

Reflective demonstration of Restaurant Management

by Muhammad Naveed Jawed

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Developing Restaurant Management at Hide Restaurant, London

A reflective demonstration on
placement at hide

Introduction

- Student Name: Muhammad Naveed Jawed
- Student ID Number: 2240728
- Module: BMGM5004
- Module: Develop Restaurant Management
- Topic: Reflective Portfolio
- Restaurant: HIDE Restaurant
- Lecturer's Name: Jemma Smith



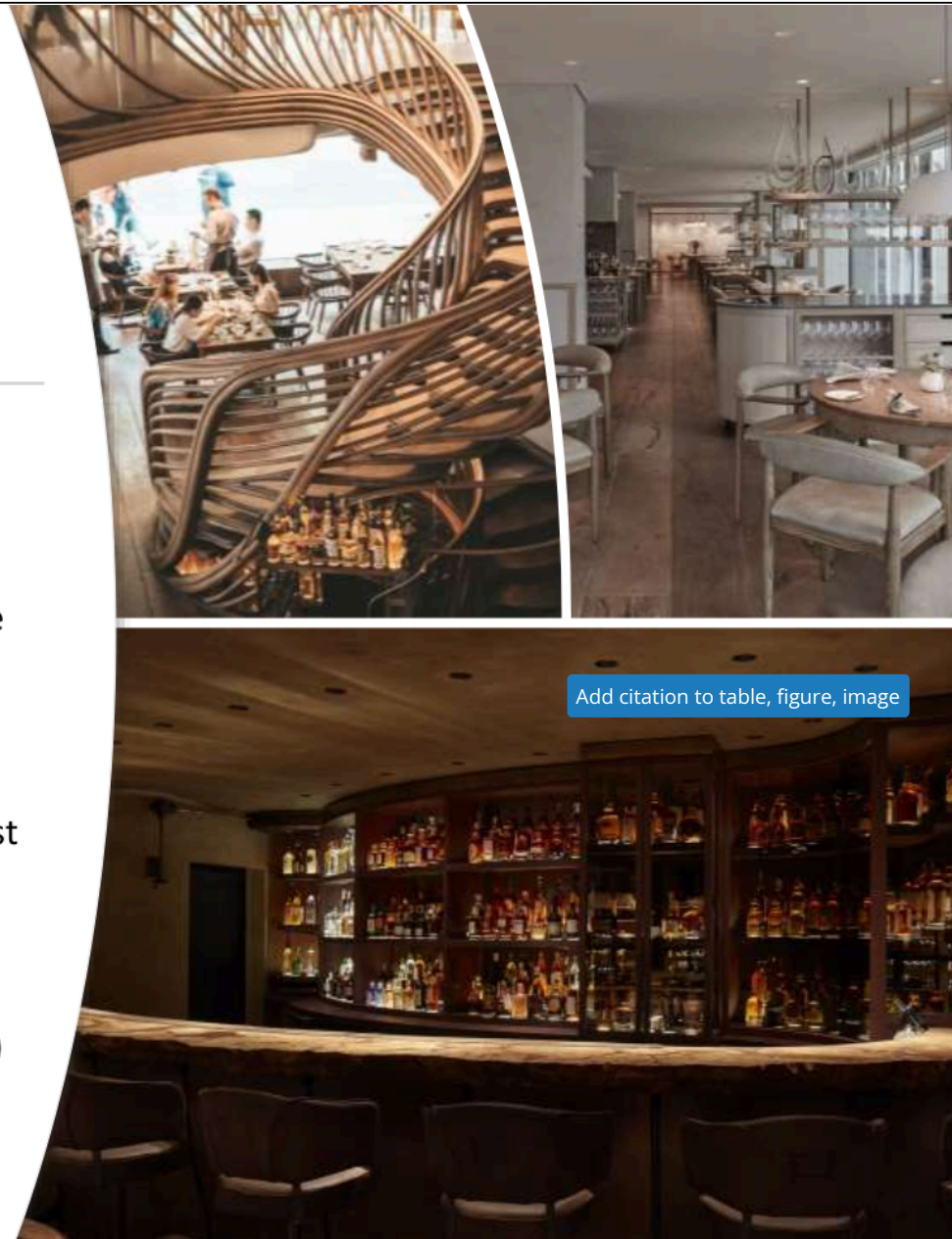
Welcome to Hide

Hide is a beautiful and elegant restaurant by Green Park divided into 3 major sections

1.) Mezzanine floor: The finest spot to sit is up here by the window, where the light wood of the graceful upper floor symbolises branches.

