

INTERNSHIP REPORT

on

Operation Process of Old Terrace Restaurant

Submitted by

Md Asif Chowdhury

Batch - 15

ID - 183-43-370

Department of Tourism & Hospitality Management

Daffodil International University

Submitted to

Ms. Fairooze Waziha

Lecturer

Department of Tourism & Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

Date of Submission

03rd October, 2024

Letter of Transmittal

October 03, 2024

To

Ms. Fairooze Waziha

Lecturer

Department of Tourism & Hospitality Management Daffodil

International University

Subject: Submission of the Internship Report.

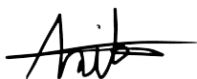
Dear Ma'am,

I am here to submit my internship report on "Operation Process of Old Terrace Restaurant" as a part of my BTHM program curriculum. Working under your supervision during this internship has been a tremendous honor and pleasure.

Over the past six months, I have had the invaluable opportunity to immerse myself in the daily operation of Old Terrace Restaurant, working closely under the guidance of Mr. Rahat Khan, Team Leader of Old Terrace. The experience has provided me with a comprehensive understanding of the intricate workings of the restaurant front desk and related activities. This report reflects my sincere efforts to capture the essence of my internship experience and contribute meaningful insights into the restaurant activities.

Therefore, I would be very grateful if you could accept this report and share your helpful opinion. It would be my honor if you found this study beneficial and educational in understanding this problem.

Yours Sincerely,



Md. Asif Chowdhury

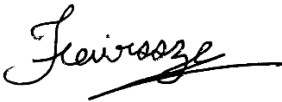
Batch: 15

ID: 183-43-370

CERTIFICATE OF APPROVAL

The following is to certify that the Internship Report on " Operation Process of Old Terrace Restaurant " has been submitted by Md: Asif Chowdhury, ID: 183-43-370, a student in the Department of Tourism and Hospitality Management at Daffodil International University. This report partially fulfils the degree requirements. He concluded the report with the assistance and direction of myself.

Signature,



Ms. Fairooze Waziha

Lecturer

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

Acknowledgement

I am incredibly thankful to the Almighty Allah for giving me the opportunity to intern at a respectable company and for giving me the tenacity and resolve to develop during that time. I am extremely grateful to have been mentored by such outstanding people, and this internship has been one of the most beneficial and illuminating experiences of my undergraduate career.

Throughout my academic journey, Ms. Fairooze Waziha, A lecturer in the Department of Tourism and Hospitality Management at Daffodil International University, acted as both my supervisor and instructor. I am sincerely grateful for her unwavering support, moral guidance, insightful recommendations, and constructive counsel.

I want to express my gratitude to Mr. Rahat Khan, the Old Terrace Restaurant's Team Leader, for allowing me to finish an internship in the prestigious division. I am writing to thank the other employees at the Old Terrace once again for their sincere guidance and support in finishing the tasks necessary to compile this report. To finish my internship and prepare for my timely report, I need assistance. I am happy to admit that all the faults in this report are entirely my own fault.

Contents

Letter of Transmittal.....	iii
CERTIFICATE OF APPROVAL	iv
Acknowledgement	v
CHAPTER-1.....	2
Introduction.....	2
1.1 Introduction.....	3
1.2 Background of the Report	3
1.3 Scope of the Report	3
1.4 Objective Of the Report	3
1.5 Methodology	4
1.6 Data Source.....	4
Chapter 2.....	5
An Overview of Old Terrace.....	5
2.1 Introduction of Old Terrace	6
2.2 Mission and Vision.....	6
2.3 Organizational Chart	7
Chapter 3.....	8
Operational Process of Old Terrace Restaurant.....	8
3.1 Introduction.....	9
3.2 Operational Process of Old Terrace Restaurant.....	9
3.2.1 Reservation	9
3.2.2 Guest Service	9
3.2.3 Billing Process	10
Chapter-4	11
4.1 Findings.....	12
4.2 Recommendations	12
4.3 Conclusion.....	13
References	14

