

Student name: Shelina Jaigirdar
Student ID: 2235135
Programme: International Gastronomy Management
Module: Placement Developing Restaurant
Management
Module code: BMGM5004
Lecturer: Antoinette Milne

Title: Individual Presentation

Good management

In any business industry, a working environment can be created where employees are productive, engaged and challenged.

Good management is when you:-

- Share and offer knowledge
- Improve skills
- Increases productivity
- Build good relationship with the employees
- Offer promotions and sponsorship for the high potential and high performing staff
- Good training for those who are left behind in performing

(Young, 2024)

Must continuously learn to be a good manager, and show transparency to stay connected with the team to encourage accountability, (Herrity, 2023).

I personally make my staff feel comfortable and a part of the team. I ask for their input in how they feel we can make the guests feel more welcome. This engages the employees as it makes them feel more valued and results in providing a positive environment for the customers. (pos.toasttab.com, n.d.)

Effective management strategies

Managers have the biggest impact on a company and it is their job to ensure the best outcomes in business, (Visier.com, 2024)

The benefits of managing a team effectively.

- **Employees that get rewarded for their work have more job satisfaction and work hard to do their best.**
- **Employees that trust in a company and its value system, have more interest in the company's success.**
- **Supporting and encouraging employees will produce results as they would openly communicate through discussing and finding solutions to issues.**
- **A well-managed business usually does more work in less time.**
- **Good management is delegating tasks to the right team depending on their weaknesses and strengths for the intended outcomes.**
- **Good management reduces stress as staff have greater confidence and are not afraid to ask questions.**
- **(Indeed Career Guide, 2024)**

Management skills

- Qualities that guide and motivate employees.
- Delegating tasks depending on strengths and weaknesses.

(Keep staff at front of house that are friendly and chatty and have confidence with customers. Set of staff deliver food

- SWOT Analyse should be conducted regularly.
- Planning is vital after setting goals and objectives, (FutureLearn, n.d.).

I overlook stock levels to avoid being unable to serve to the maximum capacity of the business and so the business runs smoothly. On a busy night, the chef almost ran out of red cabbage that is used for the salad which is accompanied with main dishes. Every dish must go with the salad that is on the menu to keep up with the consistent standards. I took the initiative and went out to get some red cabbages, leaving a staff member in charge of the front of house. Once the item was available, it was given to a kitchen staff to slice and prepared to be used. Doing so it saved customers being turned down from ordering their favourite dishes.

Buying in bulk from supplier is the best thing to do as you get the best value but when in a situation like this, it is best to pay more and serve the customers to avoid bad reviews and customer disappointments. This avoids disruption to the operation to the business and involves problem solving skills, (Rowland, 2023).

SWOT Analyse

Strength- Good quality food, good prices, good customer service.

Weakness- Poor customer services, food delays, cleanliness and décor.

Opportunity- Where businesses can grow and increase the profit margin. If it is impossible to get more seatings in restaurant, it would be a weakness.

Opportunity e.g. vegan, vegetarian, gluten free diet etc. Occasion or happy hour deals and offers.

Threat- Nearby competition, competitor special menus or promotions, Industry threat such as B2B business prices increasing.

(SCHULFER, n.d.)

SWOT analysis techniques would result in businesses becoming more successful, (Team, 2024).

Company success

Customer service must be exceptional for the success of a company.

With great listening and communication, issues can be resolved. It shows the customers they are respected and valued.

Customer satisfaction guarantees the success of a business.

Acknowledging the customers feelings and concerns, it reassures them that you want to find a solution.

Deciding on the best course of action after assessing the situation taking into consideration the impact it had on the customer experience, (Linkedin.com, 2024).

Problem solving skills are vital at a workplace and amongst the staff too in addressing any kinds of issues that arise, (profile, 2023).

Problem solving skills

A manager's job is to solve problems and decision making.

Effective training from management is required for employees to work efficiently with colleagues, customers and suppliers.

The process of problem solving is to seeing opportunities from problems and taking action to solve it.

1. : Identify the problem.
2. **Brainstorm** alternatives. Look at costs and time required for each alternative and what returns can be expected from each strategies.
3. **Decision making is a vital part of management. Working with weaknesses and strengths of the team is essential otherwise it might get difficult if the staff fail to implement these change.**
4. **The action plan needs to be followed.**

Resilience and persistence should be demonstrated if the team struggle with change. Regular reviews and training should be a part of it, (Committee, 2015).

POS

A point of sale (POS) system includes the hardware and software to process payments and complete purchases, (Deutch, 2022).

The point of sale is where business transactions are made. It is usually the area where the cash register is. Payment could be made by cash, card or smart wallet.

The top POS systems are the cloud-based ones which means all the data are kept on an internet server.

The data are your sales information, the menu prices, sales data and inventory lists and amounts etc. This means you can manage these things from anywhere from a smart phone or computer. Even if the internet is down there is an offline mode to continue business on.

Apart from order processing and payments POS features can manage:

Staff schedules

Inventory – This tracks inventory costs and count.

Kiosk ordering – Convenient and fast way of ordering.

Order digest – Multiple orders from many places all gathered together.

Delivery driver tracker – Customers can tell how far and how long the drivers will take, (Gillespie, 2022).

