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BA International Hotel Management

Module code: BMIH6002

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Assignment Title: Student Learning Log

Student Learning Log

I got the chance to fully immerse myself in a vibrant and hectic culinary environment while I was working in the kitchen at the Best Western Hotel. My culinary abilities and professional development were greatly enhanced by this demanding and fulfilling experience.

Best Western Hotels & Resorts is renowned for its hospitality and the quality of its food and beverage offerings. Here are some key aspects that highlight the food and beverage experience at Best Western hotels: diverse dining options, complimentary breakfast, bar and lounge, happy hour offers are available at several hotels, which makes it a great place for visitors to relax after a long day of seeing or traveling. Best Western Hotel is also known for its special programs and promotions. They have a Best Western Rewards Club where the members can obtain discounts or freebies, improving the entire dining experience.

Some Best Western hotels introduce seasonal menus or special events like wine tastings, themed dinners, or holiday brunches, providing guests with unique and memorable dining experiences.

When I started the placement, I was thinking we would be working with the management team to supervise the entire team of kitchen staff, waitresses and bars, but I was surprised to see we were starting to work on the restaurant to be a part of waitress staff and kitchen assistant. I just remember when I was eighteen years old, and I was working as a waitress. To be honest now, at this age, I know I can do more.

At that time at the Best Western Hotels, they had special offers for groups and every week there was a couple of people who came to stay with them, enjoying the sea. The Best Western Hotel where I was working was situated by the beach, in Eastbourne and from May the Hotel became to be busier. With a lovely sea view, many guests were coming. I remember I had a busy evening, there were 120 people serving dinner at that time. The menu was preordered by guests the day before and was composed of a starter, main and desserts. The guest has chosen one from three

different dishes. Different guest tastes and dietary needs are met by a well-designed cuisine. The harmony between innovation and tradition, cost containment, and local sourcing are highlighted when menu planning is considered. Serving local and seasonal food not only adds diversity to the menu but also helps with environmental initiatives.

One of the key lessons I learned was the importance of organization and time management. In a high-pressure environment like a hotel kitchen, efficiency is crucial. In addition to making sure everything was ready for service, my duties included serving the food and keeping the area tidy. I learned how to set priorities for my work and efficiently manage my time to fulfill service period requirements and I can say at Best Western Hotel The F&B department's prosperity depends on careful money management. It is crucial to consider cost-management initiatives such as portion control, supplier agreements, and waste reduction tactics. Frequent financial assessments and modifications guarantee that the business stays within budget while optimizing earnings.

I also realized how crucial communication and teamwork are. Every employee in the kitchen plays an essential role, enabling it to function like a well-oiled machine. I developed clear communication skills with my coworkers to guarantee that orders were fulfilled promptly and correctly. The team members' regard for one another and sense of camaraderie were encouraged by this collaborative environment. The feedback from guests was also well received, they told me they had never seen someone treating team with so much care.

Another memorable experience what I took part in was when I was working on the kitchen team. I was helping the chief to make dinner for 90 people. I felt anxious because the guests were from the police department, and I heard some of them weren't happy with their lunch. I was worried about handling the situation effectively. Everything from menu design to implementation needed careful

preparation and synchronization. Working under the head chef's supervision, I prepared a variety of dishes, making sure they were all of a high caliber. During this occasion, we had to immediately adjust to any changes or obstacles that arose, which highlighted the need for innovation and agility in the kitchen. I just try to remain calm and focus on my main duties and try to manage the time and to communicate effectively.

The seamless coordination of servers, kitchen workers, and management is essential for efficient operations in the food and beverage industry. In order to optimize procedures and cut waste, it becomes clear from this that efficient communication, inventory control, and technological integration. What I have noticed on my placement is people that work in restaurants and bars are usually very attentive and friendly, which makes for a better overall dining experience.

(Hemmington and King,
2000)

To ensure that their guests have a pleasurable and unforgettable stay, Best Western Hotels & Resorts offer a diverse array of food and beverage options that suit a broad range of tastes and interests.

The impressions of visitors are directly influenced by the Food and Beverage division. Delicious food and first-rate service elevate the entire experience. Looking back on this, it becomes clear how important it is to train staff members in culinary techniques, hospitality etiquette, and timely service. Ensuring continual improvement requires regular quality inspections and systems for guest feedback.

Upon reflection on my placement in the food and beverage department of the Best Western Hotel, I have gained priceless insights into the operational dynamics of the hotel business as well as my professional development. Through the experience, I

was able to deeply engage in a variety of real-world scenarios related to service delivery, customer contact, and teamwork. I learned the value of attentive and individualized service from dealing directly with guests. It has been observed that attentively attending to the requirements and inclinations of patrons greatly improves their dining encounter and contentment. To make every connection with guests enjoyable and unforgettable, I must continue to take a proactive approach in recognizing and anticipating their requirements.

It was necessary to be flexible and quick-witted when faced with unforeseen obstacles, such managing special dietary needs or dealing complaints.

These encounters taught me how to remain composed under duress and come up with original ideas that satisfy both the needs of the hotel and its visitors. Improving one's ability to solve problems and remaining adaptable are essential for adjusting to the changing hospitality sector. The placement gave the opportunity to put theoretical knowledge to use in a real-world context, bridging the gap between classroom instruction and practical application. My professional development was guided by the regular feedback I received from supervisors and my own self-evaluation, which helped me identify my strengths and opportunities for growth. Continuous progress requires ongoing education and introspection. To further my knowledge and career possibilities in the food and beverage industry, I am looking for mentorship and additional training options.

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