

Placement- Restaurant Management

BMGM4002: BA (Hons) International Gastronomy Management
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Introduction

To oversee lunch service in a popular restaurant on a busy downtown street, time management, customer service, leadership, organization, problem solving, communication, and technological expertise are all essential. A skilled manager must have these talents and be able to use them effectively in a high-pressure workplace. In this course, we'll look at the skills needed to manage the lunch rush in a restaurant on a busy downtown street.



About our team

The restaurant has 150 covers, We have 120 guests booked so potential for 30 walk ins, and our team of staff for the shift will include –

Kitchen Brigade- Head Chef, 1 Sous chef, 2 commis and 1 kitchen porter.

Front of House Team include –

Front of House Manager (me), Head Waiter, 4 Waiters 1 mixologist, 1 additional bar team member and 1 host.



Team role and responsibility

Now let's talk about the role and responsibility of my team members.

Kitchen Brigade team-

Head Chef	The Head Chef plans the meals, checks on the freshness and appearance of the food, manages the cooks, and makes sure everything runs well in the kitchen.
Sous chef	The Sous Chef assists in the everyday operation of the kitchen under the leadership of the Executive Chef. They are responsible for overseeing the kitchen staff, ensuring that meals are prepared on time, and training new personnel.
Commis	The entry-level Commis Chef aids the Chef with meal preparation and cooking.
kitchen porter	The Kitchen Porter is responsible for maintaining cleanliness and safety standards in the kitchen. In addition, they help the cooks with responsibilities like as dishwashing, equipment organization, and garbage removal (Koo, 2018).



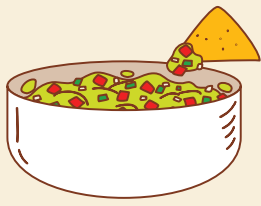
Team role and responsibility

Now let's talk about the role and responsibility of my team members.

Front of House Team -

<i>Front of House Manager</i>	As The Front of House (FOH) Manager, it is my responsibility to oversee the dining area and ensure that guests have a nice and memorable eating experience (Pickworth and Fletcher, 1980).
<i>Head Waiter</i>	The Chief Waiter is in charge of leading and directing the service staff, which includes waiters, bussers, and runners.
<i>Waiters</i>	Waiters are responsible for welcoming and guiding guests to their tables.
<i>Mixologist</i>	Mixologists are responsible for crafting original, high-quality drinks utilizing a variety of components and methods.
<i>Bar team member</i>	Members of the bar staff are responsible for making and serving alcoholic beverages, such as beer, wine, spirits, and cocktails.
<i>Host</i>	The Host/Hostess welcomes guests, seats them at their tables, and oversees the waiting list for the restaurant.





Our goals



Customer Service



Inventory
Management



Health and Safety



Sales and Marketing



Financial Management



Staff Management



Preparation process:

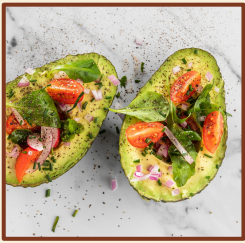
The first thing that we need to think about is the best way to get ourselves ready for the service.

As the manager, the first thing I need to do is go over the booking calendar and draw up a floor plan so that I can make sure that each table has a particular server allocated to it.

In addition to this, we will be responsible for ensuring that we have sufficient employees on hand to accommodate the anticipated number of visitors (Haberl, 1962).

In addition, we will be responsible for ensuring that all of the appropriate equipment and supplies, such as cutlery, crockery, glasses, and linen, are present and ready for use.





during restaurant service

The service will start as soon as everything is ready. The cooks and chefs will be in charge of the food, while the wait staff will take care of the guests.

The head waiter's job is to keep the dining room running well and make sure that every table is attended to promptly (Umbreit, 2002).

The wait staff's responsibilities include taking orders, filling those orders, and making sure customers are happy.

The mixologist and additional bartender's duties will center on the production and distribution of alcoholic drinks.

The host is in charge of greeting guests and guiding them to their seats.



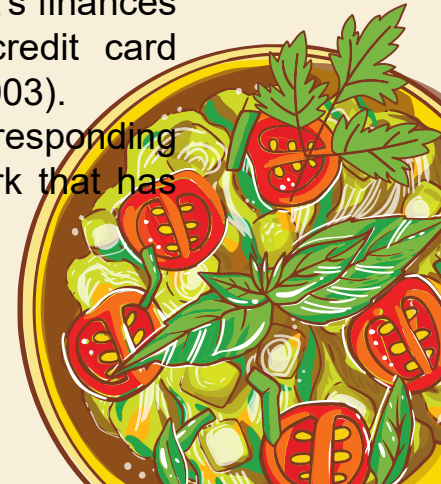
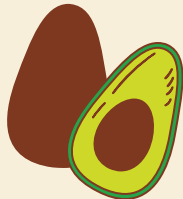
Effective management process

It is my responsibility to ensure that diners enjoy outstanding service during their whole meal. This involves welcoming customers as they enter, immediately seating them, collecting their orders, and ensuring that food and beverages are supplied promptly (Han, Kim and Kang, 2017).

As a Front of House Manager I would divide up the work across the restaurant staff members so that everything gets done properly. This would include doing things like dividing up the dining room into parts, dividing up the kitchen into stations, and making sure the front of the home and rear of the house are talking to one another.

As Front of House Manager, it is my responsibility to oversee the restaurant's finances pertaining to the front of the house. This comprises cash and credit card transactions, sales monitoring, and spending management (Stamper, 2003).

In addition, I would be ready to assist my team whenever they need me by responding to their inquiries, resolving their issues, and completing any extra work that has come up.



References

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