

# **Internship Report on Food and Beverage Production Process of Pearl Hotel**

**Submitted by**

Anik Ghosh

ID-181-43-330

Department of Tourism & Hospitality Management

Batch-13<sup>th</sup>

**Submitted to**

Mohammad Nurul Afchar

Lecturer

Department of Tourism & Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

**Submission Date:03-11-2024**

# **Food and Beverage Production Process of Pearl Hotel**

## LETTER OF TRANSMITTAL

Date:03-11-2024

**Mohammad Nurul Afchar**

Department of Tourism and Hospitality Management

Daffodil International University

**Subject: Submission of Internship Report**

Dear Sir,

With due respect to that, I am submitting my internship report on “**Food and Beverage Production Process of Pearl Hotel**”. This study on Pearl Hotel is based on my 6 months internship, this report is submitted as an important requirement of the **BTHM** curriculum.

I have the wonderful opportunity to work for Pearl Hotel for six months as a trainee in the food and beverage production department under the direction of Mr. Kazi Mizanur Rahman (Piash), Executive Chef, Pearl Hotel. The general information about food and beverage production is provided in this report. I am submitting my report and hope that you will appreciate my informative and detailed work. I made every effort to adhere to your instructions. I appreciate your advice as I prepare this report, and I am thinking of you warmly. If you would kindly accept this report and offer your insightful opinion, I would be extremely appreciative. To have a clear perspective on this issue, it would give me the utmost pleasure if you found this report to be informative. In case of any further information or queries about this report feel free to discuss it with me.

Yours Sincerely



.....

Anik Ghosh

ID: 181-43-330

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

## CERTIFICATE OF APPROVAL

This is to confirm that Anik Ghosh ID: 181-43-330 has finished his culinary trainee internship at "Pearl Hotel." Under my direction, he has completed his internship Report. During my supervision, he was prompt, diligent, and honest.

I hereby certify that I have reviewed this report and that, to my knowledge, it meets the requirements for the Bachelor of Tourism and Hospitality Management (BTHM) degree.

I wish him fortune and success.



.....

**Mohammad Nurul Afchar**

Lecturer

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

## DECLARATION

This written work reflects my ideas in my own words, and whenever I have collected and used the words or ideas of others, I have properly attributed my sources. I further attest that I have followed all academic honesty and integrity standards in my work and have not falsified, faked, or otherwise changed any idea, piece of information, fact or source. I am aware that any violation of the foregoing will subject me to disciplinary action by the university as well as legal action on the part of the sources whose work was improperly cited or whose consent was not obtained when required.

Their unwavering understanding, support, and knowledge have had a significant influence on my development both personally and professionally. This internship would not have been possible without the assistance of my coworkers, who were consistently eager to help and share their knowledge.

I am appreciative of the friendly and encouraging work environment that fostered my development and success.

Finally, I would like to thank the Pearl Hotel family for their support.

A handwritten signature in red ink that reads "Anik".

.....

Anik Ghosh

ID: 181-43-330

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

## **ACKNOWLEDGMENT**

As an intern at Pearl Hotel from July 01-2022 to December 31-2022, I gained valuable experience and discovered my potential. So many great experiences and chances have shaped and influenced my professional life and personal growth.

Without the assistance and cooperation of others, I would not have been able to finish my internship. You have my sincere gratitude. Thank you.

To the All-Powerful God, without whose excellent health and long life I would not have been able to finish my internship.

Then, I'd like to express my gratitude to my lecturer, Sir Mohammad Nurul Afchar, who oversees the internship, for her wise advice. He was always willing to respond to my inquiries about the internship.

## **Executive Summary**

The main objective of the report is to analyze the operation of the Main kitchen and cold kitchen of Hotel Pearl Hotel. The main focus of my study is food safety and hygiene measures. This Hotel, I joined as a trainee, and in this training period what I learned from my supervisors I will work on in this report. In this training period, I learn how to handle food, how to store it, and how to maintain hygiene.

This executive summary provides a concise overview of the internship report on the food and beverage production practices within a hotel. The internship aimed to gain practical experience and insights into the operations and management of the hotel's food and beverage department, focusing on production processes, quality control, and efficiency. The internship involved observing and actively participating in various aspects of the hotel's food and beverage production. This included shadowing chefs, kitchen staff, and management personnel, conducting interviews with key stakeholders, reviewing relevant documentation, and analyzing operational data.

Based on my observations and experiences, I also identified some recommendations for improvement, including streamlining inventory management processes, implementing technology solutions for menu planning and ordering, and providing additional training opportunities for staff.

Overall, the internship provided valuable practical exposure to the hotel food and beverage production industry. The experience enhanced my understanding of the operational aspects, challenges, and best practices in this dynamic field.

