



Presentation of Managing food and Beverage Operations and Managing Guest Service Experience

Student Name : Govinda Khanal

Student Number : 2239355

Date : 29/04/2026

Part 1: Managing Food and Beverage Operations

Introduction

- Critically reflects on F&B placement at Novotel Birmingham Centre, focusing on supervisory-level learning rather than routine operational tasks.
- Evaluates contribution to service efficiency, team coordination, and guest satisfaction in a high-pressure environment.
- Demonstrates transition from operational understanding towards strategic and supervisory thinking in hospitality operations.



Role and Responsibilities

- Delivered buffet service, including table turnover, guest interaction, hygiene maintenance, and coordination with kitchen staff for continuous replenishment.
- Maintained awareness of service flow and guest expectations to ensure consistent operational performance.
- Developed understanding of how frontline roles contribute to broader supervisory and service management functions.



Supervisory or Shift-Support Experience

- Supported informal staff allocation by identifying workload imbalances and redistributing tasks to maintain operational efficiency.
- Demonstrated initiative in coordinating team members during peak service periods under pressure.
- Highlighted limitation of lacking formal authority, restricting ability to apply structured leadership and delegation practices.



Managing Service Flow

- Ensured efficient table turnover, consistent buffet replenishment, and smooth guest movement during high-demand periods.
- Applied prioritization and coordination to maintain service continuity under operational pressure.
- Reinforced importance of service flow management as a key supervisory responsibility within F&B operations.



Key Challenges

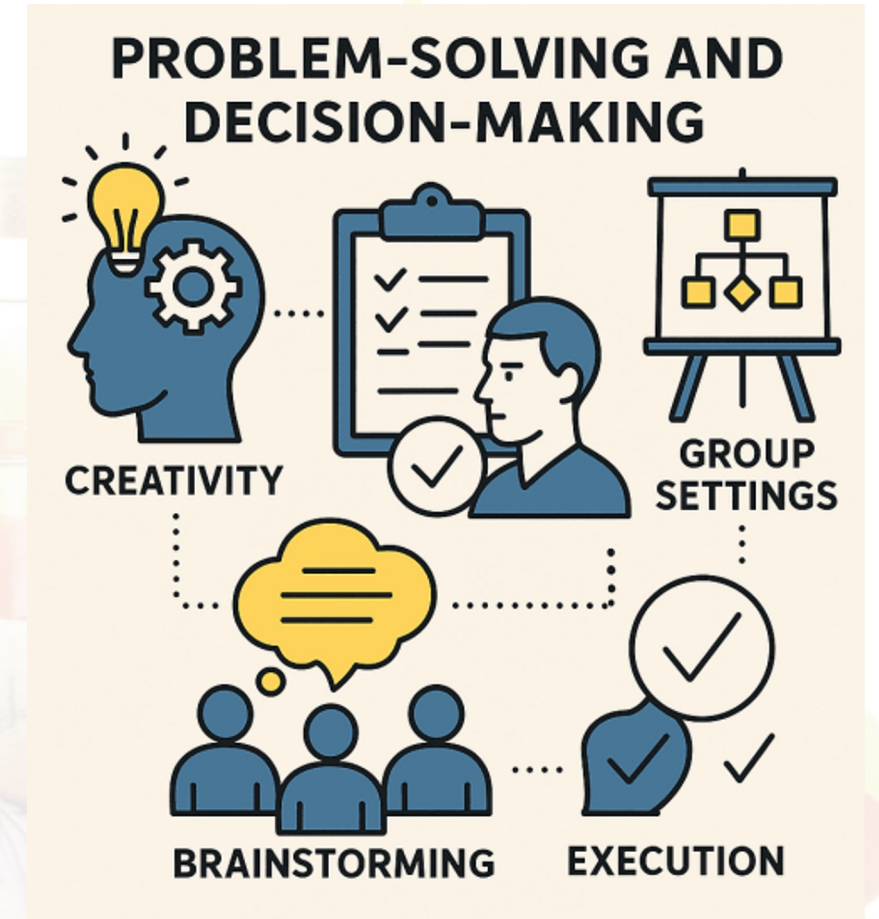
- Experienced uneven workload distribution, creating inefficiencies and increasing pressure on certain team members.
- Faced high guest demand combined with time constraints, requiring rapid operational responses.
- Lack of formal authority limited the ability to lead effectively, exposing gaps in leadership development.

