

Placement: Customer Experience and Service Skills

4 Element Portfolio

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Introduction

I have been tasked with creating a reflective portfolio that documents my learning experience and knowledge gained in culinary skills. My portfolio should consist of four sections. The focus should be on my vocational, self, and academic development. My portfolio should include a brief overview of my placement experience, including my objectives and my personal learning outcomes. I should also highlight any missed opportunities.

Element 1: Customer Service Skills

Key Skills

Throughout my formal education in culinary arts, I acquired a diverse range of fundamental skills that are important for my professional trajectory within the culinary industry.

The ability to solve problems is of utmost importance to me when faced with challenges such as ingredient shortages, equipment breakdowns, and consumer allergies. This tool has the potential to facilitate the efficient development of appropriate solutions.

Effective time management is of utmost importance in the context of managing recipes and food products. It is essential for me to adhere to a rigorous timetable and guarantee the timely completion of my obligations.

The skills and competencies related to business and accounting: Depending on one's role, the acquisition of these skills may be necessary in order to effectively manage food costs and monitor restaurant revenues. (Team, 2019)

Proficiency in knife skills is essential to my culinary education. I want to acquire knowledge and skills pertaining to the proper handling, sharpening, and use of diverse knife varieties, each tailored to certain purposes. (N, 2023)

The acquisition of a diverse array of culinary techniques and practises will be pursued, including the methods of roasting, grilling, baking, frying, sautéing, poaching, steaming, and several others.

Food and equipment preparation is often referred to as 'mise en place' in culinary contexts. The process of cooking includes the preliminary steps of preparing and arranging the necessary materials and equipment.

Food presentation and serving encompasses the art of skilfully arranging food on a plate in a visually pleasing way, while also adhering to correct serving protocols.

In order to guarantee the implementation of safe food and kitchen sanitation practises, it is essential for me to acquire knowledge pertaining to food safety, kitchen hygiene, and sanitation practises. (C, 2022)

It is important to note that these talents possess use not just within the context of a professional kitchen, but also have practical applications in several aspects of daily life. One may effectively use time management and problem-solving abilities across many scenarios. (Escoffier, 2022)

Reflection on challenges faced during my culinary training

One of the most significant obstacles I had in the culinary setting during my apprenticeship was when, in my capacity as a sous chef, I was tasked with preparing a beef steak upon receiving an order. Additionally, I was responsible for the preparation of the aforementioned steak. However, we received feedback from the kitchen indicating that the steak was inadequately cooked, exhibiting excessive bloodiness, and necessitating further cooking. I had a profound sense of distress upon receiving the chef's assertion that the responsibility for the unfavourable outcome rested solely with me, and moreover, that I would be permanently precluded from future opportunities to prepare a steak. Subsequently, the chef approached me and expressed his willingness to demonstrate the appropriate method of preparation, which I then proceeded to do.

Element 2: Customer Service Experience

Kitchen assistant job description

I play a crucial role as a restaurant kitchen helper. I have the following main duties: Preparing ingredients include washing, peeling, and slicing fruits and vegetables and measuring and weighing components for recipes.

Cooking: As a kitchen assistant, I can boil pasta or rice, bake bread, and grill vegetables under my own supervision.

Kitchen cleaning is a major part of my job as a kitchen assistant. Washing pots, pans, and utensils and cleaning cooking surfaces are my duties. I also ensure food preparation areas are clean. I frequently organise the kitchen as a kitchen helper. My duties include managing storage and cold rooms, refilling supplies, and checking food sell-by dates.

In addition to my allocated duties, I help the chef prepare meals, arrange them, and do other tasks. It's vital to remember that kitchen assistants' duties differ by firm size and kind. This job requires multitasking, attention to detail, and a passion for cooking. (Samuel, 2021)

Target Audience in the Italian Restaurant

The demographic of the clientele at the Italian restaurant where I underwent my training exhibited a considerable degree of diversity. The clients who have been identified are:

Individuals that possess a fondness for Italian cuisine as a whole: The aforementioned demographic is the most substantial portion of the Italian restaurant's target market. The individuals possess knowledge of Italian cuisine, have already consumed it, and have a deep appreciation for all its facets. (Amplify, 2022)

