

The managerial role in successful business

[Business](#), [Strategy](#)



Peter Drucker states that, " Management is doing things right; leadership is doing the right things". Therefore, in achieving success in business always starts from a good management and with this we could say that managers play the most prominent role. The company that I have chosen to conduct a research is The Manhattan Fish Market and which is located at Sunway Pyramid. On 19th September 2018, I made an appointment to meet the Manager on duty, Nur Atiqah to know managerial role in detail.

Henri Fayol's principles are widely used in management of The Manhattan Fish Market. One of the golden rules used is scalar chain. Scalar chain shows the varies from ultimate authority to the lowest levels in successive ranks in the organization. The restaurant manager is ranked the highest in the hierarchy as their coordinate and oversee the performance of the staffs followed by, the Assistant Manager one and two respectively who make certain that day to day activities run smoothly. In the third rank supervisor one and two are placed who ensure the orders reaches the customers on time. Service crew are placed in the lowest rank in hierarchy and their duty is to serve the guests.

Laconically by applying the principle, the message can pass from the top to the bottom of an organization. The next principle that brought to use is remuneration. Remuneration is wage that the workers deserve to be paid for their services. In The Manhattan Fish Market the staffs that work for full time are paid RM 1300 each excluding the overtime meanwhile the part time workers are paid hourly which is RM 6 per hour. In addition, the staffs able to earn up to RM 25, 000 depending on their contribution.

Discipline seems to be an important aspect that the store look up to. This can be clearly seen in the store as each staff follows basic personal hygiene and grooming which is essential in food and beverage industry (F&B). For instance, the staffs are equipped with proper clothing such as aprons and other outer garments to avoid any kind of contamination consequence of the training procedure given by the managers to the newbies. Finally if we take a look into stability of tenure of personnel. The outlet is more focused on part time student as a replacement to fill vacancies. For example the outlet made a contract with some colleges Weber's bureaucracy. Division of labor is applied in the management because it breaks down the jobs into simple and specialized job. In the store, it is divided into two groups which is front of house (FOH) and back of house (BOH). FOH duty is to attend customers, take orders and deliver food to the customers. Example of staffs that falls under FOH are waiters, bartenders, food runner and cashiers. Whereas for BOH is the staffs that works in the kitchen and this includes the chef, dishwashers and prep cooks. Former rules and regulations which consists of rules and standard operation procedure. The significant rules that are followed by the store is " 10 steps service". To give you an idea, starting from the greeting by the MBA and the waiter takes order from the customer and followed by buzzing table once the customer finish eating.

Finally, formal selection. Formal selection is about how the staffs are hired according to the technical qualification. Importance is given to the staffs that have more experience in (F&B) industry and the minimum qualification that is needed is a pass in Sijil Pelajaran Malaysia (SPM).