## **Table of Content**

|                                                 |            |
|-------------------------------------------------|------------|
| <b>LETTER OF TRANSMITTAL</b>                    | <b>III</b> |
| <b>CERTIFICATE OF APPROVAL</b>                  | <b>IV</b>  |
| <b>DECLARATION</b>                              | <b>V</b>   |
| <b>ACKNOWLEDGMENT</b>                           | <b>VI</b>  |
| <b>EXECUTIVE SUMMARY</b>                        | <b>VII</b> |
| <b>CHAPTER 01</b>                               | <b>9</b>   |
| <b>INTRODUCTION</b>                             | <b>9</b>   |
| 1.1 INTRODUCTION                                | 2          |
| 1.2 BACKGROUND OF STUDY                         | 2          |
| 1.3 SCOPE OF THE REPORT                         | 2          |
| 1.4 BROAD OBJECTIVE                             | 3          |
| 1.4.1 SPECIFIC OBJECTIVE                        | 3          |
| 1.5 METHODOLOGY                                 | 3          |
| 1.6 LIMITATIONS OF THE STUDY                    | 3          |
| <b>CHAPTER 02</b>                               | <b>4</b>   |
| <b>PEARL HOTEL OVERVIEW</b>                     | <b>4</b>   |
| 2.1 INTRODUCTION OF PEARL HOTEL                 | 5          |
| 2.2 MISSION                                     | 5          |
| 2.3 VISION                                      | 5          |
| 2.4 ACCOMMODATION AND FACILITIES                | 6          |
| <b>CHAPTER 3</b>                                | <b>12</b>  |
| <b>ANALYSIS</b>                                 | <b>12</b>  |
| 3.1 INTRODUCTION                                | 13         |
| 3.3 FOOD & PRODUCTION PROCESS OF PEARL HOTEL    | 18         |
| 3.4 WASTE MANAGEMENT:                           | 23         |
| 3.5 CHALLENGES:                                 | 24         |
| <b>CHAPTER 04</b>                               | <b>25</b>  |
| <b>FINDINGS, RECOMMENDATIONS AND CONCLUSION</b> | <b>25</b>  |
| 4.1 FINDINGS                                    | 26         |
| 4.2 RECOMMENDATION                              | 26         |
| 4.3 CONCLUSION                                  | 27         |
| REFERENCE                                       | 28         |

# **Chapter 01**

## **Introduction**

## **1.1 Introduction**

Bangladesh has achieved recognition as the least developed country among the developing countries. This economic and infrastructural development has been coming for business and investment of local and foreign investors. Hotels are also an essential and mandatory part of the tourism sector. They are responsible for tourist's hospitality. For the people who come from other cities and countries, they take up residence in hotels. Hotel facilities are an indication of the ability of the country in a manner. A four-star hotel's targeted customers are well stabilized el. Their price structure never attracts the largest amount of the people of Bangladesh. So, they have to ensure possibly all kinds of services by maintaining quality at a satisfactory level. Otherwise, they will lose their targeted audience and also leave a negative impact on foreign investors in this country. The kitchen is a fundamental department of a hotel. People come from different regions of the country and the world. They have different tastes and different choices of food. A four-star kitchen should have facilities and expertise to serve according to consumer's preferences.

As an intern chef at Pearl Hotel, this report has been written on the kitchen overview of Pearl Hotel. How are their kitchen management, quality of service, food safety and hygiene, and food and beverage production? Opinion about this hotel is a great place to apply theoretical knowledge in practical work learn some practical skills and gather professional experience in the hospitality world.

## **1.2 Background of study**

The food and beverage production sector of a luxurious hotel is an important organ. Food is one of the reasons we want to revisit.

## **1.3 Scope of the report**

This investigation is about kitchen environment, safety and hygiene, food and beverage production, production quality, and kitchen handling discussed extensively. It will provide a clear statement about their kitchen service. The pros and cons will be pointed out which will show the standard of the kitchen department according to Bangladeshi food safety regulations also as well as international standard level.

## **1.4 Broad Objective**

This report will be focused on the food and beverage production of Peral Hotel. The pros, cons, and discussion on the future of the department

### **1.4.1 Specific Objective**

To gather knowledge about culinary arts become skilled and earn expertise in this field.

1. To analyze the food safety protocols & assessment hygiene practices.
2. To explain the food & production process of Pearl Hotel.
3. To identify the Pearl Hotel's production limitations.
4. To provide some recommendations based on the analysis.

## **1.5 Methodology**

This report has been made on work experience of six months at the kitchen of Pearl Hotel. Asked for unknown information. This study was created through participant group discussion and unstructured interviews of individuals at the Pearl Hotel Dhaka. Careful self-observation according to theoretical study in Tourism and Hospitality management program.

