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Introduction

The report will comprehensively analyse the restaurant roles and responsibility in detail by showcasing the personal reflections which will elaborate on how the knowledge gained will be applied while working in the hotel and restaurant industry. Also, the areas like key skills in hotel operation and issues will be illustrated.

Main body

Hospitality industry has various tasks or jobs within it which play crucial role in generating the overall best services to the customers. There are various skills and practices which are exercised while working on the hotel industry (Park and Min, 2020). Some of such responsibilities of working in hotel and restaurant industry is welcoming the customers, dealing with table bookings, order taking, delivering food on their table and serving the same within time, efficient billing process are some of the important duties of working in restaurant. Yet, as one deals with the food and beverage in the hotels or restaurants, there are several areas which requires crucial skills such as team working skills, communication skills, time management skills, effective task management skills which remains the most vital for working in the industry (Ruiz-Palomo, León-Gómez and García-Lopera, 2020). As one needs to perform the responsibilities of managing teams or staff that is working in the hotels, and chefs, cooks working in the restaurant, be as a manager or head of the operation in the industry.

Some of the most important roles and responsibilities in the hotel industry are maintaining of the quality, cost effectiveness, customer service, abiding by the food

safety norms, law compliance, keeping the food & beverages healthy and consumable, keeping ourselves updates with the latest trends, preference of the customers etc. the list is long as it is a combination of service and product industry (Baum, 2019). To fulfil the roles and responsibilities of working in hotel & restaurants industry, it is important to have customer-oriented mindset. As hospitality is an extremely competitive industry where new trends comes every week and customer preferences tends to change at a fast pace (Chang, and Busser, 2019). In order to deliver the best performance while working in the industry requires one to have an attitude which believes in customer satisfaction and customer service.as this is the way to perform the job in the best way. Various skills which have been learnt theoretically like time management, personality development, communication skills, team working etc. will be very helpful in bringing pout the best performance (Tuan, 2018).

Further it is important to have a detailed knowledge of various norms and standards which are required to be followed while working in food and beverage department (Davis and et.al., 2018). Food and beverages impact the health of consumers hence country has some specific sort of standards which needs to be followed. As such standards and food safety are studied theoretically and same will be very helpful while working as well. While studying, I have gained enough knowledge which is going to be very handy for smoothly working in industry. Food preparation, storage, compositions, ingredients etc. are very important to have enough knowledge on which can help in future endeavours (Mahafzah and et.al., 2020). While practically delivering the job or task allotted at the work place, skillset such as team working etc will help in managing the team effectively or working in a team effectively. further effective communication will make me competent to comprehend and convey the information at the job place. Hotel industry being a very competitive industry makes it very important for me to apply the theoretical knowledge while working practically in a significant manner as this will give me an edge in fulfilling the job responsibility (Okumus and et.al., 2020).

When an individual fulfils the role and responsibilities in an effective manner, it makes them thrive in the work place and open the doors for better endeavours in career (Orlowski, Bufquin and Nalley, 2021). Hotel and restaurant industry deal with food and beverages in a significant way as it remains the centre of all the services. Hence positive attribute and productivity under the individuals working in the industry

matters the most to the respective hotel. Utilizing each and every skill, knowledge, expertise while working can allow an individual to grow at the work place. Applying the theoretical knowledge practically will allow a significant breakthrough for securing the best place in the industry (Yam, Raybould, and Gordon, 2018).

Conclusion

The above report has analysed the roles and responsibilities that are related in the restaurant and hotel industry. Such key skills and areas of issues have been highlighted adding the personal reflection for the skills which play crucial role for the operations in hotel and restaurants.

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