2.) The ground floor, which is the darkest area, represents a trunk.

3.) Basement: the roots are echoed by the basement bar.([guide.michelin.com](https://www.michelin.com/guide))



Private Dining

Good

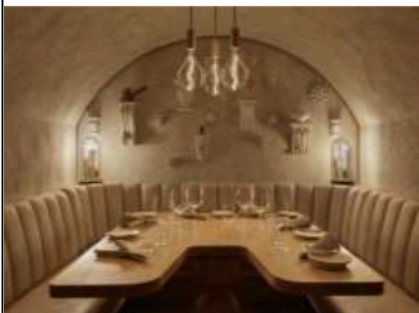
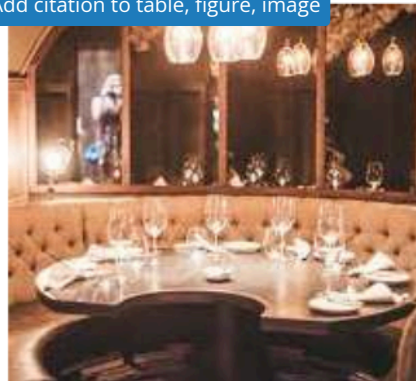
HIDE provides exclusive hiring and a variety of private dining areas.

The Bar Below contains underground vaults that house The Broken Room, The Shadow Room, and The Reading Room. The rooms are ideal for smaller events because they may accommodate two to eight people.

The first-floor Hide & Seek Rooms provide a private dining experience for up to 24 people or 12 people alone.

The mezzanine level can be rented out semi-exclusively or exclusively, providing expansive views of Green Park.

Numerous private dining menu selections can be customised to meet specific needs.(hide.co.uk)



Add citation to table, figure, image

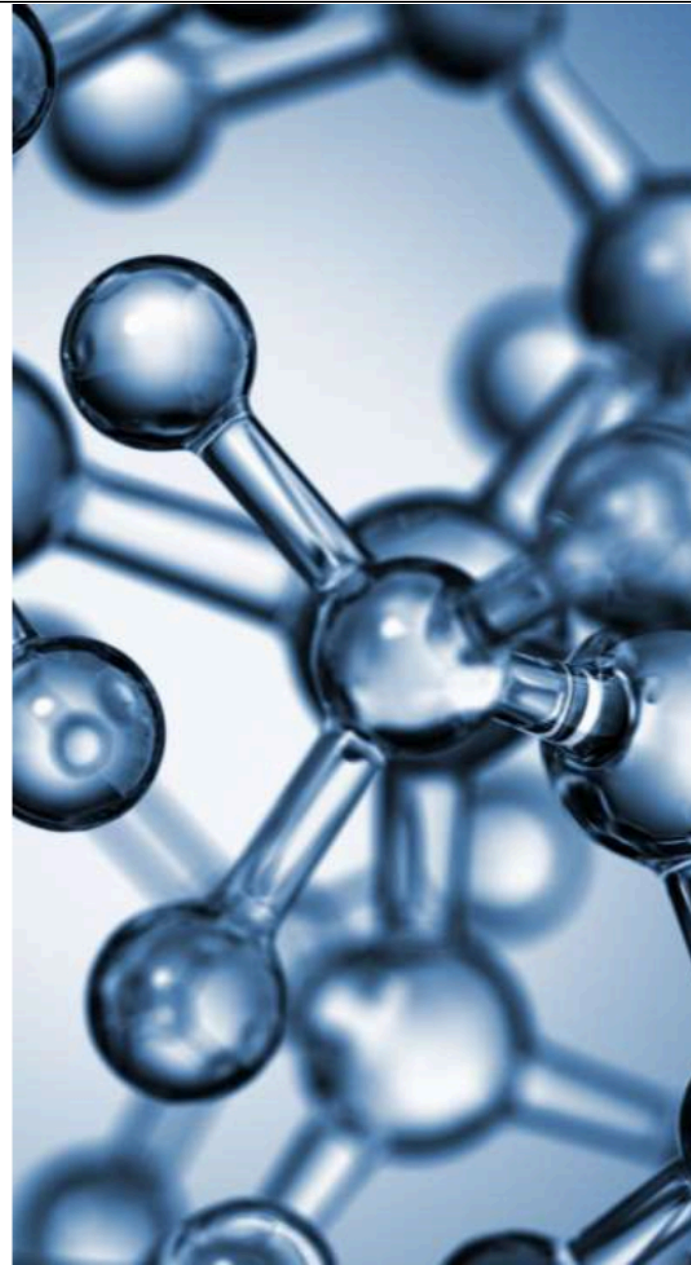
Effective Team Communication & Coordination



- IMPORTANCE OF
COMMUNICATION IN
RESTAURANT OPERATIONS



- ENSURING FOH & BOH
COLLABORATION



Effective communication is crucial in a busy restaurant.

