# BMGM4004

# Placement: Restaurant Management

# Reflective portfolio of practical tasks

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*Date of submission: 17/11/2023*

## Executive Summary

I have been assigned the responsibility of developing a reflective portfolio that captures my learning journey and the valuable knowledge acquired in the field of Restaurant Management. My portfolio is divided into two sections. My main priority is to prioritise the development of your vocational, personal, and academic growth. In my portfolio, I will provide a concise summary of my placement experience, highlighting the objectives I aimed to achieve and the personal learning outcomes I gained. I will ensure to highlight any missed opportunities.

## Element 1

## Overall learning experience

In my experience, working in a restaurant entails providing exceptional customer service and efficiently preparing food and beverages in a dynamic and high-energy setting. As a restaurant worker, my responsibilities vary depending on the role I am assigned. These tasks include taking orders from customers, ensuring timely delivery of food and beverages, skilfully preparing and cooking meals, efficiently managing inventory and supplies, maintaining cleanliness and sanitation in work areas, and handling cash and other forms of payment. Working in the restaurant industry offers an exciting career path for individuals with a passion for food and hospitality. (Timmons, 2022)

## Self-management and development

My idea of success is deeply rooted in personal values and beliefs. After identifying your life objectives, there are common talents you may use to attain them. These talents may be used to join the national culinary team, open a restaurant, or teach cooking in a poor country. After your apprenticeship, you may pursue several careers. I want to create a restaurant but know I'd need to save a lot to buy and build the space. I need business management abilities. I can work at huge hotels. Starting at entry-level jobs and collecting experience in various roles and properties will help me become an executive chef. As an ambitious professional, I have several job alternatives. I might influence young minds and improve lives by teaching. My other option is to cook for customers in their homes or on film sets. I could also work at a hospital or ferry to help them run smoothly. However, I want more than working for a famous chef or a franchise. Personal preferences and objectives are vital to finding the right work and life pleasure.  (Committee, 2015)

## Task management

Restaurant task management involves the efficient organisation, delegation, and communication of essential tasks within a restaurant. In order to effectively manage tasks in a restaurant, it is crucial to identify and organise a list of tasks based on their frequency. These tasks should then be assigned and communicated to employees, ensuring that they are completed accurately and in a timely manner. I understand that effective task management is crucial for maintaining productivity, organisation, and smooth operations within your restaurant. (Beltis, 2022)

## Applying initiative in workplace problems and communication

When I can easily access my manager, I am more likely to bring up problems so that they can be resolved before it’s too late. I can make myself more accessible to employees by having an open door policy. Keeping my office door open is the fastest way for me to get information about what’s going on at my restaurant.

Using a mobile scheduling and communication app allows me to easily reach out to management without any obstacles, just like leaving a door open breaks down barriers. I may feel more comfortable bringing up sensitive issues in writing through a private message to my supervisor if I am intimidated to do so in person. My

employee scheduling platform may already have the capability built-in, so I don't have to look for a separate tool. (Cvetkovic, 2021)

### Application of knowledge

I typically work in a restaurant where I serve customers and prepare food and drinks in a fast-paced environment. I may be responsible for taking orders, delivering food and beverages to customers, preparing and cooking meals, managing inventory and supplies, cleaning and sanitising work areas, and handling cash and other forms of payment, depending on my role as a restaurant worker. I have a passion for food and hospitality, so working in a restaurant is a great career choice for me.

## Outcome achievements

I am seeking a position as a Chef in an established restaurant, where I can apply my extensive culinary experience and creativity.

I am seeking a challenging position as a Chef in an upscale restaurant where I can apply my skills and knowledge of the culinary arts.

I am seeking a position as a Chef in an organisation where I can utilise my expertise in creating innovative dishes and delivering exceptional customer service.

I am seeking a Chef position with an organisation that values quality food preparation, presentation, and customer service.

I want to join an organisation as a Chef so that I can utilise my cooking skills to prepare delectable meals for customers.

