

Internship Report
On
The Operational Process of Butcher Kitchen at the Westin Dhaka

Submitted to
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Date of Submission:

Letter of testimonial

To

Sharmin Sultana

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Daffodil International University

Subject: Application for submitting the internship report

Dear Ma'am,

With all due respect, I am here to submit my report on “The Operational Process of Butcher Kitchen at The Westin Dhaka”.

It is a pleasure to complete my internship under your supervision. I would like to express my appreciation for the guidance that you provided throughout my internship. This internship report contains the information concerning “the operational process of Butcher Kitchen at The Westin Dhaka”. I have tried my best to follow your instructions to make it a successful internship report.

Therefore, I am requesting for the acceptance of my internship report.

Sincerely



Bellal Hosen Sabbir

ID: 193-43-444

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

Certificate of Approval

I hereby certify that Bellal Hosen Sabbir ID:193-43-444 completed his internship program under my supervision. I had prepared his internship report on “The Operational Processes of Butcher Kitchen at The Westin Dhaka” submitted with proper rules and regulations.

Signature

A handwritten signature in cursive script that reads "Sharmin".

Sharmin Sultana

Assistant Professor

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

Acknowledgment

At first, I would like to thank Almighty Allah. By the grace of Almighty, I have completed my internship report. I also want to thank my supervisor and all the friends who helped me to complete my report. Also thanks to all who are directly and indirectly involved in completing this report.

I would like to thank my supervisor Ms. Sharmin Sultana for her gracious support and supervision. Also, I want to thank Chef Mintajul the coordinators, Chef Shahin, Chef Abu and who helped and supported me in understanding the situation. Also, I want to humbly thank Chef Qurbar for his effort and admiration and thanks to all my fellow coworkers. I would like to inform you that all the weaknesses mentioned in this report are mine.

Executive Summary

During the six-month internship period, The Westin Dhaka gave opportunities to work with them and learn. As a food and beverage production trainee, there were lots of tasks that were completed.

This report mentions the overview of The Westin Dhaka and basic information about the hotel's background. Also, the mission, vision, organizational charts and analysis of the operational process of Butcher Kitchen at The Westin Dhaka.

This report carries the work function of the Butcher Kitchen of the Food and Beverage Production Department in The Westin Dhaka, including how the Butcher Kitchen maintains hygiene, cleans meats and fishes, uses different cutting techniques, marinates meats and fishes, stores goods and marinates meats and fishes.

The report also shares all of the experience during the six-month internship period such as different tasks, duties, work-related activities, and challenges. This report executes the findings such as variation in cutting, lack of equipment and supervision and cross contaminations, and also recommendations based on problems of the Department of Food and Beverage Production at Butcher Kitchen.

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Chapter 01

Introduction

1.1 Introduction

The report carries the work function of the Butcher kitchen of The Westin Dhaka. This report carries the overview of Westin Dhaka, its mission, vision, hygiene, cleaning, different cutting styles, marinating food and how they store raw meats and fish and marinating food. The report also shares all of the experience during the six-month internship period at Butcher Kitchen and different tasks, duties, work-related activities, and challenges. The report mainly focused on the operational processes of the Butcher kitchen. The reports consist of how the butcher kitchen cuts raw meats and fish and how the butcher kitchen marinates and stores the food.

1.2 Background of the Report

The operational process of the Butcher Kitchen mainly focuses on hygiene, cutting, grinding, and preparing meats and fish for the other kitchen, cleaning the meats and fish and storing the raw meats and fish. This kitchen provides all kinds of marinated food to other kitchens. This report consists of the operational process of the Butcher kitchen at the Westin Dhaka.

1.3 Scope of the Report

Completing a six-month internship in The Westin Dhaka's Department of Food and Beverage Production, understand that the food and beverage production department is valuable for the hotel. The food and beverage production department plays a vital role in enhancing the hotel business. Most of the guests can maximize by providing high quality and quantity of food. In the Butcher kitchen, the main duty was preparing the meats and fishes for cooking, providing various cuts of raw meat and fish to other kitchens, cleaning the raw meats and checked all products were available or not.

1.4 Objectives of the report

The board objectives of this report are to provide an overview of the operational process of the Butcher Kitchen of The Westin Dhaka.