- A manager needs to be a good communicator since, without it, no organisation can advance, thrive, or establish a solid reputation. (Radovic Markovic, M., & Salamzadeh, A. (2018))
- On my placement, I am always required to arrive 15 minutes before my shift, so the manager can communicate the duties and tasks. *Why is this important? Elaborate and support*
- The first thing I started on was to introduce myself to all the team members and start communicating about the flow of operations during breakfast service.

Good

Example 1: Organising the Service and Setup for Breakfast:

- I took the initiative from the first day, communicated with the Supervisor, and started helping with the service to become a part of the breakfast service operation.
- . To make sure food was frequently and smoothly served to the guests, I started picking up the trays and taking took to the waiters..
- - Outcome: Faster service, increased efficiency

Good

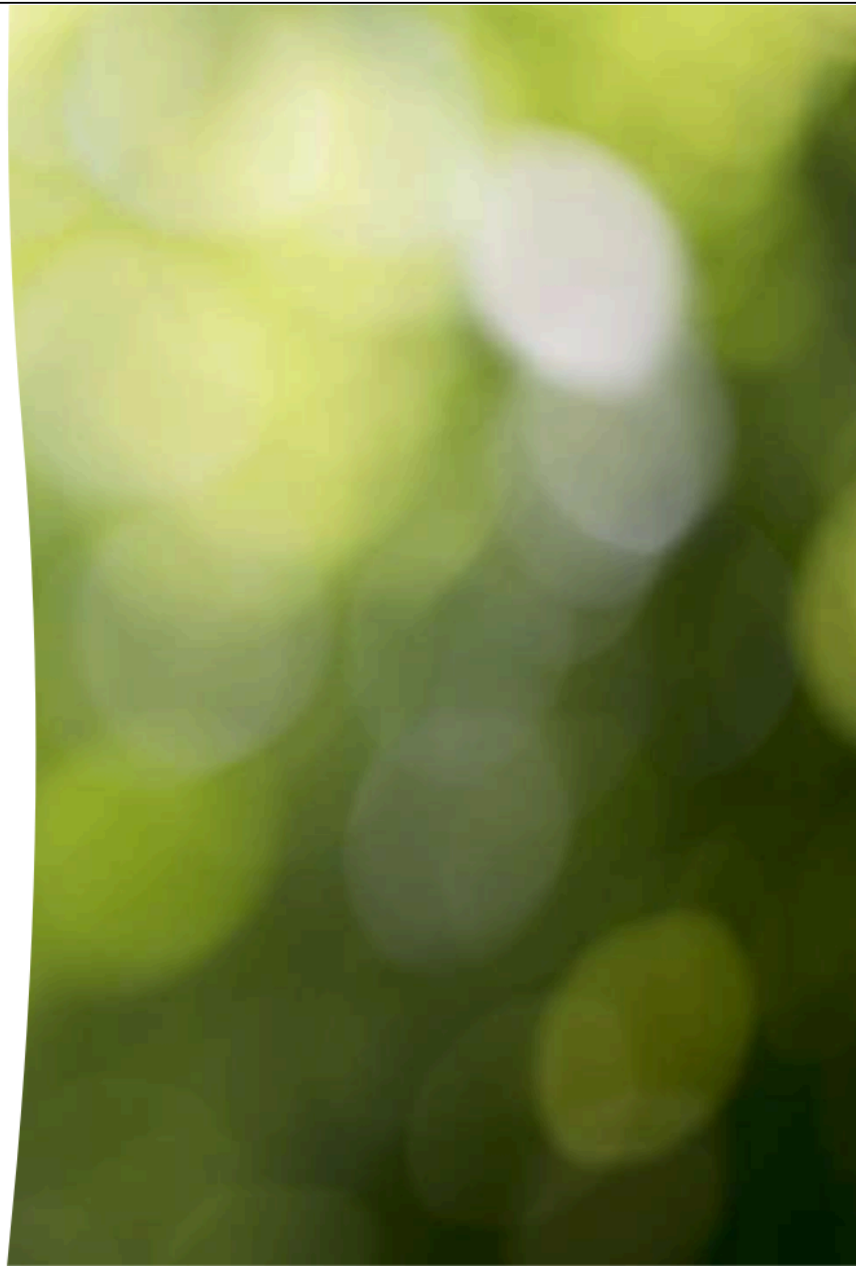


Image is a little hazy, always check before submitting that your work is clear

Troubleshooting & Problem-Solving

- Importance of quick decision-making

- Key areas: Staff, guests, service flow



Reflection on Troubleshooting and problem-solving skills.

The American term "trouble-shooting" refers to tackling operational issues head-on and reorganising everything in a single, decisive move. One such genius move can solve a lot of issues in the food and beverage sectors. (Mathew Bernatsky, 1971) *This reference is well beyond the 5-10 year threshold*

Hide is a bustling restaurant and one single mistake can deteriorate the whole service operation.

Example 1: Service Disruption/quick decision making – During the busy breakfast service, guests with reservations wait in the queue to be seated at their designated table, and a few guests always request to change their seatings, I had a couple of experiences and without any fail I requested the manager to change seats if possible.

Example 2: Guest Complaint – Another Example of troubleshooting was same-time bookings with the same surname but different tables while I took the guest to the designated seating so I quickly escalated the matter to the manager and got it resolved.

Example 3: While serving sparkling water to the guest, the bottle needed to be left on the table, I mistakenly took the half-filled bottle and thrown away after sudden realisation with the manager's permission, I apologize the guest and served the new bottle complementary.

