**HOPE TECHNICAL INSTITUTE**

**P.O.BOX 26366 MPIGI-NAKIREBE**

**ON**

**OPERATING A RESTAURANT**

***BY***

**NANYONJO SHAMIM GRACE**

**Where is the picture**

**Center your cover page**

**REG: UBT299/2023/M/C/M/174**

**YEAR: NC YEAR TWO**

**DURATION:**

SUBMITTED TO UBTEB FOR A PARTIAL FULFILLMENT FOR THE AWARD OF A NATIONAL CERTIFICATE IN CATERING AND HOTEL MANAGEMENT.

Your cover page is not in order,please do the need full. **STATEMENT**

The need to pursue a National Certificate in Institutional Catering and Hotel management motivated me to develop an idea which later I started as my project in Operation a restaurant as a Waitress. This project was a need in my school and surrounding community.

**DECLARATION**

I, Nanyonjo Shamim Grace, declare that I have carried out this real-life project and the content or information given in this report is my original work and has never been submitted to any Institute.

And therefore, it is presented as a partial fulfillment of a National Certificate in Institutional Catering and Hotel management at Hope Technical Institute.

NAME: ………………………...

SIGN: …………………………...

DATE: …………………………...

**APPROVAL**

This is to satisfy that this report has all the information that is needed with the true records of what was done by Nanyonjo Shamim Grace during the real-life project**.**

**EXTERNAL SUPERVISOR**

NAME: ……………………

SIGN: …………………......

DATE: ………………......

**INTERNAL SUPERVISOR**

NAME: …………………………

SIGN: ………………………….

DATE: …………………………...

**Table of Contents**

[DECLARATION 2](#_1fob9te)

[APPROVAL 3](#_gjdgxs)

[DEDICATION 5](#_30j0zll)

[CHAPTER ONE 7](#_3znysh7)

[INTRODUCTION 7](#_2et92p0)

[BACKGROUND OF THE REPORT 8](#_tyjcwt)

[OBJECTIVES AND AIMS FOR THE PROJECT 9](#_3dy6vkm)

[PROJECT STATEMENT 10](#_1t3h5sf)

[SIGNIFICANCE OF THE PROJECT 11](#_4d34og8)

[WORK PLAN SCHEDULE 12](#_2s8eyo1)

[CHAPTER TWO 13](#_17dp8vu)

[METHODOLOGY 13](#_3rdcrjn)

[PICTURES 14](#_26in1rg)

[CHAPTER THREE 18](#_lnxbz9)

[BUDGETS 18](#_35nkun2)

[ESTIMATED BUDGET 18](#_1ksv4uv)

[ACTUAL BUDGET 18](#_44sinio)

[TOOLS AND EQUIPMENTS 19](#_2jxsxqh)

[CHAPTER FOUR 20](#_z337ya)

[LIMITATIONS 20](#_3j2qqm3)

[RECOMMENDATION 21](#_1y810tw)

[FUNDING BODY 22](#_4i7ojhp)

[CONCLUSION 23](#_2xcytpi)

# **DEDICATION**

This piece of work is wholeheartedly dedicated to my beloved Watoto family, teacher and friends for their support and guidance. They have always provided me with everything needed for my project to take place.

May God bless you in abundance. **ACKNOWLEDGEMENT.**

First and foremost, I extend my praise to the Lord almighty who has provided and for His enablement and grace.

With gratitude I am grateful for having compiled this report as a result of involvement of various brains at all levels.

I also thank the Institute for the support towards my studies thus helping me to enrich my academics and act as an eye opener towards my skills and potential.

Lastly, I thank all those who have helped me financially. Thank you very much, may God bless you.

# **CHAPTER ONE**

# **INTRODUCTION**

This real-life project is a module that enables me on how to operate a restaurant and servicing a guest.

It involves finding and offering solutions to the existing challenges and therefore, this report is for development of the real-life project.

It is an opportunity for a student to relate class work with real life in the world of marketing and sales.

# **BACKGROUND OF THE REPORT**

I Nanyonjo Shamim Grace pursuing a National Certificate acknowledge.... carry out this real-life project as a waitress. Due to the need to check on my ability when it comes to real life.

Before starting up this project a survey was done to ascertain what was missing in the nearby restaurants that offered services to both the students and the neighborhood at large especially when it comes to foods and beverages service.

I also discovered that there was scarcity of trained staff being employed to operate restaurants near the community. And besides, the student community was not given quality services.

The project is located at Nakirebe Mpigi and my clients are the neighborhood around the institute and students at the institute.

The high rate of poor service offered to the neighborhood, youths and students at the compass gave me the zeal to start up something which was operating a restaurant.

# **OBJECTIVES AND AIMS FOR THE PROJECT**

The project of operating a restaurant is to help students or learners attain better practical skills.

It was done in order to reduce the rate of unskilled staff whereby the community are over falling sick due to poor services.

It helps in getting knowledge on business ideas and skills for example how to start up a business and how to run a business.

To expose me to the new working environment.

To acquire skills in sales ability, marketing and customer care.

To overcome insufficiency of good services offered to back to school children and at compasses since the canteens have few disinfectants sold daily compared to the number of students at the institute.

To help open people’s minds on practical skills and learning to make us job makers or creators rather than job seekers in the country.

# **PROJECT STATEMENT**

This project was done/written to provide necessary materials and objectives of practical approach towards learning.

