

Internship Report

on

Food and Beverage Production Process at Latest
Recipe Kitchen of Le Meridien Dhaka

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Meridien Dhaka

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Letter of Transmittal

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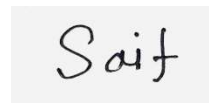
Subject: Submission of the Internship Report.

Dear Sir,

With due respect, I had the wonderful opportunity to work for six months as a trainee chef in the Latest Recipe Kitchen of Le Meridien Dhaka for my internship under your careful and considerate supervision. Now, I am submitting the internship report on as required by my BTHM educational program. The internship experience under your supervision has been wonderful so far.

I hope you will find the information contained in this report useful and relevant to my internship work as well as provide feedback for the overall development of my future and oblige thereby.

Sincerely yours,

A rectangular box containing a handwritten signature in cursive script that reads "Saif".

Md. Abu Saif

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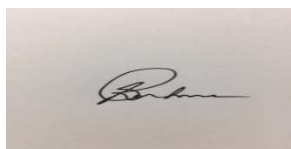
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Certificate of Approval

This is to certify that research work presented in this internship report by Md. Abu Saif, required for completing the undergraduate program of Tourism and Hospitality Management department was conducted under the supervision of Mr. Siddiquir Rahman, Assistant Professor & Head, Department of Tourism & Hospitality Management, Faculty of Business and Entrepreneurship, Daffodil International University, Dhaka, Bangladesh.



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Executive Summary

The following is a reflective logbook of the author's six-month long internship journey as a trainee chef in Le Meridien Dhaka where he served as a helping hand. This reflective logbook attempts to explain the food and beverage production process at the Latest Recipe Kitchen of Le Meridien Dhaka, where the author was assigned and tries to identify various problems related to the food and beverage production process with the view to provide suitable solutions to the identified problems. This report attempts to provide a comprehensive overview of the food and beverage production process of Le Meridien Dhaka. This research is carried out in the form of qualitative and descriptive research thanks to firsthand experience and the observation of various interactions during the internship period. The report contains a chronological description of the activities involved in the food production process of each shift in the Latest Recipe Kitchen of Le Meridien Dhaka including procurement, storage, preparation as well as presentation and servicing of food items. Through holistic observation, the report identifies some problems in the food and beverage production process encountered during the internship listed in the major findings section. Furthermore, the report also provides a bunch of suitable recommendations to make the best out of said findings. The report begins with introducing the Le Meridien hotel of Dhaka and how the internship report is going to be carried out briefly. The lions share of the report is dedicated towards analysing and describing the food and beverage production process at "Latest Recipe" kitchen of Le Meridien Dhaka such as use of kitchen equipment as well as the recipe standardisation efforts. The major findings section finds out. Going on, in the major findings section, the report delves into the problems plaguing the department such as recipe consistency, food safety issues, undermotivated employees and lack of rigorous employee motivation. Before concluding the report, it delves further into the issue and attempts to deliver recommended solutions to these identified major findings.

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Chapter 1: Introduction

1.1 Introduction

Le Méridien Dhaka is part of an international hotel chain, founded by Air France in 1972 that is world famous for conveying the European perspective to the rest of the world (Marriott International, 2024a). Even though Air France initiated the hotel brand, the businesses base of operations was later relocated to the United Kingdom and then once again to the USA (VINOD, 2016). Marriot International currently owns and runs the global hotel chain (VINOD, 2016). Le Méridien Dhaka, depending on the situation employs about 2 to 5 hundred employees and interns are a common sight there. This study aims to unravel the reality of Le Méridien Dhaka's working conditions, as well as reveal the nature and activities of their Food & Beverage production department. It will also serve as a reflective overview of the six month experience and the development of professionalism within the author.

1.2 Background of the Study

This study in its essence is a reflective logbook. It contains the author's personal outlook on the events that transpired in the Food and Beverage Production Department of the hotel during his internship as a trainee chef. The foundation of this study lies in the author's ability to practically translate what he has learned during the undergraduate program at DIU into actual real world skills that is relevant to hospitality management and specially to culinary production. Due to the reflective nature of this study, the author tried to include various elements of Kolb's learning cycle, a well known reflective model into this study which allows the author to conceptualise and grasp his observations during the experience period (Six Months) and then creatively experiment with said understanding (Brown, 2015).

Several factors that are foundational to this study are as follows:

- The journey of the authors growth in culinary arts
- Various training programs during the internship
- Guest feedback on the trainee's performance
- Help and assistance from coworkers of the F&B production and F&B service department.

1.3 Scope of the Study

The scope of this study is limited to the ambits of Le Méridien Dhaka. The primary scope of this study lies in the activities of the food & beverage production department, specifically the Latest Recipe Kitchen of the Hotel that specialized in continental food. The hotel itself and its various departments as well as its strengths, weaknesses, immediate threats and potential opportunities along with external influencers such as sociopolitical and economical change that affect the hotel are also in the scope of this study, albeit in a secondary priority.

1.4 Objective of the Study

1.4.1 Broad Objective

The objective of this study is to gain sufficient understanding of the practices and activities within the F&B production department of Le Méridien Dhaka to provide an overview of their food and beverage production process and offering some relevant recommendations for development.

