

Study report of Restaurant manager
At Autumn leaf bistro Assagao- Goa
PROJECT REPORT



Submitted in partial fulfillment of the requirements for award of
INTEGRATED MBA-hospitality travel and tourism
Department of management studies
Goa university - taliegao - goa

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DECLARATION

I MASTER DATTARAJ ALIAS VAMAN VINAY N P SARDESSAI
OF GOA UNIVERSITY MBA

HEREBY DECLARE THAT I HAVE COMPLETED MY PROJECT
ON THE STUDY OF WORKING AS A RESTAURNT
MANAGER IN AUTUMN LEAF AND BISTRO. THE
INFORMATION SUBJECTED IS TRUE AND ORIGINL TO THE
BEST OF MY KNOWLEDGE

DATE:

PLACE:

(SIGNATURE OF THE STUDENT)

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Acknowledgement

This project report entitled is a culmination of 6 months (12th January to of 12th july 2022) and constant effort. I would like to take this opportunity to thank everybody who has helped make this project a reality.

I would like to thank, the owner Vishnu Reddy for allowing me to do my training at autumn leaf bistro . I also extend my gratitude to all the other Autumn leaf personnel and staff for giving me time off their schedule to interact with me.

I would also like to thank all the staff of Goa University- Department of Management Studies.

Abstract

F&B service is one of the most important departments in the hotel. The sector/industry specializes in the conceptualization, making, and delivery of food. Most F&B employees work in restaurants and bars, such as at hotels, resorts, and casinos. I got the opportunity to work as the Restaurant manager.

INTRODUCTION

Autumn Leaf Bistro was opened in december 2021 and is located in a beautiful village Assagao-Mapusa Goa. The bistro is spread across 1000sqmtr lush tropical landscape which is located in the up north of Goa. This location is ideal for touring the various attractions around Goa.

Autumn leaf is located 25km from Dabolim Airport, Goa and 18km from the Capital city of Panjim. The bistro has spectacular field view and relaxing environment. It is close to many activities such as boat tours , spice farms , kayaking ,Nightlife and famous Goa beaches .

RESTAURANT MISSION AND VISION STATEMENT

Mission statement

Autumn leaf will create memorable experience for its guests and colleagues to develop long term partnership

Vision statement

We care for people so that they can be their best and enjoy.

All for elements were happening in equal measures

- The cuisine
- The wine
- The service
- And the overall Ambience

It taught me that dining could happen at a spiritual level .



The entrance of Autumn Leaf

Rules followed at the Bistro

Grooming & Hygiene of staff: All employees have to present themselves in a neat and tidy manner constant with the physical environment they work in. All employees should wear Restuarant uniform on duty. Shower daily, brush our teeth regularly; keep hair free of lice, dandruff; do not chew gum, tobacco. Finally, we must wash our hands regularly and gargle after smoking .

Facilities for Staff at Autumn leaf bistro

- Uniform provision.
- Laundry for Uniforms.
- Meals on duty.



Facilities provided by autumn leaf

- 1) Free access to swimming pool
- 2) Happy hours
- 3) 20% discount on bill above 8000
- 4) Sunday brunch

Quality Policy

We at autumn leaf are committed

- . To provide our service to our customers to their complete satisfaction.
- . To give value for money spent by our guest.
- . To create & project a customer friendly & professional image.
- . To comply with quality management systems.
- . To periodically review established quality objectives.
- . To continuously improve and enhance effectiveness of quality management systems.

Restaurant Manager

A Restaurant Manager makes sure the restaurant runs smoothly. They hire and train staff following company policies. In addition, Restaurant Managers speak with customers about any concerns or problems, while also creating work schedules.

Restaurant Manager responsibilities include:

- Coordinating daily restaurant management operations
- Delivering superior food and beverage service and maximizing customer satisfaction
- Responding efficiently and accurately to restaurant customer complaints.