Key Challenges in the Food Industry



Problem-Solving & Decision-Making

- Applied real-time problem-solving to address service delays, guest requests, and operational inefficiencies.
- Demonstrated adaptability in responding to dynamic service conditions during peak periods.
- Identified reliance on reactive decision-making, highlighting need for proactive planning and strategic thinking.



Skills Developed

- Strengthened communication skills through interaction with guests and coordination with team members.
- Enhanced teamwork and adaptability when working under pressure in fast-paced service environments.
- Developed early leadership behaviours, including initiative and responsibility, supporting progression towards supervisory roles



Application of Theory

- SERVQUAL applied through maintaining reliability and responsiveness in service delivery.
- Situational Leadership demonstrated through adapting support based on team needs.
- Limited strategic application of theory identified, indicating need for deeper managerial understanding.

SERVQUAL MODEL



F&B and Hotel Performance

- F&B operations directly influence guest satisfaction, online reviews, and overall hotel reputation.
- Service inefficiencies negatively impact customer perception and operational performance.
- Highlights importance of effective supervision in maintaining service quality across hotel departments.



Key Learning (Supervisory Level)

- Recognized that operational competence alone is insufficient for effective supervisory performance.
- Identified need for structured leadership, strategic decision-making, and proactive resource management.
- Demonstrated shift from task-focused performance towards developing managerial and supervisory capabilities.



Reference List

- Camilleri, M. A. (2025). Sustainability accounting and disclosures of responsible restaurant practices in environmental, social and governance (ESG) reports. *International Journal of Hospitality Management*, 126, 104051. <https://www.sciencedirect.com/science/article/pii/S0278431924003633>
- Ajmera, D., Kharub, M., Krishna, A., and Gupta, H. (2025). Navigating the challenges of AI-enabled circular economy in the food and beverage sector: strategies for sustainable transformation. *The International Journal of Logistics Management*, 36(2), 611-646. <https://www.emerald.com/ijlm/article-pdf/36/2/611/9703539/ijlm-09-2023-0408.pdf>
- Antara, I. M. K., Anggayana, I. W. A., Dwiyantri, N. M. C., and Sengkey, F. (2023). Identify Industrial Work Practices in the Food and Beverage Product Department of Kayumas Seminyak Resort. *Jurnal Manajemen Pelayanan Hotel*, 7(2), 1140-1151. http://mapindo.ejurnal.info/index.php/manajemen_pelayanan_hotel/article/download/263/184
- Mangifera, L., and Mawardi, W. (2022, March). Digital Transformation and Its Impact on Financial Performance: in the Food and Beverage Small Business Sector. In *International Conference of Business and Social Sciences* (pp. 49-61). <https://ojsicobuss.stiesia.ac.id/index.php/icobuss1st/article/download/148/216>
- Kurniawati, D. A., and Cakravastia, A. (2023). A review of halal supply chain research: Sustainability and operations research perspective. *Cleaner Logistics and Supply Chain*, 6, 100096. <https://www.sciencedirect.com/science/article/pii/S2772390923000057>
- Attar, A., Jin, Y., Luis, M., Zhong, S., and Sucala, V. I. (2023, December). Simulation-based analyses and improvements of the smart line management system in canned beverage industry: A case study in europe. In *2023 Winter Simulation Conference (WSC)* (pp. 2124-2135). IEEE. https://ore.exeter.ac.uk/articles/conference_contribution/Simulation-based_analyses_and_improvements_of_the_smart_line_management_system_in_canned_beverage_industry_A_case_study_in_Europe/29808740/1/files/56854799.pdf
- Omar, I. A., Hasan, H. R., Jayaraman, R., Salah, K., and Omar, M. (2024). Using blockchain technology to achieve sustainability in the hospitality industry by reducing food waste. *Computers and Industrial Engineering*, 197, 110586. <https://papers.ssrn.com/sol3/Delivery.cfm?abstractid=4530352>
- Nworie, G. O., and Ofoje, B. C. (2022). Liquidity as an antecedent to the financial performance of listed food and beverages firms in Nigeria. *International Journal of Advances in Engineering and Management*, 4(12), 192-200. https://www.researchgate.net/profile/Gilbert-Nworie-2/publication/366204957_Liquidity_as_an_Antecedent_to_the_Financial_Performance_of_Listed_Food_and_Beverages_Firms_in_Nigeria/links/67e1715472f7f37c3e8aa366/Liquidity-as-an-Antecedent-to-the-Financial-Performance-of-Listed-Food-and-Beverages-Firms-in-Nigeria.pdf
- Uzoigwe, D. O. (2024). Evaluating the Effectiveness of Reliability-Centered Maintenance Programs in Food and Beverage Manufacturing Facilities; A. https://www.academia.edu/download/112353289/204_232.pdf
- Ningsih, N., Nagu, N., and Madein, A. (2022). The Effect of Corporate Social Responsibility on Return on Assets, Return on Equity, and Net Profit Margin: Study of Food and Beverage Sub-Sector Companies Listed in the Indonesia Stock Exchange, 2016-2021. *European Journal of Business and Management Research*, 7(6), 297-303. <https://www.eu-opensci.org/index.php/ejbmr/article/download/51759/7586>