The specific objective:

1. To analyze the work process of the Butcher Kitchen, Westin Dhaka.
2. To identify some problems and suggest recommendations.

1.5 Methodology

This report is based on descriptive research and the main purpose of descriptive research is to elaborate characteristics and activities. (Siracusa, 2023)

Data Sources:

Primary data is the main source. Such as:

1. Observation
2. Interviewed co-worker

Others source is Secondary data. Such as:

1. Organizational website of Marriot International
2. Organizational website of The Westin Dhaka
3. Research Articles

1.6 Limitations of the Study

1. The chefs are occupied with work-load.
2. Most of the marination recipes are confidential and never shared with trainees.
3. They don't keep any recipe books.

Chapter 2

An Overview of The Westin Dhaka

2.1 Introduction of The Westin Dhaka

The Westin Dhaka is a property of Marriott International Hotel. The Westin Dhaka is a premium member of the Marriott International family. Marriott International started its journey in Washington in May 1927. JW Willard Marriott is the founder of the Marriott International. The Westin Dhaka started their journey in 2007. This is the 5-star hotel Under the Marriott international brand and the tallest hotel in South Asia. The Westin Dhaka has 26 floors and 369 rooms. The Westin Dhaka has 5 restaurants and 12 kitchens. The Westin Dhaka has been designed by Mohammad Foyez Ullah and Mustapha Khalid Polash. The Westin Dhaka hotel's main purpose is to provide luxuries and premium rooms, food, and services and ensure guest satisfaction.

2.2 Mission of the Westin Dhaka

The Westin Dhaka upgrades their business by distributing

- 1 Premium services
- 2 Exceed the customer exactions
- 3 Best quality food
- 4 Maintain a clean environment for their guest.
- 5 Make guests special and guests can feel they are valuable.
- 6 Ensure the maximum return to the owners.
- 7 Treat employees well and they will treat customers or guests well and the guests will come again.

2.3 Vision of The Westin Dhaka

The Westin Dhaka is the tallest and best hospitality 5-star hotel in South Asia. The main focus of The Westin Dhaka is providing premium services, the best quality and luxurious hospitality.

2.4 Departments of The Westin Dhaka

- 1 Sales and Marketing Department: The main focus is to create relationships and generate maximum business and revenue.
- 2 HR Department: The main functions of HR are recruitment, training, maintaining payroll, formulating personal policies, employee welfare and ensuring adherence to laws.
- 3 F&B Production Department: This department is responsible for satisfying the food and beverage needs of both hotel guests and casual guests.
- 4 Stewarding Department: This department ensures that the kitchen and the waiter staff always have the necessary, materials and coordinate the tasks in the dishwashing area.
- 5 Security Department: This department works on the safety of guests and property in hotels, lodgings and entertainment facilities.
- 6 Engineering Department: The role of this industry is to make sure all parts of the hotel work as required and repair hotel equipment and systems.
- 7 Purchasing Department: This department is responsible for making sure that supplies, erumpent and services are available to the operations.
- 8 Housekeeping Department: The main purpose of this department is to maintain high cleanliness and hygiene in the hotel industry.