## **1.6 Limitations of the Study**

1. Limited access at some points.
2. Six months is not enough to observe very well.
3. Leak of customer's review.

## **Chapter 02**

### **Pearl Hotel Overview**

## **2.1 Introduction of Pearl Hotel**

Pearl Hotel is a newborn four-star hotel at the heart of Dhaka city. It has been established in March 2022. Though it is new in this sector their management and quality of service is top notch. It is a floor building, with all the modern facilities. They have successfully served 1280+ customers within ten months from its beginning.

Location: Pearl Hotel is located in Dhaka, 600 m from Southeast University and 500 m from AIUB. This 4-star hotel offers a concierge service. The accommodation provides a 24-hour front desk, airport transfers, room service, and free Wi-Fi throughout the property. Primeasia University is less than 1 km from the accommodation, while the Consulate of Singapore is an 18-minute walk away. The nearest airport is Hazrat Shahjalal International Airport, 5 km from Pearl Hotel.

The hotel will provide guests with air-conditioned rooms with a wardrobe, a kettle, a mini-bar, a safety deposit box, a flat-screen TV, and a private bathroom with a shower. The environment and security system are well-designed. This hotel's exterior is imposing. Employees are well trained they are ready to serve at any time a consumer wants. (Pearl Hotel. (n.d.)

## **2.2 Mission**

The mission of Pearl Hotel is very positive and clear. They aim to reach consumers' top satisfaction levels by serving them with all the possible options they have and they can make. To make Pearl Hotel reliable to everyone. They offer all the modern facilities available in Bangladesh to attract new customers. They are more into giving experience to their customers.

## **2.3 Vision**

Pearl Hotel was established recently it is not widely known overall the country. They are focused on service sector enhancement. To be known by general people too. To be at the top of the list of luxurious hotels.

## 2.4 Accommodation and Facilities

- Accommodation/ Rooms.
- Coffee Shop (Cafe de Pearl)
- Restaurant (The Wave)
- Rooftop Restaurant (Hexagon)
- Conference Room
- Spa (Jingle)
- Gym (Fit Club)
- Private Lounge

### Room and Categories

All the rooms are well decorated and consist of luxurious and comfortable furniture. Washrooms are decorated with modern and stylish imported bathroom amenities with enough space. Rooms are categorized by their area of them. Pearl Hotel offers its customers four categories of rooms. (Pearl Hotel. (n.d.)

### Pearl Hotel 4 Types of rooms and their specifications:

- **Junior Suite:** The Junior Suite at The Pearl Hotel offers a blend of luxury and comfort, featuring an expansive layout that typically ranges from 360 square feet. The design focuses on creating a welcoming atmosphere, ideal for both relaxation and productivity.
- **Premier Twin:** Both business and leisure travelers will find the Premier Twin Room at The Pearl Hotel to be a modern and welcoming space. With a typical size of 200 square feet, the space offers plenty of space for relaxation.
- **Deluxe King:** The Deluxe King Room at The Pearl Hotel, which is typically 240 square feet, provides a stylish and spacious retreat. This elegantly furnished room, which combines modern conveniences with elegance, is perfect for both work and play.
- **Premier Queen:** The Pearl Hotel's Premier Queen Room, which is usually 160 square feet, provides an opulent and roomy haven. Both business and leisure travelers will find comfort and convenience in this well-appointed room.

## **Common Amenities of all rooms:**

- Ensuite Bathrooms.
- High Quality Imported Bathroom amenities and towels.
- Wi-Fi Access through a Single SSID all over the premises.
- 43-inch HD LED Smart Hotel TV.
- 137 Regional & International Channels.
- Fully stocked Minibar.
- 300 thread imported count fine cotton linen.
- Oversized beds with 10-inch-thick mattresses.
- In-Room Electronic Safety Box.
- Tea & Coffee Making Facilities.

## **Coffee Shop (Cafe de Pearl)**

Cafe De Pearl is at the ground level beside the entrance and reception areas. This place is well decorated and small tables are set up organically. At this place, you can meet those guests whom you don't want to take to your room. Verities types of coffee are available so that you have options to choose what you want. Available products at café de pearl is

1. Juice and Milkshake. Various types of juice and milkshakes are available here.
2. Drinks and soft drinks are the products of this section.
3. Mocktails like Mojito, Blue Lemon, Orange Fantasy, Virgin Hurricane, and many more.
4. Hot Coffees are Latte, Cappuccino, Americano, Espresso, Mocha, and hot chocolate coffee.
5. Fredo coffee is cold chocolate.

(Pearl Hotel. (n.d.)

## **Restaurant (The Wave)**

Both locals and tourists from other countries in Dhaka are constantly searching for the ideal place to eat dinner at night. One of the most popular hotel options close to Dhaka city is The Pearl Hotel in Banani. It is a great option for dinner and features a rooftop restaurant with views of the city. The eatery provides a wonderful view, excellent food, and affordable costs. This makes it the ideal location for both tourists and residents to congregate for a pleasant evening.

The wave's signature items are given bellow.

