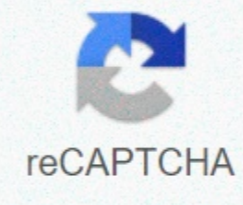




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Restaurant internship report essays

The hotel server plays a decisive role in customer satisfaction. From the simple café to the bar to the complete meal in the restaurant, his chores may be different depending on his assignment... Always with the aim of rendering a quality service. The server is in daily contact with international clients. This internship is therefore useful for developing its language levels. A restaurant internship would be the best way to start your career in the hospitality field. Kitchen internships are always a great way to learn how to work as a team and to organize yourself. Here are the various tasks a hotel server can perform: Prepare the room and the tables for the service. Provides a service of a quality. Help present the menus, daily specials, drinks etc... Take orders from customers. Serve and serve the dishes. Clear the tables if necessary. Checks and manages shares of raw materials. Optimize the supply chain if necessary, especially by signaling the products arriving from inventory. Respect the health and safety rules in force at the establishment. In a food and beverage internship, you will also increase your language skills, as you may be asked to use a foreign language while on duty. Internship in food and beverage Education A wide range of courses will allow you to do an internship employed abroad. Some hospitality professionals seek students with certain skills rather than training. So, you can integrate this kind of hotel, even if you're from a business school, engineering or university. As for luxury hotels, the deal is quite different. Indeed, they need people who have already been trained in good practices in the hotel sector. Thus, training in hospitality and/or catering CAP, BTS or university is needed to enter these prestigious institutions. You read a Free Preview pages 6 to 14 are not shown in this preview. Write a report on Work in Restaurant and Bar. The Empire tavern is a well-known bar and restaurant geographically located in the heart of the Auckland city in New Zealand. It is known for its garden bars and also one of the leading entertainment venues of Auckland. This building is an ideal place for different types of features. The restaurant was built in the year 1870 and it's a replica of fine Victorian architectural gem. Since the year 1870, the restaurant has been bought and sold by many owners and in the present it is owned by the Kiwi couple. A standard Operating Procedure (SOP) is a collective set of written instructions documented in the form of a routine so that it can be used by the employees to perform activities in a hotel. A SOP helps with keeping the quality and also the consistency of the performance, service and standards of a hotel (Kim et al., 2016). Designing a SOUP is an integral part of a booming as it assists the employees with specific work information to perform the duties properly. It is a necessity that all the new employees of the hotel or must be provided training on the SOP of the organisation. The term front of the house employees is referred to the employees of the hotel industry who are directly exposed to the customer, i.e. the employees who attend the customers directly are known as the front of the home employees. The areas of a restaurant or hotel where the front of the house saw employees at the entry, waiting room, bar, the dining room and the outdoor seating area. When considering Empire Tavern, the front of the home employee's remains involved in addressing the guest, serving the food and drink and helping them in various services. Since these workers engage in the direct interaction with the customers, their ways and performance significantly replicate the success of the organization. In the next project, the review of the Standard Operating Procedure for the new front of the home employees will be discussed at the Empire Tavern. This will help make difference in customer service and their satisfaction by recording the strengths and weakness of the SOP. In addition, a review of the SOP will also help to understand the impact on employees' trust and motivation. Therefore, with the help of the SOP, it can be determined whether and how will SOP bring about positive change in the service and help workers of the organization achieve sufficient knowledge to perform their roles to their most potential. The main objective of this project is that to review the Standard Operating Procedure of the organization that will help determine whether there are any discrepancies that can be corrected or new standards for the front of the home employees can be implemented to thrive. This research was done based on a method of descriptive research. This research method was planned in advance and it helped to use the information of the target population by analyzing their behaviour, attitude and opinion. The participants in this research were given the certainty that their personal information would be kept confidential in every possible way. The collection of data was carried out at the Empire Tavern and was carried out by Questionnaires, Interviews and Personal Observations. In this research, personal observation was one of the most important elements, because it helped to use the information in terms of the experiences. With the help of the personal experiences, the behavior of interviews and preparation of questionnaires was easily done. In this research, the conduct of interviews was carried out in detail by involving 5 employees of Empire Tavern. The interviews were given by the management-level staff, old employees and the new employees. The researcher acted as mediator floated and kept the interview on track to answer the questions of research. The researcher was able to gather sufficient information and in-detail in the