

Internship Report

On

Food and Beverage Service Process of Hilton Sanya

Yalong Bay Resort & Spa(China)

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Prepared by

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Submission Date: December 2024

Letter of Transmittal

Mr. Siddiquir Rahman
Assistant Professor & Head
Department of Tourism and Hospitality Management
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Daffodil International University

Subject: Submission of Internship Report on - Food and Beverage Service Process of Hilton Sanya Yalong Bay Resort & Spa(China)

Dear Sir,

I am writing to submit my internship report entitled “Food and Beverage Service of Hilton Sanya Yalong Bay Resort & Spa” as a requirement for the completion of my Bachelor’s program.

During my internship, which started on 28th December to End 31st October I was able to gain experience and actively participated in operations management, Team management, and customer service.

This report showcases my learning journey and will serve as the groundwork for my future and professional pursuits. I am grateful for this opportunity to learn and contribute in a supportive work environment.

Kindly find the attached report for your review and discretion. Thank you for guiding me through this insightful journey and consideration. I believe that the contents of this report will fulfil the program requirements to meet your standards and expectations.

Sincerely,



Najmun Naher Ratri
ID: 201-43-458
Program: Bachelor of Tourism and Hospitality Management

Certificate of Approval

This is to certify that Najmun Naher Ratri, with ID 201-43-458, has completed the requirements of her internship at Hilton Sanya Yalong Bay Resort and Spa as an intern within the Food and Beverage Service Department. Under my supervision, she has effectively prepared and submitted her internship report titled "Food and Beverage Service Process at Hilton Sanya Yalong Bay Resort and Spa."(China)

Throughout the internship and the preparation of her report, Najmun Naher Ratri has demonstrated exceptional dedication, punctuality, and professionalism. Her commitment to learning and ability to perform her responsibilities diligently have been commendable.

I have personally reviewed this report and affirm that it meets the academic standards and requirements of the Bachelor of Tourism and Hospitality Management (BTHM) program.

I wish her my warmest regards for a prosperous future.

Supervisor Information:

Mr.Siddiqur Rahman

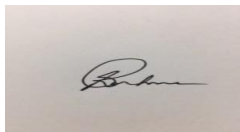
Assistant Professor & Head

Department of Tourism And Hospitality Management

Faculty of Business And Entrepreneurship

Daffodil International University

Date: __December_2024__



Supervisor's Signature: _____

Executive Summary

This report provides an in-depth account of my internship experience in the Food and Beverage Service Department at Hilton Sanya Yalong Bay Resort and Spa. It covers the tasks I performed, the skills I developed, and the challenges I encountered.

The report begins with an introduction to Hilton Sanya Yalong Bay Resort and Spa, a luxurious hotel renowned for its world-class service, accommodations, and dining experiences. The Food and Beverage Department plays a crucial role in ensuring that guests enjoy services during their stay.

Throughout my internship, I was involved in a variety of tasks, including setting up tables for breakfast and dinner buffets, managing pantry operations, and assisting with guest services. I learned the significance of attention to detail. In addition, I was responsible for managing a section during busy buffet services, where I learned to handle high volumes of guests while maintaining excellent service standards.

One of the most challenging yet rewarding aspects of my internship was assisting with the outdoor beach BBQ buffet. This required careful planning and preparation, especially considering the weather conditions and the large number of guests served, which taught me how to work efficiently under pressure.

Guest interaction was another key part of my role. I greeted guests with a friendly smile, offered assistance when needed, and ensured that their dining experience was enjoyable. By handling guest requests promptly and professionally, I received positive feedback.

This report highlights the lessons I learned in customer service, teamwork, and time management. It also discusses the skills I gained in organizing buffet services, cleaning and maintaining dining areas, and handling outdoor events.

In conclusion, this internship has grown me both personally and professionally, and the skills I acquired during this time will be beneficial in my hospitality career.

Table of Contents

Internship Report.....	I
Letter of Transmittal.....	II
Certificate of Approval.....	III
Executive Summary.....	IV
Table of Contents.....	1
Chapter 1: Introduction.....	2
1.1 Introduction.....	3
1.2 Background.....	3
1.3 Scope of the Study.....	3
1.4 Objectives of the study.....	4
1.5 Methodology.....	4
1.6 Limitations of the Study.....	4
Chapter 2 Company Profile.....	6
2.1 Company Profile.....	6
2.2 Mission Statement.....	6
2.3 Vision Statement.....	6
2.4 Company Overview.....	7
2.5 Organizational Structure.....	7
Table 01 Organizational chart.....	7
Chapter 3 Analysis.....	8
3.0 Introduction.....	8
Table 02 Analysis.....	8
3.1 Demand Forecasting Process.....	8
Table 03 Demand forecasting process.....	9
3.2 Indoor Buffet Preparations.....	9
Table 04 Indoor preparations.....	10
3.2.1 Breakfast.....	10
3.2.2 Dinner.....	10
3.2.3 Indoor service task.....	11
Table 05 Sequence of service.....	12
3.3 Outdoor buffet preparation.....	16
Table 06 Outdoor Preparations.....	16
3.3.1 Outdoor set up.....	16
3.3.2 Handling logistics.....	17
3.3.3 Outdoor service task.....	17
3.4 Service process management.....	18

3.5 Closing preparation.....	19
3.6 Cleaning and maintenance.....	20
Chapter 4 Major Findings.....	22
4.1 Major Findings.....	22
4.2 Problems.....	24
Table 07 Problems & Solutions.....	24
4.2.1 Indoor.....	24
4.2.2 Outdoor.....	25
4.3 Recommended Solutions.....	26
4.3.1 Indoor.....	26
4.3.2 Outdoor.....	26
Chapter 5 Conclusion.....	28
Chapter 6 References.....	29

Chapter 1: Introduction

1.1 Introduction

Hilton Sanya Yalong Bay Resort and Spa, located in the beautiful Sanya, China, is a luxurious 5-star resort known for its breathtaking views, excellent service, and world-class amenities. The resort offers a variety of dining options, catering to both local and international guests. As part of Hilton's global portfolio, the resort aims to provide top-notch food and beverage services, ensuring a memorable dining experience for every guest. This study focuses on the Food & Beverage (F&B) services at Hilton Sanya Yalong Bay Resort and Spa, aiming to explore the various aspects of service quality, operational efficiency, and customer satisfaction. By examining the current F&B services and identifying potential problems, this study also seeks to provide valuable insights and recommendations to improve service standards and operational practices at the resort.

