

Food & Beverage Operations
BMIH4002
Assignment 1 Student Journal 1 (Learning
Log)

Student Name : Jiri Ziga
Student ID: 2132428
Lecture Name: Jaliya De Silva

Introduction

Several types of food -based hospitality establishments make up the “food and beverage business service” sector of the economy (Wood,2013). A variety of food and drink services are covered in this essay. This essay will also talk about the various services and the corresponding personnel skills sets. Moreover ,it includes the author’s introspective consideration of how their learning process has prepared them for future achievements.

Hard and Soft Skills Needed To Provide Food and Beverage Service

The hospitality industry as a whole, including the food and drink subset, uses a wide variety of service models (Carlisle et al., 2021). This page lists and describes a wide variety of popular service types.

Table Service

A warm welcome sets the tone for excellent customer service, which continues with the delivery of menus and even water. Several illustrative cases provided below to show the breadth of the service (Walker, 2017).

English Service

Family service is when the host makes most of the concessions for their guests. The host must sign the order form before the food can be prepared. After the host gives the waiter the okay, he will set the table, divide the food, and serve everyone (Boussard, 2021).

American Service

The term “plate service” is used in restaurants to describe the practice of bringing each diner their plate of food (Foskett et al., 2021).

French Service

A tray of food is brought to the table and left by the waiter. You may divide this service into cart French and banquet French (Cousins et al. 2011). Cart service is a word borrowed from the French that describes the option for diners in a French restaurant to choose their meals. During a typical

French meal, the food is presented anticlockwise, for the left side of the table (Brown et al., 2013).

Skills Require

- . The kitchen must follow certain safety and hygiene regulations because of how food is portioned and presented during table service.
 - . The server's ability to juggle heavy platters is essential.
 - . The server must get the correct table setup.
 - . They need to be able to talk to one another effectively.
- There are several advantages for those who are multilingual.

Buffet Service

They lead guests to the buffet and allocate them to tables. The buffet food is heated on sizable platters and casseroles with burners. Visitors have the option of helping themselves or placing an order. There is plenty of seating and food for guests (Zutshi, 2019).

Skills Required

- . Servers at a buffet need a wide variety of skills, but the ability to keep a clean environment is essential. Hygiene is crucial when it comes to the consumption of food.
- . They must be masters at portion management if they have so much food.
- . Employees with "soft skills" like patience, focus, and clear communication are essential for providing superior service to customers.

Single-point Service

Payment is collected and the purchase is considered accepted upon successful delivery of the goods to the customer. The dishes are brought back to the kitchen after

the dessert has been eaten and cleaned (Motarjemi and Lelieveld, 2014).

Skills Required

- Soft skills are crucial in the service business, including clear and efficient communication, the capacity to problem solve, composure under pressure, and the ability to provide warm, personalised service (Davis et al., 2018).
- Knowledge of order processing software is one of the many necessary hard skills. They need to accept credit card and cash payments without hesitation. They also need knowledge in stock management (Johnston, 2012).

Reflection

For the last five years, I have worked in the hotel industry. During this time, I have worked in a variety of restaurants, ranging from quick service to haute cuisine. Working in the food and beverage industry, I have learned that the abilities necessary for each position may vary widely depending on the establishment and the services provided. Typical duties at a casual dining establishment include taking orders, bringing beverages, and clearing tables. Therefore, the skill set necessary for these occupations is often less complex, and generally just fundamental training is required. The staff at fine dining establishments are expected to have extensive knowledge of the dishes they serve as well as the materials and techniques used to create them. They should also be able to advise patrons on the best wine to go with their meal and other specifics. Moreover, they must also be able to foresee and respond to clients demands.

Conclusion

It is concluded, specialisation is essential in the food and drink industry. Employees have a vital role in the company's success since they are the first to interact with consumers. Therefore, workers need to devote themselves to continuous education and improvement.

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