formation by interviewing the different levels in hierarchy. In the individuals were asked about their experiences regarding the process and services of Empire Tavern, the environment of work and the services provided by it. In this research, the preparation of the questionnaire had the aim of answering the research question. It was short and would be easily understood by all the staffers of Empire Tavern. The questions were prepared using the collected information from the review of literature as well as observations. The respondents answered with research were re-raised to answer the questions according to their own will. The questionnaire consisted of the following questions: What is their current position at Empire Tavern? What department do they work in? For how many years do they work in Empire Tavern? How are they satisfied overall by working in Empire Tavern? What's the best thing about working in Empire Tavern? What is their overall work experience in Empire Tavern? How much are they satisfied to work in their assigned departments? What things get in achieving satisfaction in the job? How do their senior officials and executives treat them? What everything the department needs to do to make it a better place to work? To what extent would they recommend other individuals to work in Empire Tavern? This questionnaire was given to the staff of management level, old employees and the new employees and it will gather information about their views, as well as experiences of working in Empire Tavern. This will provide an overall view of the employees for the issue of research. In this research, the personal information of the participants will not be informed to anyone because it would be un-etic to disclose their information to any other individual. By observing the results of the questionnaires, interviews and personal observations, the researcher can conclude that the new fronthouse employees of Empire Tavern are not satisfied in relation to their work to much of some degree. They focused on some of the things that need to be change in the standard operating procedure (SOP) of Empire Tavern. The response from the Questionnaire, interviews and personal observations revealed that the employees do not have motivation and for this reason it is believed that the employees do not work in an efficient manner. That's why there's a need for an effective S.O.P for Empire Tavern, so the new front office employees can be motivated with it. According to Herb Kelleher- A motivated employee treats the customer well. If the customers are happy, they keep coming back and so the shareholders are pleased too. A well-trusted S.O.P states that all the standards are followed by the staff members and each employee follows the similar structure to perform their respective jobs (Astika & Rani Setyo Sari, 2013). This makes feasible for the employees to perform their work. It helps them to their skills and boosting their overall confidence (Bowie & Buttle, 2013). For the employees, it makes the job pleasant, without any stress. If the employees are happy, the customers will also be happy. If in case, the S.O.P is not reviewed on time, it could lead to misunderstanding among the staff members a can possess a detrimental effect on the organization. This leads to a negative influence on the trust of the new employees and will defeat the core goal of the organization (Morgan et al., 2015). The reliability of the customers or customer depends on certain minimum level of quality in the product or the service they get (Davis & Horney, 2015). An effective S.O.P can reduce the incidence of bugs or variations that occur often in a restaurant and bar as a majority of times the employees working in it use a temporary source of income until they don't find work off their core or interested fields (Mariana et al., 2015). As a result of this reason, the services provided by them are affected which ultimately leads to the loosening of faith and interest in respect of the services provided by the restaurant and bar. Using an effective SOP, a comparison can be made regarding the rendered services and the quality standards can also be measured in order to achieve the service of quality control (Tsaar et al., 2014). Motivating staff members is one of the most important tools for succeeding in each business. In the business of restaurants and bars, the staff motivated play an essential role because they communicate directly with the end consumers. Consequently, the well-trained and motivated staff members have an enormous impact on the success of a particular business (Mariana et al., 2015). An effective SOP provides the right to a service and also provides information about the organization and its performance. In order to build trust in the new staff members, it is necessary to provide the new employees with the correct information regarding the work, along with the rules and regulations of the organisation (Iomaire, 2015). If the new staff members will be provided with a proper knowledge regarding the work, then they will be very confident as well as motivated to perform their duties of work with their full potential (Jung & Yoon, 2014). A majority of the restaurants and bars involve small businesses. It's not easy for the small businesses to arrange an appropriate training procedure for the new staff members and they can't spend long for training (Even & Macpherson, 2014). The majority of the times the new staff members are asked to follow the existing staff members and observe the environment of work (Li et al., 2013). Due to the shortage of professional training, a bulk of the necessary information may not be provided to the new staff members (Li et al., 2013). From there, in an organization, a well-versed SOP can have all the information about the standards of service and the rules and regulations of the organizations to the members