1.2 Background

This study is primarily focused on evaluating the Food & Beverage services at Hilton Sanya Yalong Bay Resort and Spa. The nature of the research is both descriptive and analytical, as it aims to provide an in-depth understanding of the current state of F&B operations at the resort. By identifying key issues related to food and beverage services, the study intends to address any existing gaps in service quality and operational procedures. The research also highlights the factors that contribute to the success or challenges faced by the resort's F&B operations, such as staff training, guest feedback, and resource management. The findings from this study are intended to contribute valuable recommendations that can enhance the overall guest experience, boost efficiency, and improve service delivery at the Hilton Sanya Yalong Bay Resort and Spa.

1.3 Scope of the Study

The scope of this study focuses on everything I learned and experienced during my internship in the Food and Beverage Department at Hilton Sanya Yalong Bay Resort & Spa. It covers how I handled buffet services, including breakfast and themed dinner buffets like the beach BBQs. I learned how to prepare and set up dining areas, clean and organize cutlery and glasses, and reset tables for the next service. This study also includes how I worked directly with guests, fulfilling their requests and ensuring their satisfaction. I developed skills in teamwork by coordinating with colleagues and other departments during busy hours. I also managed challenges like language barriers and unexpected weather disruptions, which helped me improve my problem-solving abilities. Overall, this study highlights how my internship helped me grow professionally by learning to work under pressure, adapt to new situations, and provide excellent service.

1.4 Objectives of the study

- a. To explain the Food & Beverage Service Process of Hilton Sanya Yalong Bay Resort & Spa (China)
- b. To identify the problems relates to Food and Beverage Process of Hilton Sanya Yalong Bay Resort & Spa (China)
- c. To Provide recommendations based on problems.

1.5 Methodology

The study is quantitative research and descriptive in nature, focusing on analyzing the Food and Beverage (F&B) service process at Hilton Sanya Yalong Bay Resort and Spa (China). Primary data were used in this study. Primary data were collected through personal observations and discussions with colleagues during the internship. Secondary data were obtained from internal hotel resources,

such as training manuals, operational books provided by the hotel, and. These sources were essential as external information about the hotel was limited due to regional restrictions on global search platforms.

1.6 Limitations of the Study

The study faced several challenges. Time constraints limited the depth of analysis, and language barriers were a significant hurdle, often requiring assistance from colleagues to handle guest inquiries or tasks. The language barrier sometimes led to juniors being assigned leadership roles when foreign staff couldn't fully explain tasks, impacting team dynamics. Lastly, the lack of comprehensive information about the hotel on global platforms added to the challenges of compiling the report.

Chapter 2 Company Profile

2.1 Company Profile

Hilton Hotels & Resorts, founded in 1919 by Conrad Hilton, is a globally recognized leader in the hospitality industry. With a portfolio of 18 brands and over 6,500 properties worldwide, the Hilton name is synonymous with luxury, innovation, and exceptional service. Hilton values HOSPITALITY - INTEGRITY - LEADERSHIP -. TEAMWORK - OWNERSHIP - NOW -The Hilton Sanya Yalong Bay Resort and Spa (Jinmao Sanya Xierdun Dajiudian) is a flagship property situated in the Yalong Bay National Resort District. The Hilton Sanya Yalong Bay Resort and Spa on the southernmost tip of Hainan Island off the coast of mainland China offers guests a blend of luxury accommodations and unparalleled natural beauty. This resort is renowned for its outstanding amenities, including 492 luxurious rooms all with balconies that provide amazing views of either the sea or the gardens, seven world-class restaurants, and extensive recreational facilities. It's a paradise for tourists who seek a break from their regular lives. For events, the resort has excellent facilities, including large banquet halls and outdoor spaces for weddings and conferences.

2.2 Mission Statement

Hilton's mission is "to be the most hospitable company in the world—creating heartfelt experiences for Guests, meaningful opportunities for Team Members, high value for Owners, and a positive impact in our Communities."

2.3 Vision Statement

Hilton’s vision is "to fill the earth with the light and warmth of hospitality by delivering exceptional experiences to every hotel, every guest, every time."

2.4 Company Overview

Hilton Sanya Yalong Bay Resort and Spa is situated on a private Yalong Bay beach. Known for its blend of contemporary southern Chinese architecture and modern luxury, the resort features expansive balconies, sea-view bathtubs, and high-speed internet access. Guests can enjoy a variety of dining options, including authentic Cantonese, Hainanese, and international cuisine. The property’s recreational amenities include a spa, multiple pools, a fitness center, and kid-friendly facilities. It is also a popular choice for weddings, conferences, and events, offering state-of-the-art banquet and meeting spaces.