CHAPTER-1

Introduction

1.1 Introduction

The Old Terrace Restaurant, tucked away in the center of the city, provides a distinctive dining experience that combines fine culinary artistry with friendly service. The restaurant, which was founded with the goal of offering outstanding service, takes pride in its varied menu, which includes a selection of dishes influenced by both regional and foreign cuisines. Old Terrace is more than just a restaurant; it's a destination where patrons can take pleasure in a delightful ambiance that is distinguished by tasteful furnishings and a welcoming atmosphere. The restaurant offers professional and considerate service for any occasion, whether it's a small get-together, a celebratory dinner, or a casual lunch.

1.2 Background of the Report

Hotel and Restaurant industry of Bangladesh has been expanding rapidly. The Front Office is the most crucial department to interconnect with all Restaurant operations. Front Office department directly communicating with guests. This report focuses on the tasks the supervisor does and various types of activities to run the operational process of the department, also for guest satisfaction. A supervisor check reservation, guest arrival, do guest check-in, informed about restaurant facilities, and do check-out to complete the front desk operational process.

1.3 Scope of the Report

This report provides detailed descriptions of the Front Office sub-divisions of Old Terrace Restaurant as a trainee for the industrial attachment. This report will demonstrate the operations process of Old Terrace Restaurant. The process of Old Terrace Restaurant operations is analyzed in this report.

1.4 Objective Of the Report

The main aim of this study is to gain an understanding of the operational process of Old Terrace Restaurant. The specific goals listed below will help achieve this goal.

Specific Objectives

- To identify the steps of guest service and reservation process of Old Terrace Restaurant.
- To identify the problems of Old Terrace Restaurant.
- To provide some recommendations based on the analysis.

1.5 Methodology

In order to analyze guest satisfaction levels, staff performance, and the efficacy of current operational procedures, of Old Terrace Restaurant may carry out applied research in this situation. This entails gathering information using techniques like guest interaction and financial management in order to pinpoint areas that require development. For instance, the manager can make adjustments that improve the dining experience and expedite front desk operations by looking at customer feedback and reservation trends. (Creswell, J. W., & Creswell, J. D. (2017)

1.6 Data Source

Two broad categories can be used to classify data sources. primary as well as secondary. This report makes use of secondary data.

Secondary Data:

1. Organizational data file
2. Magazine

Limitation of the Study

1. This report only covered the operational process of Old Terrace Restaurant.
2. It was not easy to collect the information from others because of confidentiality.

Chapter 2

An Overview of Old Terrace

2.1 Introduction of Old Terrace

Founded in 2019 Old Terrace Restaurant has grown to be a beloved dining destination in Dhaka. The restaurant, which is well-known for its distinctive fusion of modern and traditional cuisine, has a lengthy history that tracks the development of the neighborhood's dining scene. Old Terrace Restaurant is more than just a place to eat; it's a gathering place for delicious food, a warm atmosphere, and a sense of community. Every visit is made unforgettable by offering guests the choice of indoor or outdoor seating so they can savor their meals in a location that best suits their tastes.

2.2 Mission and Vision

Mission Statement

Our goal at Old Terrace Restaurant is to deliver a remarkable dining experience that highlights regional flavors and honors culinary innovation. We are committed to providing exceptional service in a welcoming environment, encouraging community ties, and making sure each visitor has an unforgettable time.

Vision Statement

The goal is to be known as a premier dining establishment that captures the spirit of the history and culture of our neighborhood. Our goal is to establish an inventive and sustainable restaurant that actively supports the local economy and environment while providing our patrons with delicious food. Our goal is to inspire and enhance everyone's dining experience by means of constant improvement and a dedication to quality.