Part 2

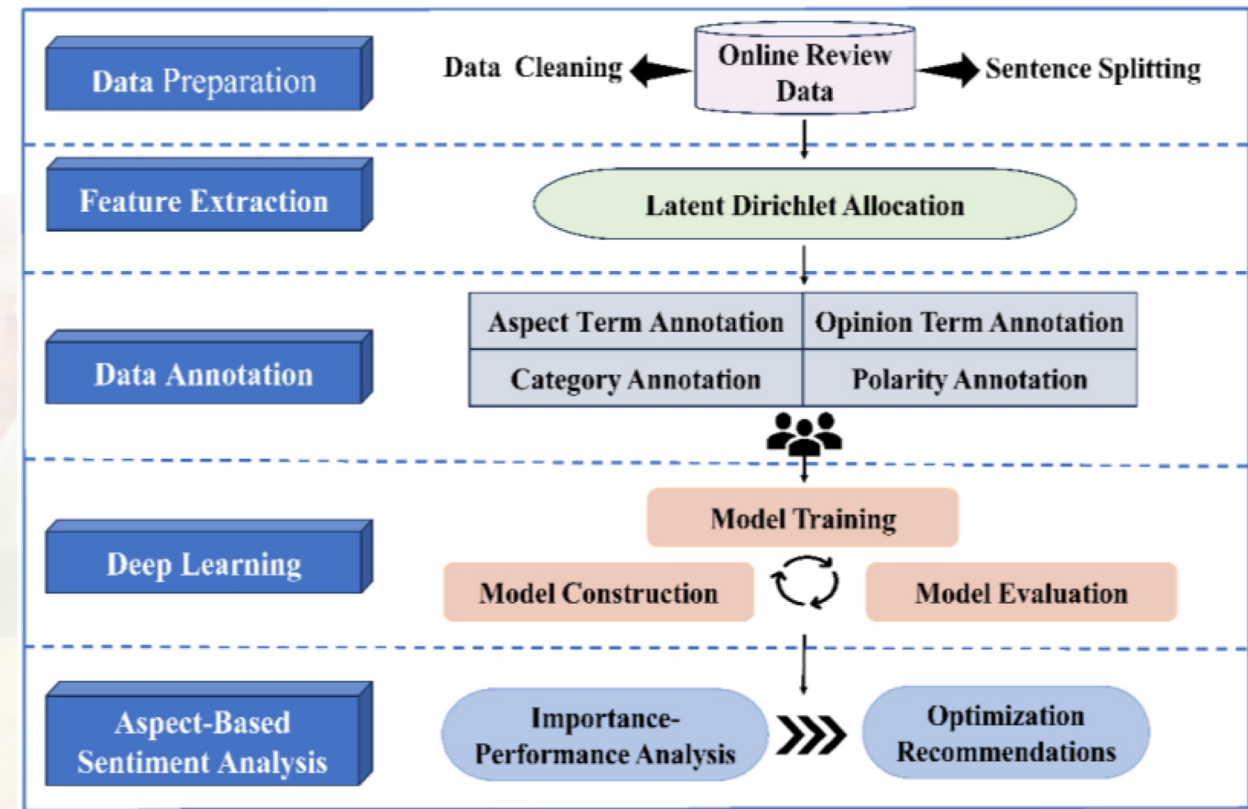


MANAGING GUEST SERVICE EXPERIENCE



Introduction

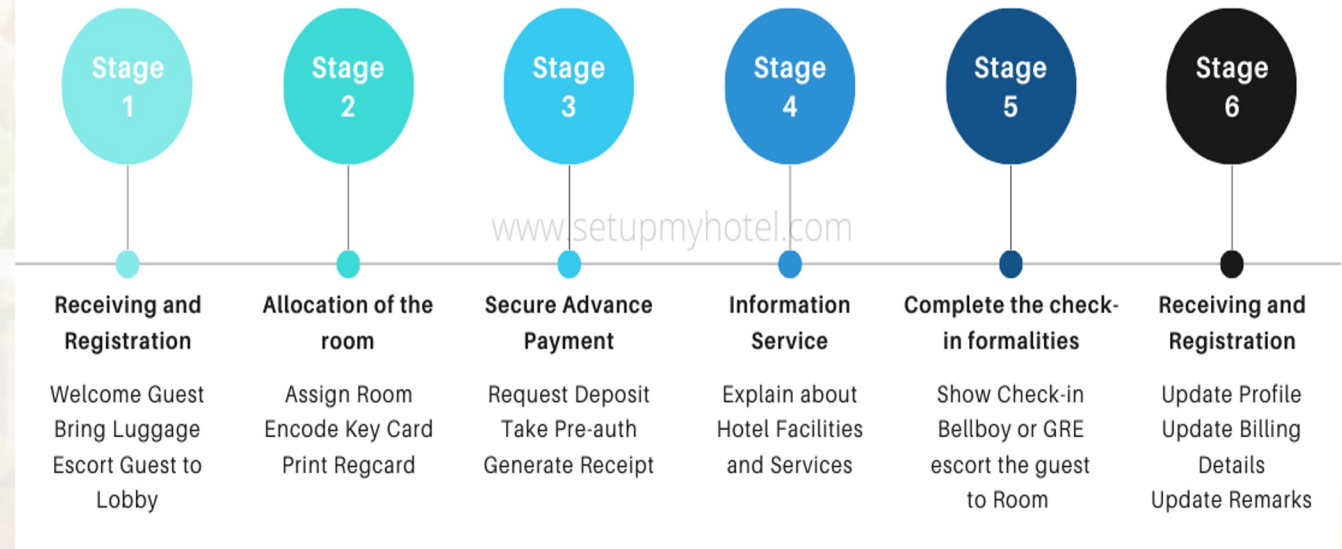
- Reflection on cross-departmental exposure across key hotel departments (Ananprakrit et al., 2026)
- Focus on roles, guest service challenges, and operational systems understanding
- Analysis of skills developed and links between departmental performance and guest experience (Souza et al., 2025)
- Application of service theories to demonstrate managerial awareness



Responsibilities Across Guest-Facing Departments

- Assisted Front Office operations during check-in and check-out processes (Biswakarma et al., 2025)
- Supported Housekeeping with room inspections and readiness checks
- Observed Leisure operations and event setup shadowing
- Shadowed Duty Manager to understand interdepartmental coordination (El Reqib et al., 2025)

