

The Effective Management Portfolio

by Milly Alom

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Contents list

Introduction pg. 3



Section 1 – Restaurant and Kitchen Structure pg. 3 - 4

Section 2 – Standard Operating Procedures pg. 4 - 5

Section 3 – Regulation and Legislation pg. 5

Section 4 – Management and Leadership (Self-Reflection) pg. 5-6

Conclusion pg. 6

Bibliography pg. 7

The Restaurant industry is the simple term used to describe the part of the service industry which is focused on providing food services within restaurants, bars, cafés, or similar settings. Restaurants can come in many forms, from standalone restaurants to chain restaurants, fast food restaurants, and many more. Simply put, the restaurant industry can be any business that allows customers to enter the premises, order food, and eat that food on the premises. It can also be considered part of the restaurant industry, even if it offers other services (Revfine, 2022/23). This is used to understand the different positions within the kitchen brigade and examine the different positions within the Front of House management and leadership. To

Add citation to quotation

Paraphrase mat

Improper Citation

Assess the relationship between Front of House (dining) and Back of House (kitchen) for the effective management and delivery of the core functions. To recognise the importance of the work-based critical skill required to work in a particular area of a restaurant while also investigating any issues related to the operation.

The restaurant industry, while having a specific definition, can fall under many different types of business. These types include fine dining restaurants, family style restaurants, fast food restaurants, café, buffet restaurants and many more. Some positions within the restaurant include waiters, chefs, bartenders, customer service staff, and restaurant managers (Revfine 2022/23).

Improper Citation

In the restaurant industry, there are two necessary staff: Front of House (FoH) and Back of House (BoH). The FoH staff are responsible for interacting with the customers and all activities in the dining area. FoH are the customer-facing part of the operation. The staff are in charge of welcoming the guests, seating them, and taking and serving their orders. In contrast, the BoH staff are the more behind-the-scenes part of the operation and are responsible for all activities in the kitchen. Their jobs are to prepare the food, cook the food, and clean up after each meal. Both FoH and BoH are essential to the success of a restaurant, even though staff from either

position work in a completely different environment compared to the other. However, there have been some exceptions to the rule, as some FoH staff may be in charge of handling reservations, curbside pick-up, or takeout orders, whilst some BoH staff may be in charge of food preparation or cooking. FoH generally focuses on customer service, while BoH focuses on food preparation (Umiten IV, 2023).

The FoH staff work primarily in the entryway, waiting area, restrooms, bar, dining room, outdoor restaurant seating area, parking lot, landscaping, and host/hostess station. Whereas the BoH work primarily works in the kitchen, employee restrooms, office, storage, break room, delivery area and outdoor area. The roles in the FoH are general manager, front-of-house manager, head waiter/head waiter, bartender, host/hostess, busser, food runner, barback, sommelier, servers and wait staff. While in the BoH, the roles are head chef, line Cook, expeditor, dishwasher, sous chef, kitchen manager, back-of-house manager, maintenance and delivery driver. (Umiten IV, 2023) (Mora, 2018). In every restaurant kitchen, there is a hierarchy. The term for the hierarchy is called Brigade de Cuisine, a French brigade system adopted to ensure kitchen operations run smoothly. The structure and size of the Brigade may depend on the size and style of the kitchen, as a smaller kitchen means not all the roles in the hierarchy are filled; it is still essential that each staff is aware of their position in the hierarchy they are in order for everything in the kitchen to go smoothly (Collier, 2018).

An example of this operation is the Bombay Blue Indian restaurant in Nantgarw. The restaurant is in a two-story building. The main dining area is on the second floor, where guests are greeted by a vast open space with a bar serving alcoholic and non-alcoholic drinks. Near the end is a stairway which leads to the kitchen and food storage area, which is on the first floor of the two-story building. All the FoH staff worked in the dining area, while the BoH worked in the kitchen/storage area. While both position have their own sets of challenges, BoH is more challenging as they are the ones to prepare the food quickly and efficiently while also working in hot and cramped conditions that can be physically demanding. While FoH is a fast-paced environment, always being on the go and dealing with customers who are unhappy with their experience (Umiten IV, 2023).