The main emphasis of the project is to help a child or student attain his/her scientific knowledge, critical analysis and thinking whereby he/she knows how to handle the outside world far away from the school.

This project was also done to help a student attain different approaches to solve certain problems in their community.

The project of starting up a restaurant was started due to scarcity of good services offered at the institute and the surrounding community. Project statement should appear after the background.

# 

# **SIGNIFICANCE OF THE PROJECT**

This project will reduce the rate of low food and beverage services offered in the school.

It will encourage students to startup businesses in future.

This project also became a source of income to me as a person and as a student.

This project will create a link between the nearby restaurants and the Institute since some will buy the idea.

# **WORK PLAN SCHEDULE**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | 11:00-11:30am | BREAK | 11:30-12:00pm | LUNCH | 12:00-2:30pm |
| MON |  |  |  |  | Preparation of the restaurant |
| TUES |  |  | Preparation of the restaurant |  | Welcoming guests |
| THURS | Sitting them down |  | Giving them the menu and taking their orders |  | Delivering their orders and clearing |
| FRI |  |  |  |  | Shopping  materials |
| SAT | Cleaning the restaurant |  | Setting cutlery and sitting guests |  | Attending to my guests |
| SUN | Getting reservation |  | Confirming bookings |  | Allocating guests to the reserved places |

**This work plan is wrong**

# **CHAPTER TWO**

# **METHODOLOGY**

**ITEM:** OPERATING A RESTAURANT

**PLANNING AND BUDGETING**

I first planned on what items to use for operating a restaurant at the institute Based on a survey that was done and I realized that there was no restaurant Operating at **institute.**

**PURCHASING**

I went and purchased everything I needed for my restaurant to operate.

|  |  |
| --- | --- |
| Ingredients | Measurements |
| Water | 2litres |
| Cowpeas | ½ kg |
| Carrots | 1-2 pieces |
| Salt | 5pinches |
| Potatoes | 2kg |

**PREPARATION**

**I operated my reastuarnt as follows;**

**Setting up my restaurant, place menus and carrying out misen place.**

# **After setting up a restaurant, welcomed guest to my restaurant.**

# **I sat them down and offered both the drinks and food menus.**

# **After a while, I later took their orders and brought in their food and Beverage as they had ordered.**

# **I cleared the table and crumbled down. I later offered them their bill and provided them with their Change.**

# **PICTURES**

**Where are the pictures**

**CHAPTER THREE**

# **BUDGETS**

At first, I calculated and estimated a budget because I didn’t know the actual price of the items.

# **ESTIMATED BUDGET**

|  |  |  |
| --- | --- | --- |
| ITEM | QUANTITY | PER UNIT COST |
| Onions | 1-2 bulbs | 8,000sh |
| Water | 2liter | 3,000sh |
| Cowpeas | ½ kg | 8,0000sh |
| Carrots | 1-2 pieces | 3,000sh |
| Salt | 5pinches | 8,000sh |
| Potatoes | 2kg |  |
|  | TOTAL |  |

In the end when I purchased the above, I found out that the items had different costs as follows;

# **ACTUAL BUDGET**

|  |  |  |
| --- | --- | --- |
| ITEM | QUANTITY | PER UNIT COST |
| Potatoes | 2kg | 8,500sh |
| Salt | 5 punches | 4,000sh |
| Carrots | 1-2 pieces | 10,000sh |
| Cowpeas | ½ kg | 8,000sh |
| Water | 2 liters | 14,000sh |
| Onions | 1-2 bulbs |  |
|  | TOTAL |  |

# 

# **TOOLS AND EQUIPMENTS**

I used the following tools and equipment when making my disinfectant.

1. CUTLERY.

They are used for eating a portion of food as presented by the guest.

1. AN PRONE.

Is used by the waitress or waiter when serving food so that when serving food, it doesn’t spill on them.

1. BILL BOOK AD A PEN.

I used to make checks(pen) and handle guests money (bill book) when he or she has paid.

1. TABLE LINE AND CHAIR COVERS.

These are used for covering the table and chairs.

1. MENU CARDS.

They are presented to guested indicating the types of food courses offered and the prices.

# 

# **CHAPTER FOUR**

# **LIMITATIONS**

I faced a problem of debts from students who don't pay.

At times, I found out that people (students and teachers) already had what to eat.

I faced a challenge in competition especially with other restaurants around the student community but the surrounding community.

**WAY FORWARD**

I decided to be more focused on ordering with cash so that I overcome losses.

I ended up making my services more unique when attending to people (students and teachers) and the neighboring community.

For the challenge of competition, I changed my service time to breakfast, lunch and supper.

# 

# **RECOMMENDATION**

I recommend that the school should come up with more ways of fighting poor food and beverage services among the students and surrounding community.

I also recommend that the school should provide me with enough room so that I can store my products.

# **FUNDING BODY**

Watoto Child Care Ministries through Hope Technical Institute was able to provide me with the starting capital and I was able to buy the ingredients and materials to be used.

# **CONCLUSION**

This project of waitressing has given me enough learning experience and now I can start up my own business of waitressing.

I learnt how to handle losses and problems that may occur in any business.

This project /business has also taught me how to be productive to my school and community at large.

MAKE THE CORRECTIONS AND ARRANGE YOUR WORK WELL..

INCLUDE FIGURES IN YOUR CHAPTERS.