

Food and Beverage Operations

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INTRODUCTION

The individuals studying hospitality management have to go through several work placements to learn the principles at work, professional knowledge and skills (Wang, Gill and Lee, 2022). This project is about the personal experience of individuals for work placement at Hotel Premier inn. It will reflect own experience of an individual about areas of restaurants, bars and Breakfast using GIBBS model.

- Description – As part of my Hospitality management course, I commenced the work placement i.e., on-the-job training at Hotel Premier inn, headquartered in England (ASET, (2017)). During my internship, I was assigned the task of preparing the rooms and tables for the service at restaurants and observing the diners and reactions of customers to offer anything additional. I participated to take orders from the customers and help to present the daily specials and menus for breakfasts as per the directions of the manager. I have also served alcoholic mixed drinks and kept the temperature from time to time. Whitbread restaurant is the hotel's menu provider and we have set meals alongside our normal traditional orders. The Whitbread website allowed me to enhance my training and the courses provided there were helpful to understand the foundations of restaurant food, such as allergy data, SOP 25, Natasha Law and 14 ingredients responsible for allergens, named Anaphylaxis and step-by-step preparation. My tasks also included to checking and managing stocks of raw materials. At bars, I provided recommendations over dishes and drinks offered to our array of customers. It was the internship of eight weeks where the focus was to improve communication and language skills while maintaining customer relationships within the hotel sector.
- Feelings – Getting an opportunity of doing my hospitality internship in a named and national hotel brand provided quite happy feelings and excitement with the expectation of getting high quality training and ability to demonstrate what I have studied thus far in the course, as well as learning professional skills from the experienced staff there such as Executive Chef, Food and Beverage manager, Kitchen manager etc. (Hagg, (2013)) Initially, I started to feel shy due to lack of communication and language skills to handle the customers but later it all was unraveling with the support of hotel staff and other interns.
- Evaluation – I was able to understand the fundamentals of management of stock provisions. But the thing that did not work well was that I was not proficient in English, and thus, had difficulties at times in understanding the customers. Though, I

acknowledged this issue by politely asking to repeat and getting the help of the manager with some orders which were tricky to write down. (Johnson, Clark, Shulver, (2012)). The thing that didn't go well was the situation that cause exhaustion i.e. removing dishes and cutlery from tables and rearranging the tables when the customers left. There were, at times, difficulties in understanding the customer and mixed orders which were challenging to execute but colleagues and managers were so hands-on and helpful that allowed me to progress beyond training into unsupervised work.

- Analysis – My ability to understand the fundamentals of management of stock provisions was because I was given adequate training. As I was working with other interns, the tasks were allocated evenly, and support was plenty between staff. I also searched the literature about Hospitality and identified that communication skills are the crux of hotel management education (QAA, (2018)). The work experience has been eye opening, taught me life-changing skills that I greatly appreciate, the colleagues were always hands-on with help and although there was staff shortage and work was not easy to grasp due to limited training, I appreciate the effort they made to make me feel welcomed and one of their own.
- Conclusion – From the above situation, I learnt that to manage the restaurant or bar, the characteristics like Patience, courtesy and discretion are needed in order to deal with the customers. I need to work on my communication and language skills with multitasking skills to handle the diners at restaurants. I will continue to refer to the literature of hospitality management to learn more about professional knowledge of food and beverages in the hospitality management (Fanthorne, (2004)). The time at Premier Inn has been vastly enjoyable and although no opportunity arose to work in kitchen, the Head chef has been so kind that I was allowed to experience and appreciate the work that goes through the kitchen when the restaurant was quiet.
- Action Plan – To deal efficiently with the same situation in future. I will refer to the literature on Food and Beverage management, I would be able to deal with the customers to maintain customer relationships and provide them with recommendations in a professional manner. The eight weeks spent at the Hotel enabled me to gain confidence and, in the future, I endeavor to put this into action and fulfill my aim to return to Premier Inn permanently with a view to become a Food and Beverage coordinator or manager.

CONCLUSION

It has been observed from the above reflection that communications skills play the most important role in dealing with customers of restaurants or bars whilst adequate training is equally important in ensuring the standards of the hotel are met.

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