

Food and Beverage Operation

BMIH4002 – LEVEL 4

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Introduction

It is impossible to stress the importance of excellent service in the hospitality sector. In a world where restaurants are expected to provide more than just food, the ability to improve service quality has become crucial to a business's bottom line. Diners nowadays have higher standards and more varied tastes than ever before, so restaurants must meet these expectations by providing more than just tasty food. In order to thrive and develop this report, two restaurants have been considered such as Lyle's and The Ledbury.

Identification of Key Skills

Communication: In the hospitality sector, communication is crucial for developing the service quality. Employees are expected to present information properly, pay attention to clients' wants and needs, and work in tandem with one another (Cousins and Weekes, 2020). Proper communication between diners and wait staff is essential to achieving top-notch service quality (Keshavarz, Jamshidi and Bakhtazma, 2016).

Empathy: Understanding and satisfying client demands is impossible without displaying empathy. Servers at a restaurant need to be empathetic towards customers who have complaints about food allergies or poor service.

Time management skill: In a crowded restaurant, every second counts. Effective time management guarantees fast service, reduces customer wait times, and increases table turns. Service personnel and kitchen workers need to work in tandem to keep service quality running smoothly (Davis, 2018).

Conflict resolution: Staff members and consumers may have disagreements. Diplomacy skills are essential for dealing with such circumstances. An amicable response to a customer complaint might keep tensions from rising and keep diners happy (Rajput and Gahfoor, 2020).

Product knowledge: One must be well-versed in the dishes offered, as well as their components and techniques of preparation. A better meal is had by everyone when

servers explain foods, provide suggestions, and answer queries regarding food allergies and special diets (Zutshi, 2019).

Skill Development Strategies

Formal training programs:

Take advantage of official training programmes in customer service to learn all you need to know about responding to client questions, concerns, and suggestions. Role-playing games that mimic real-world situations are a common feature of these programmes.

A better understanding of flavor profiles, food presentation, and dietary restrictions may be gained via formal culinary training or gastronomy courses for people who work in the food industry. The hospitality sector relies heavily on clear and constant communication for improving service quality (Huda and Islam, 2019).

Practical on-the-job experiences:

It is essential to get an apprenticeship position in a reputable eatery. It may master the intricacies of providing outstanding service by shadowing seasoned pros in the field.

Staff members should be encouraged to cross-train so that they may learn about everything from hosting to bartending towards service quality. This contributes to a more well-rounded understanding of how things work. Find a more experienced person working in restaurants who can act as a guide, share their knowledge, and give you honest criticism on your progress.

Real Life Examples

The Lyle's has built its reputation on providing unrivalled service to its guests by training its employees extensively in the art of hospitality. Empathy is an admirable trait. A classic case is a plush giraffe left behind at The Ledbury restaurant as well that had significant emotional importance to a young guest. The hotel employees not only returned the stuffed animal quickly, but they also sent a picture album documenting the giraffe's "extended stay." Kindness and consideration like these are what win repeat business and spread good word of mouth. High levels of client

happiness and loyalty have been a continuous outcome of both Lyle's and The Ledbury dedication to empathy as a key ability.

Challenges and Solutions

The implementation of training for better service skills among restaurant workers may face a number of obstacles (Foskett et al., 2021). To begin, internal barriers to new skill adoption due to staff members' aversion to change are a common problem. Management may help by instituting a culture of lifelong education by funding extensive training programmes and stressing the value of skill improvement.

Finally, it might be challenging to acquire new abilities while still meeting the urgent needs of a bustling restaurant. Without interfering with day-to-day operations, employees may learn and apply new skills via planned training schedules and on-the-job learning opportunities (Boussard, 2021). Employees might be encouraged to provide outstanding service to customers when they are acknowledged and rewarded for their efforts to acquire new skills.

Conclusion

In conclusion, the important necessity of skill development was highlighted by our investigation of fundamental abilities for improving service quality in the restaurant business. Understanding and perfecting these abilities will be crucial for future success in the restaurant sector as hospitality and service management professionals. A restaurant's success and longevity in a crowded industry rely on its staff's ability to continuously wow customers with delicious food and friendly service.

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