### **Signature Salad**

Waldorf Salad Sea Food Salad

### **Signature Soup**

Sea Food Chowder Soup Cream of Mushroom Soup

### **Signature Appetizer**

Honey Glass Prawn

Grilled Mushroom

### **Mains Signature Dish**

Ribeye Steak

Lobster Thermidor

Grilled BBQ Chicken

Creamy Fusilli Pasta

Sea Food Pizza

### **Signature Dessert**

Nutella Cheese Cake

Chocolate Soufflé with Ice Cream

### **Signature Drinks**

Virgin hurricane

Raisin Sun

The Wave also offers the Wave special couple set menu and also for four persons.

## **Rooftop Restaurant (Hexagon)**

Guests can take beautiful shots and enjoy a spectacular view of the city in the impressive ambiance at Pearl Banani. Bring your family here to have a leisurely supper while taking in the spectacular scenery. Both indoor and outdoor seating are available at the venue, with the former being more comfortable thanks to the air conditioning. If you want amazing views for your Instagram feed, choose the rooftop. Since the restaurant is almost always crowded during dinnertime, expect to wait a little while for a table. The staff assures you're taken care of and is consistently friendly and helpful. For Hexagon there are some hexagon special items

1. Kabab Platter.
2. Crunchy Twist
3. Crispy Twist Platter.
4. Fisherman Platter.

## **Conference Room**

The conference rooms of this hotel are an ideal place for those who want to organize business meetings, this hotel has a conference room in affordable price and offers all kinds of facilities needed for organizing a meeting. Their stunning resort in Dhaka provides breathtaking scenery and a serene ambiance. Here, guests will be made to feel very welcome. The modern delight will feel like a breath of fresh air to your thoughts.

The best part for business owners is that the Pearl Hotel offers a distinctive combination of elegant, roomy, and contemporary conference rooms, enabling you to have formal business meetings. Your sessions may go more smoothly in this area. This location is calm and appropriate for a contemporary business environment. (Pearl Hotel. (n.d.)

## **Features of Pearl Hotel's Conference Room**

**Appropriate Seating:** It is the first ensured feature in this room with comfortable chairs. This conference room is suitable for 12 persons.

**Projector and whiteboard:** They are essential for the business modern day. Visual presentation is a part of business meetings.

**High-Speed Wi-Fi:** High-speed Internet access is available in the meeting room. You will be able to collaborate while simultaneously using the Internet during the conference with other participants.

**Video Conference System:** The video conference system lets businessmen make a video call with partners and clients who are not present there. So, Pearl Hotel provides a video conferencing system in the conference room.

**Outstanding audio equipment:** The conference room has been set up with soft and rich sound system. In a meeting, the speakers and microphones create clear and noise-free sound.

**Fully Air-conditioned:** This room is being fully air-conditioned

**Trained guide:** These characteristics of the meeting room of the Pearl Hotel are typical.

## **SPA (Jingle)**

Pearl Hotel also provides spa facilities to its customers. Various types of spa services are available there. People can take service as they desire all the packages are cost-friendly.

### **Available services of the SPA section**

- Traditional Thai Massage
- Aroma Therapy (Oil Massage)
- Swedish Massage (Cream)
- Thai Aroma Massage
- Hot Oil Massage
- Foot Massage
- Couple Massage
- Body Scrub with Thai Massage
- Head Neck and Shoulder Massage
- Body Scrub with Aroma Therapy
- SPA Manicure Pedicure

- Facials
- Royal Treatment
- All in One
- Relaxation

## **Gym (Fit Club)**

Health is wealth. Everybody wants to keep them fit and fine. Most of the customers are businessmen and busy people. So, for their health and fitness concerns hotel authorities set up a modern gym facility. In this gym, visitors can do their daily exercises and training.

## **Private Lounge**

With all of the everyday activities, people are kept very occupied. On the weekends, people often want to spend quality time with their friends or families in a calm environment. The private lounge is the best place to deal with such things.