2.5 Organizational Structure

Below is a simplified organizational chart representing the structure of the Hilton Sanya Yalong Bay resort and Spa china:

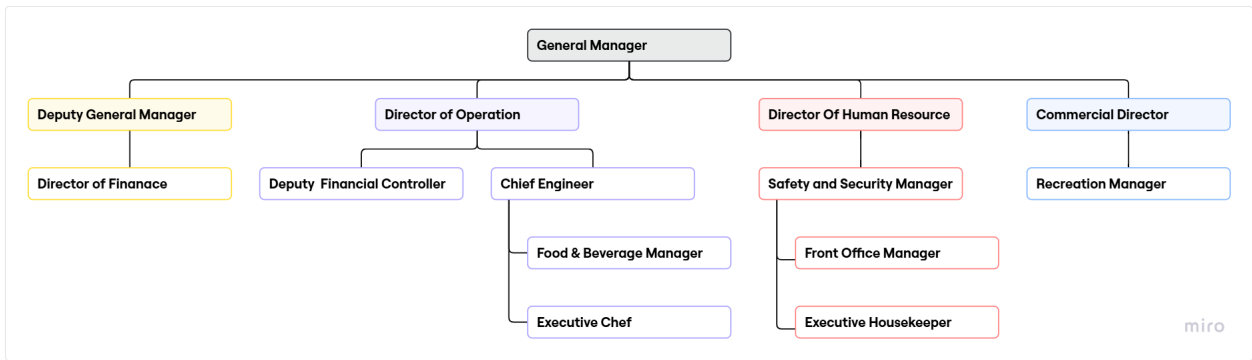


Table 01 Organizational chart

Source Hilton company china, Author: Najmun naher ratri

Chapter 3 Analysis

3.0 Introduction

This chapter analyzes the process of the Food & Beverage service (F&B) Department at Hilton Sanya Yalong Bay Resort & Spa china, focusing on key aspects such as demand forecasting, buffet preparation and service (indoor and outdoor),management, closing tasks, and cleaning and maintenance procedures.

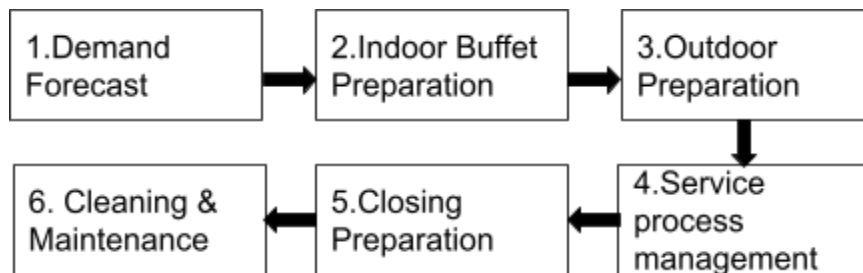


Table 02 Analysis

Food & Beverage service, Author: Najmun naher ratri

3.1 Demand Forecasting Process

The following flowchart illustrates the demand forecasting process utilized by the Food & Beverage Department at Hilton Sanya Yalong Bay Resort & Spa.

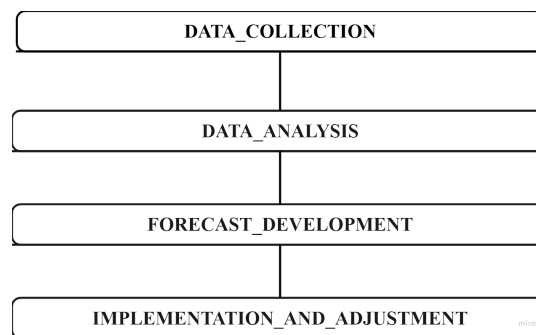


Table 03 Demand forecasting process

Food & Beverage service, Author: Najmun naher ratri

a.Data Collection

This involves gathering past sales records, reservation details, and information on special events or holidays. It helps understand customer flow patterns and peak times.

b.Data Analysis

Analyze the collected data to spot trends like seasonal variations, popular dining days, and customer preferences. This helps predict occupancy & future demand.

c.Forecast Development

Create a forecast based on analyzed data, predicting customer counts and menu item demand. This guides how much food and staff are needed.

d.Implementation and Adjustment

Apply the forecast by adjusting staff schedules, ordering supplies, and planning the menu. Be ready to make changes if the actual demand differs.

3.2 Indoor Buffet Preparations

This part takes a closer look at how indoor preparations are handled at Hilton Sanya Yalong Bay Resort & Spa china of the food and beverage department, covering everything from breakfast and dinner setups to service tasks. The table below breaks down each part of the process, showing the effort that goes into creating a smooth and enjoyable experience for every guest.

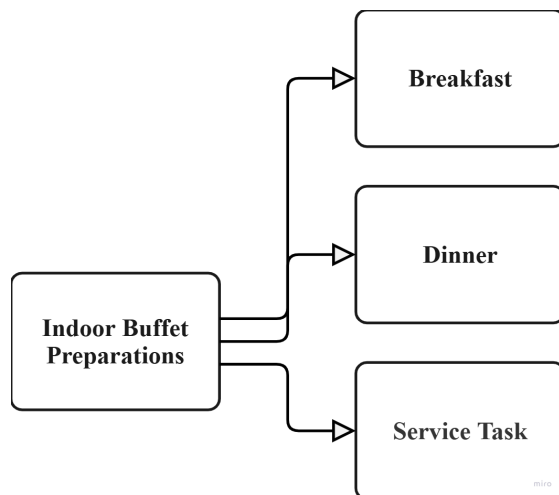


Table 04 Indoor preparations

Food & Beverage service, Author: Najmun naher ratri

3.2.1 Breakfast

The table set up is giving all the cutleries in a bag for breakfast time on a particular table for each guest. So we prepared 2 sets of cutlery for breakfast time. We put chopsticks and spoons in a cutlery bag for the guests because Chinese people use chopsticks to eat food and spoons for liquid dishes. But we also had foreign guests who wanted a knife and fork to eat food so in the food stations we put extra knives and forks in a white plate also covered half with a white napkin. So if any guest wants a knife or fork from us we used to serve them from the food stations. Also guests sometimes take it by themselves. Also tissues were given in each table for guests.