of the staff (Ivanovic & Collin, 2015). This will save a lot of time for training and will also provide better services in every possible way (Jung & Yoon, 2012). Expanding the SOE beyond the regulations of health serves the restaurant and bars well because it makes it clear how to perform a particular task, such as setting tables, taking reservations and tips for cash from the credit cards (Astika & Rani Setyo Sari, 2013). The SOP for bartenders may include following the practices of safe ministry to prevent the customers or customers who are intoxicated. The SOP for appearance and safety of the staff can include wearing shoes that are non-skid and resistant to fat so they can't slip and fall (Prayag & Hosany, 2015). A SOP has been achieved when fully, beneficial and accepted. It can take numerous weeks for the composition of written standards (Ivanovic & Collin, 2015). The staff members must be assigned to list the information that accurately reveals their daily activities (Nickson, 2013). The establishment of SOP in an organisation assists in the execution of employee performance reviews. The employees must be given a target level of output for each SOP in their job description (Boella & Goss-Turner, 2013). The main purpose of an SOP is to provide the individuals in depth directions, so that they can do so in a correct manner. At the same time, different SOPs may have different purposes (Kotas, 2014). Depending on the planned utilization at the time, an SOP may be presented or written in a different way to be more effective (Testa & Sipe, 2012). The SOPs that are part of a reference manual can include large amounts of descriptive details and even information regarding supportive backgrounds, so that the staff members can understand the meaning and its main steps (Jung & Yoon, 2014). When using the similar SOP in basic training, fewer details may be required. The amount of detail should be adjusted at the training level (Davis & Horney, 2015). For example, the new pupils may be overwhelmed by huge amount of details, so there's a need to provide them with the details they need to do their job in a correct manner (Bowie & Buttle, 2013). A well-written SOP can also be visually explained through a flow chart or annotated illustrations that make it easier for staff members to carry out their work in an efficient manner (Boella & Goss-Turner, 2013). They don't have to guess how the organization wants them to do the tasks, as they can follow a procedure or method that is made easy to reference and can be taken as a printout or read from the computer itself (Andrews, 2013). Through a standard practice takes the staff members pleasure in more inevitability in their work and can up their skills in terms of each task awarded they to elevate their overall performance (Van der Wagen & Goonetilleke, 2015). As the organization grows, management can make a decision to set up diverse locations in which the staff members will replicate the process of work in terms of the original location (Dhiman & Ghai, 2013). With the help of SOPs, it's easy to replicate the processes across the organizations. The staff members at each location can make use of the similar industry instruction manual to acknowledge the procedure of carrying out a standard procedure (Zikmund et al., 2013). The organizations can also track the effectiveness of all the sites based on the performance levels for all standard operating procedures (Nickson, 2013). The key issue identified in this SOUP review of new fronthouse employees from Empire Tavern is concerned about the lack of motivation and support among the staff members. Because of this issue they are unable to carry out their work efficiently and as a result, the overall performance of Empire Tavern is affected that is not expected at all by the owner and other management officials. The questionnaires, interviews and personal observations helped get the required information in terms of reviewing the SOUP of Empire Tavern. One of the important tools for succeeding in all the businesses is the motivation of the employees or staff members. In the business of bars and restaurants, the staff members who are highly motivated play an important role because they talk to the customers or consumers in a direct way (Gikutha, 2015). Consequently, both the well-trained and motivated employees or staff members have a huge impact on achieving a specific or specific business. An effective SOP provides the right to an employee as well as provides information about the organization and its performance (Morgan et al., 2015). To facilitate the building of trust in the new staff members, it is imperative to provide the new employees with the accurate information about working accompanied by the rules and regulations of the organization (Tsaar et al., 2014). If the new staffers will be provided with a correct knowledge regarding the work, they will be immensely confident, as well as motivated to perform their duties of the work with their full potential (Davis & Horney, 2015). A SOP is effective when inclusive, valuable and recognized. It may take several weeks for setting the written standards (Boella & Goss-Turner, 2013). The staff must be assigned for the listing of the information that correctly discloses their activities daily (Joppe & Li, 2014). The establishment of CDP in an organisation assists in the performance of performance reviews of the staff members. The employees must be given a target level of outputs for each SOP in their job description (Prayag & Hosany, 2015). When using the SOP in basic training may require fewer details. The amount of should be adjusted for the training level (Davis & Horney, 2015). For example, the new pupils may be overwhelmed by huge amount of details, so there's a need to provide them with the details they need to do their job in a correct manner (Bowie & Buttle, 