CRM

- CRM - A customer relationship management system keeps track of promotions and loyalty as it takes customer orders and payment information,.
- cleaning schedule tracker keeps Food safety documentation and cleaning schedule trackers are kept in one place.
- A POS with health and food safety tools, helps staff know exactly what they need to do every day with checklists, temperature logs and accurate documentation. Everything is in one place for when the health inspector visits, you can make their job easy by simply printing off your up-to-date paperwork.
- Handling payments is the most important part of the business. It must be done carefully to keep your kitchen serving out the orders. If your payment system is integrated into your POS, you would be operating more efficiency.
- POS with a straightforward payment scheme is better and accepts all different online payment methods so you can cut back on confusion by knowing exactly what needs to be paid and how much you need to budget for.
- (UK, n.d. 19.10.2024).

End of day reconciliations

Management rely on end of day reconciliations to make decisions. The software reduces errors and saves time.
(www.solvexia.com, n.d.)

End of each work night the manager or myself will calculate all the business takings.
Wages would be paid out according to the shifts undertaken by staff.
The cost of goods would be worked out and recorded.

(Lightspeed, 2019)

References

- <https://www.cipd.org/uk/knowledge/factsheets/engagement-factsheet/>
- Committee, T.B.C.A. (2015). Effective Problem Solving and Decision Making. *ecampusontario.pressbooks.pub*. [online] Available at: <https://ecampusontario.pressbooks.pub/workinginfoodserviceindustry/chapter/effective-problem-solving-and-decision-making/>.
- Deutch, K. (2022). *What Is a POS System And How Does It Work?* [online] The Bottom Line by Square. Available at: <https://squareup.com/us/en/the-bottom-line/operating-your-business/what-pos-system>.
- FutureLearn. (n.d.). *Turning vision into goals and objectives into functional plans*. [online] Available at: <https://www.futurelearn.com/info/courses/financial-analysis-business-performance-planning-budgeting-forecasting-sc/0/steps/313431>.
- Gillespie, B. (2022). *What is a POS system in a restaurant? Plus, how to choose one*. [online] OpenTable Resources. Available at: <https://restaurant.opentable.com/resources/what-is-a-pos-system/>.
- Indeed Career Guide. (2024). *11 Strategies for Managing a Team Effectively (Plus Tips)*. [online] Available at: <https://www.indeed.com/career-advice/career-development/managing-a-team>.
- Lightspeed. (2019). *Restaurant Cashflow: 5 Things You Should Be Tracking - Lightspeed*. [online] Available at: <https://www.lightspeedhq.com.au/blog/5-things-you-should-be-tracking-when-it-comes-to-your-restaurants-cash/> [Accessed 22 Oct. 2024].
- LinkedIn.com. (2024). *Here's how you can improve customer service in the food and beverage industry with problem solving skills*. [online] Available at: <https://www.linkedin.com/advice/3/heres-how-you-can-improve-customer-service-1wjgc>.
- pos.toasttab.com. (n.d.). *How to Boost Employee Morale in Your Restaurant - On the Line | Toast POS*. [online] Available at: <https://pos.toasttab.com/blog/on-the-line/boost-restaurant-employee-morale>.
- profile (2023). *How to improve problem solving skills within your business*. [online] www.pareto.co.uk. Available at: <https://www.pareto.co.uk/blog-details/how-to-improve-problem-solving-skills-within-your-business/>.
- Rowland, O. (2023). *Restaurant manager: job description*. [online] targetjobs.co.uk. Available at: <https://targetjobs.co.uk/careers-advice/job-descriptions/restaurant-manager-job-description>.

References

- LinkedIn.com. (2024). *Here's how you can improve customer service in the food and beverage industry with problem solving skills*. [online] Available at: <https://www.linkedin.com/advice/3/heres-how-you-can-improve-customer-service-1wjgc>.
- pos.toasttab.com. (n.d.). *How to Boost Employee Morale in Your Restaurant - On the Line | Toast POS*. [online] Available at: <https://pos.toasttab.com/blog/on-the-line/boost-restaurant-employee-morale>.
- profile (2023). *How to improve problem solving skills within your business*. [online] www.pareto.co.uk. Available at: <https://www.pareto.co.uk/blog-details/how-to-improve-problem-solving-skills-within-your-business/>.
- Rowland, O. (2023). *Restaurant manager: job description*. [online] targetjobs.co.uk. Available at: <https://targetjobs.co.uk/careers-advice/job-descriptions/restaurant-manager-job-description>.
- (SCHULFER, n.d.)
- www.solvexia.com. (n.d.). *What is Month End Reconciliation? Best Practices for Finance*. [online] Available at: <https://www.solvexia.com/blog/month-end-reconciliation>.
- Team, M.E. (2024). *10 SWOT Analysis Examples You Need to See Now*. [online] Moving Forward Small Business. Available at: <https://www.movingforwardsmallbusiness.com/swot-analysis-examples-essential-guide/>.
- Visier.com. (2024). *GUIDE: 5 Habits of Effective Managers and the Metrics to Measure | Visier*. [online] Available at: https://www.visier.com/lp/5-habits-of-effective-managers-and-metrics-to-measure/?utm_source=adwords&utm_medium=paid-search&utm_campaign=core-people-analytics&utm_term=emea&utm_content=document-ad&cid=3a169dadc895c440e1d4&qad_source=1&gclid=EAlaIQobChMI4ID99tWYiQMVIJJQBh2y-QyUEAAYAAEgl46_D_BwE [Accessed 18 Oct. 2024].