

01. Staff Roles and Professionalism

This section explains the staff roles and level of professionalism observed during the hotel visit to Araliya Red, Nuwara Eliya. The observations were based on real experiences gained during the visit, with special attention given to kitchen staff roles, restaurant service staff roles, and the overall kitchen setup and operations.

a) Kitchen Staff Roles and Kitchen Details

During the hotel visit, we were given permission to observe the kitchen area. The kitchen was well-structured and divided into different sections such as food preparation, cooking, plating, and cleaning. This separation helped the staff to work efficiently and maintain hygiene standards.

The executive chef was responsible for supervising the entire kitchen operation. Senior chefs managed different cooking sections and ensured that food quality and taste were maintained. Other chefs assisted senior chefs by preparing ingredients, washing vegetables, cutting meat, and arranging items required for cooking. Kitchen helpers were responsible for cleaning utensils, maintaining cleanliness, and supporting chefs during busy hours.

The kitchen staff followed proper hygiene and safety practices. All staff wore clean uniforms, hair nets, gloves, and safety shoes. Handwashing stations were available, and cleanliness was maintained throughout the kitchen. Proper storage methods were used for raw materials and cooked food to avoid contamination. Communication among kitchen staff was effective, and teamwork was clearly visible, especially during meal preparation times.

b) Restaurant Service Staff Roles

The restaurant service staff played an important role in providing quality service to guests. The restaurant Manager supervised daily operations and ensured that service standards were followed. Captains or supervisors guided the service staff and handled guest concerns when necessary.

Waiters and waitresses welcomed guests warmly, guided them to tables, and presented the menu. They took food and beverage orders accurately and served meals in a timely manner. The service staff had good knowledge of the menu and were able to explain food items to guests when asked. They maintained polite behavior and professional communication throughout the service period/

During busy hours, the service staff worked as a team to manage guest flow and maintain service quality. Coordination between the kitchen and restaurant staff was strong, which helped to reduce delays and improve guest satisfaction.

c) Grooming Standards, Professionalism, and Teamwork

The grooming standards of staff at Araliya Red were maintained. All staff members wore clean and properly ironed uniforms, name tags, and appropriate footwear. Personal hygiene was clearly given importance, and staff members appeared neat and well-presented.

Professional behavior was observed in all departments. Staff communicated politely with guests and colleagues and handled their responsibilities efficiently. Teamwork was one of the key strengths observed during the visit. Staff members supported each other, shared tasks, and worked together to ensure smooth hotel operations. This strong teamwork contributed to positive working environment and high service standards.