1.4.2 Specific Objectives

- ✓ To explain the food and beverage production process of Le Meridien Dhaka
- ✓ To identify the problems related to food & beverage production process of Latest Recipe Kitchen
- ✓ To provide recommendations based on the identified problems.

1.5 Research Methodology

This study follows Saunders research onion and uses a mono method qualitative research as the chosen research methodology (Saunders et al., 2019). This research is primarily descriptive as it reflects back on the experience of the six months that transpired during the internship (Grimes and Schulz, 2002). But, as the reflection also contains some bits of assessments that are conclusive in nature, it can be said that this study follows a hybrid research methodology that is both descriptive and conclusive.

As the report is based on the authors' personal experiences, it mostly contains observations from primary data that has been supplemented with secondary data from the hotel's website, reputable newspapers, online articles and existing research.

The target population of this study will be the trainee's coworkers and as it is directly involved with the authors personal and subjective experiences, random sampling techniques for assessing phenomenon's will not be applicable to this study. The data collection have mostly been carried out through observations.

1.6 Limitations of the Study

The study being grounded in the authors personal observations and opinions is the foremost weakness of this study. Lack of information as a trainee chef also clouds the authenticity of the findings of this study. Getting access to coworkers due to their busy schedule hindered the progress of this study. Lack of information on the hotel online also proved to be a cause of struggle. The sources that have been used to supplement the findings of this study are also scarce in number.

Chapter 2: Overview of Le Méridien Dhaka

2.1 Introduction to the hotel

Le Méridien is an international 5 star hotel chain, founded by Air France in 1972 and currently under the ownership of Marriott International, INC (Marriott International, 2024a). Le Méridien Dhaka is one of 119 branches of this chain spread all over the globe (Marriott International, 2024b). This branch of Le Méridien, where the internship was undertaken is located in street 79/A, Commercial Area Airport Road, Dhaka-1229 (CNN, 2015).

As previously discussed, Le Méridien is currently owned by Marriott International (VINOD, 2016). Marriott International has a brand profile for each and every one of its holdings and Le Méridien is not an exception to this (Marriott International, 2024c). Marriott classifies brands under its banner into three tiers; Luxury, Premium and Select. These tiers are then divided into classic or distinctive segments. Le Méridien Dhaka is a premium and distinctive hotel under Marriott in Bangladesh along with Renaissance and Westin with Sheraton too being a premium but classic brand. Best Holdings Limited, a Bangladeshi holding company owns this Le Méridien franchise in the country (Marriott International, 2024c).

	CLASSIC	DISTINCTIVE
LUXURY	 THE RITZ-CARLTON  ST REGIS  JW MARRIOTT	 RITZ-CARLTON RESERVE™  BVLGARI  EDITION™  THE LUXURY COLLECTION  W HOTELS
PREMIUM	 MARRIOTT  SHERATON  DELTA HOTELS MARRIOTT  Marriott EXCLUSIVE APARTMENTS	 WESTIN  AUTOGRAPH COLLECTION HOTELS  MERIDIEN  RENAISSANCE HOTELS  DESIGN HOTELS  TRIBUTE PORTFOLIO  GAYLORD HOTELS
SELECT	 COURTYARD BY MARRIOTT  FOUR POINTS BY SHERATON  SPRINGHILL SUITES BY MARRIOTT  PROTEA HOTELS MARRIOTT  Fairfield BY MARRIOTT  Residence INN BY MARRIOTT  TOWNEPLACE SUITES BY MARRIOTT	 AC HOTELS BY MARRIOTT  alloft HOTELS  moxy HOTELS  element BY HYATT

Figure 1: Brand Classification of Marriott (Marriott International, 2024c)

2.2 Vision of Le Méridien Dhaka

Le Méridien Dhaka aims to bring about the European perspective to all things travel related in Bangladesh through its upscale and design focused service of international standards. It aims to be a safe haven for creative minded travellers as well as business travellers. The vision of Le Méridien Dhaka extends to providing constant A-one class service, products and amenities to make the guests' visits enjoyable.

2.3 Mission of Le Méridien Dhaka

The missions of Le Méridien Dhaka are as follows:

- To provide a brilliant and memorable travel experience to their guests
- Prioritising the visitors by trying to fulfil their needs.
- Providing an at-home feel to guests
- To keep improving service level in all aspects, including F&B production, Housekeeping as well as the front desk management

2.4 Overview of Le Méridien Dhaka

Le Méridien Dhaka harbours an attitude grounded at brand and service excellence for providing service to guests. For upholding this attitude, it utilises a 15/5 rule when greeting or welcoming guests (Khozam, 2018). This rule essentially requires Le Méridien employees to make eye contact with arriving guests from the distance of 15 footsteps and smiling at them and finally addressing them cordially with a time specific greeting when they are just five footsteps away (Khozam, 2018).

2.4.1 Background and History

It has been previously discussed that Le Méridien Dhaka, despite being launched originally by Air France in 1972, is currently a subsidiary of Marriott International as a classic premium hotel brand (Marriott International, 2024a). To understand the background of Le Méridien's presence in Dhaka, it is imperative to understand the Background of its parent company, Marriott International, Inc.

