

Internship Report

On

**Operation of the food and beverage
production at Olea kitchen of Le Meridien
Dhaka**

Internship Report

Submitted By

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Submitted To

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Date of Submission

25th January 2024

Letter of Transmittal

To,

Ms. Farhana Yeasmin Lina

Lecturer

Department of Tourism and Hospitality Management

Daffodil International University

Subject: Application for Receiving the Internship Report.

Dear Madam,

With all due respect, I am writing to submit my internship report on the Food and Beverage Production Department focused on “Operation of the food and beverage production at olea kitchen of Le Meridien Dhaka”.

As required by my BTHM educational program. I would like to express my sincere gratitude for the guidance you provided throughout my internship. I have tried my level best to make it as a successful internship report. If you feel it is necessary to know anything regarding this report, you can do that at any time you prefer.

Now, I am requesting that you receive my internship report, and I hope that you will give me proper feedback as well as suggestions for my future improvement.

Yours Sincerely,

Ojayer Rahman

ID - 193-43-437

Department of Tourism and Hospitality

Certificate of Approval

The following is to certify that the Internship Report ‘Operation of the food and beverage production at olea kitchen of Le Meridien Dhaka’ has been submitted by Ojayer Rahman, ID: 193-43-437, 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,



Farhana Yeasmin Lina

Lecturer

Department of Tourism & Hospitality Management

Daffodil International University

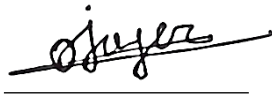
Student Declaration

I would like to express my gratitude to all my mentors and coworkers who made it possible for me to work at Marriott International, a fantastic hotel business. I had a wonderful time while at the Le Meridien Dhaka.

I am Ojayer Rahman, ID: 193-43-437, student of Tourism and Hospitality Management at Daffodil International University. This is to clarify that the report named “Operation of the food and beverage production at olea kitchen of Le Meridien Dhaka” has only been prepared for the fulfilment of my course without anything else.

Here, I have represented only my performance at the time of attachment, and everything belongs to me. Hence, it is strictly prohibited to copy, duplicate, or to use the report without prior permission.

Signature,

A handwritten signature in black ink, appearing to read 'Ojayer', is written over a horizontal line.

Ojayer Rahman

ID: 193-43-437

Department Tourism & Hospitality Management

Daffodil International University

Executive Summary

In my internship program, I got an opportunity to work at the Marriott International Hotel Le Meridien Dhaka. This hotel has worldwide demand. As a food & beverage production trainee, I completed huge tasks and responsibilities during my internship period. This report is the details of my 6-month internship period.

In this report, I have mentioned the overview of the Hotel Le Meridien Dhaka, basic information about the hotel, hotel background, and its operation. Here I am analysing the vision and mission of Le Meridien Dhaka, creating the organizational chart of Le Meridien Dhaka and mentioned about the operation of the food and beverage production department,

This report also shares all my experiences that I gathered during my internship period, such as work-related activities, tasks and duties of the internship period, and other relevant activities, challenges, etc. During my internship period, I worked at Olea Kitchen, where I learned about Turkish and Arabic cuisine. I achieved some skills such as knife skills, kitchen ethics, storing, freezing, kitchen opening, kitchen set-up, food preparation, preparing and cooking guest orders, food presentation and kitchen closing, eagerness to learn, teamwork, attention to detail, adaptability, and passion for food. In this report, I implemented recommendations, findings of the hotel and department of food and beverage production.

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Chapter 01

Introduction

1.1 Introduction

A hotel is a location that is primarily designed to accommodate visitors and tourists by offering lodging, meals, and additional amenities such as a spa, pool, bar, gym, conference space, and banqueting hotel. Le Meridien Dhaka is a hotel that is always focused on the creative-minded traveller, and it is established on the side of the airport. It's a 5-star, chain international hotel, which is under Marriott International. As a hospitality industry, they offer food, drinks, lodging, and a variety of guest services such as exercise, sports, banqueting, gyms, bars, upscale dining, infinity pools, restaurants, conference areas, etc. The Hotel Le Meridien Dhaka always tries to provide a warm welcome for their guests by their expert and professional hotel staff. This hotel has different departments, but their goal is always guest happiness and satisfaction. This study's main purpose is to examine how Le Meridien Dhaka operates its operation. In this study, we are going to analyse the operation of the olea kitchen at Le Meridien Dhaka. Le Meridien has several food and beverage production outlets or kitchens. Olea, or Turkish Kitchen, is one of them where I completed my 6-month internship period, where they offer Turkish or Arabic cuisine. This is unique for this hotel and gives it extra competitive advantages over other hotels. Analysing the operation of the food and beverage production at olea kitchen of Le Meridien Dhaka is the purpose of the report. The purpose of the study here is to collect data from secondary sources. The secondary data means collecting data from newspapers, magazines, butchers, internal documents, annual reports, publications, websites, and books.

