

Work placement

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In this reflective portfolio I will be discussing about my learning experience from work placement. In fact, thanks to the UWTSD which gave me the opportunity to do the work placement in one of the best restaurant of Wales, which is The Beach house situated in Oxwich Bay, I learned lot of skills and I gained a lot of knowledge regarding the back of house, because as waiter one of my objective is learn more in deep the word of the kitchen to ¹ complete my knowledge and experience at 360°. In fact, I choose to study and work in the sector of hospitality, then gastronomy, with the hope that in the future I will be running a chain of the best restaurant in the word, or much better, create my own restaurant empire with the intention ² of transmitting my passion to others.

Element 1

One of the most relevant things I've learned, is the fact to understand the importance of how to deal with suppliers and then how to manage the stock.

Restaurant stock management is important for several reasons: this helps control costs by preventing ³ overordering, and stockouts. In fact, stock management also ensures that ingredients are available for menu items, helping maintain customer satisfaction. In addition to optimizing inventory ⁴ over and reducing holding costs, it contributes to financial stability, also, accurate stock tracking helps you identify theft and pilferage, which improves your restaurant's profitability and efficiency (Deliverect, 2023). According to the website, inventory management is their biggest daily challenge, according to 43% of restaurant owners. However, if you take stock correctly and consistently, your restaurant's profits could rise by 24% (Deliverect 2023).

Some helpful suggestions of Joe Jarvis regarding how to best manage the stock are:

1. Calculate your cost of goods sold
2. Track ingredient loss
3. Use Stock Control Software
4. Use ingredient reports
5. Be consistent
6. Follow FIFO
7. Minimise food waste

(Joe Jarvis, Lightspeed, 05-05-2022).

The term FIFO It's an asset management and valuation method in which assets received or acquired first are sold, used, or disposed of first (Will Kenton, Investopedia, 20-03-2020).

As I am working in a Michelin restaurant, from my point of view, I don't feel like giving suggestions or advice, as the restaurant and the chef knowledge are already excellent.

Obviously, you can't have the stock until you have found suppliers, and this is another relevant factor to consider, because choosing the best suppliers in terms of quality and price can make the difference. In fact, according to the website, you can't run your business without suppliers. To satisfy the end consumer, they must take into account costs, product quality, and on-time delivery (Theowsolutions, 14-11-2021). In addition, considering the pandemic and supply chain delays, delivery times are probably the most pressing issue we are currently facing with suppliers.

According to the website, one good suggestion can be seeing if our competitors are facing similar delays to make sure it's not just us (Theowsolutions, 14-11-2021).

Based on my experience, I remember I was working in a restaurant in mumbles, and it happened that the supplier was late, and we had to solve the problem without solution and then we worked without that important ingredient, essential for the menu and for the customers experience. After this bad experience, I've learned how to deal with suppliers to avoid any issue.

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Element 2

Another skill than I've learned, is how to cook meat in a different technique such as

braising, stewing, pot roasting, barbecuing/smoking, pan searing, grilling/broiling, pan frying, roasting, and stir frying.

- Braising: The least tender cuts of beef fall off the fork when braised. The meat is first browned, then slowly cooked in a small amount of liquid over low heat for a long time. As a result, the beef is tender and highly flavored (Verdefarms, 2023).
- Stewing: Stew meat describes meat that's cubed, diced, or cut into chunks and cooked in stew dishes. Different beef cuts can be used for stew meats, like round, chuck, or sirloin. In addition, a stew is made by simmering meat in a liquid broth for a long time on low heat. A long stewing time makes the meat soft, fork-tender, and flavorful (Masterclass, 16-06-2021).
- Pot roasting: Like braising, pot-roasting involves cooking large joints or cuts. However, it's done in a deep covered pot without much or no liquid. Meat is seared or browned first in butter or oil, then served with browned root vegetables or bones. The meat gets cooked gently in a pot that's tightly covered. Also, pot-roasts can be cooked in a pot or pressure cooker, in a bratt kettle, or in the oven. Small amounts of liquid and vegetables create enough steam to make this a moist heat method that's perfect for medium-tender roasts (Meatcuisine, 2014).
- Barbecuing/smoking: There are two different styles of smoking, which are:
 1. Hot: A hot smoked food is cooked gently over smoking woods to create a subtle flavor. The slower you cook, the better the results. Choose a wood flavor that matches the food you're cooking, so if you're cooking something delicate, choose a lighter wood flavor. For the wood's flavor to come out, it needs to be heated up. If you don't have a smoker, ceramic grill, or hooded BBQ, you can use a regular grill.
 2. Cold: Cold smoke is curing and smoking food. It's still uncooked, but the dual process of curing and smoking prolongs it while intensifying flavors. Cure mixes are salt, sugar, and spices applied dry or dissolved in water for a brine submerged in the food. A great example is smoked salmon, while bacon is another that we cook first (Hotsmoked, 2022).
- Pan searing: Using high heat, pan-searing seals in juices and creates a delicious crust. Make sure the pan's hot enough when pan-searing. If the pan is ready, sprinkle a drop of water on it; it should sizzle or jump. Remove the pan from the heat, and lightly coat the surface with butter or oil. Butter or oil should be heated through, but not burnt. When the food is done pan-searing, don't move it until the crust has formed. Keep the crust from tearing by using a spatula to turn the food (Martastewart, 13-02-2011).
- Grilling/broiling: In case you can't grill outside, you can broil in your oven, but there are some differences. When using broiling instead of grilling or following a recipe that includes broiling, it's good to know the basics. Broiling and grilling both use direct heat to cook food. Both require the same attention to avoid burning. In addition, they both give food that distinct flavor by charring and caramelizing.