Marriott International, originally an A&W root beer stand named Hot Shoppes, was founded in 1927 by John Willard Marriott, a Mormon by religion who started as a farmer and sheep herder (Draznin, 2017). The A&W franchise was started by John Marriot in the form of a partnership with his wife Alice. The company went public in 1953 as Hot Shoppes, INC (Walsh, 1987). And within four years, by January 1957, it opened Twin Bridge Motor Hotel, the first among numerous others to come (Zippia, 2020). The company's second hotel, famous for being the brand's longest operating hotel named the Key Bridge Marriott in Virginia started operating in the same year and they never had to look behind since then (Zippia, 2020). The company later rebranded and took the name Marriott corporation in 1967 (Zippia, 2020). After a successful career, John Marriott retired in 1972, passing the torch of the company to his son Bill Marriott who was also the general manager of Twin Bridge and would go on to propel the brand to newer heights of success (Zippia, 2020). Bill Marriott is often credited with introducing the practice of revenue management in the hotel industry (Tobias, 2017). Starting in late 1980s, the company started expanding its brand portfolios, straying from the traditional one company brand model approach which proved to be a massive success. After serving for 40 years, Bill Marriott retired as CEO, and became the executive chairman while making Arne Sorenson the new CEO. Sorenson acquired Starwood Hotels in 2016 and made Le Méridien a part of the Marriott family (Picker, 2015). Marriott is considered to be a pioneer in the field of extended stay hotels as well as online booking as it is the first hotel chain in the world to accept online bookings (Esrock, 2023). They managed to capitalise the growing business traveller's demographic through throwing tailor made hotel brands and travel plans at them. Overall, Marriott is considered an innovator in the hotel industry due to its flexibility, willingness to embrace change and diverse range of offerings.

Compared to the ginormous history of Marriott and the brand Le Méridien, Le Méridien Dhaka branch in itself commands a little to no heritage. It started its journey in Bangladesh in late 2015, near to the largest airport of the nation to capture a large amount of international travellers as guests (The Daily Star, 2018). Since then, they have been providing A-one service to their guests. The brand aims to satisfy all of its guests through a large number of facilities such as gym, spa, banquet facilities, bar, infinity pool as well as residential hotel rooms of various types.

2.4.2 Brand Values of Le Méridien Dhaka

The three primary brand values of Le Méridien Dhaka aligns with its global brand values. Those are:

- A timeless Chic design supported by contemporary aesthetics.
- Mixture of culture
- Discovery of new events and elements

Along with these, the juxtaposition of old and new, the contrast in palates with an accentuated colour scheme of the hotel indicating the rich heritage of the brand are some other key brand values of Le Méridien Dhaka, shaping its unique position in the country. All of the values mentioned above work in conjunction with the hotel's parent company, Marriott International. Those are:

- Putting people first
- Embracing change
- Pursuing excellence
- Acting with integrity
- And finally, serving the world

2.4.3 Engagements

The Le Méridien Dhaka branch employs from about 200 to 500 employees depending on the work pressure and need (Le Méridien Dhaka, 2023). Among them, only front desk workers and restaurant staffs at the hotel's restaurants and dining venues engage directly with guests. For engaging with visitors, clients and boarders, not unlike other Marriott hotels, Le Méridien Dhaka utilises the GUEST model where-

- The 'G' stands for greeting the client.
- The 'U' stands for using the guest's name to provide the guest with a feeling of personalised hospitality.
- The 'E' stands for establishing a common ground about the guest's needs.
- The 'S' stands for suggesting a solution to the guest's requirements.
- The 'T' stands for thanking the guests which creates and fosters a sense of belonging within the guests.

The GUEST model is an effective tool for providing individualised service to guests with the view to ensuring the happiness of guests by fulfilling their needs.

2.4.4 Service Recovery

Furthermore, for service recovery, Le Méridien Dhaka employs the help of the LEARN model. This model is tailored towards conflict resolution as it aims to convert dissatisfied and angry guests to a tame and satisfied one. This model aims to eliminate the recurrence of unpleasant events through paying heed to guest feedback.

The term 'LEARN' here is an abbreviation of the factors involved in this model where 'L' signifies listening to the guests pleas, 'E' directs towards empathising with the guests to think from their point of views, 'A' stands for apologising and taking responsibility for the guests concerns or inconvenience by being sincere, 'R' points out to reacting to the guests needs to meet their demands within reason and the final 'N' stands for notifying relevant bodies to help take immediate action.

2.4.5 Dining venues and food offerings in a nutshell

Le Méridien Dhaka boasts six different and unique Dining venues with the help of 'Latitude 23', the hotels flagship restaurant. The restaurant caters to the needs of all arriving guests, offering a diverse range of options such as vegan and vegetarian friendly diets. The dining venues are as follows:

- Sparkling
- Le Scoop
- Petit Plates
- Coffee Culture
- Eye Opener (at the lobby lounge room of Latitude 23)
- Signature Restaurant (at the lobby lounge room)

These six venues aim to fulfil the needs of the guests of Le Méridien hotel over the course of a day.