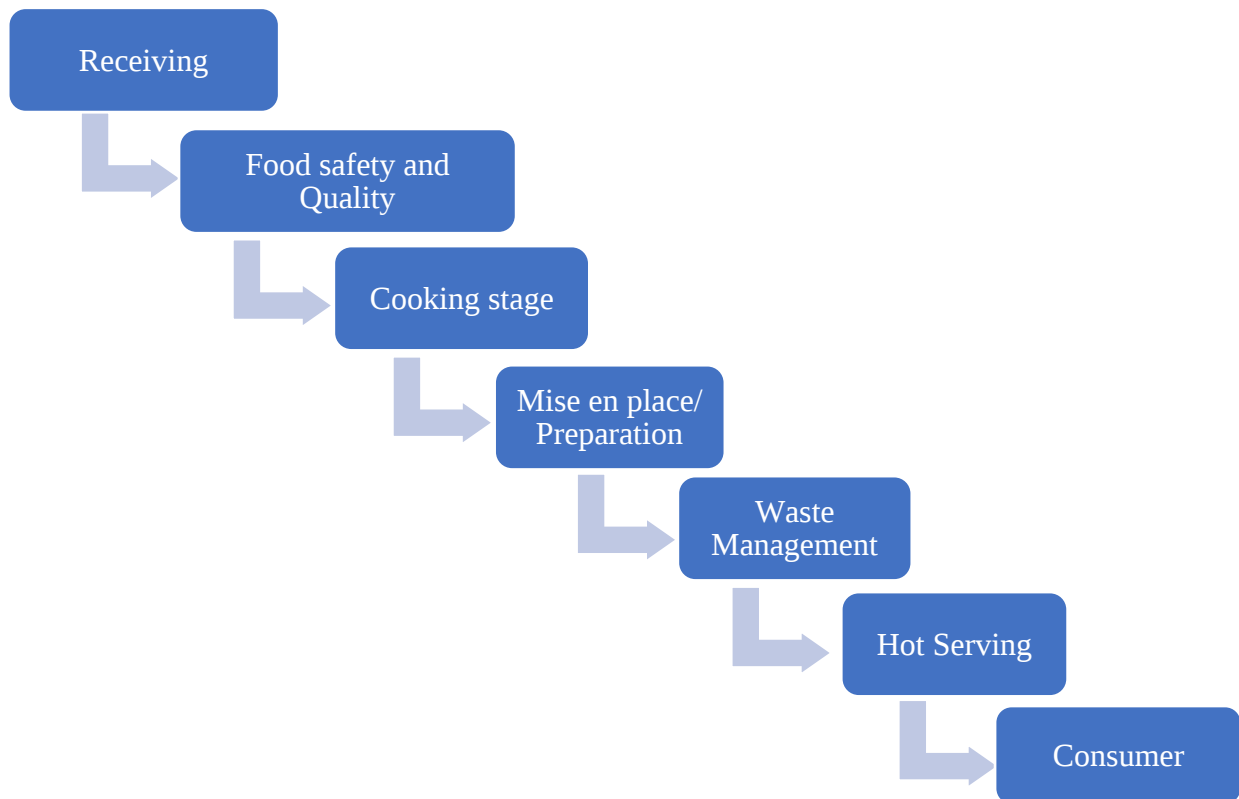
Travelers and guests can take a rest in a private lounge for a bit and enjoy their meal while looking out into an open terrace. Visitors and travelers from many countries, cities, and villages are welcome. The private lounges are made for group gossiping enjoyment and spent some quality time with friends and family. They were made focusing on comfort and privacy. (Pearl Hotel. (n.d.)

# **Chapter 3**

## **Analysis**

### 3.1 Introduction

The food and beverage production business is made up of companies and organizations that handle the production, management, distribution, and regulation of food and drink. They play a crucial role in society. Food and drink have always been important parts of our lives because they fulfill a basic human need. Restaurants, cafeterias, cafés, fast-food outlets, pubs, delis, food manufacturing activities, catering companies, food transportation services, and more are all part of the food and beverage industry. Work in this sector might include everything from packing to cooking, moving, and serving food and drinks.



**Pearl Hotel food production process flow chart**

## **3.2 Food safety and hygiene:**

### **Hygiene**

The hospitality, hotel, and food processing businesses all want their employees to become more knowledgeable about food safety. Food safety can be challenging to manage because hotels and the hospitality industry process a lot of food. The five most crucial food safety and hygiene procedures for people working in the hospitality and hotel business will be explained simply in this book. (Rentokil. (2021, March 31)

### **Personal Hygiene**

Pearl Hotel kitchen also takes care of personal hygiene. Kitchen staff maintain proper personal hygiene instructions. Everyone washes their hands before entering into kitchen and wears gloves and a mask in some cases. They are strictly ordered to keep them self-neat and clean. They cover their head with caps to prevent hair fall on food. (Rentokil. (2021, March 31)

### **Personal Safety**

All the staff wear safety aprons, pants, and shoes to cover their body from unwanted hazards and keep them safe from the fire's heat.

### **Wear proper clothing and footwear**

Wearing the proper clothing and footwear is the best way to protect the hygiene of food during food processing. All hotel staff who handle food preparation must put on impermeable gloves that are always kept clean and sanitized in order to avoid the transmission of germs. They wear sturdy, pristine, and cozy footwear.

### **Keep hand wash**

Since we all use our hands every day, maintaining good hand hygiene is important in every profession. Hotel food processors must maintain clean hands when handling food in order to prevent the spread of disease and keep the workplace hygienic. They ensure that all employees, especially those in the food service industry, and all guests wash their hands.

## **Ensure that tools and equipment are clean**

Equipment and tools that are not consistently cleaned and sanitized may have bacteria on them. Sterilizing these objects frequently with an antibiotic solution is the simplest way to keep them clean. These chlorine pills are safe to use in toilets, kitchens, and other areas where food is prepared. They are strongly advised to clean cloths, mop heads, and any bodily fluids.

