

Assignment 1 Student Journal (learning Log)

Modul: Food and beverage

BMIH4002

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First, I want to say that I didn't have the opportunity to work in the hospitality industry, but now I have the opportunity to study and learn as much as possible in order to put them into practice after I finish university. In this assessment I will talk to you about the skills in luxury restaurants, in fast food, and in pubs. What skills do you need to have, what skills have you acquired and why are they different from other jobs.

I'm going to start talking to you about what I've learned so far at food and beverage.

Today, in the luxury hospitality industry everything has advanced to a high level ***talking about the hospitality luxury where customers have high expectation when it*** comes to services and facilities. For example, a five- star hotel in Panama or Hong Kong may differ from one another completely, in terms of quality of service, facilities, pricing, and many other aspects.

In food and beverage industry, especially in restaurants the order is given by the customer and immediately followed by production by the restaurant staff who in turn work in the front or in back of the house, they have a limited time to execute the orders implement a strict control of operations. From what I have learned so far, the hospitality industry is made up of several types of units, such as independent restaurant (fine dining, conferences), fast food (snacks), pubs, clubs, etc.

Now I would like to tell you something about waitress in a 5-star restaurant The Ivy Cardiff the duties as a waiter/waitress is the primarily role involve supporting the food and beverage team during breakfast, lunch and afternoon tea service, provide first class service to our guests. For the waitress you need to provide a hard skill because you da a hard job. You need to be passionate about exceeding quests 'expectation. Developing the skills and training yourself into the best you can be. Ability to adapt to different customer need and a range of menus. I think that this restaurant uses table service

Fast food KFC in Cardiff if you are in the crew, you must build your skills and knowledge of quick service with the opportunity to work in the, service area on the floor. The most common hard skill for a fast-food worker is food handling, fast food workers have these skills on their resume, the ability to work well under the pressure. The type of services I think is self-service.

For a Pub I decide to talk about manager the skills, he/she need to have excellent communication skills, Knowledge of health & safety and all BOH admin, ordering stock as per requirements and organising deliveries, managing staff in all aspects including, recruiting, training, schedule, and disciplinary procedures. As a manager, it is soft skills because he only must think, not to make physical effort.

“Service, in short, is not what you do, but who you are. It is a way of living that you need to bring to everything you do, if you are to bring it to your customer interaction.”-Betsy Sanders, Executive and Speaker.

Does the required skills set of a Food & Beverage employee change, based on the type of business and the type of service that the food and beverage operation utilized?

My answer to the question is yes of course the required skills set of Food and Beverage it changes depending on the service.

I think and I am sure that the skills differ, depending on the job and the position. You can't compare a waitress with a manager. They have different skills and tasks the waitress she has hard skills, but the manager has soft skills he needs to think with his head, he does not exert physical effort. There are many different kinds of food service operation, designed to meet a wide range of demand.

From my experience I can tell you that I went to a restaurant to have dinner and the waitress from what I observed and learned at this course is that she needs hard skills and soft skills, and I think you need multitasking skills.

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