

FOOD SERVICE TRAINING IN HOSPITALITY INDUSTRY: SOME NEGATIVE PROFESSIONAL PROSPECTS

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Currently, a distinct significance of accessibility and quality has been the major tendency clearly observed in both the developed and the developing countries of the world. The opportunity to provide more services that are mobile and to enlarge the variety and availability of choices has led to the sustained advance in preference for food services.

History teaches us that unique aspects of catering were widely practiced in ancient Egypt and parts of Greece. The Egyptians relied on slaves to provide food services. The Greeks and the Romans were among the earliest people to give catering a commercial touch. They provided unique services that attracted soldiers, individuals, and groups [1].

The continuing alteration of catering into the practice as we know it today began in Roman times. The clients were mainly Roman soldiers, monasteries, and pilgrims. The services continued to transform in both quality and nature of service from the middle ages. Eating and drinking took place in the hostels, inns, and motels. Now we are in a period of considerable change in the food service industry.

The food service industry refers to any company or business essential to the preparation and distribution of food products outside of the home. Components of this industry include food service distributors, counter and table servers, and food service providers. All of these companies and staff are dedicated to making food products or serving these products to customers [2].

The food service industry consists of the preparation, transportation, and serving of food or beverage to customers. Given the wide variety of options available to customers when it comes to food, this sector has become one of the most successful. With options ranging from something as simple as a hotel breakfast bar to the venues such as a five-star restaurant, there is no shortage of opportunities in this sector. Examples of some of the most common food service businesses include restaurants, cafeterias, catering companies, cafes, fast food restaurants, pubs, third-party delivery services.

These days, businesses have to do more with fewer resources. They have less time, money and resources to achieve their targets and getting additional funding for initiatives is proving difficult – you need to justify the savings it could bring, along with getting a decision-maker on your side. Starting the year on the brink of another recession and continued inflated food and labour costs, some of the food and beverage trends will likely rise to navigate these challenges [3].

Despite the great attention being paid to numerous aspects of hospitality industry [5;

6; 7; 8; 9; 10], there is a necessity to focus on some adverse perspectives of food service, thus becoming the purpose of the study.

Due to the comparative analysis of the internet resources [2; 3; 4], the main negative prospects for food service in hospitality industry that should be considered in training the staff appear to be as follows.

Post-pandemic recession of the industry. Most data and collected insights from around the world in the wake of the COVID-19 pandemic found that relative levels of food waste would, on average, rise by fifty percent during the first month of reopening. The pandemic has dealt an unavoidable blow to the foodservice industry. The majority of the companies have faced sharp declines in customer numbers and ruptured supply chains, needing much time and changed approaches for surpassing these negative effects.

Hospitality labour shortages. The pandemic appears to have brought greater unhappiness at work for hospitality employees. Forty-five percent of those who remained in the industry reported lower job satisfaction, some were unsatisfied prior to the pandemic, and only nine percent reported higher satisfaction. Not all former employees left because they were drawn to other opportunities, some were unemployed. Among those that moved to a new industry, some switched to an in-person office job while others found a work-from-home job. Former employees cited poor treatment by their employer during the pandemic, low pay or lack of benefits and lack of work-life balance as key reasons; fewer than three percent claimed it was because they did not want to return to in-person work.

Climate change impact on the food service industry. It is also clear that a return to the previously used ways of serving is no longer an option. Consumers are demanding action when it comes to climate change. With less than ten years to halve our global emissions, we simply do not have time to waste in order to create a more sustainable future. The green rebuild is here, being encouraged by the recent commitments to achieve net zero targets. Leaders and other businesses from the sector have all set public science-based targets to reduce greenhouse gas emissions. These are strong foundations to build upon for reducing the possible disadvantages in the industry.

To conclude, the food service industry has many facets. There are many different food products, establishments, manufacturers and service providers. Some providers specialize in specific products, while others provide a wide range of food choices. These companies deliver the products directly to the food establishments and other venues at prearranged times. The types of food products made depend upon the local culture. Spending, purchasing, and product use is usually tracked by companies to uncover current trends, predict what will be popular in the future, and what may have some negative prospects in order to consider them in staff training to provide the most efficient food service to the customers.

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