3.2.2 Dinner

Table set up is given four pieces of cutlery: chopsticks, spoon fork and knife put into a cutlery bag. Usually after breakfast time the restaurant already sets each table with 2 pieces of cutlery bag.

Dinner preparation usually started in the afternoon so when working the middle shift hour we put a knife and forks to each cutlery bag and prepared for dinner. Hot pot order is a popular Chinese dish. It has a variety of hot soups that are used to boil raw vegetables and meats and seafood items. To boil the other ingredients into a soup pot there was a stove underneath of the pot that's the reason it's called a hot pot. So, our restaurant sometimes offered hotpot for an indoor dinner buffet. There were 3 types of hot pot soup offered by our restaurant. 1. Chicken Soup 2. Tum yum soup 3. Spicy soup. So we ordered first what kind of soup the guest would like to order, then we served the hot pot and put a stove underneath and put fire on it. After that we kept noticing if they needed extra soup or the soup was nearly finished. We had 3 different soup pots to serve the soup to the guests. So this is how we used to take orders and serve it to the guests.

3.2.3 Indoor service task

i. Service Sequence: This topic dives into the indoor service tasks at Hilton Sanya Yalong Bay Resort & Spa, detailing the step-by-step sequence of service. Key aspects include maintaining grooming and personal hygiene, greeting and seating guests, offering coffee, addressing extra requests, handling complaints, and providing a warm farewell to ensure a seamless guest experience.

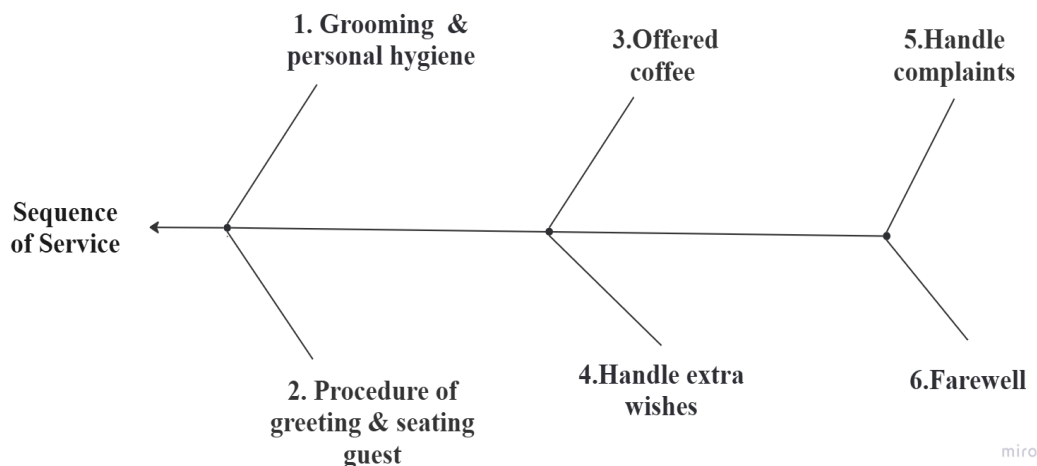


Table 05 Sequence of service

Food & Beverage service, Author: Najmun naher ratri

a. Grooming & personal hygiene: We must maintain grooming during duty hours. We wore full neat and clean uniforms. Shoes must not have sole slip also(clean and well polished.) Hairs should not look greasy, bunned up, clean all the time and combed. Finger nails must be trimmed and no red black color or attention taking color nails paints are allowed. Jewelry cannot be worn during working hours. A simple ring can wear but no other jewelry stuff also a no neck chain outside of the uniform. Makeup should be skin color and soft also must put soft color lipsticks regularly on lips. Last important part is wearing badges. It must be worn in the left hand side. Every team member must maintain a professional image while at work as we represent Hilton Sanya Yalong Bay Resort and Spa.

b. Procedure of greeting & seating guest: We used to greet guests within 30 seconds after guests entered our restaurant. (Note During busy period we show body language like nodding head to acknowledge guests.) We need to make eye contact with the guests and greet them for example good morning or good evening with a warm smile. Give them a choice where they want to sit in a smoking area or non smoking area and how many people are they together? If there is no set table available so we apologize for example I'm sorry ma'am or sir, would you mind waiting while we set a table for you ? After they agreed we invited them into a comfortable area like in the restaurant reception area. After they find the set table then we say sorry to the guest for keeping them waiting and ask them "may I show you the way ? Lastly, ask them if they are satisfied with the set up table or not and offer them an alternative one. If a guest asks about the buffet menu we discuss all items

including dietary items. We always labeled all dishes with English and Chinese language for guests.

c. Offered coffee: We offered fresh coffees like latte , cappuccino, americano, espresso also red ,green,black tea with no extra charge to our guests. After seating the guest we offered them coffee or juice within two minutes.

d. Handle extra wishes: if guests demand extra wishes we tell them let me see or first I need to ask my manager. We don't directly promise them anything. After confirming that we can fulfill their wish then we do that for them. For example, one day a guest was asking me to serve wine to them but that day wine wasn't on our menu. So I asked my supervisor and he said we can't serve it today. The manager told me that if a guest wants wine they need to pay an extra charge per glass. Then I ask the guest if they want to have wine with an extra charge they weren't convinced to pay extra charge. So this is how I handled the extra wishes situation.