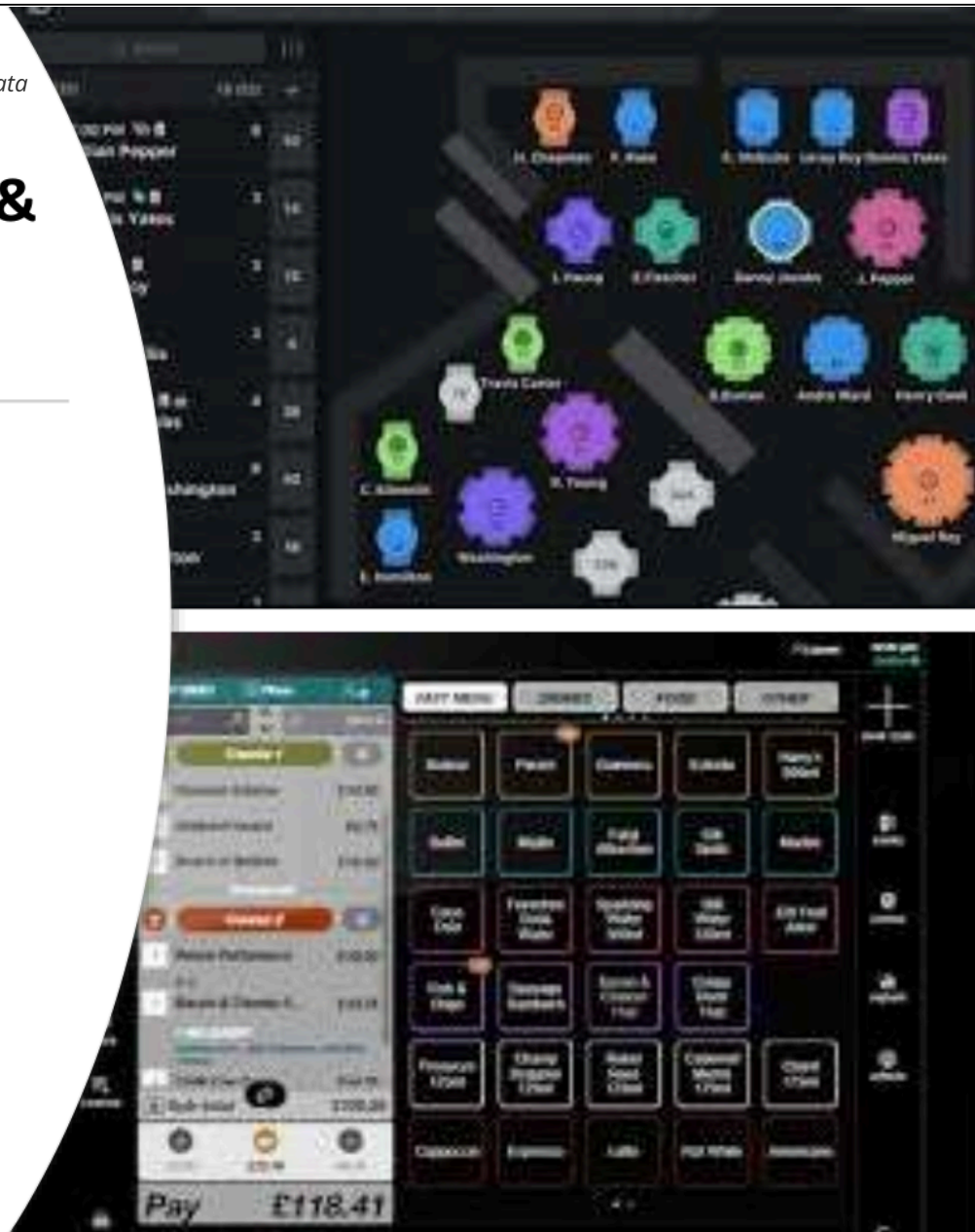


Hazy images, unclear data

Operational Systems & Technical Skills

- Understanding SevenRooms
- Understanding Horizon POS
- Understanding White Horse reservation
- Checking the floor planning
- Stock management
- Private Dining

This slide lacks any references





Reflection



- SevenRooms Streamline front-of-house operations, create memorable guest experiences and keep customers coming back for more with marketing automation.
- White Horse is the sister association that deals with all the reservations and group bookings.