2.3 Organizational Chart

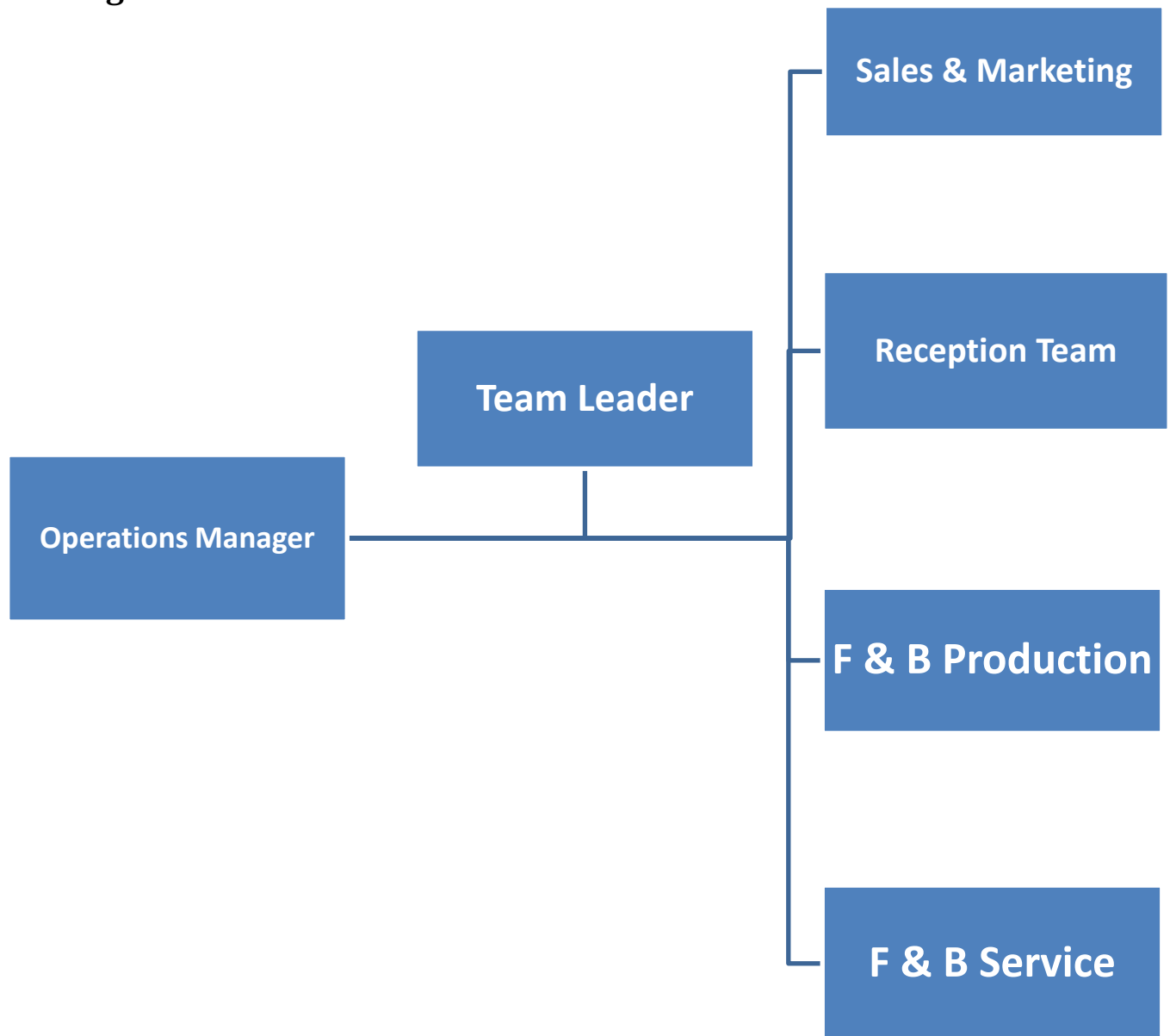


Figure 1 Organizational Chart of Old Terrace

Chapter 3

**Operational Process of Old Terrace
Restaurant**

3.1 Introduction

In any hospitality facility, including eateries like Old Terrace, the operation process acts as the hub of activity. As the initial point of contact for visitors, this division greatly influences both their first impressions and their entire stay. A variety of tasks that guarantee efficient operations and high levels of customer satisfaction fall under the preview of the operation process.