1.2 Background of the Study

Having an academic degree alone is no longer sufficient to qualify someone for the professional world in the twenty-first century. Particularly in the hospitality sector, one needs both real-world experience and training to succeed. Daffodil International University's department of tourism and hospitality management offers a strong theoretical and practical education that serves as a basis for the hotel and tourism industries. Through this program, students can fulfil their dreams at the national and international levels. However, only having a degree is insufficient to compete on a professional level. The BTHM program oversees a few internship possibilities that provide students with professional industrial experience, enhancing their comprehension and acquisition of practical concepts. Following my completion of 126 courses at Daffodil International University's BTHM department, I was offered an internship at Le

Meridien Dhaka's food and beverage production department. During my six-month internship at Le Meridien Dhaka, I worked as a trainee in the food and beverage department.

1.3 Scope of the Study

After completing a 6-month internship in the Olea kitchen at the Le Meridien hotel, I understand that the food and beverage production department is a very important department for the hotel. To improve hotel businesses, food and beverage production plays a significant role. The number of hotel guests can also be increased by producing entire meals and beverages of high quality. If the food quality is not up to the mark, then room guests can decrease, and hotel food and beverage business will decrease.

1.4 Board Objective

This internship report is prepared to complete my Bachelor of Tourism and Hospitality Management program. The main purpose of the report is to provide an overview of the operational workflow within the Food and Beverage Production of Olea Kitchen at Le Méridien Dhaka. The report explains how the Olea Kitchen handles and carries out its different tasks and processes.

1.4.1 Specific Objective

- To analyze the operation of food and beverage production at Olea Kitchen
- To understand the task, duties, and responsibilities.
- To learn about the activities of Olea kitchen.

1.5 Methodology

It is a functional quantitative research study that effectively captures my experiences and aids in its development. The report describes my perspective and day-to-day activities that really helped me to write it.

Data Sources

1. Journals and Newspaper
2. Official Website of Le Meridien Dhaka
3. Official LinkedIn Profile of Le Meridien Dhaka.

1.6 Limitations of the Study

When I go to collect those data and information, I face some restrictions due to some circumstances.

The restrictions were:

- The operation and guest services of Le Meridien Dhaka Quite busy. Each employee in the department is preoccupied with their own tasks, obligations, and interests. As such, I am unable to obtain much assistance from them when I gather data.
- They do not have enough books, butchers, articles, and statistics. Where they record data.
- I am unable to properly communicate with individuals in other departments. I worked in the F&B production department. As a result, I had a great deal of difficulty gathering accurate information about other departments.
- Some data was kept confidential from management and is not to be published.

Chapter 02

Company Profile

2.1 Introduction

Le Meridien Dhaka is a renewable 5-star hotel that is under the Marriott International brand. The Le Meridien Hotel Dhaka is located on the side of Hazrat Shahjalal International Airport. Hotel Le Meridien Dhaka is distinctively premium-branded. Meridien Dhaka is under the Marriott Bonvoy Company. Marriott Bonvoy has four brands: luxury, premium, select, and longer stays. Le Meridien Dhaka is a premium-branded hotel. Bangladesh has four premium Marriott International hotels: the Sheraton, Westin, Renaissance, and Le Meridien Dhaka. Le Meridien Dhaka started their journey on November 15, 2015. At the Le Meridien Dhaka, you'll find elegant lodging, considerate facilities, and friendly service in our Dhaka luxury hotel. A modern reinterpretation of the traditional hotel lobby, Le Meridien rooms are very spacious and of excellent size. This hotel has 304 rooms.

2.1.1 Basic Information

The name of Le Meridien's owning company is Best Holding Limited.