- Arrive  half an hour before opening
- Check with the bookings, deposits
- Covers expected / reservation expected
- Check with the special requirements related to diet, birthday requests, cake with candles, allergies, and allergy intolerances.
- Check the notes with the reservations for any special requirements or requests with the view.
- Check and communicate with the 3-kitchen and 1 manager.
- Quiet table, welcome back and PR Influencers/ VIPS

Reflection

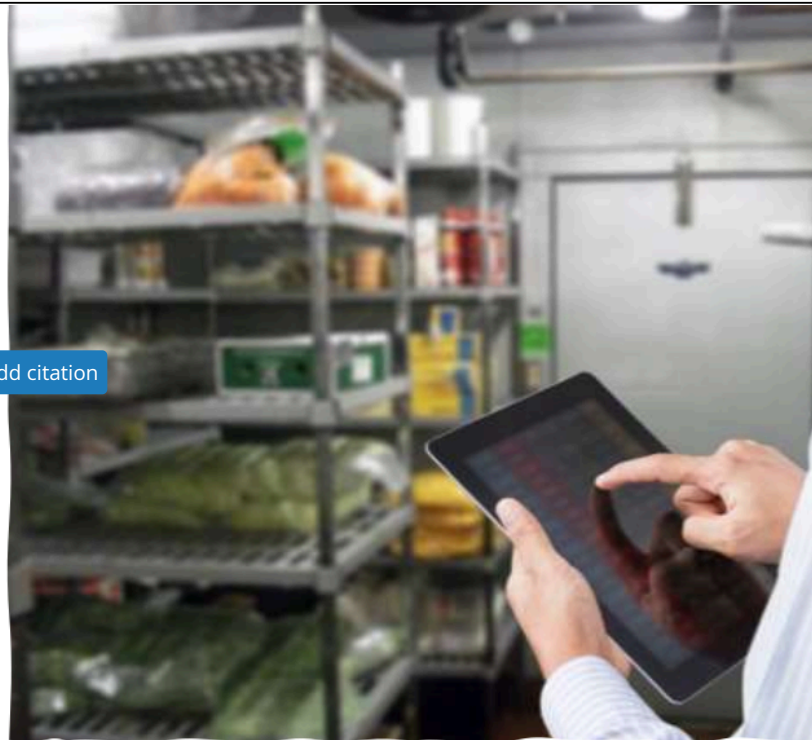
It would have been nice to have seen the POS that HIDE uses rather than an AI image.

