

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

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Introduction

This report will discuss the required different skill sets when an individual wants to work in a food and beverage company according to their services and places. Hence, customer loyalty and satisfaction are considered essential as there is needed to maintaining these elements in this industry. Further, the food and beverage places try to fulfil the expectations and needs of the customers (Sudari *et al.*, 2019). Further, this report will compare and contrast two places from food and beverage places to ensure the skills required in their company. Thus, my reflections and how that learning will be implied.

Skill set required in different food and beverage industry

Skills, both hard and soft, are essential in the food and beverage sector as it mainly deals with clients directly with the help of face-to-face interaction and requires skills which can enhance the business, such as Papa John's and McDonald's, which are international restaurants. Papa John's main element is pizza which is different from McDonald's. Hence, Papa John's gives new chances to learn and grow, but McDonald's needs more trained people who are told what to do directly. Papa John's provides training, or management mastery training and new product or program implementation to ease their work. For example, McDonald's uses production procedures in order to sustain competitive pricing. Further, McDonald's engages custom tools for high-speed food training. Also, McDonald's uses the autocratic style for managing its employees. Autocratic leadership is defined as dictated leadership where the leaders do not ask for

employees' opinions and do work according to their style. The company does regular training and educational workshops to create awareness for customer satisfaction. McDonald's requires high demands from their employees, such as inventory management, good customer skills, knowledge of food prep and cleanliness measures, information on how to use McDonald's POS systems, and communication (Rajawat *et al.*, 2020). Papa John's Pizza is another international brand focusing on communication and personality. Hence, this company asks for energetic applicants where the people have strong communication skills. Unlike McDonald's, the company asks for more soft skills than hard skills. Thus, other duties of employees include working in a clean environment, opening and closing stations and maintaining health and safety hazards. Further, both McDonald's and Papa John's Pizza focus on maintaining health and sanitation hazards as a massive requirement from their employees. Simply put, Papa John's Pizza has free leadership style, which is called as democratic style, which is also mentioned in the lecture (Papa John's Pizza, 2021).

Personal reflections

My reflections depend on my experience as a customer. My experience as a customer depends on food, pricing, and the quality of food served. If the pricing is high with the quality and taste of the food, the restaurant is worth determining and trying. Further, I keep an open eye when trying new restaurants as they sometimes need help to meet customer loyalty and expectations. Further, it is essential to determine for any business what customer wants and needs from them in terms of taste, quality and food. Mainly, customers expect distinguished food and genuine services from a restaurant. Diners desire exceptional and seamless ventures when the individuals dine out. I expect to make customers feel comfortable at a restaurant is proper. I have seen that when guest services is fully given to people, they maintain positive regard and customer loyalty towards that food and beverage place (Wu *et al.*, 2014).

Implications for future

For the future implication, my reflections as a customer will help me in this field and serve people accordingly. With the help of marketing, food and beverage expand and grow, which helps to attract and lure customers into trying their place further before even marketing comes the setting up of the whole place, such as from deciding on the land to determining the menu, which mainly runs the place. The conventional service-profit chain (SPC) states that a firm's

financial and monetary performance can be enhanced. With the help of a path uniting employee satisfaction, orientation, satisfaction, and loyalty. Hence, food and beverage place is challenging for the makers due to the hard work and efforts individuals must put in. Pricing is the main component in this industry as the newcomers have to see competitors and then determine their strategy to arrive in the new local or international market. Thus, portion control also is considered a primary component as it makes many restaurants successful. The new businesses know the quantity of each ingredient for each plate and never violate those boundaries. Studies have shown that diners often request the foremost item on the menu, hence the menu should be made accordingly (Ali & Aboelmaged, 2022).

Conclusion

This report concludes with future implications that is connected with my reflections as a customer. Hence, it compared two different businesses, including McDonald's and Papa John's Pizza, according to the skill set they acquire from their employees.

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