- To service Le Meridien Dhaka maintains a base that means brand and service excellence.
- Le Meridien Dhaka follows 15/5 rules for greetings: 15 steps ahead, you will keep eye contact with a smile, then when 5 steps ahead, by keeping eye contact and smiling, greet by saying, “Good morning, afternoon, or evening.
- The Le Meridien hotel follows a guest model, which is basically for engaging with guests and continuing conversations to learn more about guests' interests and preferences to offer proactive and more personalized service according to their needs.
 - G - Greet the guest.
 - U- Use the guest's name.
 - E- Established the guests' needs.
 - S- Show interest in the guest
 - T- Thank the guest.
- The Le Meridien hotel in Dhaka also maintains the Learn Model. This model helps with service recovery. When any guest finds themselves in an angry or frustrated mood, they

can apply this model to resolve the issue, which helps rebuild guest trust in the brand and services. Learn stands for:

- L- Listen
 - E- Empathize
 - A-Apologize
 - R- Resolve
 - N- Notify
- Le Meridien have 3 brand values.
 1. Chic
 2. Cultured
 3. Discovery
- Marriott International has 5 core values. Those are.
 - Put People first
 - Pursue Excellence.
 - Embrace change.
 - Act with integrity.
 - Serve our world.
- Le Meridien Dhaka have 6 brand programs.
 - Sparkling (Available at latitude 23)
 - Le Scope (Available at latitude 23)
 - Petit plates (Available at latitude 23)
 - Coffee Culture (Available at latitude 23)
 - Eye opener (Available at LR)
 - Signature breakfast (Available at LR)
- Le Meridien Dhaka brand target guest is Creative Minded traveller.
 - The tagline of the Le Meridien Dhaka is Destination unlocked.
 - The name of coffee brand Le Meridien Dhaka is ILLY coffee.
 - The name of Le Meridien Dhaka signature restaurant is latitude 23.
 - Le Meridien Dhaka has two special restaurants and kitchens. Those are.

- Fevola and Olea.
- Olea means Olive. It is based on Turkish and Arabic cuisine.
- Fevola means Fairytale. It is based on Italian Cuisine.
- The Le Meridien Hotel offers 4 types of breakfast. Those are –
 - Signature omelettes
 - Signature Brioche
 - Signature Poached Egg
 - Signature Croissant

2.1.2 Background of the Hotel

Le Meridien Dhaka is under the Marriott International Hotel. It's the Marriott international premium brand. History of Marriott International started its journey in 1927. The founder of Marriott International is Jay Willard Marriott, who was born in a small town in the Western United States. He worked as a farmer and shepherd.

After graduating from college in 1927, he married Alice Marriott, and together they set off on the adventure of their lives. With a marriage license in one hand and an A&W franchise in the other, they bravely ventured across the country to open a nine-stool root beer stand. Their business evolved into a restaurant company, known as the Hot Shop Food Chain. In 1953, Jay Willard and Alice Marriott bought a piece of land to build a supply store. But given the excellent location of both a railroad bridge and a highway, they decided to cater to the car-driving public and instead opened a motor hotel. In 1957, the Twin Bridges Marriott opened as the largest hotel in the world, and the Marriott family was officially in the hotel business. Three months after opening, Bill Marriott became the first general manager at the age of 25. In 1972, Bill Marriott succeeded his father, JW Marriott, as CEO. The one-company brand model was developed beginning in the late 1980s. They pioneered extended-stay hotel TL, debuted brands designed for business travelers, and launched distinctive brands with unique points of view. Over the course of 40 years, Bill Marriott was CEO of Marriott companies. In March of 2012, Arnie Sorenson was appointed president of Marriott International. In 2016, under Arnie's leadership, Marriott acquired Starwood Hotels, which offered a complementary array of brands

and had a strong history of embracing innovation. Because of this, it made a perfect addition to the Marriott family of hotels.

History of Hotel Le Meridien Dhaka: On the other hand, the Le Meridien brand started its journey in 1972. The Le Meridien brand was developed by Air France. Le Meridien Dhaka started its journey on November 15, 2015, at the side airport. After that, they provide excellent service for their guests. Their main purpose is to ensure guest satisfaction by offering hotel rooms, food, a spa, a gym, banqueting, a pool, a bar, etc.

2.2 Mission

Hotel Le Meridien Dhaka improve their business by providing:

- Prioritize the guest. Focus and concern for the guest.
- Improve the service level. It can be food and beverage, housekeeping, laundry services.
- Ensure the guest enjoys it so that they can feel like they are staying at home.
- Develop the hotel attractions, activities etc.
- Develop a good working environment so that the employee can treat them guests well.

