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Student Name: Marius Tanase
ID: 2111272

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Introduction

A hotel's Food and Beverage department mainly encompasses services related to food and drinks within the hotel. This mainly includes restaurant and dining which provides customers or clients with multiple dining options such as fine dining restaurants, casual eateries, cafes etc. Most of the time these services are tailored according to different preferences and budgets of customers (Fallon and Rutherford, 2010). Many hotels also have room services which allow customers to order meals, snacks, and beverages directly to their rooms. Again, some hotels might have banquets and event halls where various conferences, weddings and parties are held. Again, there are hotels which extend their services outside their hotel premises and provide catering services to their customers. The F&B team mainly deals with activities related to the management of these activities. From time to time, they update the menu according to the preference or theme of the restaurant. They train the staff to provide quality service (Johnston et al., 2012). Their main work focuses on providing a soothing experience to the customers where they enjoy a wide range of dishes.

Section 1: Reflection on Experience and Personal Development

Gibbs' reflective cycle:

Description: The food and beverage department could be the one that offers firsthand experience in the field of hotel management for one to be able to supervise it. It involves so many exercises which will give equally practical and profitable manoeuvres for both personal development and professional growth (Wood, 2013). These experiences help me to accept dying as a natural process and not always look for a cure. There is a certain regularity and tradition that should be present in the process when working on this job.

Feelings: I was redirected to an area where my skill dimension was expanding even more towards some work related skills such as technical knowledge, communication, management, teamwork especially when under pressure, and quality service to guests. A job exposed me to practical skills which I gathered after classroom lectures. It taught me that among all the theories is the common ground of practice.

Evaluation: My communication abilities widened significantly when I started to hold scheduling team meetings, mostly to address the rush hour issues. It was only, in the end, who found out that the job was to provide guests with satisfaction and handle their requests efficiently. The main key point was the guests' appreciation, the anticipation of their needs and their servitude. As for the latter, maintaining a positive atmosphere was namely the aim.

Analysis: The post illustrated five types of qualities fostered, e.g., ability to interact and also reasoning, auditory exercises, team work, multitasking under pressure and service delivery (Ushakov et al., 2020). During my studies at the university as a part of my co-op program, I was lucky to work at a coffee shop, and what I am learning from the educational process I apply straightaway in practice. Theoretical knowledge from school is what I use in my everyday life.

Conclusion: This is an advantage to me of involved in all phases of running a hotel and getting priceless concerns in different areas of hospitality and hotel manufacturing.

Action Plan: Planning ahead, I intend to keep the bridging - theory and practice relation by doing the things that build my skills and getting better in the aspects in which I need improvements.

Section 2: Critical Analysis of Work-Based Skills and Technical Knowledge in Guest Service

When it comes to the hospitality industry having work-based skills and technical knowledge is a must. A supervisor must have the ability to quickly blend each of these elements to deliver a memorable experience to their customers (Narayanan, 2022). The experiences that I gathered in the London Marriott Hotel Twickenham provided me with a firsthand look into the intricate interplay of these factors. The first point that I would like to talk about is my work-based skills. Communication is crucial for executing a task and understanding guest preferences (Vallen and Vallen, 2013). For example: The ability to communicate efficiently has helped me address guest problems promptly, ensuring their satisfaction. It also prevents any type of misunderstanding preventing any delayed assignment. Adaptability and problem-solving skills enabled me to address all the unexpected and dynamic challenges which

were inevitable to happen (Testa and Sipe, 2012). A deep understanding of the menu and surroundings is necessary for making informed recommendations and ensuring food quality. This knowledge has enabled me to be quick enough to understand guest preferences. Inventory management skills helped to analyze data about guest preferences and manage accordingly (Walker, 2017). For example: Effective monitoring of inventory levels ensured that popular menu items remained available, preventing disappointments for guests.

Section 3: Reflection on Organisational Issues

During my tenure in the food and beverage department at the London Marriott Hotel Twickenham, an evident organisational issue was identified – inefficient communication between the kitchen and the front-of-house staff. This issue had a notable impact on the department's performance, guest service, and overall operations. This incident impacted on the whole department's performance. There were some misunderstandings and delays because of which resulted in a lack of coordination and misplacement of service. All this affected the performance in the peak hours resulting in huge dissatisfaction of guests. The reputation was highly hampered. The primary result was extended wait times, incorrect orders, and occasional lapses in guest preferences. The possible solution to such problems can be a well-built communication model where there will be effective communication between the kitchen and staff members. This can include activities like order management systems and communication boards to transmit orders accurately and efficiently. Then a cross training model can be used so that mutual understanding and communication between people is recognized (Waqanimaravu and Arasanmi, 2020). A user-friendly interface can be made which will enable taking orders through mobile or communication apps (Kansakar et al., 2019).

Section 4: Future Action Plan

The future action plan not only focuses on different areas of improvement but also aims to align personal and vocational goals in terms of the F & B department. By focusing on communication, teamwork, task management, the plan hopes to contribute to the professional growth of individuals and elevate the overall performance and reputation of the department (Spowart, 2011). From time-to-time, a

regular evaluation will be conducted which will help to match performance with standard KPIs. In order to improve the communication field, time to time meetings need to be conducted to deal with challenges. There should be a digital communication system to facilitate transmission of information. Information and insights should be shared among each department to develop understanding between departments. After communication, the next skill that plays a key role is effective teamwork (Walker, 2017). Equal focus should be given to each team. Joint projects should be arranged where teams would be encouraged to build cross-teams. The best performing teams should be rewarded to boost their morale (Ali et al., 2020). To bring efficiency in task management there should be a system of prioritizing tasks according to demand. The staff should be encouraged to take feedback as a lesson in self-reflection.

Conclusion

The learning log has given a comprehensive explanation of the overall shadowing experience in the food and beverage department at the London Marriott Hotel Twickenham. It played a pivotal role in analyzing personal and vocational development. The key insights showed that work-based skill and technical knowledge play a very crucial role in providing an overall memorable experience to customers. Prior industry exposure, academic coursework, and placement at London Marriott Hotel Twickenham collectively help to have a holistic overview of the hospitality sector. In order to achieve a high working standard, it is very much necessary to focus on practical knowledge of theoretical studies, adaptability to unforeseen situations and building coordination among teams. Organisational issues should be dealt with diligence and there should be a culture of continuous improvement.

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