e. Handle complaints: During buffet busy hours sometimes it's difficult to identify if a guest left or not. If guest didn't left the table just went to take food but during these short period of time if server clean the table and prepare it for new guest it create a bad situation for the earlier guest so that moment we convince the new guest for another table and offered the old guest what food would they like to have on their table ? So this is how we handle the situation. Sometimes we call the manager to handle the situation.

f. Farewell: A friendly body gesture with a smile to say goodbye to our guests and thanking them for coming to our restaurant and wishing them a nice day.

ii. Breakfast: Big kitchen Breakfast time started from 7:00 to 10:30 ended. Big kitchen has 80 seating capacity outside and 270 inside. We regularly served around 600 to 700 plus guests in the breakfast hour. Hilton offered a complimentary breakfast to our guests. Our restaurant divided 5 sections for team members to manage the whole restaurant. Every section has a name, for example

A,B,C,D,E. E was outside the area. So our service tasks were handling a section. Host provided us roasters and assigned a section leader and helper. Breakfast hours need huge amounts of support so maximum employees work in the morning shift for example total 20 team members. Each section assigned 2 people to work smoothly during pressure hour. Breakfast time usually has a huge pressure at 8:30 to 10:30. During these two hours we had to work very fast. Guests stand up in a big line in the restaurant reception area. During service hours we collect dirty plates from the guest tables continuously and observe which table needs tissues. Also if guests demand tea or coffee we try to serve it quickly. When finally guests leave after finishing breakfast. We had to clean the crumb table so we took a clean big tray with us first we sorted all the food wastage into bowls then stack plates and bowls evenly then put the Heavy plates and bowls in the middle of the tray and put light weight items around the tray to balance the tray perfectly. Then take the tray to the pantry service area keeping it in front of us at the height of our stomach. It's become very heavy and we cover it with a dirty cutlery bag upon the plates. The other team member came with us to sort the table as fast as possible then he or she sweep crumbs from the table with Liquid D2 and wipe the table by folding a red napkin. Also we need to take a tray which is full of dirty plates and bowls to the service point because we collect dirty plates from guest tables so we keep those plates on our station tray. Our station has a cutlery bag box so when the cutlery bag box is also full we need to take it to the pantry area and put it into a big linen car. During breakfast time it's very stressful because when guests stand in a line we need to take 2/3 tables dirty plates together in one tray and go to the service point and come back as early as possible to clean the next crumb table. Sometimes even guests entered the restaurant before cleaning the table and setting up. The other team member also took cutlery bags, tissues in a pocket and D2 liquid with a napkin to set the table again for the next guests. We had to quickly go to the pantry section and take prepared cutlery bags when the cutlery bags finished into the station shelves. So we needed to fill up continuously. When guests are standing up in the line we combine or split tables depending on how many people are together. It's an experience of being able to work effectively and efficiently.

iii. Dinner: Indoor buffet dinner starts 6:30 to 18:00 ends. Dinner arranged Monday and Wednesday Indoor Hot Pot Dinner Buffet, regular price RMB 298+/- per person. Friday and Sunday, indoor BBQ Dinner Buffet, regular price RMB 338+/- per person. Tuesday, Thursday and Saturday, Beach BBQ Dinner Buffet, regular price RMB 498+/- per person. Every day Early Bird Price (before 5PM), Net price. Including wine, beer, juice and soft drink, Living band performance. So the highest number of guest extensions is 8150 Big kitchen restaurants. Dinner tasks are similar to breakfast but the menu of breakfast and dinner is always different. During serving time, same as breakfast, we do plates buzzing then store it on the station when it's full, take it to the pantry area and sort it by ourselves to the stewards then clean the tray and come back to the restaurant. When the guest leaves we clean the crumb table and spray the D2 Liquid, finally wipe it with a napkin then set the table with a cutlery bag. Usually dinner guests are fewer than breakfast time. So each section assigns one team member. Also no need to go to the pantry area to take cutlery bags because at dinner time cutlery bags are already prepared and stored in the station's cabinets. Dinner operation is quite easy compared to breakfast.

iv. Managing stations: A big kitchen restaurant has 5 sections called A, B, C, D, E. The E section is the outdoor part of our restaurant and each section has stations. Stations means storage sideboards. It has shelves to keep cutlery bags and cabinets for dustbin and cleaning liquid called D2 liquid. We used it to keep trays upright and kept dirty plates on the trays and threw food wastage into the dustbin. Also we used it to keep a cutlery bag box where we throw dirty bags, additional stuff like a table server for cleaning table dirt and napkins to wipe the tables. So all the necessary items we used to store it on the stations. It was difficult to manage the station to maintain standard during peak hour because lots of dirty plates came on the tray and so it's needed to stack plates and glasses and also throw out all garbage into the dustbin. Sometimes waste hot soups or dishes also spicy items can contaminate together and burn the finger. Also arranging cutlery bags on the shelves is hard for rush hours. So the station was an important tool for managing each section

3.3 Outdoor buffet preparation

This section explores the outdoor preparation process at Hilton Sanya Yalong Bay Resort & Spa, focusing on key elements such as setting up the outdoor area, managing logistics, and carrying out service tasks. The table below provides a detailed breakdown, showcasing how each step is carefully planned to ensure a flawless dining experience in the beautiful outdoor setting.