Other than this, Le Méridien Dhaka also hosts a renowned cafeteria named ILLY Coffee.

Two unique eateries and kitchens can be found in Le Méridien Dhaka. They are Olea and Favola. Olea is the Latin for Olive. Its foundation is food and beverages from Turkey and Arabia. The word 'favola' translates into fairytales. This kitchen is responsible for providing Italian food.

2.4.6 Target Demographic

Le Méridien Dhaka, like its other counterparts all over the world has the tagline of "Destination unlocked" and it targets innovative, modern and creative minded travellers.

2.4.7 Le Méridien Dhaka Organisational Chart:

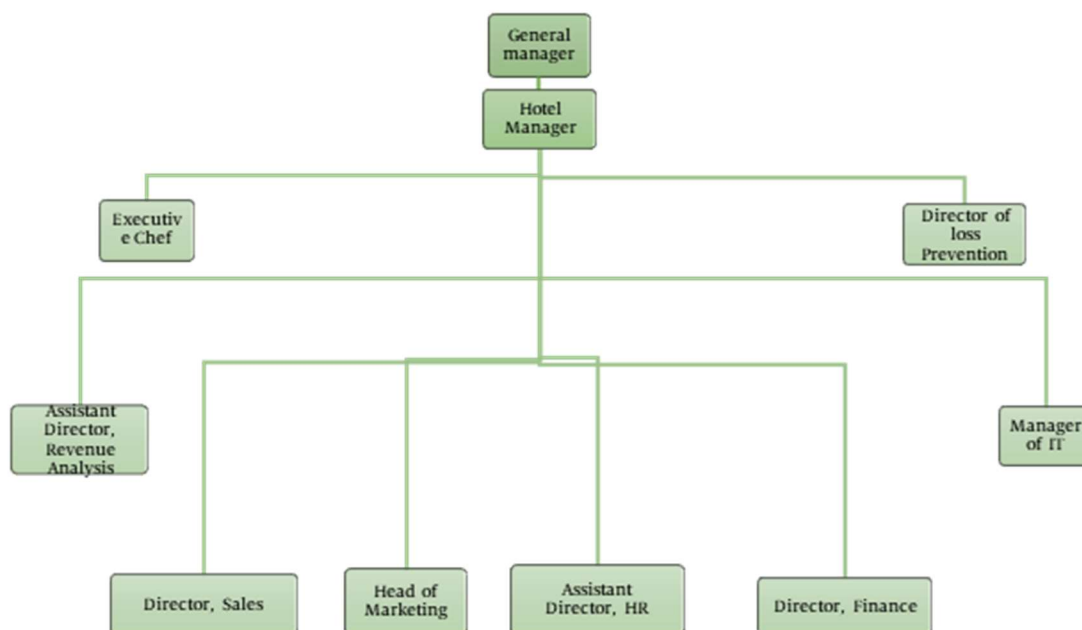


Figure 2: Organisation Chart of Le Meridien Dhaka

Constantinos S. Gabriel currently serves as the general manager of Le Méridien Dhaka with Karin Jongman directly under him as hotel manager. Under Jongman, Jesus Nino serves as executive chef since July 2023 and Md. Mukbul Quader functions as the director of loss prevention (Zibran, 2023). Among Jongmans second tier of subordinates, Shakil Parvez as

assistant director of revenue analysis and H. M. Ziaur Rahman as Manager of IT stand out and in the bottom most tier, directly under Jongman's supervision, Zubair Farooque Chowdhury works as director of sales, Tanvirul Abedin Functions as head of marketing, Emamul Haque handles HR as the assistant director and finance is handled by director Muhammad Mohsin (Le Méridien Dhaka, 2023).

2.4.8 Facilities of Le Meridien Dhaka at a glance

Types of Rooms	Available Rooms
Deluxe	200
Club	58
Club Premium	21
Suite (Junior)	11
Suite (Executive)	11
Le Méridien Signature	2
Presidential	1
Total	304

Figure 3: Le Meridien Dhaka Room Types and statistics

Among the rooms and suites, there exists a total of 242 king size bedrooms in Le Méridien Dhaka. Among them, there are 62 twin rooms and 35 connecting rooms. On the 12th and 13th

floor of the hotel, there exists a club. For people with special needs, handicap rooms 0857,0957 and 1257 have a lot of accessibility related features and services incorporated.

2.5 Background of the F&B Department

The journey of Le Méridien Dhaka had been started on November 15, 2015 (The Daily Star, 2018). At the same time, they also started their Food and Beverage Production department, which is now one of the biggest departments of the hotel. In the beginning, they opened IRD or Main Kitchen, Pastry and Bakery, Banquet, Butchery, Cold Kitchen and Latest Recipe. In addition, they also added Olea and Favola kitchen.

