

Developing restaurant management 5004

by Raluca Georgiana Chiparus Zosan

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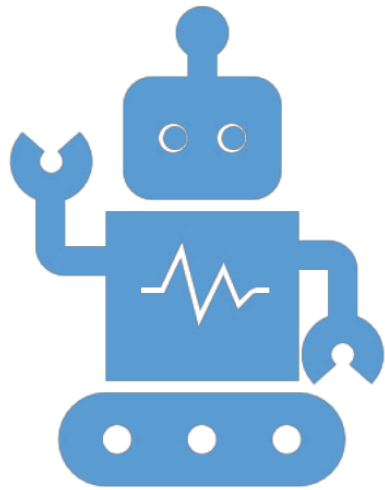
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Word count: 1975

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This submission has been second marked and I agree with the mark. Antoinette Milne (28/03/2025)



- I confirm that I have not used any AI tools in the research and creation of this assignment. I confirm that I have not presented any AI generated materials as my own work. I confirm I have copies of my drafts, notes, and other resources I used, which I may be asked to provide in evidence.

Developing Restaurant Management

Anasma Greek Eatery

- Module: Placement Developing Restaurant Management - BMGM5004
- Student Name: Raluca Georgiana Chiparus Zosan -2239463
- Lecturer's Name: Jemma Smith





Introduction

Good introduction

Overview of the Restaurant:

- My placement was at the Anasma Greek Eatery located at the Trentham Shopping Village Stone Road ,ST48JG
- The restaurant is made up of 3 establishments, Anasma Greek Eatery, Anasma Greek Bakery and Anasma Italian Cuisine (Anasma, 2025).
- The total active hours covered during the placement is 64 hours.

Purpose of the presentation: To demonstrate various management and leadership skills during my placement.

Placement Overview: During the placement, I performed duties of a waiter and a manager. I served guests, manage unexpected situations and operated various systems within the facility.

Great to see so many visual images of Anasma

Liaison and Effective Communication Among Team

Clear outline of what your tasks were throughout your shift

1.Breakfast set-up and Service: I coordinated breakfast, and guests' service by liaising with the head chef, Chef de partie, and Dishwasher.

Specific Actions:

- I constantly communicated with the head chef, line chef and dishwasher to ensure guest orders were executed.
- As a manager, I assigned waiters and line chefs to various restaurant sections to serve.
- I also liaised with the purchasing manager to ensure that necessary foods were in store.
- I communicated the work schedule to the team at the end of the shift and concerns that needed attention.

Outcomes

- Effective communication with the team improved the restaurant's service efficiency (Novikava, 2019).
- Assigning clear roles to the staff resulted in positive guest feedback (Gottsch, 2021).
- Timely communication at the end of the shift minimised internal and role conflicts (Haavisto, and Linge, 2022).
- Effective communication also had a positive impact on team morale, the staff felt more motivated to fulfil their roles (Ali, and Anwar, 2021).

Good support



Liaison and effective communication among team

2. Team management in Busy hours: I organised my team to handle guest requests during busy days.

Specific Actions:

- Positioned cashiers and waiters strategically in the restaurant to process customer requests.
- Supported my team by joining efforts in serving orders to the guests.

Outcomes

- Team management ensured smooth operations and timely processing of orders within the restaurants (Kanyan, Ngana, and Voon, 2016).
- Collaboration during the busy hours enhanced teamwork my staff without feeling overwhelmed (Cross, 2021).

