Food and Beverage Operations

Student Journal

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Introduction

The skill set required by the employee working in the F&B department changes based on the type of services and operations. However, the employee needs to possess the basic skill set required for working in the F&B department. In this report, a reflection on the module learning and experiences will be done. In addition, how the skills learnt in the module can be applied in the future will also be discussed.

In the 1st week, an introduction to the module was provided by the tutor. The teacher discussed the module outcomes, weekly teaching plans and assignments. Reflective writing helps us gain insight into our thoughts, feelings, and experiences. It can help us to identify patterns in our behaviour and recognise the impact of our actions. In addition, reflective writing can help us to develop our communication and problem-solving skills, as well as our creativity and critical thinking abilities. It can also provide a space for us to explore our values and beliefs, and to consider how these influence our behaviour. Reflective writing can help us to become better equipped to manage and respond to challenging situations that arise in our lives. It is important to reflect on the personal learning experiences which allow me to further enhance my skill set and expand my knowledge.

In the 2nd week, the skills set required for the food and beverage industry was explained. It has been identified that the required skill set of a Food & Beverage employee can change based on the type of business and the type of service that the food and beverage operation utilises. For example, a restaurant may require food and beverage employees to be well-versed in customer service, take orders, and serve food, while a hotel may require employees to be able to handle multiple tasks, such as hotel check-ins and checkout, cleaning and stocking, and food and beverage service. Different types of service, such as buffet, table service, and bar service, will also require different skill sets (Triguero *et al.,* 2018). I have also been able to understand that the food and beverage services sector provides a wide range of services, from restaurants and catering to food delivery and event planning. The sector also employs a large number of people, with over 3.2 million people employed in the sector in the UK alone. The sector is highly competitive, with businesses constantly looking to innovate and improve their services (Davis *et al.,* 2018). Technology is increasingly being used to provide customers with a better experience, from online

ordering and payment systems to mobile apps. The sector is also subject to a number of regulations and standards, ensuring that food and beverage are safe and hygienic. In addition, businesses must also comply with food safety and hygiene regulations to ensure the safety of customers. The sector is set to continue to grow in the coming years, with more people looking for convenient and flexible food and beverage services. As such, the sector presents various opportunities for entrepreneurs and businesses. Therefore, I need to adapt myself to the needs of the sector so that I can grow and excel in my career path.

I have to improve my Customer Service skills, this is the first step in the service profit chain, and it involves providing excellent customer service to ensure repeat business and increased customer satisfaction. I would be able to assist customers with questions and concerns and ensure that all customer needs are met. Interpersonal Skills are also vital skills, as the Food and beverage sector employees must be able to communicate and interact with customers, coworkers, management, and vendors in a professional and friendly manner. Food Preparation and Cooking is also a significant skill, those working in the food and beverage sector must be able to prepare and cook food to the appropriate standards. This includes following recipes and dietary requirements, as well as understanding food safety regulations (Köbnick *et al.,* 2020).

In the 3rd week, I understand the conduct of restaurant management which is the profession of operating a restaurant and overseeing all aspects of its day-to-day operations. It involves supervising staff, developing menus, setting prices, planning marketing strategies, managing inventory, and ensuring that health and safety standards are met. Restaurant managers are also responsible for creating a positive customer experience and driving profits (Repetti and Roe, 2018).

During the module, I also understand the rules and regulations which each employee needs to comply with. I also need to learn to deal with customer complaints, resolve conflicts between coworkers, and find solutions to any issues that may arise (Omari *et al.,* 2020).

Conclusion

To conclude, participating in the module has helped me improve my skill set and overall knowledge about this industry. Thus, reflecting on my learning experiences would be beneficial for me to grow and improve.

References

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