

Hospitality Management

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Introduction

This paper discusses the type of menu and different food and beverage production and service systems using in The Ritz London, a fine dining restaurant, and University of Nottingham cafeteria University of Nottingham cafeteria. The paper also discusses and compares implications for the staff of different systems and cost implication as well.

Discussion

Type of Menu in the Ritz London and University of Nottingham Cafeteria

A cafe menu is a vital arbitrator between the cafeteria and the clientele. At the most basic level, the menu of a cafe identifies the food and beverages available to the clients. University of Nottingham cafeteria sells light meals, snacks and a variety of beverages, including alcohol. The cafeteria offers its customers at least four different choices of fruit with leafy green salads and at least one salad dressing based on vinegar. It offers one steamed, baked, or grilled vegetable as well. Breakfast breads, desserts, and snacks are also the general type of menu in the cafeteria. (Wright et al., 2011)

The menu of The Ritz London is exceptional due to the availability of a variety of foods and beverages which are usually not available at cafeterias and the distinctive menu is available to be ordered and the quality and selection is the main focus of menu. Food portions are visually attracting with a huge emphasis on demonstration. The restaurant is tended to make everything, ranging from breakfast items to lunch and dinner. (Manning, 2013)

Food Production System

It is found that the conventional food production system is most common in cafeterias as well as in fine dining restaurants. Even though, is changing because of the current operating atmosphere. In this system, food items are gathered and food is prepared onsite, held either

heated or chilled, and served to the clients. For this system, food is bought all along the food processing range. As an instance, some ingredients may be acquired from none end and require complete preparation. Other ingredients may be purchased with some processing. The conventional food production system makes customers think of natural and homegrown food items, which people frequently compare with quality. In both the establishments, any menu item can be comprised on the menu as food is cooked and served quickly after production, which implies that most frequently freezing or reheating usually does not impact the food's quality. (Wang et al., 2013)

Food Service System

The Ritz London is a full service restaurant with dedicated meal varieties. This is very different from University of Nottingham cafeteria as it has smartly suited and booted waiting staff. The wait staff is typically highly skilled and trained and frequently wears more formal dress. There is a plenty of luxury ingredients. So, table service is the base of the restaurant. Food is cooked, served on individual plates and supplied to the customers. The opportunities of table service method are eye-catching presentation, well quality, and portion control. (Theritzlondon.com, 2014)

On the other hand, the University of Nottingham cafeteria is a type of food service location wherein there is a little staff table service. Rather than table service, it offers food-serving counters just like stalls, either in a line or letting random walking tracks. The required food is taken by customers as they walk along, placing it on a plate. Moreover, cafeteria has a station where customers place order for food and wait while it is arranged or cooked. (Nottingham.ac.uk, 2014)

Staff Implications

The difference between University of Nottingham cafeteria and The Ritz London is that the idea behind a cafe is to offer a light, casual atmosphere, sometimes outside, to sip on beverages and eat lunch or snacks, while the fine dining restaurant usually offers a variety of services, a formal atmosphere, and is designed around the idea of the 'meal', usually dinner.

As far as the staffs of these both establishments is concerned, there are some differences, such as staff salaries, training, etc. At the manager level, a manager's average salary at University of Nottingham cafeteria is £17,777 annually. On the other hand, a manager at the Ritz London earns an average salary of £28559.43 annually. The salaries for cafeteria cooks vary as per the employer and location of work. However, the median salary of cafeteria cooks per year is £13793.94. Jobs for a cafeteria worker are most prevalent among schools, hospitals, nursing care institutions, special food services and facilities for the aged people. The cooks who work for the government's federal executive branch gained the highest mean salary of £24788.05 per year. Within schools setting, they earn a much lower mean salary of £13745.66. With a fine dining restaurant, a cook earns an average £14,442 salary per year. In restaurants, waiting staff earn £6.00 on hourly basis, while in cafeteria they earn £5.00. However, usually a cafeteria does not have much waiting staff or less staff than the fine dining restaurant.

There are different methods that the University of Nottingham cafeteria uses to train their staff. However, it follows on-the-job method. It means an individual learn a job by actually doing it. Every staff member gets on-the-job training. The most common types of on-the-job training are coaching or understudy technique, job rotation, special task or assignment, lecture and programmed learning. It is found that, a cafeteria establishment maintains a random frequency of training to the workers, but some workers argue that the training is

organised on the annual basis. However, in restaurant, training is given frequently to maintain the restaurant to make customers feel exceptional experience. (Wright et al., 2011)

However, the Ritz London restaurant does not only use on-the-job training method, but also the off-the-job training method. It consists of a case study method, management game, and outside seminars. Case study is a development method wherein an employee is provided with a written account of an organisational problem to identify and fix. In management game, a team vie by making computerised decisions about realistic but simulated circumstances. With computerised management games, beginners are grouped into five to six person groups and each usually must decide many specific situations and the practice to get success. Most of the firms and education institutes offer web-based and conventional development seminars. They provide staff training on elementary financial skills, buying management, food production and service training, training about OHS concerns at the workplace, etc. (Manning, 2013)

Conclusion and Recommendation

The food and beverage operations are now continuing to enhance in terms of best quality and exceptional service. Professionalism is on the rise, through enhanced programmes of staff development and training. The menu and service quality is becoming the major distinguishing factor when customers prefer different sorts of establishments.

However, the paper has discussed The Ritz London and University of Nottingham cafeteria in terms of menu, staff, and food production and service systems. The training method of the Ritz London is fine and appropriate, but University of Nottingham cafeteria should be more concentrated on hygiene aspects though a large number of workers are trained on that concern. Basically, the establishment follows on-the-job training method for staff. The off-the-job training programs should also be integrated in a manner that enhances the employees'

efficiency. As far as the food & beverage production and service systems at both the establishments are concerned, they are appropriate, but need to be improve more in their systems.

References

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