2.5.1 Detailed Introduction of the Department

This department named Food and Beverage Production, is centred in the kitchen and is vital for preparing meals at Le Méridien Dhaka. It focuses on preparing meals for both hotel guests and walk-in customers coming to the hotel restaurant to enjoy the meals. The chef is mainly in charge of looking out for the department. The department consists of almost 60-70 qualified chefs and stewards, for ensuring the food quality of the restaurant. This team dedicates their daily efforts to prioritize guest satisfaction. Stewards play a crucial role in tasks like dishwashing and kitchen cleaning.

Le Méridien Dhaka boasts eight kitchens under the Food and Beverage Production Department. This includes the IRD or Main kitchen, Banquet and associate kitchen, Pastry and Bakery, Cold kitchen, Butchery, Olea (Turkish), Favola (Italian) and Latest Recipe.

During the authors six-month internship at Olea Kitchen under the Food and Beverage Production Department in Le Méridien Dhaka, the intern will be able to gain hands-on experience and knowledge in duties like kitchen opening and closing, ethics, responsibilities and equipment maintenance, food safety, hygiene and lastly hone the authors skills in preparing Turkish dishes.

2.5.2 Mission

Le Méridien Dhaka's Food and Beverage production department is consistently dedicated to creating an inviting atmosphere, upholding stringent standards for food quality, safety and

hygiene. Their focus extends to ensuring delightful tastes, appealing decorations, and impressive food presentations, all aimed at attracting and pleasing their guests.

2.5.3 Vision

The commitment of Le Méridien lies in crafting outstanding and luscious dishes while imparting knowledge on planning and preparing nutritionally balanced meals. In their pursuit of maintaining nutritional value, hygiene, and cost control, Le Méridien Dhaka strives to enhance the revenue of the hotel's food service. Our goal is not only to surpass our previous achievements but also to outperform competitors in other hotels and restaurants.

2.5.4 Organisational Structure of the Department

Le Méridien Dhaka's F&B production department follows a hybrid of hierarchical and divisional org structure which is mostly flat and almost no powerplay is involved as chefs are dedicated to pursue the path of perfecting their crafts.

2.6 Coordination with other departments

F&B production department relies on various internal departments to carry out its operations, primarily focusing on preparing meals for guests. Collaboration with the F&B service department is crucial for serving these dishes. Additionally, the Hotel Front Desk Department plays a key role in managing reservations for buffet brunch tables.

2.7 Conclusion

Overall, with eight different kitchens and eight core departments, Le Méridien Dhaka provides the best of Marriotts 5 star services that made it able to earn a name for itself. Despite some obvious shortcomings, the hotel stands strong due to the cohesion between its departments and efficient organisational structure.

The F&B Production Department assumes a bustling and crucial role in hotel operations. Its primary responsibility is ensuring high standards of food quality and safety, given the premium prices guests pay. Le Méridien Dhaka strives to provide a diverse culinary experience through various cuisines. The department, led by expert chefs, emphasizes proper cost control measures to contribute to the overall success of the hotel business.

Chapter 3 – Analysis

3.1 F&B production processes universal to every shift and personnel

As previously explained, the author had to maintain a standard level of hygiene in each shift. But the attention to cleanliness at the latest recipe Kitchen did not end there. Apart from the author's duties as a trainee chef, Le Méridien Dhaka also introduced the author to some common and universal activities within the hotel that all personnel involved with the food and beverage production department must take part in. Most of these activities are cleanliness and hygiene related. One such activity is observing HACCP system standards and training all members of the department on this matter. Every activity in all shifts and all processes must incorporate elements from the HACCP framework in them for creating a proper food and development production environment.

HACCP is the abbreviation of Hazard Analysis and Critical Control Points. It is essentially a protocol that describes the ways for identifying factors that damage food safety and provides safe strategies for mitigating said factors (Kylie, 2015)

The training programs introduced 3 different HACCP to the trainee; physical, biological and chemical. It introduced the trainee to 7 critical control points. Which are:

- Purchasing
- Receiving
- Storing
- Preparing
- Cooking
- Plating
- Serving.

The author, along with coworkers were mandated by Le Méridien Dhaka to watch out for these critical control points during the entirety of the internship.

There were 7 steps involved in this protocol that they had to live by. Those are:

- I. Assessing the hazards
- II. Identifying the specific CCP involved
- III. Establishing critical limits and standard deviations

- IV. Procedure for monitoring the CCP's.
- V. Corrective action
- VI. Record Keeping
- VII. Verification

Along with the HACCP, the trainee chefs were introduced to other food safety mechanisms and practices as well. Looking out for food allergies is one of them.

