

Food and Beverage Operations BMIH4002

Component 1

Student Journal (Learning Log)

Title: Does the required skill set of a Food & Beverage employee change, based on the type of business and the type of service that is offered?

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Introduction

The planning, production, and provision of food and drink services are all included in the category of "food and beverage operations," along with other crucial elements of a restaurant or other hospitality facility. To ensure client happiness and financial success, this dynamic industry needs to seamlessly combine culinary proficiency, superior customer service, and effective operations management (Nelson and Dowling, 2017). In this reflective essay, I intend to contrast and contrast the many types of restaurant jobs and look at how a food and beverage employee's skill set can vary depending on the kind of company they work for and the service they provide. I will explore the distinctive qualities and requirements of several restaurant environments, illuminating the variety of skill sets required to survive in each setting while drawing on personal insights, observations, and experiences.

Main Body

A Fine-eating establishment and a casual eatery can be chosen as the two establishment types to compare (Kim and Ma, 2018). Bartenders are the chosen occupation for both sorts of eateries. Reflecting on what I've experienced in these two environments, I can point out the specific talents needed for this position and how they affect both the skill sets of the staff and the overall functioning of the restaurant.

The duties of a bartender at a fine dining establishment go beyond just serving drinks. In fine-dining restaurants, bartenders are required to have a broad understanding of spirits, liquor, and cocktails. They are frequently in charge of designing unique beverages and assembling a classy beverage menu that goes well with the food options. Beyond technical knowledge of mixology, a bartender at a fine dining establishment needs other abilities. To interact with clients and make recommendations based on their interests, they must have great interpersonal and communication skills (Hayes and Miller, 2017). It's important to pay close attention because bartenders may use elaborate garnishing or presentation methods to improve the overall visitor experience.

In contrast, the focus of a bartender's job in a casual dining establishment is often on efficiency and quickness. To satisfy the expectations of a larger clientele, the focus is on promptly supplying a wide selection of beverages. The amount of expertise and customisation needed from the server in a casual eating situation may be less pronounced, even though basic familiarity with well-known spirits, alcohol, and mixed drinks is still crucial (Harris and Goode, 2018). Multitasking, managing one's time, and the capacity to function well under pressure are among the major abilities needed for the role of a bartender in a casual dining establishment. To manage a large volume of orders for beverages and engage customers helpfully and effectively, they must also have exceptional communication skills.

These variations in customer service have a significant impact on the bartenders' skill set and the overall efficiency of the business. The bartender's contribution to improving the whole dining experience in a fine dining establishment is critical (Galloway and Kirst, 2017). They can create a chic beverage menu to go along with the menu's food options because of their extensive understanding of spirits, mixed drinks, and wines. The bartender's capacity for interpersonal interaction, pairing suggestions, and customised service enhances the restaurant's atmosphere and reputation as a whole.

The effects of these variations are visible in how bartenders in each location are trained and developed. Bartenders in fine dining establishments receive in-depth training to gain an understanding of spirits, liquors, and cocktails (Smith, 2016). They have received training on how to interact with visitors, make suggestions, and offer a refined and unique experience. Bartenders in informal eating establishments, on the other hand, receive training that places a strong emphasis on accuracy, quickness, and the capacity to manage a large volume of orders. To handle the requirements of a busy restaurant, their training emphasises efficient service and excellent communication.

The differing service practices and patron expectations are the main reasons why the skill set needed for a bartender in a fine-dining restaurant is different from that in a casual dining establishment (Choi and Ok, 2016). To adjust their expertise and training to fit the unique requirements of each location, aspiring bartenders must fully

understand these distinctions. This will eventually help the restaurant succeed and make its customers satisfied.

Conclusion

To meet the specific requirements of each venue, the job of a bartender in a restaurant with fine dining or a casual dining establishment requires various skill sets (Bauer and Sutton, 2016). It is important to customise instruction and expertise to improve overall operations and client satisfaction because the abilities required for a sophisticated dining experience are different from those required for effective service in a casual setting (Trub and Brown, 2019).

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