3.2 Operational Process of Old Terrace Restaurant

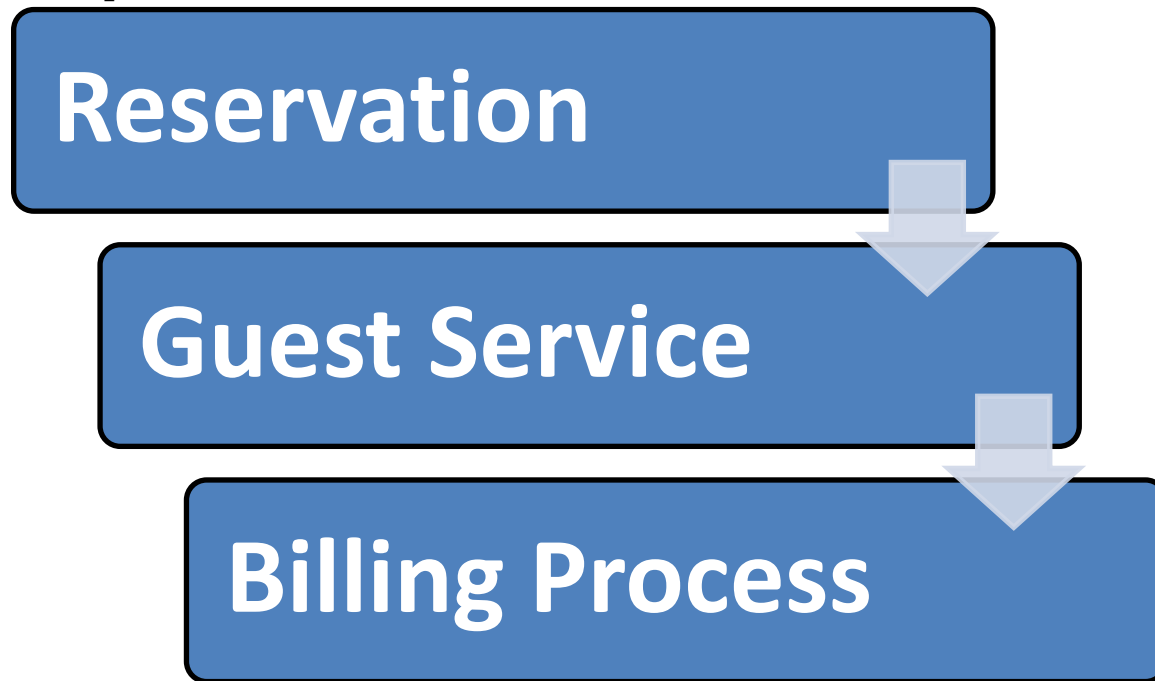


Figure 2 Operational Process of Old Terrace Restaurant

3.2.1 Reservation

- **Taking Reservations:** Managing reservations for parties of various sizes, including those made over the phone and online, by using a 3s software reservation system. However most of the times reservation are made by phone calls and we record the reservation in an analogue way.
- **Confirmations and Reminders:** To reduce no-shows, guests should receive confirmation messages and reminders regarding their reservations.

3.2.2 Guest Service

- **Greeting Guests:** Welcome guests as they arrive ensure they felt valued and comfortable.
- **Seating Arrangements:** Allocating tables according to availability and visitor preferences in order

to manage walk-ins and reservations.