3.2 Explaining the Food and Beverage Production Process at the Latest Recipe Kitchen of Le Meridien Dhaka

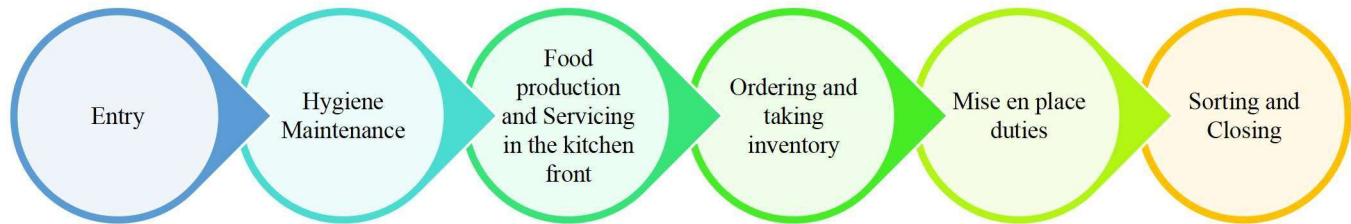
The author's internship period at Le Méridien Dhaka endowed the author with an unprecedented learning opportunity that was not just possible in any academic setting and made him familiar with the real-world scenario of food & beverage production of the higher end restaurants and kitchen. During that six month when interned in Le Méridien Dhaka, the intern was assigned to work in the latest recipe Kitchen that specialised in producing continental delicacies and functioned as a buffet. The intern worked in three different shifts in that time period, primarily as a trainee chef that functioned as a helping hand to the senior chefs and secondarily as a service staff. The shifts are:

- Morning Shift
- Evening Shift
- Night Shift

The food and beverage production process were different in these three shifts as the target customers as well as the menu itself was different for the three shifts. Despite entailing different duties at different shifts, the food and beverage production process at each shift were interconnected as the duties of one shift supplemented the other two.

The following is a chronological description of the activities the intern undertook and performed in those shifts, written with the purpose of explaining food & beverage production process at the Latest Recipe Kitchen.

3.2.1 Morning Shift



The morning shift at the Latest Recipe buffet of Le Méridien starts at 7 am in the morning. However, as in house guests of the hotel used to arrive for breakfast in 6:30 am, the intern had to be present in the kitchen before that, usually by 6:00 in the morning. If seen chronologically, the authors days routine of the morning shift goes like this:

Entry: 6:00- 6:30 AM.

Ensuring Proper Hygiene Maintenance: Immediately after entering the food and beverage production facilities for the Latest Recipe Kitchen, the author was required to visit the stewarding room and get approved by the steward regarding the author's cleanliness such as having a clean uniform as well as trimming nails and shaving the beard. This step is universal in every shift and the author had to visit and pass this step every single day of his duties as the steward dubbed it as the prerequisite of maintaining a stable and healthy food and beverage production process.

3.2.1 (a) Food Production process at the Kitchen Front

Servicing: Creating live ramen or noodles as per guests requests from Ramen counter or Noodles counter from 6:30 to 9:00 pm.

Refilling: Should the Buffet run short of any ingredient or food item, the duty fell on the author's shoulders to refill said items in the same period of time.

Minor cooking: As a trainee chef, the intern usually did not have to face the heat of the oven during the morning shift. However, sometimes the intern did have to handle some minor cooking

with preparing simple food items containing eggs. Along with the help of another trainee chef, the intern used to handle the cooking and serving of some minor dishes, mostly egg items dishes in that time.

The cooking part usually continued till 10:00 am. As the buffet closed down in 10:30, the working pressure usually started to lessen by the time these tasks were over.

Sorting and tidying up: This period started by 10 and continued till 11.30 am and in case of a congested day, the tidying and cleaning process used to be over by 12 noon.

Ordering and taking inventory: Le Méridien has its own dedicated store for supplying goods and ingredients like grains, spices, oil and meat. Once the author and his coworkers were done with tidying up the buffet, they had to take account of the number of ingredients used and place orders for the ingredients that have been completely used in the aforementioned store. When placing the orders, they usually picked up the goods previously ordered at the same time. This had to be done by 1:30 pm before lunch break.

Lunch break: From 1:30 pm to 2:20 pm

3.2.1 (b) F & B production processes during the Mise en place session

Mise en place is a culinary production technique implemented at Le Meridien Dhaka that helped the author put food ingredients as well as food handling equipment's in place for the usage of chefs in the next shift that helped boost the efficiency of the food production process for the entire day by slowing down in some specific periods.

Cutting and Peeling: The cutting and peeling of food ingredients as well as any special processing of specific goods of the upcoming day had to be done by us in advance to lessen work pressure. The authors duties in this period usually entailed:

- Ready up Chicken, Beef, Lobster or other fried items to be produced and served in the next shift.
- Peeling and cutting two deep dishes of Potato.
- Cutting vegetables for serving fried rice in the next shift
- Preparing vegetables for noodles in the next shift as well.

This usually continued from 2:20 till 4:30.

Sorting and closing: After the aforementioned duties were over, our head chef instructed us to clean up everything and sort them in an orderly manner. Once the team was done with these, the head chef usually told the team to call it a day and by 5 in the evening, the intern would be outside of Le Méridien Dhaka's gate. Except for rare cases, the author's daily routine in the morning shift never deviated from this course during the entire 6 months of the internship period.

3.2.2 Evening Shift:



Entry: The authors evening shift duties at the latest recipe kitchen of Le Méridien used to begin at 2 pm. However, but we're required to be present in the latest recipe kitchen by 1 pm. The following section contains a chronological description of the authors duties in this shift.

Ensuring Proper Hygiene Maintenance: As previously explained during discussing the F & B production process of the morning shift, this step is universal in all shifts and is overseen by the Kitchen steward.