2.3 Vision

Hotel Le Meridien Dhaka is an upscale, design-focused international hotel brand with a European perspective. Le Meridien Dhaka has always focused on creative-minded travellers. And that guest focused on the destination unlocked. So, Le Meridien Dhaka tries to provide them with excellent, comfortable, and friendly service in a fun, exciting, and beautiful overview. Provide all first-class products, amenities, and leading-edge services for their enjoyment.

2.4 Overview of the Hotel Le Meridien Dhaka

Hotel Le Méridien stands as a luxurious and contemporary retreat, offering a seamless blend of sophistication and modern comfort. Le Méridien Dhaka also offers a range of elegant rooms and suites designed to cater to the diverse needs of guests.

Modern and stylish interiors, complemented by state-of-the-art amenities, ensure a comfortable stay. The hotel features a diverse array of culinary experiences, including multiple restaurants offering international and local cuisines. Le Méridien Dhaka is committed to providing guests with seamless connectivity and cutting-edge technology.

High-speed Wi-Fi is available throughout the property, ensuring guests stay connected for business or leisure. In simple terms, Hotel Le Méridien Dhaka is a good place to stay. It mixes modern style with caring about the environment and using cool technology. Whether you're here for work or fun, they make sure you have a great and memorable time.

2.5 Organizational Structure

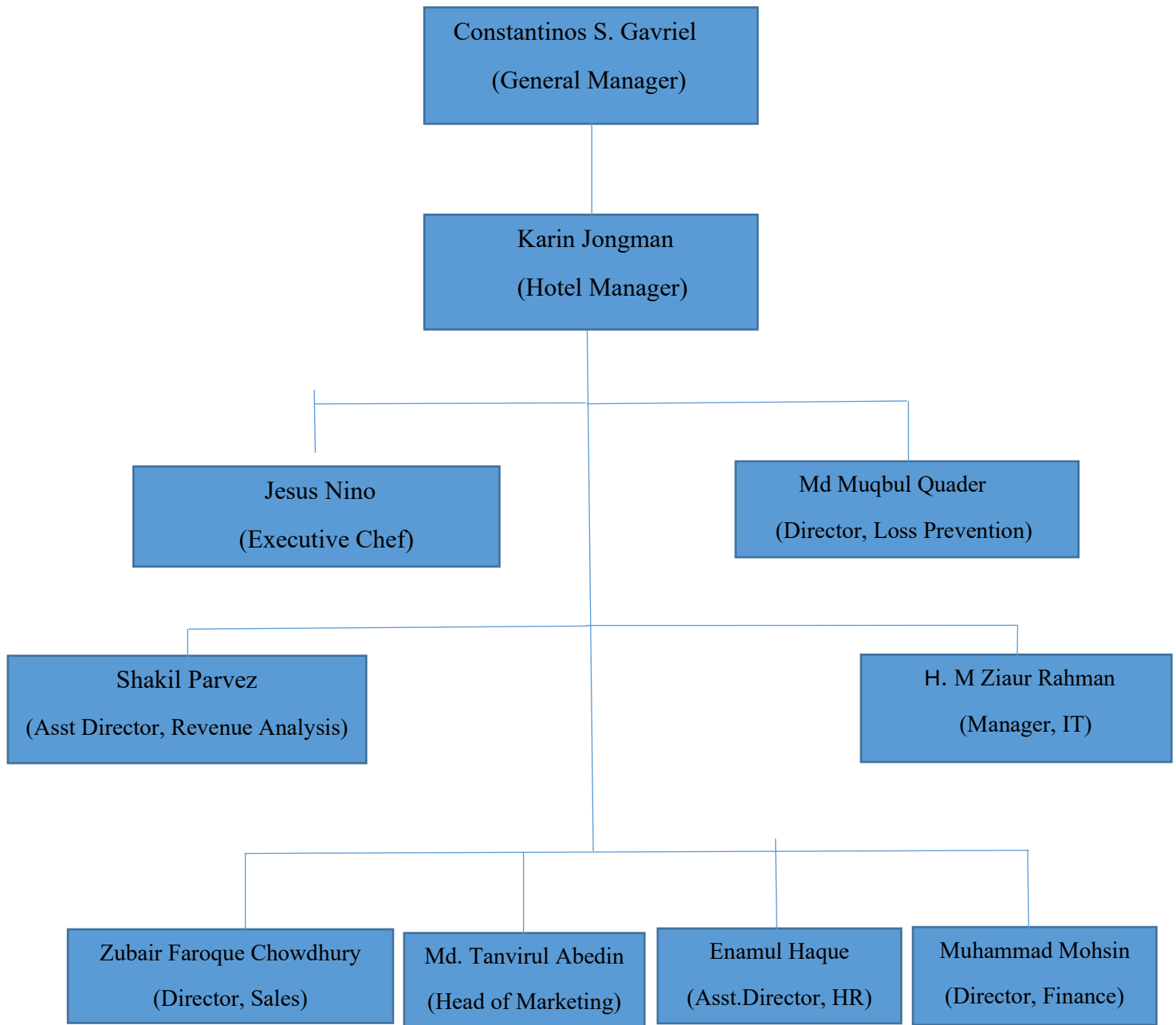


Figure 01: Organizational Structure

Source: Authors Construction

Chapter 03

Analysis and Discussion

3.1 Analyze the food and beverage production operation of Olea kitchen

In my 6-month internship period at the Hotel Le Meridien Dhaka, I worked at Olea Kitchen, where I had a very busy time. Olea means olive. This kitchen is situated on the 16th floor of the hotel, at the side of the pool and bar area. Olea Kitchen is basically based on Turkish cuisine. This outlet has an à la carte menu. And this kitchen also offers a pool menu. Olea Kitchen is generally famous for kabab items such as chicken kabab, adana kebab, beef kebab, lamb kebab, and urfa kebab. Turkish rice, kabsa rice, pilau rice, saffron rice, and lamb shank are also famous in this kitchen. It's also had some Turkish pizza, such as Pide, Pide with beef, Lamachan, and Bafra pidesi. Olea Kitchen has 3 sections: the hot section, the cold section, and the bread station. In my internship period, I worked in the hot and cold sections.