- Horizon POS
- Modern Restaurants have computerized operational systems that enhance restaurant service.(Rahmat , Hidayat 2019).
- In essence, Horizon EPOS is a digital till system that can be tailored for various retail settings, such as restaurants, bars, and shops. It is a cloud-based electronic point-of-sale (EPOS) system created by TISSL that supports businesses of all sizes and enables them to manage sales, inventory, and customer data efficiently through an intuitive interface on multiple devices.
- EPOS system has increased cost efficiency for the restaurant.([EBP Manurung](#), [J Simanullang](#)... - Jurnal Kolaboratif2023).
- Hide is divided into three major sections: Horizon POS, Restaurant, Bar, and Private Dining.
- The manager or waiter will call the order through the EPOS system and the ticket will be printed in the main kitchen within 10 minutes waiter will arrive with the food.
- This system allows managers to navigate the kitchen for all starters, mains, and desserts according to the customer requirements.
- This system also allows managers or waiters for any allergies and intolerances.





Add citation



Inventory Management

- Hide Manages the stocks and inventory for efficient operations.
- Stock Managers keep regular checks on deliveries and stocks
- Keep maintaining the list of items
- Make sure the restaurant never runs out of any stock.
- Track stock levels, orders, sales, and delivery
- Always apply FIFO

Add citation

Conclusion & Key Takeaways



- Communication enhances teamwork



- Troubleshooting ensures smooth operations

[Add citation](#)



- Data-driven decisions boost profitability

[Evidence?](#)



- Leadership growth through management experience

Reference List

1. <https://guide.michelin.com/gb/en/greater-london/london/restaurant/hide>
2. <https://hide.co.uk/home/private-dining>
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4. Bernatsky, M., 1971. Trouble-Shooting Food and Beverage Operations. *Cornell Hotel and Restaurant Administration Quarterly*, 12(1), pp.109-118.
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14. <https://www.eposdirect.co.uk/epos-restaurant>
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Reflective demonstration of Restaurant Management

GRADEMARK REPORT

FINAL GRADE

55/100

GENERAL COMMENTS

Please review the rubric for feedback specific to the marking criteria.

General Comment

You have effectively grasped the assignment and executed the brief well. This has resulted in a solid overview of HIDE and the tasks you were assigned during your placement hours.

I have received remarkable feedback from your placement, highlighting their positive views of your performance and acknowledging the effectiveness of your time at HIDE.

Action

Your reference list requires a lot of work, I would suggest you refer to the Harvard Referencing guide to support you; this can be found in the module information tab on Moodle. Alternatively, contact Study Skills to support you with your next written piece of work. studyskills@uwtsd.ac.uk

For all future assignments, be sure to follow the brief to receive the highest grade possible.

Brief feedback from HIDE below:

"He is hard-working, reliable and a good team player. He worked very well with his coworkers, always willing to offer help. During his short time with us he has shown dedication and willingness to learn. He maintained an optimistic perspective, even when faced with challenges during very busy services, especially breakfast ones."

Text Comment. This submission has been second marked and I agree with the mark. Antoinette Milne (28/03/2025)

QM

Add citation to table, figure, image

This type of source (table, figure, or image) also needs a citation. When adding a table, figure, or image, it is important to share where the source was retrieved. Include the appropriate citation for this item.

Text Comment. Interesting insight to each room at Hide

QM

Good

Good

QM

Add citation to table, figure, image

This type of source (table, figure, or image) also needs a citation. When adding a table, figure, or image, it is important to share where the source was retrieved. Include the appropriate citation for this item.

Text Comment. During your presentation, you spoke well when discussing effective communication, this slide could have included in-text citations to support your work.

QM

Good

Good

Text Comment. Why is this important? Elaborate and support

Text Comment. Image is a little hazy, always check before submitting that your work is clear

QM

Good

Good

PAGE 7

PAGE 8

Text Comment. This reference is well beyond the 5-10 year threshold

PAGE 9

Text Comment. Hazy images, unclear data

Text Comment. This slide lacks any references

PAGE 10



Comment 1

originally, you said 15 minutes early; proof read your work before submitting

PAGE 11

Text Comment. It would have been nice to have seen the POS that HIDE use rather than an AI image

PAGE 12

QM

Add citation

Add references to support your work.

QM

Add citation

Add references to support your work.

PAGE 13

QM

Add citation

Add references to support your work.

QM

Evidence?

Evidence?