2.5 Organizational Chart of The Westin Dhaka

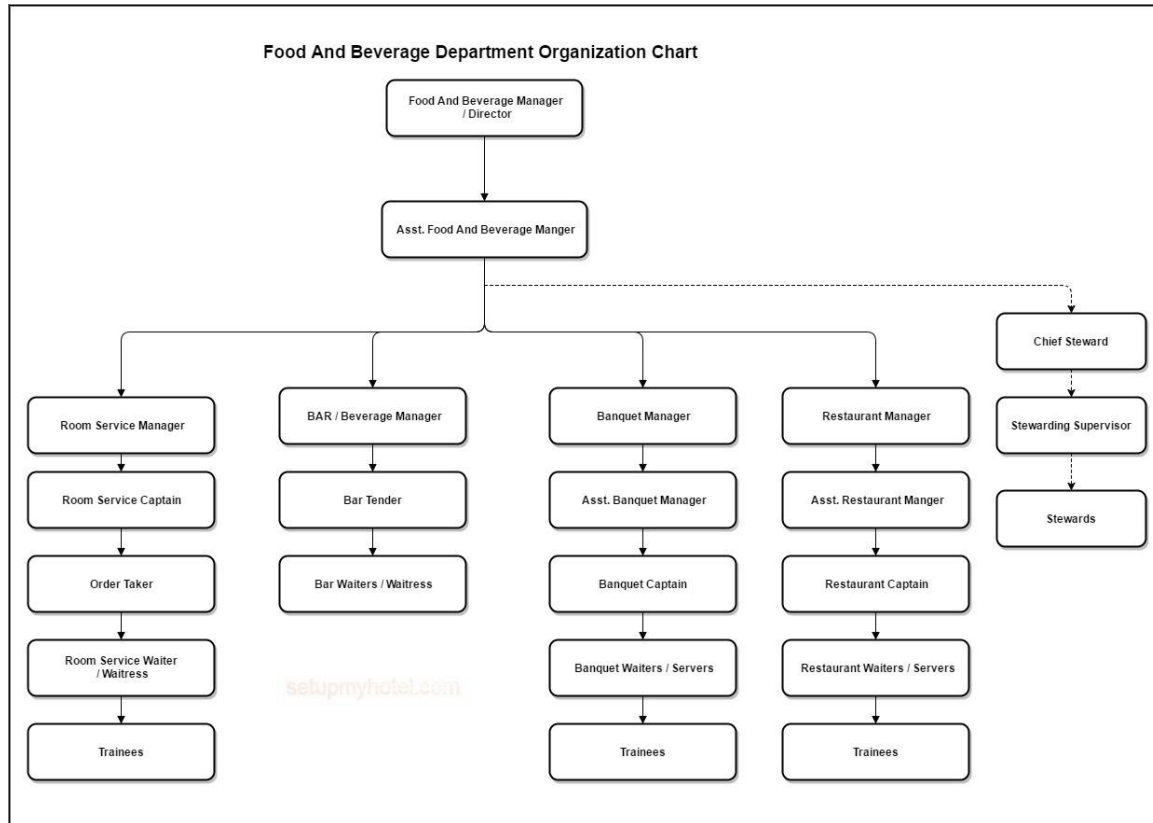


Figure: 01

Source: Stupmyhotel.com

2.6 Organizational Chart of Butcher Kitchen

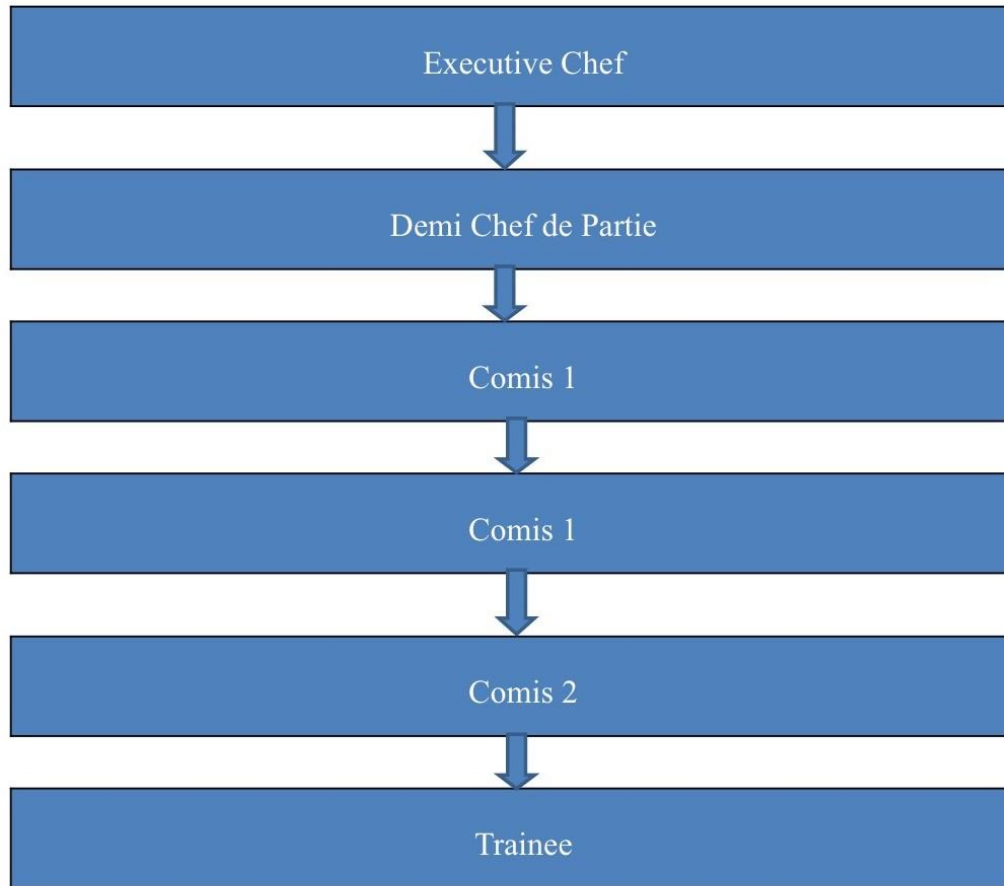


Figure:02

Chapter 03

Analysis of Operational Process

Of Butcher Kitchen at Westin Dhaka

3.1 Introduction to The Butcher Kitchen

In the six-month internship at the Westin Dhaka's Butcher Kitchen, perceived that the Butcher Kitchen is the heart of the F&B production sector of the hotel industry. The Butcher Kitchen is situated on the 3rd floor of the Westin Dhaka alongside the Cold Kitchen 2 and Pastry and Bakery Kitchen. Butcher Kitchen mainly provides standard cuts of meat and fish and also all types of marinated foods to the hot kitchen, cold kitchen and Prego kitchen. Butcher Kitchen is known for providing high-quality meat and other ingredients. There are 11 Kitchen where The Butcher Kitchen provides raw products and they are Prego, Associate Kitchen, Splash Kitchen, Cold Kitchen 2, Indian Kitchen, Continental Kitchen, Banquette Kitchen, Asian Kitchen, Daily Treats, Airport Lounge and one kitchen that provides food to butcher kitchen, name Sweets Kitchen. Butcher Kitchen supplies to Prego Kitchen are squid, lobster and crab, sometimes Butcher Kitchen provides salmon, beef and chicken sausage when VIP guests demand it. Beef and chicken are provided by the Butcher Kitchen to the Associate kitchen. Also provides some other goods such as chicken Kima and prawn Kima. This Kitchen dispenses the