## **Footbath**

Utilizing the footbath is one of the simplest methods to avoid bringing contaminants and germs into hotel kitchens. Despite the fact that it's the most basic self-sanitation technique, it works fairly well. They make sure there are enough antibacterial agents present and that the foot bath is regularly cleaned due to the large number of people who will be using it.

## **Containment of food**

The most severe effect of not adhering to adequate food safety and hygiene practices in the hotel or hospitality sectors is food contamination. The worst-case scenario is one that we all want to prevent because it could have detrimental effects on both the patient or client and the company that manufactures the product.

## **Sanitation**

Bacteria may develop and contaminate food on filthy surfaces. Make sure the workspace is sterile and clean before you start preparing food. While cleaning gets rid of dirt and grease, it may not get rid of bacteria or other maladies. Iodine, quaternary solutions, and chlorine solutions are the most often utilized sanitizers in the food service sector.

## **Staff Hygiene**

All staff members must be knowledgeable of the proper sanitation and hygiene practices in order to handle food safely. One of the essential concepts is to stop the cycle by avoiding cross-contamination, which is possible by maintaining good personal hygiene practices.

1. Showering and bathing frequently
2. Keeping covered or tied-back hair clean

3. Dressing appropriately and wearing work-only shoes and clothing.
4. Frequently wash your hands
5. Using sanitized utensils for food sampling
6. Using different napkins for wiping and washing plates.

## **Pest Control**

Suitable precautions must be taken to prevent pests from contaminating food during both storage and cooking. This consists of:

- Design and upkeep of buildings to limit access.
- Preventing pests' access to components and processed foods via proper storage.
- Measures to prevent pests from gaining access to food spills and trash, which attract and sustain them in the food environment.

## **HACCP (Hazzard Analysis and Critical Control Points):**

A strategy for identifying, evaluating, and controlling food safety risks, HACCP (Hazzard Analysis and Critical Control Points) is founded on seven core ideas. The Process Approach classifies food flows into broad categories based on the steps involved in food preparation, analyzes the risks, and sets up controls for each group. Managing risk factors to the same extent as creating a HACCP plan for every product, provides the same safety level. (Rentokil. (2021, March 31)

## HACCP Seven (7) Principle Description and Example:

| HACCP Principle                             | Description                                                                                   | Example                                                                                         |
|---------------------------------------------|-----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| 1. Conduct Hazard Analysis                  | Identify potential hazards that could affect food safety.                                     | Biological (e.g., bacteria), chemical (e.g., pesticides), and physical (e.g., foreign objects). |
| 2. Determine Critical Control Points (CCPs) | Identify points in the process where hazards can be controlled or eliminated.                 | Cooking, cooling, packaging.                                                                    |
| 3. Establish Critical Limits                | Set criteria that must be met to ensure that each CCP is under control.                       | Cooking temperature of 165°F for poultry.                                                       |
| 4. Establish Monitoring Procedures          | Define how each CCP will be monitored to ensure compliance with critical limits.              | Use of thermometers to check cooking temperatures.                                              |
| 5. Establish Corrective Actions             | Specify actions to be taken when monitoring indicates that a critical limit has not been met. | Re-cooking food that hasn't reached the required temperature.                                   |
| 6. Establish Verification Procedures        | Implement methods to confirm that the HACCP system is working effectively.                    | Regular audits, microbiological testing, and review of records.                                 |
| 7. Establish Record-Keeping Procedures      | Maintain documentation of the HACCP plan, monitoring activities, and corrective actions.      | Logs of cooking temperatures, cleaning schedules, and training records.                         |

### Food Safety

The food safety of the Pearl Hotel kitchen is excellent. Kitchen staff and management are well sincere and they never compromise with food safety measures. Storages have been kept clean regularly. They are determined to serve hygienic food products.

### Food Quality

All kinds of international standards are being maintained strictly. Kitchen associates always give their top approach to maintaining food quality good and entertaining their customers and keeping

them happy. Always fresh meat, fish, vegetables, and fruits are being used to serve. But they can improve their food menu by adding more items to their list which will attract more people.

### **Dry and cold storage cleaning**

Take food out of each shelf one at a time. Place the mobile racks in dry storage while you clean the shelf that is already there. Wipe off all areas with a clean cloth dipped in warm, soapy water. Use a second clean cloth and the sanitizing solution to clean all surfaces. Before replenishing shelves, let food air dry. Food should be taken off from shelves one at a time. Keep the moving racks in the cooler while you clean the shelf in its current location. Use a clean towel soaked in clean, hot water and detergent to wipe off all surfaces. To clean all surfaces, use another fresh towel that has been dipped in a disinfectant. Before replenishing shelves with food, allow to air dry.