Good support

Troubleshooting Skills

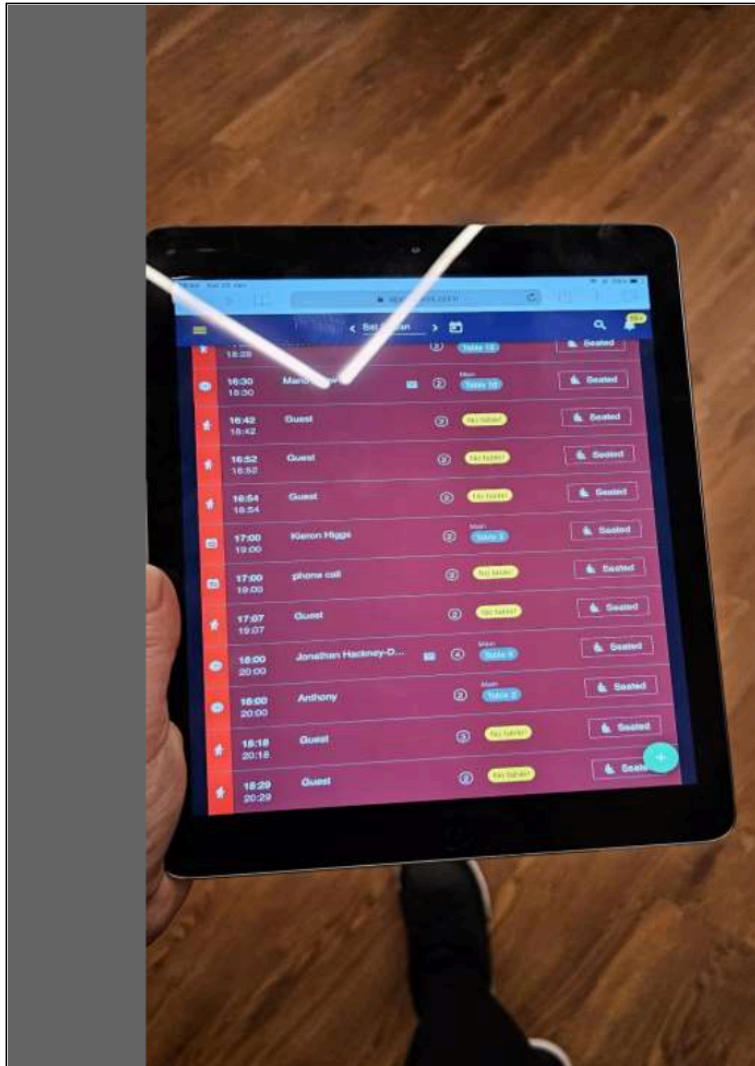
Situation

- **Call-out/No-Shows:** Refers to situations where employees unexpectedly called citing inability to fulfill their shifts (Golden , 2025).
- **Equipment malfunction:** The POS in some cases crashed and delayed order processing (Barlan-Espino, 2017)
- **Inventory shortage:** Situations where the procured inventory is not adequate or is delayed (Ancilla et al., 2024).

Good support

Initiative/Skills

- **Contacted part-time employees:** I kept and contacted on-call list of part time waiters to fill the unexpected gaps.
- **Manual ordering system:** I resorted to printed menu and manual ordering system while I contacted the technician for repair.
- **Multiple suppliers:** I established a multiple supplier relationship where other suppliers to supply emergency stock.



Operating Point-of-Sale (POS) Systems

As a waiter, I used the POS system for:

- **Table Management:** I used POS to track table status and progress.
- **Splitting bills:** I efficiently split cheques and loyalty points.
- **Order entry and Modification:** I captured requests and sent them to the kitchen. Also used it to modify special requests.

As a Restaurant manager, I used POS for:

Good

- **Inventory integration:** used it to track stock levels, apply reorder alerts and minimise wastes.
- **Shift management:** I used POS to adjust shift schedules.
- **Sale tracking and reporting:** I Used POS to track revenues, sales and itemised sales.

Useful Features of POS

- **Order customisation:** The feature that allows order customization was very useful in tailor making customer orders (Cote, 2015).
- **Automated Alerts:** I found the alert system very useful in notifying me on low-stock and enabling end of shift reconciliations (Goddard, 2023).
- **Real-time Reporting:** This feature helped me use live sales data to adjust restaurant menu and know best selling dishes (Chang, Tsai, and Huang, 2018).
- **Mobile access:** This was my best feature because it enabled speedy payment and tableside ordering by guests (Gilje, 2009).

Good support



Booking System Management

Booking system Operation

- Three options exist for customers to book tables including website bookings third-party applications and phone reservations. The system automatically records bookings and visitor information together with all special requirements.
- The system used predefined criteria to allocate tables according to the number of guests and anticipated service duration while considering the building layout.
- The system managed walk-ins during busy periods by calculating wait times through automatic SMS notifications for customers when their tables become available.
- POS and CRM connected reservation records to customer records which supports individualised customer service (Kumar, 2023).
- I ensured the reservation slot periods received optimization through analysis of customer dining habits to reduce empty seating periods.
- I ensured real-time occupancy monitoring which enabled me to establish buffer times that stopped bottlenecks from happening during busy times.
- I managed walk-in customers together with pre-booked guests by organizing waiting areas for VIPs along with loyal patrons.
- I used reservation data to create proper staff schedules which provided smooth service levels during peak customer times.
- I came up with a no-show and cancellation policy which used SMS or email confirmation messages to decrease table vacancies.