In the foodservice industry, the standard operating procedures are written practices and procedures of how an establishment should produce safe food. It is the critical component of making the overall food safety program. The procedure includes specific details of how a policy will be implemented in the establishment (Brandt & Driessen, 2021). It is up to the managers to make sure the employees are following these policies. A written procedure will help the employees perform their jobs and have them accountable because of documented expectations. Having a procedure in hygiene, food-related, serving, customer service, and safety can help remove employee guesswork about tasks, improving productivity, efficiency in teamwork and satisfying the customers --(Moiz, 2022). An example of a standard operation procedure would be washing hands. The policy for this would be that all personnel must wash their thoroughly and only designated handwashing sinks and must dry their hands with single-use towels or air dryers. This will all be monitored by the managers to ensure everyone is following the procedure per the policy (Brandt & Driessen, 2021).

The regulations and legislation in the restaurant industry are designed to help protect staff and consumers. Failure to comply and follow the legislation could result in fines, adverse publicity or even a prison sentence, so businesses need to ensure they stay on top of this ever-changing information (Khanna, 2019). Commercial kitchen regulations are the fundamental requirements for maintaining a commercial kitchen. The regulations can cover a range of topics, all of which contribute to the safety of the operation and the cleaning of the kitchen (foodstars, 2022). Some critical commercial kitchen regulations include food hygiene, kitchen ventilation, waste disposal, slips and trips, gas safety, fire safety, personal hygiene, refrigeration and equipment maintenance. These and other guidelines for commercial kitchen regulations will help create and maintain a safe, hygienic and efficient kitchen for any food business (Khanna, 2019). For example, the food hygiene rules are a critical part of following the regulation. Food hygiene is of principal importance, and there are many specific rules. Person hygiene, food storage and transporting food are the three core areas of food hygiene in commercial kitchens (foodstars, 2022).

Find a scholarly source

Management means to control and organisation of something. It also means when a group is responsible for controlling and organising a company. In comparison, leadership means a

Find a scholarly source

characteristic that can make someone have the ability to be a leader or the position of a leader. Leadership can also mean people in charge of a group (Cambridge Dictionary, 2023). While kitchen management is not an easy task as it requires many moving parts that keep going. Someone who has the skills of a leader needs to be able to manage the staff, keep customers happy, make sure there is reliable food quality, keep up with the kitchen inventory and account, and many other jobs. Some of the primary duties of the management are supervising the food preparation, scheduling shifts, working with the staff and many more (overproof, 2021).

After completing the test, the result came back as my Personality type: Consul (ESFJ-A)

Traits: Extraverted – 61%, Observant – 62%, Feeling – 64%, Judging – 69%, Assertive – 56%
Role: Sentinel, Strategy: People Mastery. I am a type of person who enjoy socialising and caring for others. Im always there when people need help. Enjoy working as group to complete task rather than individually as that way it gives me extra boost to understand and get more knowledge. I have good understanding of others feeling and emotions and try to solve the issue in a good way. One thing I think I need to work on is speaking up more when it comes to group sessions with my ideas as that way, I will be more confident.

To conclude, for the restaurant to run smoothly, the Front of House and Back of House are essential to the success of a restaurant. The FoH are the customer-facing part of the operation, while the BoH is behind the behind-the-scenes part. The roles of each staff are vital, and there are only a few exceptions to the rules. The structure and size of the Brigade de Cuisine may depend on the size and style of the kitchen. There are fewer roles in the hierarchy when the kitchen is small. It is still vital that each staff is aware of their position in the hierarchy they are in order for everything in the kitchen to go smoothly. Standard operating procedures are the practices and procedures of how an establishment should produce safe food. It is a crucial element in making the overall food safety program. The procedure includes specific details of how a policy will be implemented in the establishment, and managers are in charge of making

sure the policy is being implemented. Guidelines for commercial kitchen regulations will help create and maintain a safe, hygienic and efficient kitchen for any food business. Failure to follow these regulations can result in fines, adverse publicity or even a prison sentence. Kitchen management is a challenging task and needs someone who can be a leader, especially since they have many duties, which include managing staff, keeping customers happy, keeping up with inventory and accounts, and many other duties that keep them at a fast pace.