The individuals possess a strong affinity for Italy. The second demographic within my target market comprises those who possess a deep affinity for Italy, both as a nation and as a desirable destination for travel and leisure. By patronising an Italian restaurant, individuals establish a connection with a cultural experience that has personal significance to them, therefore fulfilling their need for a taste of Italy. (Amplify, 2022)

The individual in question has a preference for cuisine originating from a particular geographical area inside Italy. (BPlans, 2023)

The individuals are seeking a refined gastronomic encounter and have opted to choose an Italian restaurant as their preferred venue for this elevated eating experience. (Nightingale, 2013)

Customer service skills

I know that as a customer service representative at an Italian restaurant, I must make our guests' meals unforgettable. I realise this job requires special talents, like any other restaurant. I have these customer service skills:

Customers: A warm and courteous welcome may set the tone for the eating experience. I must greet clients as soon as they enter the restaurant.

Menu knowledge is essential. I need to know it well. I must know each dish's components, preparation, and allergies. I listen to consumers, ask questions, and repeat purchases to guarantee satisfaction. (Indeed, 2023)

Flexibility is vital to my restaurant. I fulfil unique requests like dietary restrictions and seating preferences to improve your dining experience. We tailor you're eating experience using consumer data, making you feel unique. I could mention your favourite foods or special occasions. (Nightingale, 2023)

Negative reviews and concerns are addressed swiftly and professionally by me. This is essential for client pleasure. (Voyix, 2023)

Health, Allergen, and Food Safety Training: Restaurants need food safety, allergies, and hygiene. (Beltis, 2023)

Reflection on challenges faced during my culinary training

During my internship at an Italian restaurant, I encountered a customer service challenge when an individual entered the kitchen area and proceeded to disrupt the environment by throwing pans and food onto the floor. This disruptive behaviour was a result of the customer's dissatisfaction with the delayed arrival of their food.

Despite my attempts, alongside the supervising chef, to pacify the situation, our efforts proved unsuccessful. Consequently, I deemed it necessary to contact the restaurant's security personnel in order to remove the disruptive individual from the premises.

Element 3: Guest Feedback

Reflection on feedback received from guest regarding my customer services

To ascertain the perspectives of patrons at the Italian restaurant, a survey was devised and discreetly placed on their tables. Subsequently, the collected data provided insights into their evaluations of the establishment's services. The restaurant's services and welcome were well regarded by all clients, who expressed great satisfaction. The establishment provides a warm and amicable atmosphere, effectively extending a hospitable reception by promptly informing patrons of the daily featured offerings. The patrons expressed high levels of satisfaction and expressed their intention to consistently endorse the Italian restaurant where I was employed.

How guest feedback has influenced your understanding of the importance of customer service in the culinary industry.

Guest feedback is important in the culinary industry since it affects customer service. The process is as follows:

Restaurant guests' input might help discover strengths and weaknesses. Factors include food quality, restaurant setting, and staff behaviour. (Hamel, 2023)

Improving Customer Experience: Restaurants may improve customer experience by analysing visitor input to understand consumer needs and preferences. This involves improving cuisine, educating workers to improve service, and improving the ambiance to make it more enjoyable. (O, 2023)

Building Customer Loyalty: Restaurants that actively examine and use guest feedback to improve show customers that their ideas matter. This might increase customer pleasure and loyalty. (O, 2023)

The client service and problem-solving are crucial. It depends not just on meal quality but also on customer service and complaint handling.

Satisfied customers are more likely to return and recommend the business, increasing income. Word-of-mouth marketing may boost sales and traffic.

In conclusion, visitor feedback is crucial to understanding culinary customer service. Restaurants must constantly improve and adapt to customer expectations to succeed and survive.