Six Stages of Check-in Procedure



Guest Service Challenge One Multi-Departmental Complaint

- Managed VIP complaint involving multiple room issues (Saputra et al., 2025)
- Coordinated departments for resolution
- Provided service recovery through upgrade, voucher, and escort
- Identified verification gaps causing delays (Tseng et al., 2025)



Guest Service Challenge Two Peak Pressure Management

- Assisted during high-volume arrivals with queue management (Giousmpasoglou, 2025)
- Communicated room availability with Housekeeping
- Maintained transparency with accurate waiting times
- Offered complimentary services to manage expectations (Saputra et al., 2025)



Understanding Operational Systems

- Used PMS for room tracking and guest profile management (Souza et al., 2025)
- Identified inconsistencies in service recovery implementation
- Observed reliance on informal communication reducing accountability
- Proposed cross-departmental briefings for quality improvement (Biswakarma et al., 2025)



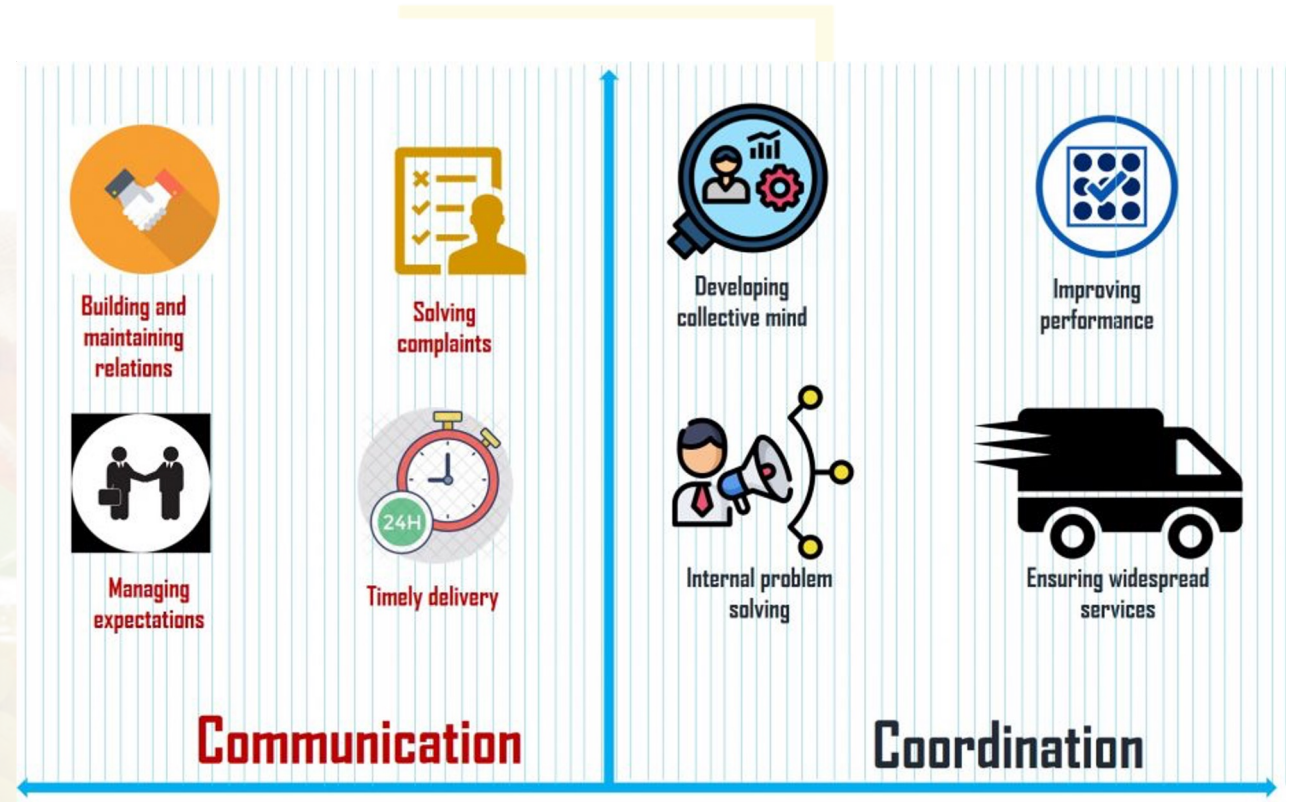
Skills Developed

- Strengthened communication and problem-solving abilities (Biswakarma et al., 2025)
- Developed empathy through guest complaint handling
- Improved conflict resolution and decision-making under pressure
- Recognized importance of verification and documentation (Henn et al., 2025)