Inventory Management, Stock Ordering and Data Feedback

Stock monitoring and Inventory Management.

- **Stock level monitoring:** The POS-integrated stock system enabled me to monitor stock quantities in real-time.
- **Order placement:** My duties involved reviewing sales trends alongside system-generated reorder alerts which helped me to place timely orders with suppliers
- **Waste reduction:** Stock reports analysis helped me to reduce waste while optimizing portions and modify dishes according to current inventory levels.
- **Supplier management:** I collaborated with vendors for bulk purchasing benefits while managing supply deliveries according to seasonal market variations.

Good

Usage of Data Feedback

Sales Trends: The historical sales data served as a basis to predict anticipated demand allowing me to readjust order quantity estimates.

Cost and Budgeting: I monitored food expenses with cost-per-item analysis to sustain business profit through improved supplier contracts.

Add citation

Event planning: I managed stock levels according to upcoming promotions and holidays together with restaurant events to maintain smooth business operations during high-volume periods.

High and Low selling items: I examined bestseller and underperforming inventory items to manage purchasing flow and set menu prices which balanced stocks.

End of Day Reconciliation and Insights

In End-of-Day Reconciliation, I performed the following activities:

- **Review of Sales report:** I reviewed POS-generated reports that summarised sales and payment methods including cash, credit and online orders while showing discount and refund details.
- **Cash and card balance:** I checked the amounts in cash drawers and matched them against sales records as well as checked that payments through cards matched system records to find any inconsistencies.
- **Tip distribution and payroll:** I conducted regular checks of tip distribution and staff sales performance to guarantee fairness and evaluate incentives.
- **Inventory adjustment:** I compared sales data with stock usage patterns for finding discrepancies which helped me modify forthcoming buying strategies.

Clear outline of your end of day tasks

Key Insights Generated

Good

- Based on customer traffic, the analysis revealed the need to recruit more employees to minimize waiting periods while enhancing our service quality.
- The analysis also revealed the need for stricter policies for voids and refunds to decrease financial losses within the organization.
- The analysis of individual sales reports via the POS revealed the need to provide specialised training for waiters to enhance their service delivery.
- Evaluation of best-selling and underperforming menu choices revealed the need for price modifications for better menu optimization.

Reflective Analysis and Future Career Development

Reflective Analysis

- The placement helped me develop key skills in management such as self management, team management, communication and team collaboration.
- I also learnt and practised administrative management theory as a manager. Some of the principles applied include division of labour, initiative and order.
- The placement also helped me develop technical skills by learning how to use the POS system, generate reports and draw insights.
- Problem solving and trouble shooting skills in managing system failures and staff shortages.
- I Learned about end-of day reconciliation to balance cash, distribute tips and review sales reports.

Future Career Development

- My Experience at the Anasma Greek Eatery will strengthen my future restaurant management roles.
- The experience has also helped me understand strategic decision making and the roles of leadership in future business management and success.
- The skills developed in data analysis, and POS proficiency will be key in improving future restaurant efficiency and meeting customer needs.
- The troubleshooting skills will be key in addressing business uncertainties.

Good

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References

No need for the reference title on both pages, your references should just flow.

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FINAL GRADE

72/100

GENERAL COMMENTS

Please review the rubric for feedback specific to the marking criteria.

General Comment

You have understood the assignment and followed the brief well.

This has given a good overview of Anasma and what you were tasked to complete during your placement hours.

I have received outstanding feedback from your placement, highlighting their positive impressions of you and acknowledging that your time at Anasma was productive. They also mentioned that you were presented with a paid employment opportunity.

Well done on your success.

Brief feedback from Anasma below:

"In summary, Raluca's performance during her work experience was commendable. Her professionalism, dedication, and eagerness to learn were evident in all her interactions and tasks. I am confident that she will be an asset in any future endeavors she pursues."



Good introduction

Good introduction

Text Comment. Great to see so many visual images of Anasma

Text Comment. Clear outline of what your tasks were throughout your shift



Good support

Good use of references to support your work.



Good support

Good use of references to support your work.



Good support

Good use of references to support your work.



Good

Good



Good support

Good use of references to support your work.



Good

Good

PAGE 9

QM

Add citation

Add references to support your work.