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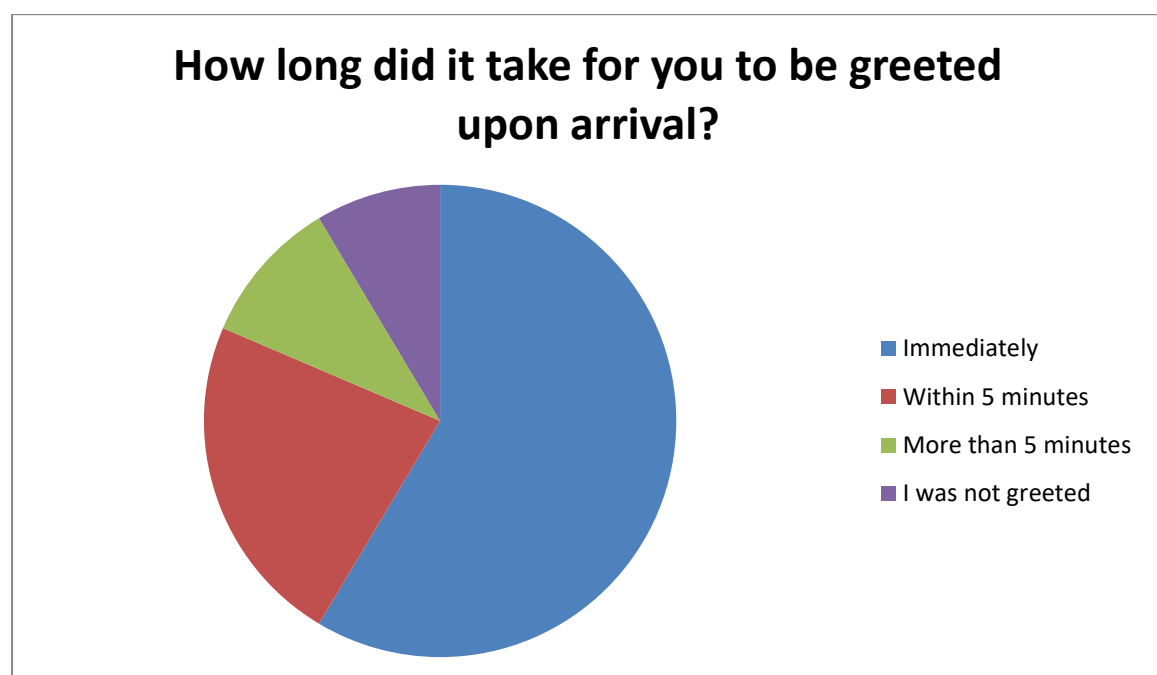
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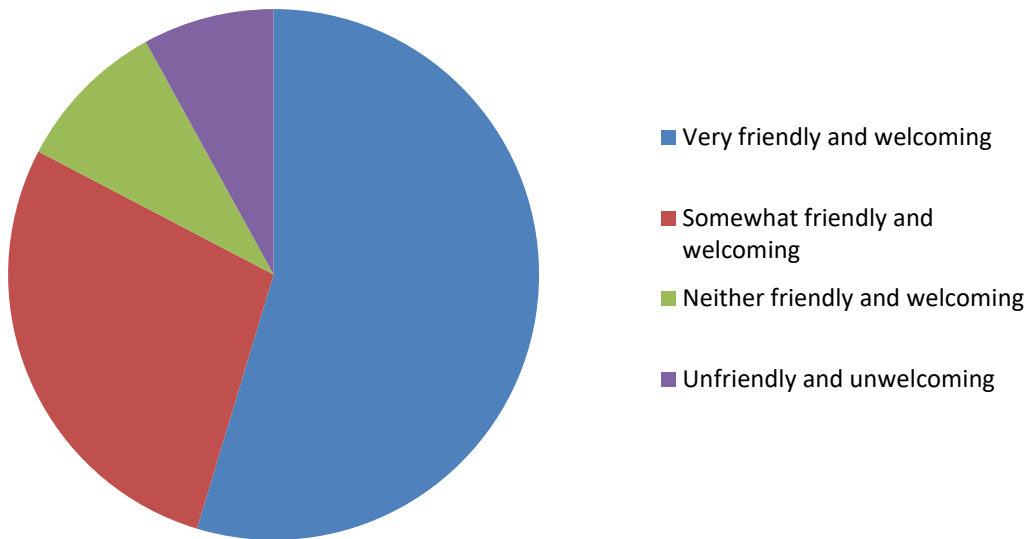
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Appendix