2013). The main purpose of an SOP is to provide comprehensive directions to the individuals, so they can do their work in a correct manner. At the same time, different SOPs may have different purposes (Bowie & Buttle, 2013). Depending on the intended use at the time, an SOP may be presented or written in a different manner to be more effective (Jung & Yoon, 2012). The SOPs that are part of a reference manual can include large amounts of vivid details and even information regarding supportive backgrounds, so that the staff members can understand its importance along with its vast steps (Astika & Rani Setyo Sari, 2013). When using the similar SOP in basic training, smaller amount of details may be needed (Nickson, 2013). The amount of detail needs to be changed to the level of training. For example, the new pupils may be embattled by large amount of details, so there's a necessity to give them the details they need to do their job in an accurate manner (Li et al., 2013). From there, in an organization, a well-versed SOP can provide all the essential information about the standards of service along with the rules and regulations of the organizations to the employees or staff members (Tan & Netessine, 2014). This will save a lot of time for the process training and will also provide better services to the individuals in an efficient manner (Zikmund et al., 2013). In the end, it could be concluded that this investigation revealed the effectiveness of the SOUP of Empire Tavern. The methods of gathering information such as interviews, questionnaires and personal observations highlighted the biggest concern of the front office employees, who work in Empire Tavern. The existing SOP is not effective in providing motivation and support to the new front office staff members and due to this issue they cannot perform in an efficient manner and as a result the overall performance of Empire Tavern is affected. That's why there's a need for an effective S.O.P for Empire Tavern, so the new front office employees can be motivated with it. An efficacious S.O.P can reduce the incidence of errors or variations that occur often in a restaurant and bar as a majority of the times the employees who work in it can use the job a temporary source of income until they don't find work off their core or interested fields. As a result of this reason, the services provided by them are affected which ultimately lead to the loosening of and interest in respect of the services provided by the restaurant and bar. With the help of an effective SOP, a comparison can be made regarding the provided services and the standards can also be measured in order to achieve the service of quality control. Considering Empire Tavern, the front of the home employee's remains involved in addressing the gas, serving the food and drink and helping them in various services. Since these workers engage in the direct interaction with the customers, their ways and performance significantly replicate the success of the organization. Tightening the SOE beyond the health regulations serves the bars and restaurants well as making it clear how to perform a particular task, such as setting tables, taking reservations and tips for the cash from the credit cards. The SOP for bartenders can consist of the practices of safe ministry to prevent the customers or customers who are intoxicated. The SOP for appearance and safety of the staff can include wearing shoes that are non-skid and are resistant to fat so they can't slip and fall. Using an effective SOP, a comparison can be made in relation to the provided services and the standards of quality can also be measured to achieve the quality control service. Recommendations The results of the survey using questionnaire and interview as tools and review of the Standard Operating Procedure reflect the fact that the great convenience that exists in Empire Tavern, Auckland is that the employees lack the support and motivation. These two are the main components that can achieve employee retention and elevate the performance level of the employees who will ultimately have an impact on producing positive outcome from the business. The few recommendations that change can bring about throughout business are as follows: New employees will be more likely to excel in their situations and work in the organization if they feel they have the opportunity to progress the ladder. In order for the staff to motivate especially the front of the house staff, clear goals need to be set to help them achieve performance-related goals. Their works ranging from food service to registration should be appreciated. There must be a provision of guest cards that would have been received by the employees based on their performance level. Bonus provision based on the number of guest cards must be implemented. This will boost the Morales of the employees. Moreover, rewards and acknowledgements of the organization can bring about a change in the performance level of the employees. It is also recommended to develop an effective Standard Operating Procedure for the front of the home employees, especially since these employees communicate unrelentingly with the customers. There is understanding of the legal and regulatory requirements is essential for the business to run. One of the main determinants for the success of the Empire Tavern is the employment of skilled employees who can reduce time for training or else use of minimal time train the new employees to sharpen their skills and their Effective. Andrews, S. (2013). Hotel front office: a training manual. Tata McGraw-Hill Education. Astika, G., & Rani Setyo Sari, S. (2013). English Language Needs of Front Office Employees at Laras Asri Hotel (Doctoral Dissertation, Program Studi Pendidikan Bahasa Inggris FBS-UKSW). Boella, M., & Goss-Turner, S. (2013). 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