

Millefoglie placement

# intro

- Millefoglie is a small independent business that specialises in coffees and italian baked desserts and confectionanries and was founded about 5-6 years ago by co owners antonino and carmelo who originated from Sicily and came to swansea to show the quality of italian coffee and desserts

# The team of millefolgie

- While having placement at millefoglie there was 2 of us working antonino owner and head of the buisness currently and myself on my first shifts of millefoglie

# What has this been like

- Due to the fact there is only two of us in there the communication of aspects of the work has been very beneficial as its such a small team it means that each of us have a select amount of things we have to do and from this it has helped boost my communication and leadership skills to complete a task as there is no one else to do it

- For example in the morning antonino would give me a couple tasks to complete like polishing cutlery and getting the cutlery cases ready as instead of setting the table In a traditional way we do it to order as prodimentally it is a dessert shop and it is not as heavy on the savoury dishes like evening food so the table does not need to be set as the choice of customer could be different everytime

- At first this seemed to be a small hurdle to get over as it caused me to be more attentive to the orders I would take of customers as I had to comply with the style of dining they were coming in for but from this it helped me individually learn how to multi task with different jobs I would do inbetween serving

- While I would be doing my jobs downstairs antonino would be upstairs preparing and cooking the orders people would make and we would rotate in tasks which would proceed to help me understand the surface level and deeper level of the buisness operations

# Positives

- From the fact there were only two of us it made it extremely easy to take initiative on certain aspects of it as there was no one else to depend on as we both had our own things we had to complete and every half a hour of so we would re evaluate how things with our tasks were going which helped keep things fluid and responsive
- Due to the number of us aswell it was a more holocrisised standpoint of working which in some enviroments can be negative but in this sense of placement it worked well

# negatives

- What I found negative was due to low numbers there really was no one else to depend on as he had his jobs and I had mine which at first was difficult just because I didn't want to hinder the business but it taught me to adapt and take action if something went wrong as I could ask nino but that would affect his tasks so it helped me absorb the information better as there was less room to mess up but even when it did happen there was no animosity and he would simply teach me how to be more efficient

# Staff issues

- Due to the pther owner going back to italy abruptly it left a big amount of work to do for just two people as 90 percent of the time it takes a full team to help run a buisness smoothly so in that sense I saw some holes of fluidity in staff consistency while he did have other employees he had to split them up so he had help on each day he was open or he would have had to do everything alone so it was visible he had adapted to function the buisness with extremely low numbers

# Customer service

- As there was only two sometimes we both had to be upstairs preparing and completing tasks at the foundation of the business but the business had a camera system set up and a screen upstairs so if new customers came in when both upstairs it was easy to react and come down to serve without leaving them waiting or possibly leaving

# Service

- It was not guaranteed that both of us would be down at the same time which on busy days could be a issue as in my case they could be a line forming which caused me to learn how to multi task with communicating with guests while preparing other drinks etc

# communication

- This taught me a drastic amount about the fundamentals of keeping engaged with conversation without becoming complacent on tasks as every customer is different and has a different way of responding which showed me that taking time to engage gave a more positive effect on the situation of ordering and preparing

# Regulars

- Millefoglie had a very close knit crowd of people that would come and return to the shop and from this we could gather what the usuals would be and from them being usuals they understood that if it was busy they would not become annoyed from it possibly taking more time to get things done and some even when finished would bring there dishes and cups up which even though it was low staffed it showed community engagement to a local buisness from employee to the customers

# New customers

- Due to millefoglies large drink selection and desserts menu many people came in for first times and would ask for recommendations or lists of things that go into the products which goes back to earlier as I would help downstairs and up it gave me insight into the details of different aspects which in turn was ablw to help me guide or help any issues that had beckoned from ordering new things from allergies to preferences

- Overall this taught me a lot of things about different behaviors and styles of communicating with people and how to engage with stuff out of my comfort zone