- **Menu Distribution:** Providing menus to guests and offering to explain special or recommendations.
- **Handling Inquiries:** Answering questions about the menu, including ingredients, portion sizes, and preparation methods.
- **Upselling:** Upselling is the practice of suggesting appetizers, beverages, and desserts to improve the eating experience and boost revenue.
- **Order taking:** Helping servers take orders quickly and precisely while making sure that all dietary needs and preferences are taken into account.
- **Feedback gathering:** Proactively asking visitors for their opinions on the meal and its aftermath.
- **Complaint Handling:** Addressing customer complaints promptly and professionally, offering solutions or compensations as necessary to ensure satisfaction.

3.2.3 Billing Process

- **Generating Bills:** Preparing and presenting bills to customers, ensuring accuracy in pricing and itemization.
- **Payment Processing:** Payment processing includes securely processing transactions and accepting a variety of payment methods, including cash, credit cards, and mobile pay

Chapter-4

Findings, Recommendations and Conclusion

4.1 Findings

During the internship in Front Office at Old Terrace Restaurant, some major Issues were identified.

1. **Variability in Staff Performance:** Different experiences may result from staff members providing differing levels of service to customers. This disparity may have a detrimental effect on client satisfaction and loyalty.
2. **Long Wait Times:** Consumers have complained about service delays during busy times, which can irritate them and possibly drive away repeat business.
3. **Underutilization and Overbooking:** When reservation and table management systems are not integrated, underutilization and overbooking may result, resulting in subpar seating arrangements. Long wait times and unhappy customers are frequent outcomes of this.
4. **Reservation errors:** Reservation errors can cause miscommunications and have a detrimental impact on the customer experience. Because reservations are made by hand, there are occasionally a lot of mistakes.

4.2 Recommendations

Some recommendations are provided in the following:

1. Comprehensive training programs centered on customer engagement, communication techniques, and service standards should be put in place at Old Terrace Restaurant. To exchange guest feedback and talk about best practices, regular staff meetings can also be arranged. Consistency in service delivery can also be maintained by implementing a mentorship program in which seasoned staff members assist less experienced staff members. (Pérez, M. P., & Vázquez, J. A. (2019)
2. Old Terrace Restaurant should increase staffing levels to ensure adequate coverage during peak hours. By using 3s software through a pause machine, long wait times can be decreased and both kitchen and service staff can prepare and serve food on time.
3. To guarantee real-time availability updates, Old Terrace Restaurant should integrate its reservation and table management systems. This will reduce the possibility of overbooking by enabling more precise tracking of reservations and seating arrangements. Optimizing seating arrangements and increasing table turnover rates can also be achieved by examining past data on peak hours and visitor preferences. (Kwortnik, R. J., & Thompson, G. M. (2009).

4. Old Terrace Restaurant should put in place a dependable reservation management system that provides automated email or SMS reminders and confirmations in order to handle reservation errors.

4.3 Conclusion

In summary, working as Front Office Trainee at Old Terrace Restaurant was a crucial phase of developing the career. The practical experience over the last six months leading a team, improving customer service, and keeping things running smoothly in a fast-paced setting. The internship upholds the high standards expected of an upscale dining establishment and implement best practices in this role. The strong leadership and communication skills, which have been developed via challenges and successes, will be very beneficial in the future career as a hotel manager. It is an honored to have helped establish Old Terrace's stellar reputation and to have gained knowledge from a superb group of people committed to quality work. The love for the hospitality sector has been cemented by this experience.

References

- Creswell, J. W., & Creswell, J. D. (2017). *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches* (5th ed.). SAGE Publications.
- Pérez, M. P., & Vázquez, J. A. (2019). Training and development in the restaurant industry: Impacts on service quality and employee retention. *International Journal of Hospitality Management*, 83, 229-239. <https://doi.org/10.1016/j.ijhm.2019.05.006>
- Kwortnik, R. J., & Thompson, G. M. (2009). Unifying service marketing and operations with service experience management. *Journal of Service Research*, 11(4), 389-406. <https://doi.org/10.1177/1094670509346972>