In this chapter, I discuss my specific job, task, and learning during my internship period.

Basically, Olea Kitchen maintains a full-fledged a la carte menu. This menu is designed with some hot starter items, assorted mazzes items, soup items, salad items, some main course items, kebab items, some oven items, etc. This menu also offers some dessert items, which are brought from the pastry and bakery kitchens.

As per guest a la carte order, we place first mazzes items such as Patlican Salata, Babaganous, Hummus, Manter Pilaki, Piyaz, etc. All those orders come from the cold section of the Olive Kitchen. It serves within 5 minutes, as per guest order.

Then serve hot starter items as per the menu. As a Hot Starter, we offer some Turkish specials: Icli Kofte, Karidus Guvec, Kalamar Tava, Famous Chicken Wings, and Sauteed Mushroom. All those orders come from the hot section in the olea kitchen. This should be served within 10 minutes after a guest orders.

After that, we offer some soup items as per guest orders, such as ezogelin corbasi, harira soup, and mushroom soup. This order place time is basically the after-guest order 15 minutes.

Then we are served salad items such as Crispy Gavurdagi Salad, Prawn and Octopus Salad, Chicken Caesar Salad, Greek Salad, and Seafood Cocktail Salad. All food servings last 15 minutes.

After all of that, we are offered main course items as per the guest order. Here are various types of main course items such as Cokertme kebab, Manti, Lamb Shank, Norwegian Salmon, Royal Bengal King Prawns, Bay of Bangel whole lobster/lobster thermometer, and seafood mix grill platter.

In this main course, there are also some Turkish traditional kebab items from Charcoal Grill, such as chicken kebab, beef kebab, lamb kebab, Adana kebab, beyti kebab, pistachio kebab, Olea Mix Grill, etc.

On this a la carte menu, we are offered some pizza items from olea's Bread, which is known as Cavana. Those are basically are bread and pizza items such as lamachan, pide with beef, pide with spinach, bafra pidesi, etc.

And then, after all of this, they are served dessert items such as firm suntac, baklava with walnuts, irmik halvasi, two flavors of vanilla and saffron, etc. All dessert items come from Pastry and Bakery.