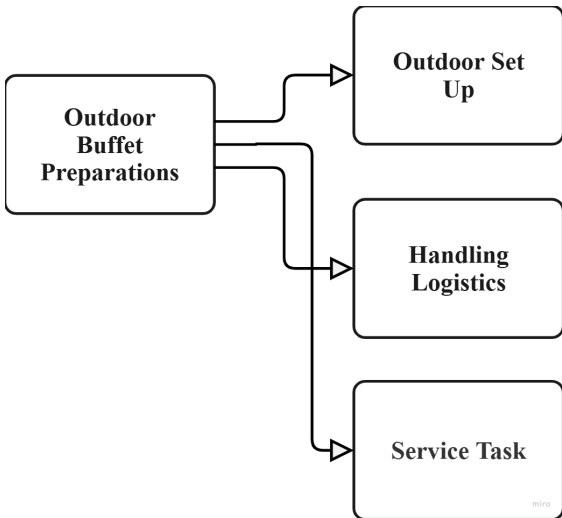


Table 06 Outdoor Preparations

Food & Beverage service, Author: Najmun naher ratri

3.3.1 Outdoor set up

Our restaurant has a specific beach area for arranging a beach buffet. To set the beach buffet we need to set tables and chairs in a row and column for example 7×7 in the beach. So setting tables and chairs on the beach is the hardest work to do for buffet preparation.

3.3.2 Handling logistics

We need to take out all the logistics items for the beach including linens for the tables. We push a linen car to the beach and give linens on tables. Usually we use 2 colors of table cloths white and red, sometimes white and blue. White color tablecloths were for a square 2 person table and red color table cloths for round tables for 4 adult persons. So we prepare all the tables with clothes. Then set tables with 4 pieces of cutlery bags and put tissues in a box with a stone so that it keeps away from the air. After the sunset we light the guest tables so this is how we prepare the beach buffet.

3.3.3 Outdoor service task

i.Dinner: To prepare the beach BBQ dinner buffet is the hardest job ever in the big kitchen restaurant because we prepare the beach with heavy tables and chairs and this job is done by the morning shift team members which means after handling huge pressure on breakfast time then we go to the hot temperature of sun and work hard. The process starts by taking out the tables first from a corner of the beach. Tables and chairs also got very hot, so it was very hard to touch and carry heavy tables and drag in hot sands to set the table to the beach. It's a very sweaty and tiring job. We need to take a rest between work. Someone can get dehydrated so we took water or tea or juice with us to get energy and work again. After setting those big tables in the then we take out the chairs and set the chairs with tables. After that middle shift team members prepare tables for dinner. So the middle shift team takes linens from the laundry which requires 30 red or blue color (depending on the theme) tablecloths for round or big square tables for 4 adults and 30 white color tablecloths for small square tables for 2 adults. Beach time starts 6:00 to 18:30 ends. The beach menu is also different from the indoor menu. The host assigned 2 rows for each person. Beach buffet requires at least a total 10 to 12 team members. So same as indoor service task we do plate buzzes then we go to a service point where stewards kept boxes for each item of cutlery and 2

types of dustbin one is for food wastage and another is for recycle bin, additionally the linen car is also placed there so that we can throw the dirty linen there. After dinner time closed we clean all the tables with a big tray same as indoor then took all the tissue box and lights and store it into the bar station cabinets to use it later then take out all the linens from the tables, throw it to the car. Then we start to combine 4 to 5 chairs together then drag it to the small corner area. We have to sort all the chairs first then carry those tables to the corner area where all chairs and tables are kept and covered with a big linen. Then clean the beach with a big scissor to take the dirt from the beach and throw it into the bucket. Finally we pushed plates and linen cars with us to the restaurant pantry area and the rest of the dirty cutlery and plates taken by the stewards to the indoor pantry area. Here I learned logistics management and was able to do hard work.

3.4 Service process management

i. Team collaboration: The experience of working with a team taught me how to divide the tasks with my other colleagues. When I became the leader of the rooster I led the section that time and built effective communication so that we can smoothly work under pressure. Sometimes I become a helper to my colleagues when they are assigned to lead. It demonstrates the mutual understanding and support to achieve the perfect service delivery.

ii. Coordinate with other departments: During high occupancy periods, coordinating with other departments was crucial. This experience taught me how to communicate effectively with colleagues from various departments to ensure smooth operations. It also highlighted the importance of teamwork in a fast-paced environment.

iii. Guest interaction and feedback: Throughout both breakfast and dinner services, guest satisfaction remained the highest priority. Personalized service included providing baby chairs, toothpicks, tissues, takeaway service and fulfilling specific requests promptly. These efforts

demonstrated a guest-first approach and strong interpersonal skills. I got many positive reviews about my service towards guests and positive attitude for our restaurant.

iv.Post service cleanup: Cleaned tables and reset them for the next guests services.Cleared and replaced ashtrays in the outdoor smoking area.Completed closing tasks by organizing sections, aligning tables, and cleaning dustbins, cleaning stations, and filling up the tissues cabinet. Personal hygiene.

v.Documentation and team coordination: Took photographs of cleaned sections as proof of task completion and shared them in team groups.Took pictures of beach set up that table and chairs are sets on the beach and shared it to team groups. Took pictures of stations,tissues cabinets, polished glasses, plates, car, linen car and shared it with the group. Coordinated with team members to ensure timely execution of all tasks.