## **3.3 Food & Production Process of Pearl Hotel**

### **Kitchen Environment:**

The kitchen environment is very satisfying. All the personnel are very friendly and helpful. Behavior with an intern is appreciative.

### **Cooking Instruments:**

In this kitchen all the instruments like knives, cutters, chimneys, and ovens are good, but raw food storage capacity might be increased to store more food which will come to store raw materials to meet the rise of demand. They can install air conditioning instead of the cooling fan.

### **Food washing:**

Fruit and vegetable washing: When washing fruits and vegetables, it's critical to keep the area tidy. To make sure that nothing in the produce is missing, adhere to mise en place.

### **Cuts of food:**

Various types of cuts are used in the kitchen according to the type of products. Types of cuts are described below.

## **Cuts of vegetables:**

### **1. Julienne:**

Also known as matchstick cut. The vegetables are split into strips that are generally three inches long and one-eighth to one-sixteenth of an inch thick. Usually, this kind of cut is applied to vegetables like carrots, capsicums, and ginger.

### **2. Batonnette:**

This is how fries, crudites, and vegetable sticks are cut. Before slicing them into 1/5-inch sticks, square them off and then cut them straight into 6mm-thin rectangular pieces.

### **3. Dice:**

Almost every type of vegetable can be diced. Vegetables that are precisely diced are simple to prepare and can enhance the flavor of foods. Dice cuts come in a few different varieties, including brunoise, small, medium, and large dice. (Food and Beverage Knowledge. (2020, July 20)

- Small dice are slightly larger than brunoise dice, measuring around 1/4 inch.
- The average medium dice measure half an inch.
- Large dice, which are around 3/4 inch, are ideal for making soup or broth.

### **4. Slice:**

This method involves cutting veggies into flat, rounded discs. When cutting round vegetables like tomatoes, potatoes, and onions, this is the ideal method. Sliced veggies can be used as fillings and garnishes for burgers, pizzas, and sandwiches.

### **5. Chiffonade:**

This method involves slicing herbs and leafy vegetables into ribbons or thin strips. Roll the leaves tightly after stacking them all together. Hold them down with one hand while cutting the leaves perpendicular to the rolls with the other. Herbal garnishes can be made from thin ribbons of fine chiffonade.

For sauté, use a large chiffonade on leafy leaves. Use the chiffonade vegetables and herbs as soon as possible after cutting them because this method causes. (Food and Beverage Knowledge. (2020, July 20)

## **6. Paysanne:**

For cutting fruits, vegetables, and roots, use a casual French cut. In contrast to the other cuts described, the form depends primarily on the shape of the veggies. Vegetables are cut thinly in this manner, about 1/2 inch, and in accordance with their shape.

## **Cuts of fruits:**

Cutting is an art. learned stylish and fancy cuts of foods. This kind of fruit cutting has an impact on the hotel. They feel satisfaction inner them. Which is good for business. Different fruits can be cut into different patterns and designs.

## **Cuts of chicken:**

### **1. Breast fillet:**

It is important to pan-fry or char-grill this white flesh rapidly because it is prone to drying out and becoming tough.

### **2. Drumette:**

Drumettes, which are a component of the chicken wing, taste good marinated and roasted, baked, or chargrilled. Serve them as party finger food or as lunch or snack options for children.

### **3. Thigh fillet:**

This dark meat, which has more flavor than chicken breast, may be prepared in all ways but tastes best when cooked slowly, like in stews or casseroles. Before use, remove fat.

#### **4. Thigh cutlet (bone-in):**

Since the flesh is on the bone, prolonged cooking in casseroles and stews enhances the flavor. This adaptable cut can also be roasted (add flavor by rubbing herb butter under the skin) or chargrilled.

#### **5. Drumstick:**

However, they are most frequently roasted; slice the meat first for speedier cooking and remove the skin for a lower-fat dinner. These are also fantastic in casseroles and stews.

### **Cuts of Beef:**

In this hotel, I have learned only Julian cuts from the topside of beef to cook mixed foods. All other parts of the beef were butch and sliced from outside.

### **Cuts of Fish:**

#### **Fish fillet:**

Fish fillets are fish slices. The fillet includes the majority of the fish's edible parts and is a long, flat piece of fish without any bones (a flatfish yields four fillets). Fish with larger fillets can have their portions divided further. Depending on the species, you can find skin-on or skin-off fillet slices that can be seasoned, marinated, baked, fried, sautéed, and more.

#### **Paupiette :**

The fish fillet is smeared with stuffing, set flat on the table, rolled up, and tied with a string to maintain its shape. Typically, a fillet is rolled up and packed with fruits or vegetables. A thin slice of fish, such as tuna, sole, whiting, or even anchovies, is packed, rolled, and fastened with thread in a traditional French dish known as a paupiette.