Cold Kitchen with mackerel, beef and chicken salami, prawn and chicken breast. It supplies beef, mutton and hilsha fish and chicken tikka kabab to Indian kitchens. Butcher Kitchen provides beef and chicken burgers, roast chicken, beef and chicken satay to Splash Kitchen. This Kitchen provides lots of raw meats and fishes and marinates items to Continental kitchen, such as whole chicken, Lamb Kofta, Beef shish kabab, basa, prawn, beef and chicken satay, beef and chicken sausage, whole lamb leg and chicken leg pieces. The Butcher Kitchen exclusively distributes to Banquette Kitchen and they are chicken tikka kabab, beef and chicken satay, chicken tandoori, chicken lollipop and roast chicken. The main goods that Butcher Kitchen provides to Asian kitchens are shell prawns, chicken, squid, basa, prawns and pomfret. The only three items that Butcher Kitchen supplies to Japanese kitchens are salmon, white snapper and prawn. Beef and chicken burgers, Beef pie, and beef and chicken steak are the main foods are provided by Butcher Kitchen to Daily Treats Kitchen. Butcher Kitchen also provides meats and fish to Airport Lounge such as chicken, chicken lollipops, basa fish, beef and chicken sausage, chicken and prawn Kima.

3.2 Analysis of the Operational Process of The Butcher Kitchen

Every kitchen has followed its processes. Hot kitchen, cold kitchen, pastry and bakery kitchen and butcher kitchen, have all their kitchen processes. Butcher kitchen has followed four processes cutting, cleaning, marinating and storing.