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06 November 2023

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The Effective Management Portfolio

GRADEMARK REPORT

FINAL GRADE

GENERAL COMMENTS

51 /100

PAGE 1



Comment 1

Portfolio is the assessment title.

PAGE 2



Comment 2

Please use word's tool to create table of content.

PAGE 3

QM

Add citation to quotation

This quote does not give credit to the original author. When quoting a source, credit the original author with an appropriate citation. Cite the author properly at the end of this quote.

QM

Paraphrase matched text

This section of writing appears to copy significant portions from one or more sources. Paraphrase by writing the statement in your own words and adding a citation.

QM

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QM

Improper Citation

Improper citation:

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PAGE 4



Comment 3

Good understanding but need examples to support. The example need to be more specific.

PAGE 5



Paraphrase matched text

This section of writing appears to copy significant portions from one or more sources. Paraphrase by writing the statement in your own words and adding a citation.



Comment 4

You have example in regulation, how about legislation?

PAGE 6



Find a scholarly source

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Comment 5

Be careful the color.



Comment 6

How can it affect your leadership style?

PAGE 7



Check references

Check this page for accuracy of referencing.

PAGE 8

MILLY ALOM

51

ENGAGEMENT WITH LITERATURE /10

You should incorporate information about your chosen restaurant, from credible sources, this can be from the organizations own website in part but must also include text-based information from industry journals and reference books. You must include a minimum of 15 reference sources, and these must be accurately cited within the essay text.



You should have minimum 15 references. A lot of mistakes in referencing, Please book a session to improve your info skills:

4

<https://outlook.office365.com/owa/calendar/LLRSkillsBookingCopy@uowtsd.onmicrosoft.com/bookings/>

KNOWLEDGE AND UNDERSTANDING/30

You should show an understanding of the principles of restaurant operation in this context, specific to organization culture, structure and market positioning. This should also be supported by your ability to demonstrate an understanding of the information that you have learned about the specific restaurant also. You have to show an understanding in legislation and regulation as well. Please clarify the difference between legislation and regulation. You have to show your

understanding in the importance of MBTI-test in management. What is the reason to conduct a personality test? How its affect the management and leadership style? How its affect your future career choice?



Very good understanding in key theories. However, you need more scholarly sources as evidence to support your understanding.

20

COGNITIVE AND INTELLECTUAL /30

You should be able to show an appreciation for the decisions that the restaurant operators have made, and the way in which you may have changed if you were the manager. You should be able to compare and contrast your chosen restaurant with others within the similar concept/ structure and give some examples of why they have decided to offer the product that they do for example. You should analysis the reason to conduct a personality test? How its affect the management and leadership style? How its affect your future career choice?



Good analysing in the impact of organization structure, legislation and regulation to the business. You need more evaluation in the self-reflection. How can the personality affect your management style? What should you improve in the future?

15

PRACTICAL SKILLS /10

By compiling this essay, you should be able to demonstrate an understanding of restaurant operation from different perspective, for example, menu design, location, company culture and customer perceived value, how this works in the practical sense, and by writing in a professional style allow the reader to gain an understanding of your

competency within this subject, and how you might work as an influencer within the restaurant, being able to support operations.



You have real life example to support ideas but need further explanation.

4

TRANSFERABLE SKILLS /20

You should use the Myers–Briggs Type Indicator (MBTI) test result for your self-reflection. You can analysis your personality and the skill gaps in the certain roles with the management theories support.



The text need to be justified and effective headings. The structure is not clear. You have finished the MBTI test with limited self-reflection and analysis.

8