods need to be cooled to stay safe. For example, foods that have an expiration date label or cooked foods that are not to be eaten immediately. Such foods should not be left at room temperature. Therefore, it is necessary to keep this type of food in the fridge. Also, cooked foods should be chilled before being fridge. When preparing food, it is important to keep pre-cooked foods out of the fridge for as few moments as possible. I also learned how to check the temperature of fridges and other display units to make sure they are operating at a safe temperature (Shi,2017).

Moreover, I received the helpful training on cross-contamination as one of the main causes of food poisoning. It most likely occurs when raw food comes into contact with the cooked foods or foods preparation equipment. Cross-contamination may occur in the fridges, so it is very important to use separate fridges in the hotel kitchen to store raw food and cooked food. The importance of using different knives and chopping boards to cut different foods to prevent cross-contamination also became more apparent to me (Shi,2017).

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Food and Beverage Department

In the course of three weeks of the placement in the food and beverage department of the Birmingham Marriott, I experienced a variety of tasks such as Preparing tables for serving food, stocking the service area, communicating with the guests and answering their questions, providing menus to the guests and helping them choose their favorite food, placing customer orders and delivering them to people in charge in the kitchen and bar, taking orders from the kitchen and serving them to the guests, correcting possible problems, offering desserts and drinks to the guests, cleaning tables, rearranging tables, folding napkins, polishing cutlery and glasses, delivering room service, preparing the buffet for breakfast, and more .

During working in this department, I realised that having a variety of key skills is very important for the employees who work in this department. For example, I saw how much it can affect customer satisfaction when employees serve the guests cheerfully and courteously. The difference in the reaction of customers in dealing with an employee who serves them with a smile to an employee who did not behave in this way was quite obvious. I have come to realise more and more that how serving the guests pleasantly can affect the quality of services provided and the guest's satisfaction (AbuKhalifeh and Som,2012). Also, I discovered that establishing good verbal communication between employees and guests and sensitivity to the guests' requests is an issue that should be considered seriously in managing this department (AbuKhalifeh and Som,2012). Another significant matter that I realised throughout this placement is the importance of teamwork to achieve the success in this department. While working in this area, teamwork was more apparent to me than other departments. In fact, employees working in F&B must have teamwork skills. When team members support each other, this allows them to provide more efficient and effective services to the guests. I found that delivering a good teamwork depends on how skilful the department manager is at dividing tasks among team members, as well as his or her ability to coordinate and interact the members (AbuKhalifeh and Som,2012).

Moreover, I have observed closely that sometimes the workload in this department is excessive. This issue can put a large amount of stress and pressure on the staff of this department. Therefore, it is necessary for individuals working in this area to be able to work without distress in pressured situations. Lack of calmness and self-control in such situations can lead to loss of control and failure in delivering quality services to the guests.

As I discovered, organizing affairs is one of the essential skills for the employees of this department, especially managers and supervisors. Organizing allows things to be done on time and avoids clutter. The people in charge of F&B department should be in

control of everything that needs to be done and be able to prioritize them properly and schedule appropriately. In addition, organizing allows team members to get things done much more efficiently and also avoids wasting time. Having organising ability is very important for those responsible in this department, especially in managing events. It can be said that organising causes the optimal use of all available resources in the organization such as human resources, time, energy, equipment and more (AbuKhalifeh and Som,2012).



References:

AbuKhalifeh, A.N. and Som, A.P.M. (2012) 'Service quality management in hotel industry: a conceptual framework for food and beverage departments', *International Journal of Business and Management*, 7(14), pp.135-141.

Food standards Agency (2020) *Safer food, better business* (SFBB). Available at: <https://www.food.gov.uk/business-guidance/safer-food-better-business-sfbb#information-packs> (Access: 2nd December 2021).

Shi, Z. (2017) 'STUDY ON FOOD QUALITY AND SAFETY MANAGEMENT BASED ON HOTEL MANAGEMENT', *Acta Universitatis Cinbinesis, Series E: Food Technology*, 21(2).

FINAL GRADE

GENERAL COMMENTS

65 / 100

Instructor

1. Research-informed Literature : *Students need to be aware of the models of reflection, for example Kolb and Schon, and use this to demonstrate their understanding of the placement experience. 3/5*

2. Knowledge and Understanding of Subject : *Students are required to show knowledge and understanding through reflection of their practical placement, demonstrating key learnings from the hotel departments. 22/30*

3. Analysis

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. 10/20

4. Practical Application and Deployment

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. 15/25

5. Skills for Professional Practice: *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. 15/20*



Comment 1

How did you get this information? Further reading for example?



Comment 2

How did you apply this knowledge on placement?



Comment 3

What about your own learnings, anything you learnt from this experience you can use at home or in future?



Comment 4

How could you apply all of this in future?



Comment 5

What is this important?



Comment 6

How did you apply of this to your own learning, did you change the way you dealt with guests for example?



Comment 7

Did this change how you think about organisation?