

Food and Beverage operations BMIH4002

Assignment - 1

***Title: “Does the required skill set of a Food and Beverage employee change,
based on the type of business and service of business that
the food and beverage operation utilize?”***

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Introduction

A strong food and beverage (F&B) service sector today helps a nation's economy in a number of ways. The second-largest segment of the hospitality sector after accommodation, the food and beverage industry is crucial to the tourism industry, according to George (2008: 179). The food and beverage services industry has a substantial impact on the profitability of the hospitality industry. Due to the growing importance of business meetings and a variety of personal and social events, a substantial number of customers frequent catering businesses. The food and beverage industry's workers work very hard to improve the client experience (Davis et al., 2018).

Discussion

Workers in the food and beverage industry take clients' orders, deliver their food and beverage orders, inquire after how their meals were received, collect their payment, and handle complaints and other difficulties as they arise. They work in places like quick food joints, dining areas, hotels, upscale clubs, convention halls, and cruise ships, among others. They are taught customer service skills, responsible alcohol serving practices, and information about food and beverage products (Viljoen et al., 2014).

Now the question arises that **“Does the required skill set of a Food and Beverage employee change, based on the type of business and service of business that the food and beverage operation utilize?”**

Yes, depending on the products and services offered, personnel in the food and beverage industry have a variety of talents.

The following list of food and beverage business and service kinds includes those where staff skill levels differ.

1. **Fine dining restaurants (upscale leveled):** In a luxury restaurant, you can eat and drink while appreciating top-notch cuisine and creative presentations. Customers are typically highly well off and view eating as a leisure activity. Their cuisines are highly sophisticated and varied. Employees in these types of food and

beverage establishments must adhere to certain table service protocol for customers.

- The waiters formally and cheerfully greet the tourists.
- The cooks are enriched with the high-end menus.
- The client may be addressed as sir or madam by the waiter or waitress.
- Before serving the guests' orders, the server or waiter must have a complete understanding of who ordered which meals. The other staff members work to make sure that tourists are in a comfortable setting while the chef tries to make sure that he has satisfied the visitors' needs when cooking food for them.

2. Brasserie: Brasserie restaurants usually strive to offer top-notch meals in a more laid-back setting and at a more reasonable price. They are generally referred to be an excellent eating experience available all day.

- Because this type of service is so expensive and complex, it necessitates individuals who are incredibly meticulous and highly skilled.
- The servers are aware that drinks are served from the right and that the chefs create meals in front of the visitors to demonstrate their culinary skills.
- To operate the server slowly and correctly in this type of service, professional staff is used.

3. Buffet service: A buffet can be a sideboard or a way to serve food where people can assist themselves in a public area.

- Waiters assist customers in moving food from the chafing dish to the plate from behind the counter.
- Some buffet counters have cooking stations where the food is prepared as it is served, such as fish or meat stations or pasta stations.
- The personnel consistently restock the buffet containers.

4. Cafe: Seating arrangements in cafes are frequently friendly. Cafes are places where you may get a range of hot and cold drinks, snacks, and prepared foods including sandwiches, pizza, and cakes.

- This kind of service is frequently used in canteens, workplace cafeterias, etc.
- The waiter makes sure the used plates are taken away when the customer has done eating.

This is how, depending on the sort of business and service provided by the food and beverage industry, the skills and nature of the jobs of the employees alter.

Personal assessment

I'm one of the many who believe that if everyone worked as a waiter or bartender for a year, the country would be much better off. I have a tiny death desire since I frequently overtip when a plate is dropped in a restaurant and I see the waitress get beet red. My first "serious" job was at a fast-casual restaurant while I was still in high school. During my internships in college, I worked at a separate fast-casual establishment, bussed tables at a country club, completed bartending school, served, and then assisted with event management. Along with some of the most difficult coworkers, I also got to know some of the most incredible, devoted, and fascinating individuals. I've had moments where I picked up a lot of information quickly and was shocked that I could even retain it all. Aside from that, I consumed some of the most mouthwatering food I have ever encountered. Everyone I've met who has worked in the food and beverage industry for a long time has one thing in common: they're tough as nails, even if it may not seem that way (Sarwar, 2012).

Everyone's path to where they are today was unique, but for me, my career was mostly shaped by the fast-paced, exhilarating, and oftentimes cruel food and beverage (and hospitality) industries.

Reference

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