MANAGING FOOD & BEVERAGE OPERATIONS

ADMINSTRATIVE DEPARTMENT

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Learning log

The Administration Department

The first day in (The Gate) Premiere Inn was quiet exciting I got an orientation from them where I met the HR manager Mr. Keith he gave a warm welcome by shaking hands & briefed me about the hotel policies later the Learning & Quality manager Mr. Mcall gave me all my documents like- policies, joining letter & a job description that included what types of responsibilities I need to fulfil & who is going to be my direct reporting boss. Then Mr. Brown assured me to go to HR department for any kind of assistance I need during my internship.

From the job description I understood the responsibility of the administrative work within general department. I will have cross duty in every administrative department to have a basic & vivid understanding of the administrative procedure.

The hotel administration has two sections front of the house & heart of the house departments. The departments which are directly connected with generating sales & guest handling, the departments which are indirectly connected or supporting the sales generation are called back or heart of the house departments. Hotel administration mostly includes the back house departments exceptionally including the sales & F&B kitchen. (Barrows, et al 2008)

Sales & marketing department- the sales & marketing department works inclusively to enhance the hotel sales & branding image to the highest stage continuously by selling the hotel services such as rooms, venues & restaurant items. This department tries to expand the market by attracting the potential guests & creating new markets by trying to offer some attractive packages on special events. The marketing always focuses on promoting the hotel services & doing attractive marketing campaigns & activities on remarkable days to survive the competition & create positioning of the brand. (Barrows, et al 2008)

Finance department- this is the section which deals with hotel liabilities & expenses that take care of the colleague salaries & company cash outflows. This is the major key department of hotel than can support multidisciplinary teams & business growth.

HR & Training department- the human resource department deals with employee recruitment, selection, training development, evaluation, appraisal, onboarding & monitoring the employees regarding follow the company policies. In hospitality property, (The Gate) Premiere Inn there are two separate units of HR & training the HR deals with monitoring performance, benefits, compensation, investing disciplinary activities grooming & the training unit deals all external regional office's training for colleagues, internal departmental trainings etc.

Engineering & maintenance department- this department deals with all the infrastructural & equipment maintain activities so that all the departments can function properly. It ensures that the facilities of guest rooms, restaurant, meeting room, fitness centres & public area are running smoothly by doing regular inspections, implementing preventive maintenance program, instantly solving the

guest complaints about the faulty appliances & maintaining the safety of whole hotel & environment from incidents such as fire accident or waste management. Security department- this department is solely responsible for maintaining the security of property & guests by creating secure environments for all. They construct the security system of hotel by following & controlling the hotel access, daily patrolling the hotel, strictly enforcing the security policies of hotel & state law regulations by cooperating with law enforcement agencies to prevent security threats such as terrorism or theft and vandalism activities. Above mentioned departments are essential departments for any hotel property to run the business & survive in the competition.

During my placement to each department. I coordinated with the departmental supervisors who gave me a detailed briefing of their consecutive departments' daily activities. I was responsible to maintain the schedule of their regular all departmental morning meeting & making a meeting minute. Generating reports updating the weekly & monthly target achievement progress to be submitted to the department heads & GM (General Manager). Software functions I learned during my academic period helped me a lot for professional report writing, making data analysed recommendations, presentations using power-point. I was taught by my supervisors about sending professional mails using soft & hard tone while sending to internal & external parties. At the end of every week, I used to report to my direct supervisor A&G (Administrative & General) manager about my experience & learning from each departmental activity & task completion list. The major learning for me from this internship is communication, networking, people management & maintaining the chain of command. As beside my direct supervisor I assisted all administrative supervisors from different departments it helped me to deal with different personalities with different leadership styles. Some department supervisors like finance manager Mr. Ali used to be very professional & used to follow strict leadership but marketing manager Mr. Jordan was very friendly & used to share his creative thinking & various marketing strategies that helped me to understand how to think out of the box & design marketing campaigns. (Raub, S., et al 2006)
From all the positive aspects of my internship there are some issues regarding my learning that could be improved like- from my cross departmental training weeks in each department I got to learn the basic daily activities of each department but could not have the in-depth knowledge of all departments. Besides not all departmental supervisors were a good trainer as they used to be very busy with official procedures & meetings like- in sales department I could not get proper assistance & guideline from my supervisor sales manager, so I got idle unproductive time there just making meeting minutes from department meetings or sales calls. I wanted to learn the pricing strategy of the rooms or venues & sales strategies, upselling tactics, chasing sales targets, attending sales calls & handling guests that became my biggest disappointment from this internship.

An alarming management problem that I felt in this property is having unsupportive corporate culture. There is complicated corporate politics in almost every department. As far my knowledge of hospitality industry's basic culture is meet & greet in the office with all colleagues but internally the meet & greet culture is not established. Some colleagues are always busy in spreading rumours about management team or other executives or complaining about other team member. During my cross training in HR department. I noticed a variety of written complaints were submitted to the HR manager mostly for unprofessional behaviour of the colleagues. These complaints were confidential but still rumours about these complaints were circulated in office swiftly. The most unacceptable fact is there are complaints of sexual harassment on the female colleagues by the male executives remarkably two executives had this type of accusations for multiple times, but they have political influence in their personal life that they use in office which has created a major dis-satisfaction & insecurity among the female colleagues of this property that created corporate disengagement which is hampering the whole efficiency & dedication of the employees. It needs to be addressed & taken care by the HR team & higher authority otherwise it's going to hamper their brand image & employee rotation rate higher than ever.

After the completion of internship I learned various administrative procedures from all the administrative departments but could not get into the deep of each departments' strategic management issues.

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