3.5 Closing preparation

i.Indoor Breakfast: Breakfast time starts from 7 :00 to 10:30 ends. After the serving time we needed to prepare the restaurant for the next serving time like dinner. So according to the food stations and food items we need to place the glasses and plates under the food station in a shelf for dinner preparation. So we fill up all the shelves with plates. If dinner is arranged into a beach outdoor buffet then we put glasses into the juice bar section for morning and also 2 full trays of glasses beside the juice bar. But if the indoor buffet is arranged then we don't put glasses in the same place we put them at breakfast time. During working middle shift hours we collect the glasses from the store room and arrange a juice bar separately for the indoor buffet and put 2 trays of glasses for juice and beer and for wine puts 1 tray of wine glasses. So this is how we prepared for the next service hour.

ii.Indoor Dinner: After guests left we started preparing the restaurant for next day breakfast time. So we put glasses into the morning juice bar section under the shelves and then we fill up with plates to every food station shelves. Also fill the section's station tissue cabinets with the tissues. Then finally make ready all the sections with 2 trays, one cutlery bag box, table cleaning round server and napkins. Finally off all the lights of the restaurant. This is the preparation workflow for breakfast and dinner of our restaurant.

iii.Outdoor Dinner: after dinner time closes we sort all the tables chairs from the beach and make the beach empty

3.6 Cleaning and maintenance

i.Pantry operations: This operation is started after the service hour. This area works the same for breakfast. Host divides work sometimes for polishing glasses and cups, sometimes to prepare cutlery bags and cleaning cutleries. We used to polish a total of 8 to 12 cases of glasses and cups regularly after breakfast, repeatedly doing it after dinner about 3/4 cases of only glasses. To polishing glasses and cups we took a clean white napkin for wiping the glasses. Get a wine bucket filled with two thirds of hot water and aggregate either 2 slices of lemon or some vinegar. Before starting to wipe it, dip it quickly into the water. Hold the glass in my left hand and wipe it with my right hand. Make sure to hold the glass from the bottom, by the handle and do not touch it with your fingers. Wipe it spotless without leaving any fingerprints or watermarks and making sure that no stain remains (lipstick or wine). Place the polished glasses on a tray. Make sure the glasses are taken to the right place, either restaurant juice bar or store room. We do not leave them in the pantry. Cleaning cutleries requires the same thing as polishing glasses but making sure that no food particles remain. Place the polished cutlery on a tray while sorting it out at the same time. Then we prepare cutlery bags for breakfast time, prepare 2 sets of cutlery and place it in the restaurant station's cabinet but when we arrange a beach buffet we prepare 150 to 400 cutlery bags of 4 piece

sets and transport the beach by the middle shift team members. Leftover cutlery is taken to the store room. We collect plate bowls from stewards then put all plates into a car then place it on the restaurant shelves for service or the pantry area and wrap it with a white plastic poly.

ii. Restaurant cleaning and maintenance : Cleaning tables and maintaining a tidy environment throughout the service was part of my daily responsibilities. We had regularly cleaned tables, sofa chairs and stations. Weekly once or twice we moved tables, sofa, chairs, stations to sweep the floor and wipe the dust from edges. Monthly we clean the whole restaurant including plates, shelves, tissues holders, tables , chairs, stations everything in detail. Usually we do cleaning when the occupancy rate is lower so we focused on cleaning that period of time.

Chapter 4 Major Findings

4.1 Major Findings

The food and beverage service at Hilton Sanya Yalong Bay Resort & Spa demonstrated a well-structured approach to managing indoor and outdoor service processes. Key findings included demand forecasting, personalized dining setups, effective station management, and teamwork-driven service processes. However, challenges like managing high guest volumes, physically demanding outdoor setups, and maintaining cleanliness under pressure required innovative solutions. This chapter outlines the major findings, identifies problems encountered, and provides recommendations to enhance operational efficiency and guest satisfaction.

a.Demand Forecast: Demand forecasting at Hilton Sanya Yalong Bay Resort & Spa uses sales records, reservation trends, and event data to predict customer flow and menu needs, enabling efficient resource allocation, staffing, and timely adjustments

.b.Indoor preparation: Indoor buffet preparation caters to both local and international guests. Breakfast includes chopsticks and spoons, while dinner features a four-piece setup and hot pot with various soups, ensuring a personalized dining experience.

c.Indoor service: Indoor service requires quick teamwork, especially during breakfast with up to 700 guests. The team clears tables, meets guest requests, and ensures smooth service, while dinner involves managing varying menu items like hot pot and BBQ.

d.Indoor Station management: Station management is crucial during peak hours to store cutlery, cleaning supplies, and trays. High volumes of dirty plates and waste can create challenges, especially under pressure.

e.Outdoor preparation: The beach buffet setup involves careful coordination, with tables arranged in a 7x7 grid and different tablecloths for various table sizes. Cutlery bags and tissues are weighed down by stones, and lighting is added to enhance the atmosphere.

f.Outdoor service: The beach BBQ buffet requires teamwork and physical endurance, with the morning team setting up tables, moving furniture, and managing logistics. The middle shift finalizes preparations, and the evening team maintains the buffet, collects dirty plates, and cleans the area.

g.Service sequence: Service emphasized professionalism and a guest-centered approach, with staff maintaining a polished appearance and promptly addressing guest requests. Complaints were managed tactfully, ensuring satisfaction, and the farewell process left a positive impression.

h.Service process management: The service process focused on teamwork, coordination, and attention to detail. Collaboration ensured smooth operations during busy periods, with guest interactions focused on personalization and post-service cleanup ensuring readiness for the next shift.

i. Closing preparation: Closing preparation involved replenishing supplies and setting up for the next service. For outdoor buffets, glasses were arranged, and tables and chairs cleared after service, ensuring smooth transitions and maintaining service flow.

j. Cleaning and maintenance process: Pantry operations focused on polishing glasses and cutlery, and preparing bags for the next service. Regular cleaning of tables, chairs, and stations was done, with deeper weekly and monthly cleaning, maintaining cleanliness for a high-quality guest experience.