Without this a la carte menu, this kitchen has some poolside menus. The pool guest ordered the food according to this menu. Those on the pool menu are: French fries; a classic chicken burger with melted cheddar cheese or blue cheese; a steak sandwich on Ciabatta bread; Lebanese chicken shawarma; beef quesadilla; a penne pasta with chicken and creamy sauce; spaghetti pasta served with beef bolognese sauce; and grilled vegetables wrapped.

Sometimes Le Meridien Chairmen order kabsa rice, Saffron rice, which are out of the menu. Olea kitchen chefs make those foods.

During the internship period, every Thursday in the pool side set up the live kitchen. Where we offer chicken shawarma, Ciabatta bread with chicken, beef and chicken slicers served with French fries. Guests come and give orders then we are made in front of guests.

Every Tuesday olea kitchens are responsible for giving the food to the VIP lounge, which is situated in the 12th floor of the Le Meridien Dhaka. Basically, we prepare Bafra pidesi, Pide with beef and Lamachan.

Mizan plus: During my internship period, I learned the term Mizan plus. Mizan plus is an important thing for a kitchen. In this Mizan plus, there is include all kinds of preparation for the food, it can be cut the vegetable, onion, garlic, marinate the kebab items.

In this kitchen, I worked in the cold and hot sections during my 6-month internship period.

In the 6-month internship period, I learned more recipes from the hot and cold sections.

Hot Section: In the hot section, I worked on some hot starters, soup, the main course, and some charcoal kebab items. In this hot section, I worked with some pool corner menus. Basically, in hot section I will do some Mizan plus in my daily work such as cut the lemon for garnish, cut onion Julienne cut for sumac onion, which is served with kebab items, seafood mixed grill, cut the capsicum, tomato for grill vegetables, marinated the kebab items, peel Onion, Garlic, potato chop for lamb shank, marinate and portioning the chicken wings.

Cold Section: On the other hand, in the cold section of the olea kitchen, I worked with some assorted mazes and salad items. In this section I also do some Mizan plus, I do some salad preparation, such as cutting the cucumber, tomato, and capsicum chop, cutting the onion and lemon, refilling the olives in the container, refilling the oil, anar, parsley, chickpeas, etc. boil the prawn and octopus for prawn and Octopus salad. And I learned about some salad items and plating the assorted maze items.

3.2 Analysis the Duties and Responsibilities

I took on enormous tasks and responsibilities during my six-month internship to increase my knowledge, abilities, and flexibility in a team environment, among other things. I worked at the Turkish or olea kitchen of Le Meridien Dhaka. It's an a la carte restaurant; this kitchen operation lasts 12 hours. This kitchen guest order takes 12 PM to 11 PM. Basically, Olea Kitchen has two menus: one is the olea menu, which is an a la carte menu based on Turkish and Arabic cuisine, and another is the pool menu. This kitchen opens at 11 a.m. and closes at 11 p.m. This kitchen has two shift duties. One person came at 11 a.m., and his duty time was 11 a.m. to 8.30 p.m. And another chef came at 12 p.m., and his duty was over at 9.00–9.30 p.m. And another shift is 1.30 p.m.–11 p.m.

Proper grooming, Hygiene

Daily before duty, my responsibilities were to clean, shave, maintain a proper clean dress, short hair, and nails.

Maintain proper grooming and dress up.

Maintain personal hygiene.

Kitchen opening and set-up

Enter the kitchen at 11 a.m. Then start the stove, deep fryer, and oven. Then set up the kitchen with items such as a bin, chopping board, knife, spoon, and other equipment.

Check Temperature

Verify the freezer and chiller temperatures and record the results. Freezer temperatures are always recommended to keep food safe below food safe below 0°F (-10°C). And the chiller temperature always stays between 0°C and 4°C.

Check all chillers.

Check the food and raw items; is it right or wrong? Smell the item, check the color, and taste the item.

Peeling

Peel the onion, potato, and garlic for a busy time. So that when guests give any order, we can prepare the food as soon as possible.

Refill Item

Refill all running items in the pocket chiller. So that during that busy time, we can run our operation quickly and smoothly. For those activities, we found running items quickly.

Receiving

Receive the raw items, such as raw seafood items, beef, chicken, and lamb items, from the butchery. And receive vegetables and fruits and arrange those items.

Pick Up Dry Store

Weekly, Olea days olea kitchen has a dry store receiving day. So in those 2 days, we received some dry items such as rice, oil, sugar, salt, tomato ketchup, chili ketchup, mayonnaise, mushrooms, tomato paste, tomato puree, etc.