Additional Comment

Include evidence to support this claim

PAGE 14

GRADING FORM: LEVEL 5 PLACEMENT

MUHAMMAD NAVEED JAWED

55

ENGAGEMENT WITH LITERATURE /20

Your work must be informed and supported by scholarly material that is relevant to and focused on the task(s) set. You should provide evidence that you have accessed an appropriate range of sources, which may be academic, governmental and industrial; these sources may include academic journal articles, textbooks, current news articles, organisational documents, and websites. You should consider the credibility of your sources; academic journals are normally highly credible sources while websites require careful consideration/selection and should be used sparingly. Any sources you use should be current and up-to-date, mostly published within the last five years or so, though seminal/important works in the field may be older. You must provide evidence of your research/own reading throughout your work, using a suitable referencing system, including in-text citations in the main body of your work and a reference list at the end of your work.



Engagement with a limited range of mostly relevant and credible sources.
Some omissions and minor errors.
Referencing conventions evident though not always applied accurately or consistently.

10

KNOWLEDGE & UNDERSTANDING /30

At level 5, you should be able to demonstrate: sound knowledge and critical understanding of the well-established concepts and principles of the subject area and the way in which those principles have developed; knowledge of the main methods of enquiry in the discipline. Knowledge relates to the facts, information and skills you have acquired through your learning. You demonstrate your understanding by interpreting the meaning of the facts and information (knowledge). This means that you need to select and include in your work the concepts, techniques, models, theories, etc. appropriate to the task(s) set. You should be able to explain the theories, concepts, etc. meaningfully

to show your understanding. Your mark/grade will also depend upon the extent to which you demonstrate your knowledge and understanding.



Knowledge is reasonably extensive.

Exhibits very competent critical understanding of the well- established concepts and principles of the subject and the main methods of enquiry.
Breadth and depth of knowledge.

20

COGNITIVE & INTELLECTUAL /20

You should be able to critically analyse information, and propose solutions to problems arising from that analysis, including the critical evaluation of the appropriateness of different approaches to solving problems. Your work must contain evidence of logical, analytical thinking, evaluation and synthesis. For example, to examine and break information down into parts, make inferences, compile, compare and contrast information. This means not just describing what! But also justifying: Why? How? When? Who? Where? At what cost? At all times, you must provide justification/evidence for your arguments and judgements. Evidence that you have reflected upon the ideas of others within the subject area is crucial to you providing a reasoned and informed debate within your work. Furthermore, you should provide evidence that you are able to make sound judgements and convincing arguments using data and concepts, with an understanding of the limits of knowledge, and how this influences analyses and



Limited attempt at critical evaluation and analysis of concepts and principles, tending towards description.

Some evidence to support arguments and judgements but these may be underdeveloped, with a little inconsistency / mis- interpretation or failure to fully recognise limits of knowledge.

8

PRACTICAL SKILLS /20

At level 5, you should be able to use/deploy a range of established techniques within the discipline, and apply underlying concepts and principles outside the context in which they were first studied, including, where appropriate, the application of those principles in an employment context. You should be able to demonstrate how the subject-related concepts and ideas relate to real world situations and/or a particular context. How do they work in practice? You will deploy models, methods, techniques, and/or theories, in that context, to assess current situations, perhaps to formulate plans or solutions to solve problems, or to create artefacts, some of which may be creative. This is likely to involve, for instance, the use of real world artefacts, examples and cases, the application of a model within an organisation and/or benchmarking one theory or organisation against others based on stated criteria. You should show awareness of the limitations of concepts and theories when applied i



A good and appropriate application of established methods, materials, tools and/or techniques.

Clear appreciation of the context of the application. Mainly consistent, accurate and logical application of theory to practice, making appropriate links between the two. Can identify problems and propose mostly appropriate solutions outside the context in which they were first studied.

11

TRANSFERABLE SKILLS /10

Your work must provide evidence of the qualities and transferable skills necessary for employment requiring the exercise of personal responsibility and decision-making. This includes demonstrating: professional development to advance existing skills and acquire new competences that will enable you to assume significant responsibility within organisations; that you can initiate and complete tasks

and procedures, whether individually and/or collaboratively; that you can use appropriate media to effectively communicate information, arguments and analysis in a variety of forms to specialist and non-specialist audiences; fluency of expression; clarity and effectiveness in presentation and organisation. Work should be coherent and well- structured in presentation and organisation.



Can communicate well, confidently and consistently in a suitable medium for the audience.

Work is coherent, fluent, well-structured and organised. Can work very well autonomously and/or as part of a team, with very good contribution to group activities. Demonstrates very good skills for employment requiring the exercise of personal responsibility and decision- making, with just occasional minor weakness.

6