I am aiming to secure the role of Chef at a renowned establishment. I will leverage my knowledge of food safety regulations and menu development to achieve this goal.

I am seeking employment as a Chef with an organisation that values my dedication to excellence in food preparation and presentation. (Goyette, 2020)

## Key skills development

As a chef, I should focus on developing the following key skills:

I have experience in culinary skills, including food preparation, knife skills, and cooking techniques. (Chef, 2023)

I am interested in learning about food presentation, menu planning, and cost control.

I am concerned about sanitation and food safety.

I supervise and train kitchen staff. I also order supplies and equipment.

I deal with customers or clients.

I am writing reports.

## Application of theory in practice

I believe that in the restaurant industry, it is widely recognised that professional competence is a crucial ability to consistently deliver successful performance. This competence is achieved through a combination of knowledge, skills, and attitudes that are deeply ingrained and personalised.  I have asserted that professionalism in making a restaurant meal involves reflecting on preparation, planning, and production, as well as understanding the reasons why guests dine out. I have suggested that as a chef, my preferred identity as a professional is reflected in my cooking. This is because I consider practical matters such as the time I have left to prepare a dish and my personal presence in the kitchen space. This idea has been confirmed. In my kitchen, I spend a lot of time handling objects and following the norms and standards of the culinary craft. This includes meeting the artisanal requirements of the products I use in my cooking. I have observed that creative work processes make my daily work joyful and are crucial for keeping me, as a knowledgeable and experienced employee, in the industry. (Wellton, 2018)

## Identification of lost opportunities

### Strengths of the team

Our staffs understand the importance of a strong brand and devoted customers for your business. These elements may boost your business's development. The crew knows that happy customers are more likely to return and recommend our restaurant.

Restaurants consistently give high-quality food and service. Successful restaurants need careful menu planning, high-quality products, and well-trained personnel to provide excellent customer service. Our team needs a top chef to ensure food quality and flavour.

We are proud to propose a unique eatery. Our colourful environment, distinctive meals and devotion to locally sourced products set us apart. Strong selling features set us distinct and may attract loyal customers.

Team overview: The staffs understand the importance of location for business. Our restaurant would thrive in a busy neighbourhood among companies and retail. Our staffs stresses the necessity of choosing a location that serves business customers, such as workers taking a lunch break, and local people who will dine and party at our restaurant. (Karam, 2023)

### Weaknesses of the team

The team is currently facing a challenge with the lack of training provided to both the wait staff and kitchen staff.

The team has been facing a recurring issue of consistently running out of key ingredients.

The team has encountered challenges with unreliable suppliers and vendors.

The team has identified outdate kitchen equipment as an area of concern.

The team has identified inefficient tracking systems, such as paper or Excel sheets, for managing inventory or sales data.

The team encountered challenges with a slow and complicated POS system. (DeForest, 2020)

## Future career development/skills application

After a few years, I will take my skills for granted and overlook my professional lessons. I can organise, train, plan menus, and create recipes as an executive chef. I can also do these duties as a sous chef. As a specialised chef, I can also provide culinary skills. I will learn them as a chef:

My hard skills: My work requires programming languages including Python and Java, database administration using SQL, web development using HTML, CSS, and JavaScript, and data analysis and visualisation applications. I also have expertise diagnosing and fixing technological difficulties and keeping up with my field's technology.

Soft skills will be my priority in the future. My natural or cultivated skills will shape my future.

My hard talents will determine which positions I should apply for when switching to another food sector employment.

I will educate budding cooks and culinary students' different skills and methods. I usually work at culinary, vocational, or community colleges. I will teach cookery, supervise practical sessions, demonstrate, and evaluate pupils.

I will educate chef students about commercial kitchens and the food business by sharing real-world experiences. These steps will help me enter this field:

Consider taking teaching techniques, instructional design, and classroom management courses or workshops. I will rehearse lectures, demonstrations, and practical cooking sessions to improve my teaching abilities. (Ammato, 2023)

## Element 2 : Viva with tutor

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