The operational chart of Butcher Kitchen

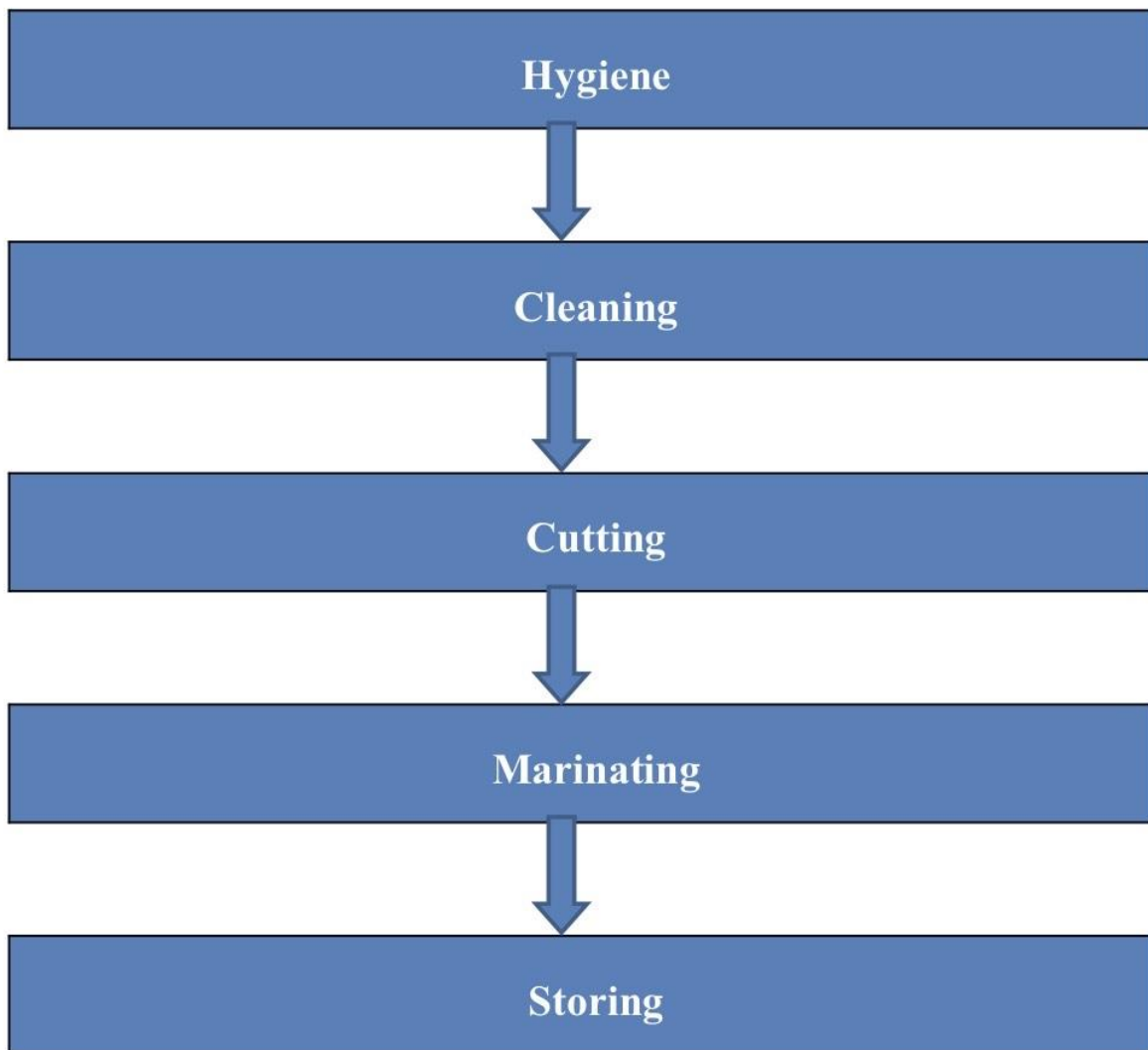


Figure: 03

3.2.1 Hygiene

Maintaining hygiene in the Butcher kitchen is essential for food safety. During six months of internship, The Westin Dhaka followed this step to practicing hygiene in the Butcher kitchen:

- **Step One: Personal Hygiene:** Entering the hotel, wearing a clean chef dress and aprons, gloves, cap and nonslip shoes. Always check, wearing the clean ones and avoid rings, watches and bracelets. This can cause bacteria and cross-contamination.
- **Step Two: Separating Cutting Boards:** Use separate cutting boards for cutting different meats to avoid cross-contaminations: red boards for beef, lamb mutton, yellow boards for chicken, whiteboards for bread and blue boards for fish. All boards are cleaned with hot water after every use.
- **Step Three Cleaning Workplace:** Cleaning workplace area washed with hot water. After the end of shifts of using tools: knives and boards are dipped into hot water with sanitizer and washed with hot water, ground machine, bread crumbs machine and chillers shelves are washed with hot water. After every use, washing knife and boards that contact with meats and fish.
- **Step Four Storing:** Always store meat and fish in separate areas and use clean wrapping materials, baskets and dishes.
- **Step Five Disposing:** Disposed of all the spoiled meat and fish at the end of the shift.