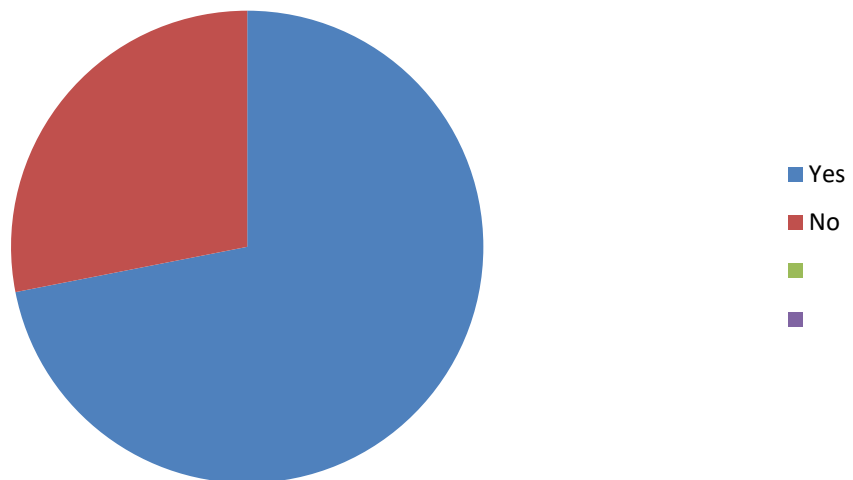
Survey created for my guest from the Italian Restaurant where I had my culinary training



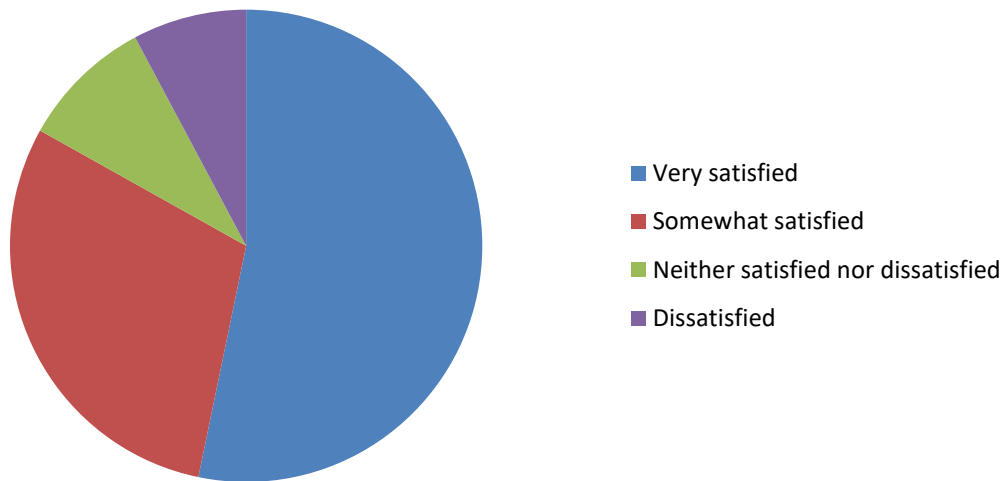
Was the service friendly and welcoming?



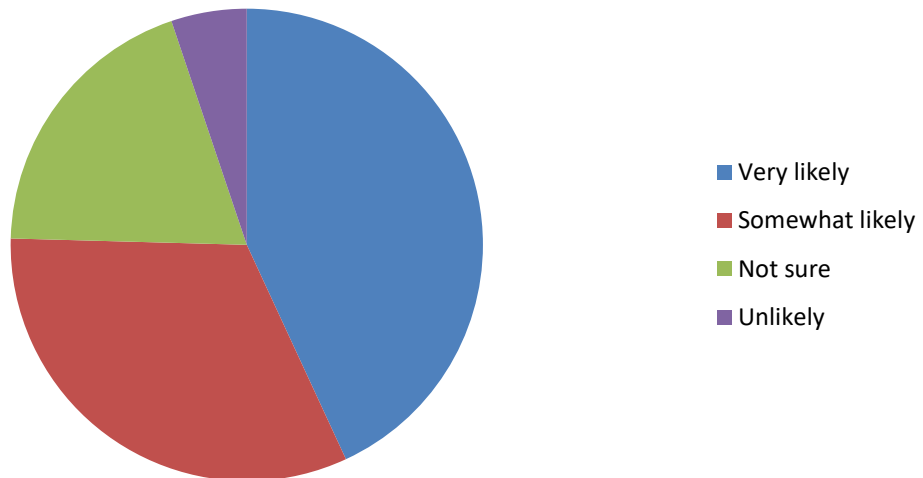
Did your server inform you of the daily specials?