3.2.2 (a) Back end processes during Mise en place session

Preparation: After entering the Kitchen, the authors initial duties often involved preparing spices and checking the inventory for items like butter and milk as he worked as a helping hand. Then the helping hand proceeded to aid in making sauces for the upcoming buffet.

Most of these were handled in the Latest Recipe kitchens Mise En Place of Le Méridien Dhaka. Following this, the team moved on to cutting and stacking vegetables and spices like potatoes, onions, garlic, and others at Mise En Place. Occasionally, the team had to handle vegetable cutting and peeling before working on spices and sauce items. Blanching vegetables like potatoes, long beans, and carrots were also part of the authors responsibilities until 6 pm.

3.2.2 (b) Front end food and beverage production processes in the evening shift.

Serving and helping in dish preparation: By 6 pm, the trainee headed to dinner almost every day. There, he had to stand in front of the buffet to greet guests while setting up the live grill, heating up iced items like prawn, fish, chicken, and beef. the intern assisted in operating live grill service alongside serving meals to guests from 6 in the evening till 10:30 at night. Along with these, the intern had to help in preparing dishes for dinner. The dishes for dinners varied from day to day except for the main course, which remained constant.

Precaution: Sometimes, additional tasks included preparing for the next day as well as the next shift in another Mise En Place session such as:

- Cutting vegetables for fried rice,
- Cutting vegetables for soup,
- Carving veggies,
- Sautéing onions and
- Pressing garlic

Irregular duties: The also had to prepare Bombas (a Spanish dish), mashed potatoes, and Tom Yum Soup on rare occasions. If the pressure was too high, the author helped waiters and other servers in serving meals as per the head chefs' guidance, but these tasks were not part of the authors regular responsibilities. Finally, the authors evening shift concluded at 11 pm.

3.2.3 Night Shift



Even though from the outside it feels like the night shift period contains the least amount of work, it was actually the exact opposite for the author as a trainee chef during the internship. Most of the morning shifts work is already handled by night shift workers. In fact, the tasks the intern carried out in the night shift were mostly for preparing breakfast items for the next morning. And as most chefs, including the head chef left for the night, trainee chefs got to do some actual cooking in this period with the help of a senior chef instead of merely acting as helping hands. The majority of the author's duties during the internship were in the night shift as well.

The list of the authors duties in the night shift in chronological order is provided below:

Arrival: Even though the night shift starts at 11 PM, the interns had to arrive an hour earlier to help the evening shift staff.

Tidying: Cleaning up and turning off the lights of the buffet.

Salvaging and preserving: Next process of f&b production in the night shift involved saving preservable goods from the buffet with wrapping and dumping the rest in a trolley and taking the garbage out in the stewarding room.

Listing: Taking inventory for what to prepare for the next morning.

Preparing: To ease the duties of chefs in the next shift in facing the breakfast rush, some food items that will not get spoiled within a short period of time are prepared ahead.

Other than these items, the authors duties, mostly during Mise en place sessions included:

- ✓ Preparing hollandaise sauce
- ✓ Cracking eggs
- ✓ Whipping eggs and blending
- ✓ Unfreezing and sealing sausages: beef bacon, bacon, chicken.
- ✓ Frying all meats and displaying them and placing the surplus in warmer by 4 in the morning
- ✓ Turning on the induction oven of the buffet by 5 am
- ✓ Boiling water
- ✓ Roasting potato
- ✓ Grilling sauteed mushrooms
- ✓ Boiling dumplings
- ✓ Displaying all items, especially signature items and decorating them before 6 am.
- ✓ Taking out all trash and placing them in the stewarding room

At 6:30 am, when the next shift workers used to arrive, the senior chef would end the night shift and relieve us of our duties.

Chapter 4 – Findings, Critical Observations, Recommended Solutions and Conclusion

4.1 Major Findings

The journey through the entire internship period has been an exciting one. Perhaps it is even the most memorable event as of right now. Even though this may change later in life, what will not change is the lessons the author learned from this experience. The following contains a comprehensive discussion on the most severe problems related to the food and beverage production process of Le Meridien Dhaka encountered during the internship experience that the author found to have impacted the food and beverage production process at the Latest Recipe Kitchen the most.

- ⇒ The food and beverage production at the Latest Recipe Kitchen followed a meticulously structured production process.
- ⇒ Hygiene maintenance is of the utmost priority during food and beverage production process at Latest Recipe Kitchen of Le Meridien Dhaka.
- ⇒ The Mise en place plays a very important role in maintaining a smooth food and beverage production process.
- ⇒ The F&B production processes at all three shifts (Morning, Evening and Night) complemented each other.
- ⇒ Only the morning shift F&B production process involved ordering and procuring ingredients from an internal store at Le Meridien Dhaka.
- ⇒ Most of the evening shift duties involved extensive preparation for the food and beverage production process at the Mise en place.
- ⇒ The evening shift entailed multiple Mise en Place sessions. The first session went towards preparing for the current shift and the second session was for aiding in the next shifts food and beverage production process if possible.
- ⇒ The night shift involved more tasks related to food and beverage production process than the other two shifts combined.
- ⇒ As night shift involved less workers and chefs and the author had to clean up for the previous shift and prepare for the next shifts production process, it made room for the author to work in close proximity of senior chefs and provided more learning opportunities than usual.