Grilling:

1. Outdoor cooking for charred, caramelized foods with "grill" flavour
2. Intense direct heat from charcoal or propane
3. You control the cooking temperature

4. Grate allows fat and grease to drip away
5. Watch carefully to prevent overcooking

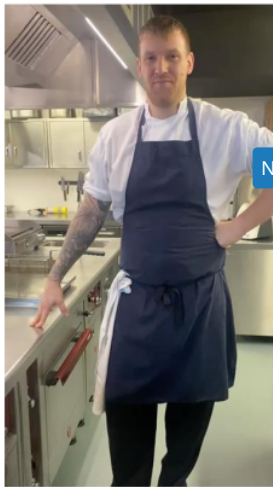
Broiling:

1. Indoor cooking for charred, caramelized foods
 2. Intense direct heat from oven boiler
 3. Oven's thermostat controls cooking temperature
 4. Preheated boiler pan allows fat and grease to drip away
 5. Watch carefully to prevent overcooking
 6. Trim fat to prevent smoke
- (Thespruceeats, 2019).

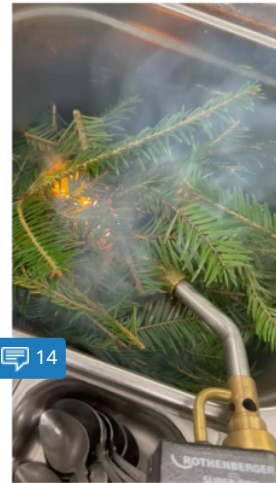
Expand your thinking

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- Pan frying: In pan-frying, oil or fat is used to transfer heat between the food and the pan. During cooking, the oil creates steam, which helps cook the meat. The exposed topside lets any steam escape. A direct contact with the bottom of the pan makes it brown and crisp faster. Due to the partial oil coverage, you must turn the food at least once to cook both sides. It's also important to keep the heat at a consistent, medium-high temperature when pan-frying, because otherwise any breading will soak up oil and become soggy (Jessicagavin, 21-09-2020).
- Stir frying: cooking stir-fries over high heat and in a little oil is a Chinese tradition. In a wok, which is a round-bottomed pan that looks like a bowl, vegetables and proteins are mixed. The bottom of the wok gets the highest heat, and ingredients that need lower heat can go up the sides. It's also easy to stir the ingredients quickly with the high sides (Cooksmarts, 23-02-2015).



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Another important factor to take into considerations is to create a different areas for a different storage. Storage space isn't often given much priority in the design. However, it's one of the most important things to handle, since it affects how well the restaurant does. For example, the number of pans might have an impact on how quickly you can make food while keeping it high quality. So, if there's room in the storage area for some extra pans, there'll be less strain on the kitchen and clean-up, and you'll be able to serve more dishes. A major factor in determining expenses is how much space is available for bulk orders and deliveries of important ingredients (Hpgconsulting, 16-11-2022). There are some different storages:

1. Refrigerator: In order to keep food fresh, refrigerators vent heat out. Refrigerators use a closed system that moves refrigerant through coils. The refrigerant separates hot and cold air by absorbing heat and carrying it away (Maytag, 22-03-2021).
2. Freezer: It's a way to preserve food by exposing it to temperatures below its freezing point. At that point, the state of matter changes and the product's properties change, turning it into ice and solidifying all the moisture. Normally, this point is between -18oC and -35oC, but it depends on what you're freezing (Molina, J.M, Intarcon, 20-07-2022).
3. Dry: Dry storage in a restaurant means storing shelf-stable items without significantly controlling the environment and the foods that are stored this way normally only need low humidity and a clean storage area to stay fresh (Fooddocs, 2023)

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Element 3:

During my work placement experience at Oxwich Beach House, I had the precious opportunity to assist in preparation and plating: in fact, even if this area is out of my competence, as I'm 16 the chef offered me the chance to assist him while he was preparing the dishes. First, I want to say that in my opinion this has been a great opportunity to learn more about these skills, in order to improve my professional knowledge: this opportunity made me realize the importance of choosing the right ingredients and matching flavors to offer guests a very special food experience, because this is the core of Michelin starred restaurant. People go there to experience Good Point it simply to eat, as a consequence I was explained about the importance of choosing excellent ingredients and reflect about 17 that dish can be structured with balance. According to Chef Saul Bolton, there are 9 steps to follow in order to ensure balance, taste, and excellent plating skills: make sure you are choosing the right plate considering form, function, color and size, keep your working area clean as well as the plate. Additionally, remember that less is more, don't force any ingredient if it doesn't fit, 18 use a dish that will allow for a ½-inch border between the food and the plate. Make sure you do not cover important ingredients, everything should be seen, shoot for natural symmetry and natural order, consider dimensions and invest in tools as this will help in adding extra textures and shapes, for example by using graters or zesters: last suggestions, garnish wisely as this can

add color and texture (puree, oils, circles of sauces), finally clean again your plate (Greatperformance, 03-08-2019). The eye for details really makes the difference.



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Needs Title and Information



Element 4:

My workplace experience has ended, but I've learnt a lot from it. Working in a Michelin starred restaurant has been my goal for years, as I've been working in hospitality since 8 years, but I never had this chance before: the reason why this means a lot for me is because I do really give value to my service skills, I do have passion for my job, and thanks to this experience I had the opportunity to improve my skills and most important to learn a lot from very professional people. I developed more awareness of the importance of locally and fresh sourced products, the process of preparation and matching ingredients, as well as improved my service skills. The most difficult part has been learning dishes: we are required to learn and remember each ingredient, including the one used for sauces, puree, as well as

Consider structure

remember its preparation. It took me about 2 weeks to learn most dishes, with each ingredient, provenance, and even if this has been a challenge, I feel proud, as this has been a great opportunity to improve my awareness about food.



Element 5:

By reflecting about my future career aspirations, I realized that thank  is opportunity given from UWTSD, I'm now working at the Beach House Oxwich: I realized that I'm grateful for this working opportunity, as I learnt a lot so far, so I can't image how much I still must learn and how good this is going to be for my professional development. I feel up to say that I'm satisfied so far for what I've achieved, and I can't wait to keep learning more: I consider myself lucky as I had the chance to work with one of the most professional chefs in Wales, and I've been surrounded by professionals of hospitality. I hope that I will keep developing knowledge, and that in the future I will be the manager of a Michelin starred restaurant, as this is my main goal for the future.

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Work placement

GRADEMARK REPORT

FINAL GRADE

GENERAL COMMENTS

52/100

PAGE 1



Comment 1

Look at sentence structure here - it doesn't make sense



Comment 2

restaurants - plural



Comment 3

It also adds towards Sustainability as you're hopefully reducing waste along the way.



Comment 4

Effective kitchen management also means that you can use stock that is nearing the use by date in other things, as in sauces or stocks, ensuring you're maximising any purchases

PAGE 2



Comment 5

Also all this needs to tie in with the menu, especially if you're using seasonal produce. A good chef can help maintain profitability by being clever with ingredients



Comment 6

This is First In First Out? Probably worth mentioning that to avoid any confusion and help with instant understanding



Comment 7

You are working in a restaurant that has been given 1 Michelin Star. A Michelin Restaurant can be anything from a restaurant owned by Michelin, to a Bib Gourmand. Be specific.



Comment 8

Look at sentence structure and use of English here.