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PAGE 10

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Text Comment. Clear outline of your end of day tasks

PAGE 11

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PAGE 12

PAGE 13

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GRADING FORM: LEVEL 5 PLACEMENT

RALUCA GEORGIANA CHIPARUS ZOSAN

72

ENGAGEMENT WITH LITERATURE /20

Your work must be informed and supported by scholarly material that is relevant to and focused on the task(s) set. You should provide evidence that you have accessed an appropriate range of sources, which may be academic, governmental and industrial; these sources may include academic journal articles, textbooks, current news articles, organisational documents, and websites. You should consider the credibility of your sources; academic journals are normally highly credible sources while websites require careful consideration/selection and should be used sparingly. Any sources you use should be current and up-to- date, mostly published within the last five years or so, though seminal/important works in the field may be older. You must provide evidence of your research/own reading throughout your work, using a suitable referencing system, including in-text citations in the main body of your work and a reference list at the end of your work.

 Engagement with a wide range of literature, including sources retrieved independently. Selection of relevant and credible sources. Very good use of referencing, with no/very few inaccuracies or inconsistencies

14

KNOWLEDGE & UNDERSTANDING /30

At level 5, you should be able to demonstrate: sound knowledge and critical understanding of the well- established concepts and principles of the subject area and the way in which those principles have developed; knowledge of the main methods of enquiry in the discipline. Knowledge relates to the facts, information and skills you have acquired through your learning. You demonstrate your understanding by interpreting the meaning of the facts and information (knowledge). This means that you need to select and include in your work the concepts, techniques, models, theories, etc. appropriate to the task(s) set. You should be able to explain the theories, concepts, etc. meaningfully to show your understanding. Your mark/grade will also depend upon the extent to which you demonstrate your knowledge and understanding.

 Excellent, detailed knowledge and highly critical understanding of the well- established concepts and principles of the subject and the main methods of enquiry.

24

COGNITIVE & INTELLECTUAL /20

You should be able to critically analyse information, and propose solutions to problems arising from that analysis, including the critical evaluation of the appropriateness of different approaches to solving problems. Your work must contain evidence of logical, analytical thinking, evaluation and synthesis. For example, to examine and break information down into parts, make inferences, compile, compare and contrast information. This means not just describing what! But also justifying: Why? How? When? Who? Where? At what cost? At all times, you must provide justification/evidence for your arguments and judgements. Evidence that you have reflected upon the ideas of others within the subject area is crucial to you providing a reasoned and informed debate within your work. Furthermore, you should provide evidence that you are able to make sound judgements and convincing arguments using data and concepts, with an understanding of the limits of knowledge, and how this influences analyses and

 Sound critical evaluation and analysis of concepts. Is selective in the range of evidence used and synthesises rather than describes. Ability to devise arguments that show awareness of different stances, and use evidence convincingly, to support appropriate and valid judgements

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PRACTICAL SKILLS /20

At level 5, you should be able to use/deploy a range of established techniques within the discipline, and apply underlying concepts and principles outside the context in which they were first studied, including, where appropriate, the application of those principles in an employment context. You should be able to demonstrate how the subject-related concepts and ideas relate to real world situations and/or a particular context. How do they work in practice? You will deploy models, methods, techniques, and/or theories, in that context, to assess current situations, perhaps to formulate plans or solutions to solve problems, or to create artefacts, some of which may be creative. This is likely to involve, for instance, the use of real world artefacts, examples and cases, the application of a model within an organisation and/or benchmarking one theory or organisation against others based on stated criteria. You should show awareness of the limitations of concepts and theories when applied i

 A very good application of a range of established methods, materials, tools and/or techniques. Very good consideration of the context of the application, with perceptive insights.

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Consistent, accurate and logical application of theory to practice, making appropriate links between the two. Can identify problems and propose appropriate solutions outside the context in which they were first studied.
Evidence of some creativity

TRANSFERABLE SKILLS /10

Your work must provide evidence of the qualities and transferable skills necessary for employment requiring the exercise of personal responsibility and decision-making. This includes demonstrating: professional development to advance existing skills and acquire new competences that will enable you to assume significant responsibility within organisations; that you can initiate and complete tasks and procedures, whether individually and/or collaboratively; that you can use appropriate media to effectively communicate information, arguments and analysis in a variety of forms to specialist and non-specialist audiences; fluency of expression; clarity and effectiveness in presentation and organisation. Work should be coherent and well- structured in presentation and organisation.

 Can communicate professionally confidently and consistently in a suitable medium for the audience. Work is coherent, very fluent and is presented proficiently. Can work autonomously with initiative.
Where relevant can work professionally within a team, showing leadership skills as appropriate, and meeting obligations.
Demonstrates excellent skills for employment requiring the exercise of personal responsibility and decision- making and an appetite for further development.

8