4.2 Problems

This table indicates the problems related to the food and beverage department at hilton sanya yalong bay resort and spa and recommend solutions to overcome those problems is given below:

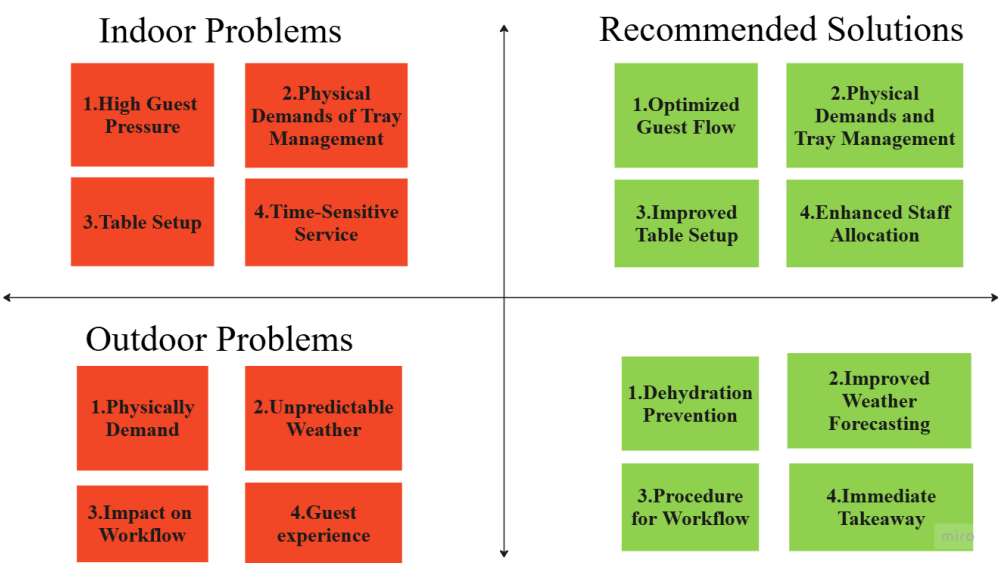


Table 07 Problems & Solutions

Food & Beverage service, Author: Najmun naher ratri

4.2.1 Indoor

Here highlighted the challenges faced during high-pressure breakfast service, including managing guest volume, physical demands, and time-sensitive tasks to ensure efficient service.

i.High guest pressure: Breakfast service catered to 600–700+ guests, creating pressure, especially during peak hours (8:30–10:30 AM), with long lines exceeding the restaurant's 350 seating capacity.

ii. Physical demands of tray management: Carrying heavy trays of dirty plates and bowls to the pantry was physically exhausting. Balancing heavy and light items was crucial to prevent spills and accidents.

iii. Table setup challenges: Cleaning tables involved sorting food waste, stacking dishes, sweeping crumbs, and wiping with napkins. Limited time and high guest turnover often caused delays in resetting tables.

iv. Time-sensitive service: Clearing tables quickly was essential to accommodate new guests. At times, guests entered the restaurant before tables were fully cleaned, adding pressure to the service team.

4.2.2 Outdoor

Outdoor operations faced challenges like heavy setups in extreme heat, unpredictable weather, and rain disrupting workflows. These issues impacted guest experience and revenue, requiring quick adjustments and efficient teamwork.

i. Physically demanding setup in hot conditions: Setting up the beach buffet involved heavy lifting under intense heat, risking dehydration and exhaustion, with additional challenges from wind and sand.

ii. Unpredictable weather conditions: Sudden rain storms disrupted the setup, soaking equipment and requiring quick coordination to move the service indoors.

iii. Impact on workflow: Rain delays caused extra work, as the team had to transfer food and reset the buffet indoors, increasing pressure and workload.

iv. Guest experience and revenue loss: Weather disruptions forced guests to relocate, affecting their experience and leading to revenue loss due to the beach buffet's higher price point.

4.3 Recommended Solutions

4.3.1 Indoor

i.Optimized guest flow: Schedule additional support staff during peak hours to manage guest flow and reduce delays.

ii.Physical demands and tray management: Train staff on proper lifting techniques to prevent injuries and use trolley carts for easier dish transport.

iii.Improved table setup processes: Increase pre-arranged cutlery bags at stations to minimize frequent refilling during busy hours.

iv.Enhanced staff allocation and training: Assign three team members per section for efficient clearing, resetting, and serving. Conduct regular training on multitasking and time management to handle peak-hour pressures.

4.3.2 Outdoor

i.Dehydration prevention: Provide water, tea, or juice, and assign team leaders to monitor well-being during demanding tasks.

ii.Weather forecasting and backup planning: Use accurate weather forecasts and set up backup indoor spaces to ensure uninterrupted service during weather disruptions.

iii.Immediate takeaway: During severe weather disruptions, prepare takeout parcels to ensure guests can still enjoy their meals, maintaining service quality despite unexpected challenges.

iv.Procedure for workflow:

a. Collect outdoor cushions: Store all outdoor cushions in linen trolleys and keep them in the Back of House (BOH) corridor when rain is expected.

b. Store side-station items safely: Secure cutlery, napkins, and cleaning supplies inside drawers or cupboards. Use rain covers if available.

c. Inform guests promptly: Notify guests politely about outdoor seating closure due to rain and guide them to indoor seating.

d. Utilize indoor sections: Open all indoor sections and additional areas like the Noodle Box when outdoor seating is closed during high occupancy.

Chapter 5 Conclusion

During my internship at Hilton's Big Kitchen restaurant, I gained valuable experience in managing both indoor and outdoor buffet services. I learned how to efficiently handle high guest volumes, organize work tasks under pressure, and ensure smooth operations during busy hours. The importance of teamwork, clear communication, and quick problem-solving became evident as I worked alongside colleagues to provide excellent service. Additionally, I developed a strong understanding of the operational aspects of a buffet restaurant, such as setting up tables, managing cutlery, and maintaining cleanliness. Overall, this internship helped me build essential skills in time management, customer service, and teamwork, which will be beneficial in my future career.

Chapter 6 References

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