Comment 9

consider



Comment 10

These have pretty much dissipated now. Supply chains are back to operating pretty efficiently



Comment 11

confront



Comment 12

How do you deal with them? Give an examples of how you've resolved a supplier situation

PAGE 3

PAGE 4



Expand your thinking

Have you looked at unanswered questions?



Comment 13

All these cooking elements are correct and are well described, but you are supposed to be discussing them in how you have developed your skills using these techniques, not simple discussing the techniques themselves. You are displaying good knowledge, but you need to combine that with examples



Needs Title and Information

Needs Title and Information



Comment 14

The pictures are great but need context. Who is the chef? What joint is cooking and what is the third dish?



Comment 15

Again, all good points, but you need to relate them back to your work experience and give specific examples



Comment 16

How did you feel about this? Were you nervous? did you ask him any questions?



Good Point

Really good point here



Comment 17

told, rather than explained here.



Comment 18

Good. A good point made with a source to back it up



Needs Title and Information

Needs Title and Information



Needs Title and Information

Needs Title and Information



Consider structure

Evaluate the effectiveness of the structure of your essay.



Comment 19

That's great work. An example of how you learned the dishes (taking the menus home), and then how your interactions with customers has increased and the effect that has had on your confidence would be useful here



Comment 20

GRADING FORM: BMGM5003

SILVIO LISCIANDRELLI

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ENGAGEMENT WITH LITERATURE

Use a range of academic sources relevant to culinary skills and customer service, including journal articles, textbooks, and online resources, to support your reflections and analysis. You should demonstrate the ability to evaluate and reflect on the literature to develop your understanding of customer service, communication, and problem-solving in a culinary context. Use appropriate referencing and citation methods, following the IHM's UWTSD Harvard Referencing Guide, to acknowledge the sources used in your portfolio.



You have used a good amount of different sources, but perhaps cutting down the number and increasing the Academic quality will help you frame your points more effectively. Sources are there to reinforce a point made or a critical evaluation discussed, rather than to explain a cooking process.

4

KNOWLEDGE AND UNDERSTANDING

You should demonstrate an understanding of the principles of customer service in the hospitality industry, including effective communication, problem-solving, and relationship-building. Apply relevant theories and concepts related to customer service, communication, and problem-solving in your reflections and analysis. Identify areas of strength and weakness in your knowledge and understanding of customer service and culinary skills and reflect on how you have developed during your placement.



Your knowledge of cooking techniques is well served here, along with some good examination of storage and supplier questions. However you do need to concentrate on actually developing your themes and evaluating them in terms of your position and experience, rather than just stating facts. It's a key element in level 5 that you critically analyse your experiences and reflect on your progress rather than just telling me what you have done

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COGNITIVE AND INTELLECTUAL

Analyse and evaluate your personal learning outcomes and experiences during your placement, including the challenges and opportunities you encountered. Use critical thinking skills to reflect on your customer service skills, your ability to solve problems, and your communication skills in a culinary context. Evaluate how your placement has influenced your attitudes and beliefs towards customer service and the hospitality industry.



More work needs to be done on the evaluation of points and critical analyses of experience. There is some analysis here, but not enough

2

PRACTICAL SKILLS

You should demonstrate an understanding of how customer service skills can be applied in a culinary context, including the importance of effective communication, problem solving, and relationship-building. Reflect on your practical experiences during your placement, including the tasks you undertook, the challenges you faced, and the skills you developed. Evaluate the impact of your practical experiences on your development of customer service skills, and identify areas for future improvement.



You have discussed the practical nature of the Placement and your experiences well i parts. The learnings of dealing with suppliers and the importance of that particular relationship and also your growing confidence and abilities dealing with both chefs and customers (as stated in your Viva) shows your growing awareness and development. The understanding of the financial impact of supply and good inventory management shows that you are taking a wider view of the business as a whole, and I look forward to seeing this develop over time.

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TRANSFERABLE SKILLS

You should write this assignment as a reflective essay, provide your student name, number, module name and module code and assignment title. You should use a font of Arial 12 point. Justify your text, in order for your journal to look professional. Use 1.5 line spacing throughout the document. Spelling and grammar should be accurate.



You have thrown yourself into this Placement with commendable humility and enthusiasm and that

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has been reflected in the fact that you have been offered a position there. Working outside your comfort zone is always a challenge, but it's one you have embraced and it's good to see your new knowledge and experience have had a positive effect on you.

You do need to look at your written English, as it is behind your spoken level, as well as being more assiduous with how you present your work, but I am certain these things can be put right i time.