⇒ In all shifts, in order to minimise waste and provide faster service to customers, the latest recipe kitchen followed a well-defined workflow setting that improved overall efficiency of the food and beverage production process.

4.2.1 Challenges and Problems in the food and beverage production process

† Trouble Regarding Recipe Following

In different days, the author was assigned to different chefs as helping hands and all of them used personalised recipes which made it difficult for the author to follow multiple recipes for the same dish and created problems in maintaining the consistency of the taste of food in the kitchen.

† Ingredient shortage

Due to misestimation and extra demands, sometimes the kitchen faced ingredient shortages which interrupted the food and beverage production process.

† Wastage of Ingredients

Mishandling on part of the previously mentioned internal store of Le Meridien Dhaka resulted in the Latest Recipe kitchen wasting valuable ingredients due to oversupply yet limited shelf life.

† Production issues:

Inaccurate estimate of demands sometimes led to underproduction or overproduction at the latest recipe kitchen and the underproduction made the food and beverage production process inefficient whereas overproduction issues burdened the production process with obsolete work that were actually not needed and only contributed in generating waste.

† Food safety:

Equipment malfunctions as well as only chefs being required to observe HACCP where many others had access to the Latest Recipe kitchen led to cross-contamination which is a food safety hazard.

† Staffing issues:

Staffing shortage was a huge challenge, especially in the night shifts. It hampered the food and beverage production process. Lack of manpower led to the food and beverage production process taking up significantly more time than it would have otherwise.

4.2.2 Recommendations

As these problems keep affecting the food and beverage production process of the latest recipe kitchen at Le Meridien Dhaka, the author, with the aid of his limited knowledge from the BTHM educational program, has come up with some solutions to these identified problems. The solutions are as follows:

➤ Solving the troubles in recipe following

As it is a part of the preliminary food and beverage production process, trainee chefs and helping hands are recommended to be provided with brochures regarding all the standard practices of preparing a dish and follow the guiding chefs preference on that matter.

➤ Overcoming ingredient shortages:

Taking regular and timely inventory of the goods and ingredients in the kitchen and survey of demands in the specific time periods of the year from the data of previous

consumptions can be a great solution in this regard even though the process takes time to implement.

➤ **Combating food waste:**

Along with following the previous suggestion regarding overcoming ingredient shortages, responsible practices from the internal store, chefs and consumers are needed to reduce and minimise food waste.

➤ **Solving production issues:**

Regular surveys to estimate the production process needs can be a good starting point for solving this. Further increasing the efficiency of workflow can benefit this as well. Moreover, the shifts Mise en place sessions complementing the next shifts could be updated to fix the underproduction issues.

➤ **Solutions to Food Safety issues:**

Purchasing high end kitchen equipment's and requiring all staff, regardless of whether they work in a kitchen or not to undergo rigorous HACCP training to make sure that the f&b production process is not contaminated in any way.

➤ **Answering staff shortage issues:**

Implementing a rotating work routine for all kitchen staff can help mitigate this issue. Hiring more trainee chefs as helping hands can make the food and beverage production process much smoother than it currently is.

4.3 Challenges faced during the internship not related to the F&B production process:

The lack of a stable routine and constantly shifting duty shifts took a toll on the author's sleeping cycle. The new environment of the workplace took a toll on the author's mental health as well. The author's salary was almost non-existent in this period. As an intern, the author had zero opportunity for showing creativity and there did not exist a sense of autonomy. The wastage of a large number of ingredients bothered the author from a humanitarian point of view.

4.4 Gains from the internship

The internship provided the author with hands on experience of the F&B production activities which could never be possible in an academic setting. All the academic knowledge gained in Daffodil international university was easily translated into hard skills by the aid of the skilled and seasoned chefs of Le Méridien. The learning of using exotic kitchen equipment at Le Méridien's latest recipe kitchen and continental buffet came as an extra bonus in this regard. Now, the intern feel confident enough in the author's ability to work in any kitchen of the world and contribute positively in those kitchens which would not have been possible without the help of this internship.

4.5 Conclusion

Le Meridien Dhaka has cemented itself as one of the top players in the hospitality of Bangladesh. As one of the fastest growing economies of the world, Bangladesh is recently attracting a lot of international traffic and Le Meridien capitalized it to their advantage by strategically placing itself near the airport. The diverse cuisine foundation supplemented by dishes from all over the world also helped in this regard and the Latest Recipe Kitchen where this internship took place played a massive role in this. The experience as a trainee chef has helped the trainee develop in both personal and professional manner which would not have been possible in an academic setting. The author looks forward to working with Le Meridien Dhaka in the future. This report has identified several problems that hampers the food production process at the latest recipe kitchen of Le Meridien Dhaka according to the author's six month internship journey as a trainee chef there. To solve these problems, the author in his limited acumen provided some solutions and recommendations that can help Le Meridien Dhaka thrive in the tourism and hospitality industry of Bangladesh.

Chapter 5 – Appendices and References

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