

STUDENT LEARNING LOG

**Module: Managing Food & Beverage Operations
(BMIH6002)**

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TASK: REFLECTIVE LEARNING LOG.

Introduction

Crewe Hall Hotel and Spa in Cheshire delivers an upscale Food and Beverage service among its facilities. The establishment's restaurant provides breakfast, dinner, and lunch service to guests with varied dining options. The Food and Beverage department stands as a vital operational component of the hotel, which requires excellent guest service performance (Cousins et al., 2019). I experienced a 10-week placement monitoring supervisory functions in this hotel position because it provided essential knowledge about operating flow management alongside guest interaction and service quality maintenance.

Learning Objectives:

- Shadow a supervisory role to gain experience managing the Food and Beverage department.
- Develop work-based skills in guest service, task management, and team coordination.
- Reflect on the personal and vocational development achieved during the placement.

The reflective learning log uses Gibbs' Reflective Cycle to provide structure for my reflective analysis. The systematic reflective model of Gibbs' Reflective Cycle allows people to approach their experience analysis in an organised manner.



Figure 1: Gibbs reflective cycle

Source: (Adeani et al., 2020).

Section 1: Reflection on Experience and Personal Development

Description

I acted as an observer for the supervisory position in restaurant services and bar operations. My daily operational responsibilities at the workplace included overseeing service operations, staff coordination tasks, and fulfilling all guest requirements. One of my main duties was organising service preparations with the supervisor during busy times, such as breakfast and lunch.

Feelings

The strength I gained from watching the supervisor enabled me to feel more capable of handling smaller responsibilities. I was pleased when I handled various service tasks effectively, including helping guests with orders and working with kitchen staff during peak times.

Evaluation

The success of daily operations depended heavily on effective communication methods, so I noticed this fact. Excellent communication skills proved crucial because we processed multiple duties simultaneously. The front-of-house staff should dedicate additional efforts to enhance their

communication channels with the kitchen since it proved inefficient, specifically during busy times (Mun et al., 2021).

Analysis

My studies focused on effective communication and customer service, which contributed directly to my interaction capabilities with guests and colleagues. The knowledge I gained from those skills taught me the fundamental value of proactive behaviour and detailed focus when working to serve customers. Observing the supervisor equipped me with an essential understanding of effective delegation practices and task management protocols. Staff delegation under busy circumstances proved essential for the supervisor to achieve timely services while decreasing work-related stress (Goh et al., 2022).

Conclusion

The placement experience demonstrated the necessity for excellent communication and service delivery performance. Through practical work, I gained better knowledge about the detailed aspects of providing excellent guest service. My career goal remains focused on the hospitality industry because this experience confirmed my desire to master interpersonal competencies and management abilities.

Section 2: Critical Analysis of Work-Based Skills and Technical Knowledge

Description

The department introduced me to distinct workplace abilities that serve to provide excellent guest service. Task management, efficient communication with customers, and pressure-tested performance formed part of my learning experience. Team performance management and task prioritisation made a strong impression on me about the supervisor's abilities. Staff training also provided me with essential technical information about menus, food preparation methods, and the maintenance tasks for culinary equipment.

Feelings

Once I accumulated enough experience, the fast-paced environment no longer overwhelmed me, and I demonstrated increasing competence in my work. My competence grew through learning how to provide helpful answers to diners regarding menu offerings and dietary requirements. Several times, I had doubts about my skills with menus and managing specific visitor demands, in addition to preparing dishes and serving techniques.

Evaluation

Gaining new work-based skills, particularly in task management combined with teamwork, was crucial to fulfilling the hotel's guest service standards requirements. Mastering food menus and correct service procedures gives you the knowledge base to provide professional answers to any guest enquiries. While I saw areas I could improve in kitchen operations and managing challenging customers, there were skills I truly acquired, such as improved task management and teamwork abilities.

Analysis

My perspective shifted towards technical expertise because I learnt essential culinary knowledge, acquired the ability to match food with wine, and handled dietary needs. Enhancing the guest experience coupled with professional conduct at its peak serves as proof of excellence. The supervisor succeeded in assigning work duties while defending open communication between kitchen staff and serving staff since communication excellence remains vital for achieving operational efficiency during intense service times (Belyaeva et al., 2020).

Due to my evaluation of both work-based skills and technical aspects, I realised that a full understanding of menu details and kitchen system operations leads to better guest- need forecasts and superior service delivery. Understanding food and beverage operations allowed me to maintain confident relationships with customers and staff members (Chowdhury et al., 2022).

Conclusion

Technical knowledge, enhanced communication skills, and team management abilities have become essential for delivering effective, quality guest service. The work environment taught me that hospitality industry employees must maintain continuous learning coupled with training to respond to operational change.

Section 3: Reflection on Organisational Issues

Description

I faced staffing problems at the organisation between peak customer times at my placement. Occasionally, restaurant staff shortages lead to slower service delivery and negative impacts on customer satisfaction (Bayona-Saez et al., 2017). When multiple orders arrived simultaneously, the staff struggled to manage the higher customer demand since they lacked sufficient personnel.

Feelings

I felt nervous because I observed the dangerous atmosphere and rising tension among employees. When the supervisor rose to handle the situation, they swiftly set critical operations in motion, redistributing duties and controlling guest expectations. By taking control of the situation, the supervisor reduced some of the workload pressure.

Evaluation

The supervisor did well to control the scenario, but the insufficient number of staff members negatively impacted service quality. The service delay made guests rage for waiting past their expected time. The supervisor reduced the negative effects on guest satisfaction levels by taking control of the situation.

Analysis

To solve this problem, more effective staffing and scheduling methods should be used. Analysing past peak hours helps the management team create adequate staff schedules during busy times. Teaching different roles to employees would give teams versatility when handling high-demand periods (Bresciani, 2017).

Conclusion

The nursing staff shortage proved challenging, but learning how to communicate effectively and prioritise work tasks helped decrease the impact of these issues in our setting. The organisation can use proactive staff planning methods to schedule workers properly, resulting in better outcomes for future service quality (Long et al., 2018).

Conclusion and Action Plan

This placement experience offered me practical knowledge about how to apply work-based skills, particularly for task management, alongside communication approaches and technical competencies. High guest service requirements require efficient operations and effective teamwork, according to my experience with this placement. The process of addressing organisational challenges like workforce deficits needs immediate choices together with specific communication methods.

The upcoming period will include attempting to develop my communication abilities under stress and strengthen my operating knowledge of food services and beverages. My focus on staff management techniques, including task distribution and staff planning, will support the

improvement of operational efficiency (Chan et al., 2021). Training about handling challenging situations and guest complaints is among my upcoming goals to improve my complete guest service capabilities.

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