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Does the required skillset of a food & beverage employee change, based on the type of business and the type of service that the food and beverage operation utilizes?

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Introduction

Food and beverage industries across the world have been growing perpetually due to the higher demands from customers. However, this industry is also changing fast which requires different types of skill sets so that customers are served significantly. In this study, the needed skills among the employees within the food and beverage industry have been analysed significantly. As has been observed that customer service and time management skills are some of the constant abilities that are needed among employees in the food and beverage industry.

Skills required by employees in the food and beverage industry depending on the types of services

A wide range of skills is needed for the employees working within the food and beverage industries so that customers are served properly. According to the statement of Murillo Oviedo *et al.* (2021), customer service skills are very important within the food and beverage industry. From a cook to a restaurant manager, the preferences of the customers must be addressed so that higher profits can be generated eventually. Food preparation, dining skills, and table services are some of the most skills that overall development can be improved. In the words of Hullova *et al.* (2019), effective time management skills are required among all level employees in the food and beverage industry.

In this context, it is understood that all the employees should have the right timing so that they can prepare the meals within a given time whereas the reservation of the tables must be done at the given time.

Future Application

Strict deadlines should be maintained so that customers should be served eventually. Similarly, when I decide to work in the food and beverage industry I will possess effective management skills. From this discussion, I can handle all the work accordingly and overall development can be achieved further.

As cited by Telukdarie *et al.* (2020), all the employees must be given food safety training, and overall ideas regarding health, allergies, etc can be addressed. In this regard, equipment safety should also be trained so that overall development within the

food and beverage industry is improved eventually. As has been discussed, the food and beverage industry has evolved which implies that advancements within the sector are also integrated. From this discussion, it is understood that technical and digital skills are important for employees to surpass the demands of the customers. With effective digital skills employees can reserve the tables online and digital transactions can be attributed eventually (Carlisle *et al.* 2021). In addition to that, online orders can be taken and digital feedback from the customers can be achieved finally. Apart from that, effective communication skills are required which highlights that better interactions with the customers and employees can be attributed eventually. As cited by Mahafzah *et al.* (2020), good communication provides scope for the exchange of data and overall ideas can be attributed. In fact, my communication abilities are also efficient which implies I can interact with the customers properly and serve them better. In addition to that, I will also actively listen to my customers so that what their preferences are and what they want so that better results can be confirmed.

From this discussion, it is evaluated that good interactions are needed so that customers' wants should be addressed. Moreover, active listening is also important for employees from the food and beverage industry which highlights that food preparation, etc can be attributed finally. The restaurant managers need to be patient and empathetic so that the customers can freely give their feedback and the problems can be resolved and overall development within the business operations can be achieved (Murillo Oviedo *et al.* 2021). Decision-making and problem-solving skills are very crucial which highlights that food services are attributed and health and safety standards are illustrated in the food and beverage industry.

Personal Reflection

In my perspective, food and beverage industries across the globe have been evolving which implies that employees also need to meet their needs eventually. I feel that effective communication skills are required by the employees so that direct interactions with the customers become possible and hence, their demands can be significantly addressed finally. I will also try to interact with my employees and workers so that I can obtain the feedback and improve my performance eventually.

When employees in the food and beverage industry have clear insights regarding the customers' preferences, they are served like that and better profits can be achieved finally. On the other hand, I feel that employees within the food and beverage industries need to be well-organised so that the workers serve the customers properly and manage to do their duties properly and I will try to do the same. In this regard, it is very important that when employees are well organised they can multitask and overall working criteria improve. As per my knowledge, cooks to restaurant managers need to have good time management abilities so that the customers are served within given deadlines and overall operations are improved.

Conclusion

Based on the above discussion, it can be concluded that the food and beverage industry is constantly evolving which highlights that skills are also evolving. Some of the common skills such as time management, communication, organisational skills are required for serving the customers properly. However, food certification and equipment safety must be known by all employees.

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