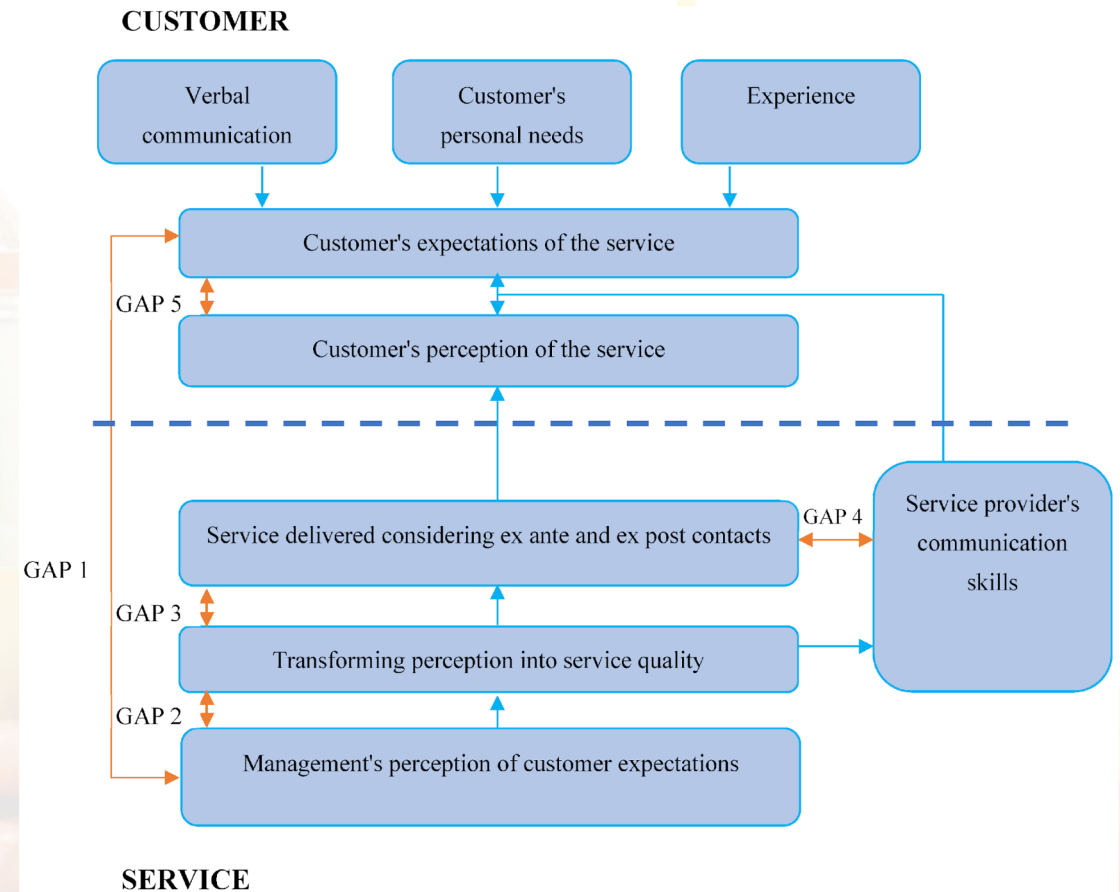
Links Between Departmental Performance and Guest Experience

- Departmental failures triggered initial service issues (Souza et al., 2025)
- Coordination enabled effective service recovery
- Communication breakdown highlighted interdependence
- Weakest department defines overall guest experience (Saraiva et al., 2025)



