Advanced Week 2 Reflection 1

**Part I**

*1. Introduce yourself, your campus and your major. Describe your internship organization including name, industry segment, location, size of organization (example: number of employees, net profit, or units sold etc.), and clientele or audience served. Also, describe the work place environment or atmosphere in your own words. In this description, include your place in the organization, for example: what department are you placed in? To whom do you report? Provide illustrative examples to support statements.*

My name is GGGG and I am currently a senior studying Hotel & Lodging Management at the XXXX campus. For this internship, I am interning with Y Restaurant as an assistant of manager and front desk. We are 7 people in total. The restaurant located in Fall River, Massachusetts. Y Restaurant has both American Chinese food and traditional Chinese Sichuan cuisine, so the guests here are Americans who love Chinese food, as well as nearby Southeast Asian immigrants and students. I will introduce this popular Chinese restaurant and my internship following.

Although the Y is not a big restaurant, the cooperation between the employees and the manager’s work arrangements are very organized. All the employees have the pleasure of welcoming new and returning guests to enjoy the meals that are made fresh, daily, and with a lot of love. Most of the guests who want to dine in are Chinese and Cambodian, because many of the Y’ special dishes require unique heaters and container. Y cuisine also served some popular Chinese desserts such as bubble milk tea, red bean paste ball, coconut pudding, and taro sago. The restaurant provides dine in, delivery, and take out service, which gives the customers more convenient. However, the spread of the COVID 9, and the restaurant decided to only take out and pick up, which reduced the contact between employees and guests. The target market customers are the students near by, and people around here like spicy food. I like the restaurant culture, working with them at Y Restaurant, and I also enjoy my working life.

*2. Include a description of your tasks and responsibilities as well as your observations on the skills sets you have used so far and the day-to-day demands of your position. Provide illustrative examples to support statements.*

As an assistant of manager, I have a lot of tasks and responsibilities. I need to oversee waiters and cashiers, make sure operation runs smoothly. I should always communicate between front of house and back of house. I also need to maintain relationship with customers. First, I must arrive early before the restaurant opening, I need to ensure that every employee goes to work on time and supervises the waiters to complete the preparations before going to work. For example, when I saw that the soy sauce box in the takeaway area was almost gone, I had to reflect the situation to the packer and supervise him to fill the soy souse box package. Second, when I am working, I need to reflect the situation of the guests in front of the house to the chef and make sure there is no problem with the chef. For instance, when vegetarians ask for a fried rice without egg. I must indicate the guest’s request when placing the order and re-emphasize the problem with the chief. Third, when a complaint arises, I will appear in front of the guest at the first time to understand the situation, appease the guest and solve the problem. When the waiter make mistakes, I need to understand the situation and try to remedy and motivate him to continue working. For example, the waiter poured water on the guest and received a complaint from the guest. First, need to appease the guests and apologize to the guests with the waiter and promise a 10% discount. After solving the guest’s problem, I need to remind the waiter pay attention in the future. Finally, when the restaurant closed, I need to communicate with the manager about the restaurant situation, and the materials need to be filled in front of the house. I always settle the bill with the cash register to ensure the balance of payments every day. The most important thing is to arrange people to disinfect every day from our front desk to the dining table to the back kitchen. To ensure that we have good and safe working environment and to ensure that guests can trust us to continue order the food.

**Part II - SMART Goals Worksheet**

***Goals may focus on:***

* *Skill sets such as communication, collaboration, problem-solving, and/or professionalism*
* *Industry-specific skills sets*
* *Specific software or equipment*
* *Knowledge of systems or processes*

My future SMART GOAL #1:

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| Who: GGGG  --------------------------------------------------------------------------------  How: will have more communication with the chef and make sure that everything is good  -------------------------------------------------------------------------------  What: communication skills  -------------------------------------------------------------------------------  Where: Y Chinese Cuisine  -------------------------------------------------------------------------------  When: by the end of this internship  **Complete SMART Goal #1 Statement**:  I will master writing skills for press releases and social media captions online by the end of this internship  *Now, run your response through the SMART Goals Checklist:*   * *Is your goal* ***S****pecific? Is it* ***M****easurable? A specific goal should clearly state what you want to accomplish, why it is important, how you intend to accomplish the goal and how you will know when you have achieved it. Questions to ask yourself include - What exactly do I want to achieve? How can I achieve it? How will I know I achieved it? How will I measure progress? (How many? How much?)*   **My goal is very specific. I will ask the chef more details and make sure everything is good. Because it is very important to deal with the complaint from the customers.**   * *Is it* ***A****ttainable? An achievable goal should be realistic and include a plan that breaks your overall goal down into smaller, manageable steps that use the resources available to you within the timeline you have set. Questions to ask yourself include - Can this goal really happen? What action steps and/or resources will I need to take to achieve this? What obstacles might I face?*   **Yes, it is attainable. The more communication the better.**   * *Is it* ***R****ealistic? Questions to ask yourself include – Do you have the basic knowledge and skills to reach this goal? How does the goal align with your future career plans?*   ***It is realistic, I have knowledge to reach this goal.***   * *Is it* ***T****ime bound? Everybody knows that deadlines are what makes most people switch to action. So set deadlines and go after them, but keep the timeline realistic and flexible. Question to ask yourself – What is the specific timeline/deadline for my goals?*   **Yes. I am in the process of the goal. I will achieve this goal at the end of this internship.** |

My future SMART GOAL #2:

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| Who: GGGG  --------------------------------------------------------------------------------  How: will successful finish  -------------------------------------------------------------------------------  What: more emphasis on teamwork  -------------------------------------------------------------------------------  Where: Y Chinese Cuisine  -------------------------------------------------------------------------------  When: By the end of this internship  **Complete SMART Goal #1 Statement**:  I will successfully finish updating my portfolio on my personal website by the end of this internship.  *Now, run your response through the SMART Goals Checklist:*   * *Is your goal* ***S****pecific? Is it* ***M****easurable? A specific goal should clearly state what you want to accomplish, why it is important, how you intend to accomplish the goal and how you will know when you have achieved it. Questions to ask yourself include - What exactly do I want to achieve? How can I achieve it? How will I know I achieved it? How will I measure progress? (How many? How much?)*   **Yes, my goal is specific, I want to develop ability to exert team spirit, complement each other to achieve the maximum efficiency of the team**   * *Is it* ***A****ttainable? An achievable goal should be realistic and include a plan that breaks your overall goal down into smaller, manageable steps that use the resources available to you within the timeline you have set. Questions to ask yourself include - Can this goal really happen? What action steps and/or resources will I need to take to achieve this? What obstacles might I face?*   **Yes, it is attainable, because I will hear more information and advice from the team members, I spend time communicating with my colleagues every day to realize my goal.**   * *Is it* ***R****ealistic? Questions to ask yourself include – Do you have the basic knowledge and skills to reach this goal? How does the goal align with your future career plans?*   **It is realistic, because most f them are very friendly and ambition. And the manager always encourages us carry forward the team spirit. Shrink the shortcomings, magnify the advantages, and put the interests of restaurant first.**   * *Is it* ***T****ime bound? Everybody knows that deadlines are what makes most people switch to action. So set deadlines and go after them, but keep the timeline realistic and flexible. Question to ask yourself – What is the specific timeline/deadline for my goals?*   **Yes, my goal is to complete this by the end of internship.** |