Responsibilities

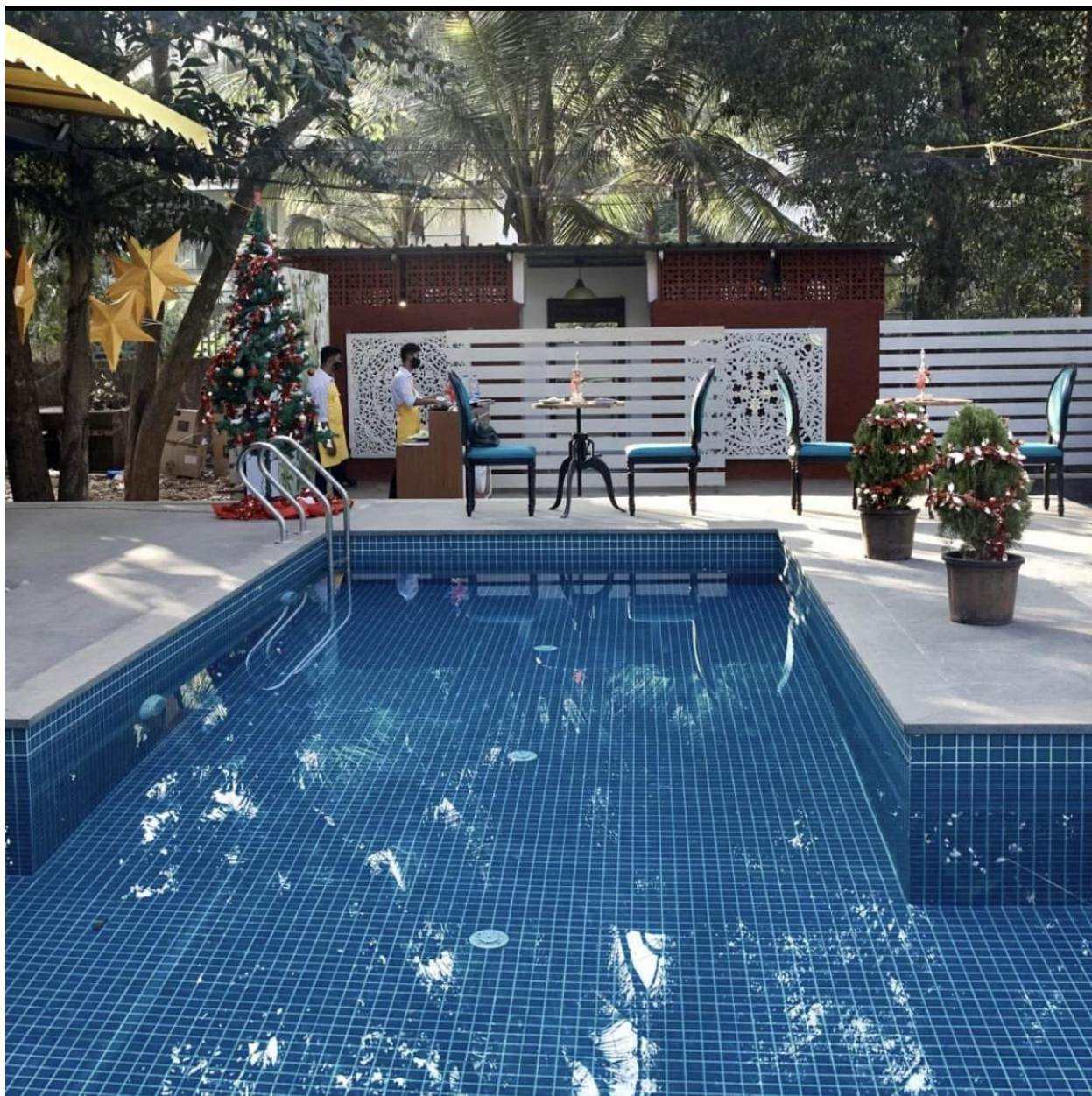
- Coordinate daily Front of the House and Back of the House restaurant operations
- Deliver superior service and maximize customer satisfaction
- Respond efficiently and accurately to customer complaints
- Regularly review product quality and research new vendors
- Organize and supervise shifts
- Appraise staff performance and provide feedback to improve productivity
- Estimate future needs for goods, kitchen utensils and cleaning products

- . Ensure compliance with sanitation and safety regulations
- . Manage restaurant's good image and suggest ways to improve it
- . Control operational costs and identify measures to cut waste
- . Create detailed reports on weekly, monthly and annual revenues and expenses
- . Promote the brand in the local community through word-of-mouth and restaurant events.









CONCLUSION

- My experience of working at Autumn leaf was a worth learning and adventuring something new. Training at Autumn leaf was use full to me. Their staff was very well mannered and friendly for and allowed with full opportunities to learn to know how to work in the industry
- Working at autumn leaf for 6 months got me confidence and changed my thinking point of views, I also learned working in team makes the work smoother and faster.
- In the beginning of my training I was very nervous as this was my first experience working as a restaurant manager but as time passed by I gained more interest.
- Hence, I can sum up by saying that my internship experience was a success to my

academic and professional experience. I thoroughly enjoyed the challenges that came along every single day. I could also bring some minor improvisations during my internship which were able to leave their marks. These lessons that I have learned will be a valuable one for my future endeavour as well.

SUGGESTION

the management of a hospitality business, every time you come into work you're making someone's day that little bit better. Your business is all about people. It's not about widgets or spreadsheets; it's about making people happy. In any workplace, there are always colleagues you don't get on with, and one or two who are a bit unfriendly, but the good news is that not many work in tourism sector, which is why the tourism industry contains some of the most vibrant, lively and fun people you'll ever meet.

THANK YOU

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