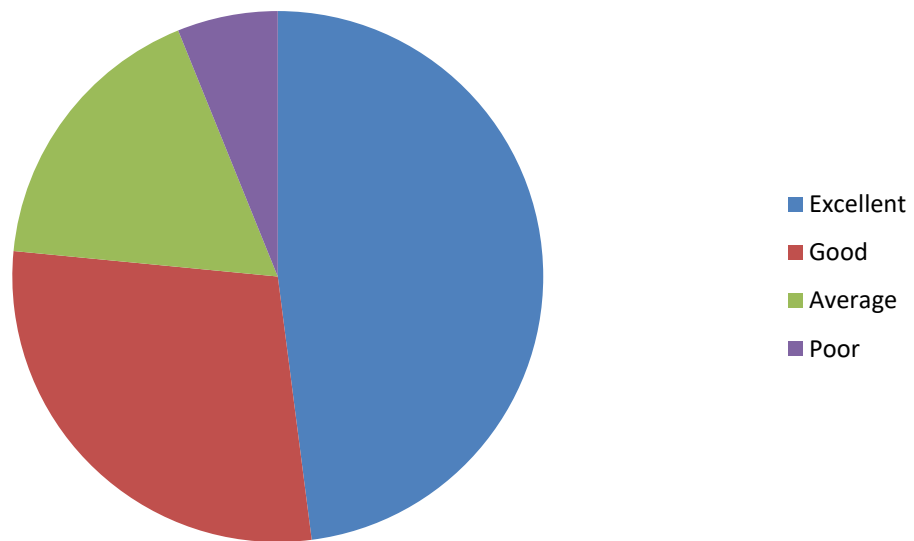
How satisfied were you with your overall dining experience?



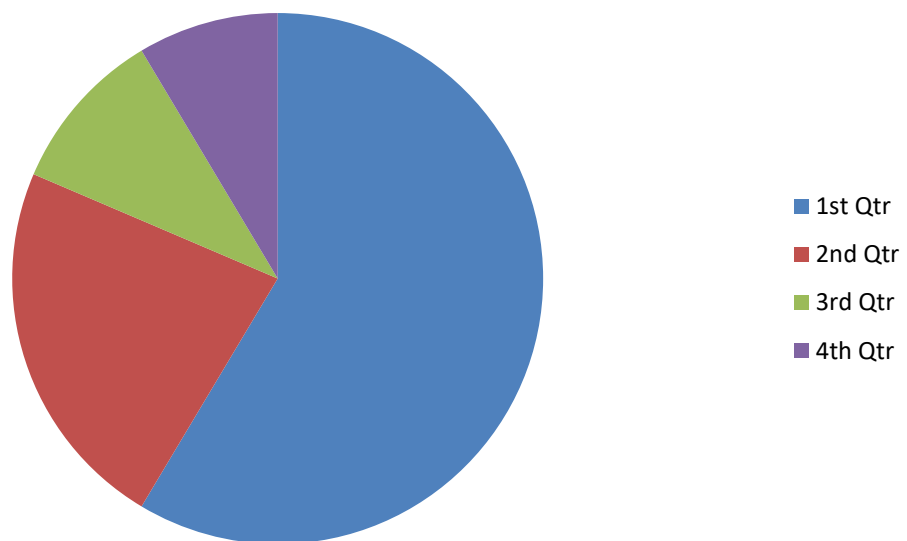
How likely are you to recommend this restaurant to a friend or colleague?



How would you rate the quality of the food?



How would you rate the quality of the food?



How easy was it to find what you were looking for on the menu?