3.2.2 Cleaning

Not all raw meats and fish are clean in the Butcher Kitchen. There are certain items that are cleaned in this kitchen. They are:

- **Chicken and Beef:** Frozen chicken and beef are soaked in plain water. Then placed in a strainer to drain completely. Must ensure that all the blood is drained fully.
- **White Snapper:** Wash the sapper under cold running water and use a fish scaler to remove all scales. Started from the tail towards the head and washed after scaling. Then lay the fish on board to cut the belly and remove all waste. Then gently wash the belly with water. Finally, rinse the fish cleaned fish one more time to ensure all waste is removed.

- **Shell Prawn:** Only Butterfly shell prawns are cleaned in the Butcher kitchen. Soaked the frozen shell prawns in plain water and strained them in a strainer. After cutting the butterfly shell prawn, rinse it with running water to remove any waste.
- **Crab:** Grape the crab by the back legs and gently pull off the top shell by using a small knife to break the hinge where the shell connects to the body. Secondly, remove all yellow organs inside the body. Final step, rinse the inside of the crab body using plain running water. One more time, wash gently to ensure the crab is fully cleaned.
- **Squid:** Cut the squid at the halfway mark, pull out internal organs from the body of the squid and wash it with plain water. Rinse one more time to ensure the body is thoroughly clean.

3.2.3 Cutting

During a six-month internship, six types of meat and fish cuts were learned including cube cut, Julienne, strip, butterfly cut, stake cut and curry cut.

- **Butterfly fillet:** Butterfly cuts are used by shell prawn. Firstly, lay the prawns on a cutting board. Secondly, use sharp knife to make a shallow cut down the center of the prawn's back and stop 1/3 inch from the tail. Finally, press the prawn with fingers to spread it up and the prawn opens up in a butterfly shape.
- **Strip Cut:** Butterfly the meat if the meat is too thick. Place the chicken on board and cut the meat into long and the wide must be 2/4 inch. Boneless chicken, both with and without skin, and beef are used for cutting into strips.
- **Julienne Cut:** Chicken and beef are used for Julienne cuts. Firstly, find the halfway of the meat and slice it into two pieces. Then cut across the slices into thin strips to create julienne.
- **Cube Cut:** Find the halfway mark of meats and slice it into two pieces of equal thickness. Then, cut strips from the pieces and turn the strips and slice across them to create cubes. Boneless Chicken and beef are mostly used for this cut.
- **Stake Cuts:** Beef and lamb are used for cutting stakes. First, select suitable beef tenderloin and trim extra fat. After that, use sharp knife to slice the meat about 1/1.5 inches thick.

- **Curry Cut:** Boneless chicken leg is used for this cut. Lay the chicken leg on a cutting board and cut it into 4 pieces into a square shape.

3.2.4 Marinating

During the six-month internship, the primary focus was on learning how to marinate various types of food.

- **Chicken Tanduri:** At first use salt and vinegar and mix it. Then use ginger garlic paste, coriander powder, hot spices, cumin powder, yogurt and master oil and mix one by one and rest it for 30 minutes to 1 hour.
- **Fish Shashlik:** Use salt, vinegar, white paper and Dijon mustard mix them one by one and rest them for 3-4 hours at a chillier.
- **Beef Kabab:** At first mince the beef meat and then add lamb fat, salt, parsley, onion, Kashmir paper, egg, red chili and breadcrumbs and lastly take it to the mincing machine. After mixing, use mustard oil on the tray and divide all the mince and make a round ball.
- **Turkish kabab:** Use salt in lamb mince and mix it. After that use red chilli chop, three color capsicum and use Thai red chilli chop. Then take it to the mince machine and put mustard oil on a tray and make a round shape and rest it for 2-3 hours.
- **Roast Chicken:** Use salt, white paper, yogurt and Dijon mastered oil and mix it and rest it for 3-4 hours.

