

Assignment: Student Learning Log

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Module: Managing Food and Beverage
Operations

BMIH6002

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On my inaugural day in the Food and Beverage department, my primary objective was to familiarise myself with the designated areas that are utilised by this particular department. Observed other team members and supported them in completing various tasks.

Despite having shadowed the department's supervisors and manager, maintaining a constant shadowing presence was challenging in light of the fast-paced working environment. Throughout my training, I observed their active involvement in all areas within the department, providing support to staff members in their daily duties. It was very difficult to ensure 1-2-1 training was given due to the demand of the supervisor and manager's role, most training was completed while working, both at the same time. Scheduling of their shifts and the limited timescale of my training caused a huge barrier to the training provided. Therefore I have managed to receive as much training as possible, whereas in some areas I have managed to observe and seek guidance.

According to Williamson (p5, 2008), businesses rarely make an attempt to implement efficient training methods, especially for part-time staff. The provision of training has the potential to foster employee loyalty and mitigate staff turnover.

The implementation of on-the-job training may bring organisational benefits such as cost reduction, customization to business needs, and flexibility in scheduling without prior notice (BBC, 2023).

As a host, I welcomed guests upon their arrival at the restaurant's entrance desk, recorded their room number, and marked their attendance for breakfast if previously reserved. In the event that breakfast had not been pre-booked, included the cost of breakfast in the room invoice. Escort the guests to their designated seats in accordance with the number of individuals in their party, and extend an offer for hot beverages. Prepare a beverage and position it on the surface of the table. Provide assistance in the process of clearing up and fulfilling individual food orders. The reason behind implementing processes and procedures is to guarantee that guests are provided with a personalised greeting upon arrival and a seamless transition to their designated table. Ensuring an easy and positive experience throughout the customer's journey within the restaurant. Extend a warm welcome and offer hospitality to external visitors of the organisation as well as booked guests.

As a member of the restaurant staff, I was responsible for addressing individual inquiries, recording personal orders, relaying them to the chef, and ultimately delivering the orders to the respective guests. The way of doing things observed in most restaurants is replicated in the hotel restaurant, where waiters and waitresses operate in a similar manner.

When guests have completed eating or if noticed there are too many dishes and pieces of cutlery on the table, the table is then cleared. As soon as a guest is completed, clean the table, and then prepare for the following round of quests. Transfer all dirty utilised utensils, cups, and dishes onto the designated cart and transport them to the kitchen area to discard any food leftovers into the allocated bin solely intended for food waste, while disposing of any remaining refuse into the general waste containers. It is recommended to transfer the contents of glass beverage bottles into a separate glass bin.

The question of whether to clear tables with dirty dishes while guests are still eating or to wait until they have finished remains a topic of debate. According to Arduser's (2017) assertion, it is recommended that tables be cleared once guests have departed. The rationale for implementing this procedure in the Portsmouth Marriott is to guarantee that guests are not left with soiled dishes during their meals and to facilitate a seamless transition during the clearing process for the afterward guests.

In a bar setting, it is customary to receive and process orders for both hot and cold beverages, subsequently recording the transaction through the point-of-sale system and presenting the guest with an itemised bill for payment. Typically, hot beverages are prepared during daytime hours, while cold beverages and alcoholic beverages are typically served after midday. I was prohibited from dispensing any alcoholic beverages due to the legal requirement of undergoing appropriate training to lawfully vend alcohol. Challenge 25 training, for instance. Challenge 25 advises over-18s who look under 25 to carry ID to buy alcohol.

The implementation of the Challenge 25 training is recommended for all orgnaisation selling alcoholic beverages to guests (RASG, 2023). The "Challenge 25" policy was implemented by trained employees towards all guests to prevent the sale of alcohol to individuals who are underage. Additionally, a record is maintained of the instances when the policy is enforced or contested by any members of staff, including the date and time. This proves evidence of compliance with the policy.

Additional responsibilities of a supervisor or manager involve the responsibility of ensuring the seamless and efficient operation of all aspects of the department, in addition to their routine obligations.

I was informed by the HR Manager that when supervisors and managers can also be assigned the role of a fire warden. Individuals are accountable for ensuring that suitable safety measures are followed and that all sections of the hotel are free from any potential hazards. Although I have not encountered such a situation during my experience, I was unable to analyse accordingly.

Examine the projected reservations to strategise for the upcoming day. Make appropriate arrangements and guarantee adequate personnel is scheduled in accordance with the forecast. If the forecast indicates a shortage of staff, take measures to arrange for additional staffing.

One of the significant missed opportunities that I have encountered is my lack of participation in food production activities within the kitchen. Despite the close connection of this area to the main restaurant, observing the entire process of food preparation, from its initial stages to the moment it is presented on the plate, would have provided a significant enhancement to my knowledge and experience. Witnessing the complete journey of food production and management would have been highly beneficial.

The department encountered operational difficulties, including issues with staff productivity, unscheduled bookings, and unplanned reservations. My participation in the department had a beneficial effect on how it ran, as shown by the compliments I got from managers and supervisors. My level of productivity exceeded that of my employed colleagues, resulting in my significant contribution towards creating employment opportunities. The observation was made that certain staff members displayed a notable level of commitment to their duties, while others displayed a noticeable lack of enthusiasm. This difference had a significant impact on the overall functioning of the organisation, as those who were more invested in their work were required to compensate for the additional workload resulting from the lack of engagement from their colleagues. It was also observed that those members of the workforce who were not performing up to expectations were managed in an appropriate manner.

Adopters of performance management frameworks are already seeing positive effects, which is pushing more firms to rethink their approach to evaluations of employee performance (Naturalhr, 2022).

An intriguing observation I made was that the supervisor and manager I worked with had a unique approach to overseeing their respective department and implemented distinct methodologies. While the manager follows a democratic model of leadership, the supervisor followed what's known as the transformational leadership model.

Transformational leadership emphasises follower's growth and fulfilment as well as their needs. Transformational leaders nurture their colleagues' values, morals, and abilities while recognising their strengths (Nanjundeswaraswamy, and Swamy, p58, 2014).

When we talk about democracy, we mean "run by the people." This style of leadership promotes the formation of collective decisions. Democratic leadership is the same as participatory leadership (Laoyan, 2022).

It was irrelevant which strategy was taken; in the end, both of them came up with their own methodical manner of working that was successful.

To summarise, managing the Food and Beverage department can be a huge area to overlook, from food preparation to the main restaurant. Various processes and procedures are followed to ensure the guests receive a positive experience as well as enjoy their food. The lead of the department is equally included in the daily tasks as well as managing the department.

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