#### **Supreme:**

Fish fillet cut into a large size on a stand. The best fish cut is known as a Supreme cut, which is a slice of fish cut from a fillet at an angle. A block cut or bias cut of a fillet or lion that is boneless is known as supreme.

**Goujons:**

Goujons are approximately 8 cm long by 1 cm wide strips of fish fillet. The fillets of tiny fish-like soles or plaice are used to make goujons. Basically, this cut is utilized for garnishing.

**Mignon:**

A cornet-shaped fish fillet made of mignon (Triangular fold)

**Darne (Steak of round fish):**

A large, round, entire fish, such as cod or salmon, with the bone cut across and through it (2-3 cm thick). The skin is typically left on tough cuts like salmon steaks, which may also just be scaled.

**Troncon (Steak of flatfish):**

It is a 4-5-centimeter-thick slice of fish. It is a flatfish cut on the bone, similar to a turbot. Fish cutlets or fish steaks with bones are two names for the troncon cut of fish.

**Butterfly fillet:**

A filet is the first step in a butterfly fillet cut. A butterfly fillet is really just two fillets joined together by skin, stretched out to resemble a butterfly. This cut is excellent for baking or pan-frying.

**Tail:**

The portion of a large fish closest to the tail that is typically cut and sold separately is called the tail cut. It tastes best when seasoned and roasted and is quite tasty.

## **Cooking:**

In this internship period also studied cooking various kinds of food. Indian, Thai, Cuisine foods, Fast Food, and Salad items.

## **Indian Foods:**

Indian foods are generally become spicy. Spice ingredients chili powder, turmeric powder, various kinds of chili, garlic, onion, and various kinds of salt are the most common ingredients of Indian foods.

## **Thai food:**

Fresh herbs and spices like lemongrass, basil, and chili are frequently used in Thai cooking, which results in a harmonious blend of sweet sour, salty, and spicy flavors. This richness is emphasized by dishes like Tom Yum soup and chicken sizzling.

## **Chinese Foods:**

Chinese Foods contain flavorful flavors from ingredients including ginger, garlic, and soy sauce. Dishes like chow mien and sweet and sour fish dry highlight the tastes of typical cooking methods like stir-frying and steaming.

## **3.4 Waste Management:**

- **Separation of Waste**
- **Regular Disposal**
- **Composting**
- **Minimizing Waste**
- **Recycling and Reuse**
- **Staff Training**
- **Monitoring and Improvement**

By incorporating these practices, kitchens can effectively manage waste, contributing to a more sustainable and efficient operation.

### **3.5 Challenges:**

During this study, there were some challenges too.

- It was a new environment so takes a few days to get used to it.
- Everything had to be done in a short time period so sometimes had not meet the perfection level.
- It was so hard to stand tall for long 9 hours.
- Night shifts were sometimes becoming boring and drowsy.

## **Chapter 04**

# **FINDINGS, RECOMMENDATIONS AND CONCLUSION**

## **4.1 Findings**

1. Pearl Hotel production facilities have partially implemented HACCP plans, leading to gaps in food safety assurance.
2. Lack of training and awareness among employees about HACCP protocols.
3. Compliance with record-keeping protocols is challenging due to labor shortages and high staff turnover.
4. The kitchen exhaust is not working properly so the work environment of the kitchen has become horrible and the kitchen personnel are usually sick.
5. The shortage of the number of Chillers and Chest Fridges.

## **4.2 Recommendation**

1. Develop comprehensive training initiatives that focus on understanding HACCP principles and practices for all levels of staff.
2. Implement refresher courses periodically to ensure ongoing competency in food safety procedures.
3. Implement standardized templates and digital platforms for recording data to reduce human error and improve traceability.
4. The kitchen exhaust should be maintained properly which will help cook work more comfortably.
5. Increasing the number of chillers and chest fridges will increase the cooking and storing capacity.

### **4.3 Conclusion**

The hospitality sector is going to be more important day by day as the business, economy, and number of tourists increase. A lot of opportunities to earn more from this sector. Pearl Hotel can use this opportunity. If they maintain and add more services with modern technology people will be more attracted to them.

Overall, their approach to the customers is very satisfying as a new member of the tourism and hospitality sector. The food and beverage production department also doing well and trying to give top-notch service by maintaining quality and freshness of products. People will enjoy budget-friendly food and beverage items.

## Reference

- Pearl Hotel. (n.d.). *Pearl Hotel*. Retrieved November 1, 2024, from <https://www.pearlhotelbd.com>
- Rentokil. (2021, March 31). *Food safety standards for hotels and restaurants*. Retrieved November 1, 2024, from <https://www.rentokil.com/blog/food-safety-hotels-restaurants>
- Food and Beverage Knowledge. (2020, July 20). *Function and responsibility of the food and beverage service department*. Retrieved November 1, 2024, from <https://www.foodandbeverageknowledge.com/2020/07/function-and-resposibility-food-and-beverage-service-department.html>