3.2.5 Storing

Food must be stored correctly in the butcher kitchen to maintain food quality and safety. The food has to be stored at the right temperature. The chillers should be 0 to 5 Degrees Celsius and deep chillers should be -12 to -18 Degrees Celsius. Then the temperature should be checked daily. The stored food should be leveled by its name and date and always check the expiration date.

The Westin Dhaka used two types of freezers that are chillers and deep-freezing chillers. The chillers temperature is about 0 to 5 Degrees Celsius and the temperature of the deep chillers

is about -12 Degrees Celsius. Most of the time they use chillers for regular food like vegetables, fruits, cooked food, daily used ingredients, nuts, juice, chicken, beef and lamb. On the other hand, the deep chillers are used for fish and some other food like dumplings, Greenpeace, and cold food.

The Butcher kitchen stored chicken and meat in chillers. Both have divided places where meat and chicken are stored. They are:

- **Chillers:** There is also some other food stored in chillers and they are chicken tikka, beef kabab, chicken shashlik, fish shashlik, roast chicken, Turkish kabab, basa stake, beef stake, chicken breast, whole chicken, beef and chicken satay, beef and chicken shashlik, prawn kima, chicken kima and this all food are stored for 3 days. Sometimes the date level will extend if the food is fine.
- **Deep Chillers:** The Butcher kitchen stores all types of fish at deep chillers. Then some other food is also stored in deep chillers. Most of the time mizan plus (means advance preparation) the food is stored in deep chillers like beef and chicken burgers, prawn Kima, beef Kima, chicken Kima, beef kabab, Turkish kabab and basa stake. Some other foods are also stored at deep chillers and they are whole chicken, lamb leg, beef tenderloin, beef ribeye, beef ribs, beef and chicken sausage, chicken lollipop, and chicken wings and these all are stored for 3 to 8 months.

Chapter 04

Findings, Recommendation and Conclusion

4.1 Finding

As a trainee, while working in Westin Dhaka at Butcher Kitchen, the following findings were noticed:

1. **Variation in Cutting Techniques:** In production department, variations of cutting technique among chefs can lead to inconsistency in food preparation. Trainee often struggles to adopt a standardized cutting style.
2. **Lack of Equipment:** Since the butcher kitchen requires various machinery for cutting and preparing the meats and fishes, having a machinery problem affects the efficiency of the operation. Such as one of the two machines for preparing ground beef needed repairing. However, rather than repairing the one machine that was damaged, they used the remaining one for both fish and meat which affected the kitchen's efficiency.
3. **Cross-Contamination:** Using the same ground machine for both meats and fishes and the beef ground machine is cleaned only once after the shift end, which increases the possibility of cross-contamination.
4. **Lack of Supervision:** Sometimes the kitchen staff did not follow the First in First out (FIFO) method for using the stored meats and fishes. As a result, some meats and fishes get expired.

4.2 Recommendation

Based on the findings some recommendations are provided below:

1. Develop a standard operating procedure for cutting methods specific to each ingredient. Ensure all chefs follow the standardized techniques for consistency. Assign experienced chefs to observe and guide trainees during cutting tasks.
2. The Westin Dhaka engineer team can implement a routine maintenance schedule for equipment and establish a protocol for reporting machine issues. They can arrange backup machines to avoid disruptions during peak time.
3. All the parts of the ground machine must be washed with hot water after every use. After cleaning, the machine should be sanitized and ensure that all residues are removed.

4. The Westin Dhaka should implement a training program focus on the FIFO method. All staff should be trained on the importance of FIFO in ensuring food safety and maintaining quality standards. Additionally, store areas should be systematically organized, with older items placed at the front and newer items positioned at the back.

4.3 Conclusion

The Westin Dhaka is the oldest luxurious five-star hotel in Bangladesh. The six-month internship was completed successfully at The Westin Dhaka and during that period, many challenges were faced and lessons were learned through the operational process of the Butcher Kitchen. In the butcher kitchen, the full process of preparing meat and fishes were observed and learned. The work environment was learning-friendly which helped to learn and adjust to the new environment.

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