Use of Theory Service Quality and Recovery

- Identified reliability and tangibles gaps in service delivery (Tseng et al., 2025)
- Applied service recovery principles to explain guest satisfaction
- Used verification and coordination practices to improve accuracy
- Recognized absence of service logs as a systemic gap (Saputra et al., 2025)



Use of Theory Guest Journey and Expectations

- Guest experience spans entire journey from booking to departure (Giousmpasoglou, 2025)
- VIP guest expectations intensified service failure impact
- Recovery actions transformed dissatisfaction into positive experience
- Service failures can strengthen long-term guest loyalty (Saputra et al., 2025)

7-Stage Guest Journey



Conclusion

- Cross-departmental exposure enhanced supervisory competencies (Biswakarma et al., 2025)
- Developed key skills: empathy, prioritisation, and decision-making
- Integrated theoretical knowledge into practical service situations
- Coordinated departmental performance drives guest satisfaction (Souza et al., 2025)



Reference List

- Ananprakrit, S., Preudhikulpradab, S. and Charuvatana, V., 2026. Key Success Factors for Improving the Sales and Marketing Department's Performance of Two International Hotel Chains in Hua Hin. ABAC ODI Journal Vision. Action. Outcome, 13(3), p.270. <https://search.proquest.com/openview/71558f0aca234db0450455f4d5848974/1?pq-origsite=gscholar&cbl=4531119>
- Biswakarma, G. and Subedi, K., 2025. The mediating role of employee engagement on the relationship between learning culture and employee performance in service sector. The Learning Organization, 32(2), pp.259-281. <https://www.emerald.com/tlo/article/32/2/259/1244787>
- El Reqib, R.E. and Tariq, M.U., 2025. Servant leadership and performance outcomes: a cross-industry systematic review with a focus on hospitality and tourism. Journal of Hospitality and Tourism Insights, 8(9), pp.3440-3460. <https://www.emerald.com/jhti/article/8/9/3440/1255423>
- Giousmpasoglou, C., 2025. Reclaiming hospitality education: A critical reflection. Journal of Hospitality & Tourism Education, pp.1-11. <https://www.tandfonline.com/doi/abs/10.1080/10963758.2025.2578541>
- Souza, T.A., Lopes, E.T. and Lima, R.M., 2025. Value and main opportunities in hospital operations management. International Journal of Learning and Change, 17(1), pp.95-120. <https://www.inderscienceonline.com/doi/abs/10.1504/IJLC.2025.143558>
- Henn, S. and Bathelt, H., 2025. Knowledge transfers from business conferences to firms' permanent locations. Geografiska Annaler: Series B, Human Geography, 107(2), pp.194-212. <https://www.tandfonline.com/doi/abs/10.1080/04353684.2023.2296572>
- Saraiva, M. and Nogueiro, T., 2025. Perspectives and realities of disengagement among younger generation Y and Z workers in contemporary work dynamics. Administrative Sciences, 15(4), p.133. <https://www.mdpi.com/2076-3387/15/4/133>
- Saputra, E.T., Sukotjo, E. and Masri, M., 2025. The Impact of Service Failure and Complaint Handling on Customer Satisfaction and Its Impact on Brand Credibility. The Moderating Role of Customer Experience. Architecture Image Studies, 6(4), pp.1862-1874. <https://journals.ap2.pt/index.php/ais/article/view/801>
- Sable, A., 2025. Recreational Tourism: Neoteric Part of Wine Tourism to Satisfy the Guest Enthusiasm. Journal of East-West Thought (JET) ISSN (O): 2168-2259 UGC CARE I, 15(1), pp.890-898. <https://jetjournal.us/index.php/journals/article/view/1021>
- Tseng, S.M. and Yong, S.Y., 2025. Exploring the impacts of service gaps and recovery satisfaction on repurchase intention: The moderating role of service recovery in the restaurant industry. Tourism and Hospitality, 6(3), p.147. <https://www.mdpi.com/2673-5768/6/3/147>

Thank
you!