Portioning

After receiving raw items, portion those items, maintaining the proper gram/kg as per the menu.

Storing

After receiving and portioning, store raw meat and seafood.

Arrangement

Arrange chiller items, freezer times, and dry storage properly.

Cleanliness

Clear every order, and after doing any work, always keep the station clean.

Prepare for guest orders

As per the menu, prepare all food. Such as cutting vegetables, marinating meat items for kebabs and wings, cooking soup and ready dough, and cutting salad materials.

Prepare and cook a guest order.

As an à la carte restaurant, guests order a full menu, such as starters, the main course, and then dessert. So as an Olea team member, I am also preparing some food when guests give orders.

Food presentation

By representing the food with nice and excellent decoration, plating can attract guests. So, it is very important to make the presentation of the food very beautiful.

Checking the date level

Closing time: check all food date levels; if the date is expired, then check the smell and color; is it right or not? Because food is perishable. Basically, chiller items expire in 3 days, freezer items last 1 month, and sauce items last 1 week.

Closing

At 11 p.m., the Olea Kitchen operation is over. So, currently, we close all the kitchen and pick up all the chopping boards, knives, spoons, and platters to give a dishwashing area. When we close the kitchen, we check all the freezer and chiller temperatures again.

3.3 Activities of the Olea kitchen

- Kitchen set up: At first, I enter the kitchen, open the kitchen, and set all kitchen equipment properly, such as the chopping board, knife, spoon, pan, etc. Opening the stove, opening a deep fryer, and opening the oven are also my daily activities.
- Maintain kitchen ethics such as proper grooming and a proper haircut; always use a clean dress and wear a chef cap; maintain personal hygiene; and check the chiller and freezer temperature. Work as an excellent team member.
- Executing tasks under another person's supervision.
- Adapt knife skills and cut the required ingredients or vegetables.
- Get the opportunity to train junior trainees.
- Always keep the kitchen clean.
- Prepare the food according to the order.
- Check the date level of cooked food and raw food.

Chapter 04

Findings, Recommendations and Conclusion

4.1 Challenges

Long hours duty and work life balance: Normally duty duration is 9 hours but everyday I worked at more than 9 hours 10 or 12 hours for their busy schedule. When reservation becomes high then I need to do overtime duty. Because of this I can't maintain work life balance, which is harmful for my physical and mental health.

Mentally stress: Due to the long work hours, I can't find any time for myself, and there is also heavy work. For that reason, maintaining mental health is too difficult.

Without Pay: I completed my internship period without any pay, which was very difficult for me. In my daily duty I need to use a bus or other vehicle, it costs me a lot of money. So, if they paid me something which would be very convenient for me.

Technical problems: When any chiller or freezer is damaged, it takes a long time to prepare it. There is a need to fill up some requisitions to prepare that equipment, which is very time-consuming. For that reason, daily work is hampered.

Perishable food: Daily, huge amounts of food become rotten, which is one of the threats to cost control. Sometimes there is a huge reservation and sometimes there is a lack of reservation so that it's very difficult to understand how much food ingredients are in stock.

Maintain the taste of food: It's very difficult to consistently maintain the taste of the food. Sometimes, in busy times the cause of insufficient equipment and storage space can be one of the biggest challenges.

4.2 Findings

Positive Findings

- The working environment is very healthy and good.
- The supervisor always monitors their subordinate's performance; if anything goes wrong, they are trying to solve the problem.
- The line communication skills between the workforce are great.

- In terms of customer satisfaction, the olea kitchen food quality timelines are one of the important factors.
- The ability of the chef in the Olea kitchen to maintain food quality.
- Olea's kitchen chef and Olea's service team can maintain a proper relationship with each other. They can coordinate with each other.
- There is a great deal of happiness and good humor in every division.
- Kitchen supervisors always try to improve technical issues.
- In busy times, olea chefs work as a team.
- A good environment of learning, olea kitchen chefs taught me by hand. I have experience with modern kitchen equipment and technology.

Negative Findings

- Insufficient equipment was used in the operation.
- Shortage of the elevator
- Unpaid chef trainee.
- Due to being busy, there is no snack time.
- Overtime duty.
- Sometimes there is a lack of reservations, and other times there is an over-reservation.

4.3 Recommendations

The hotel Le Meridien Dhaka is a renewable 5-star hotel in Dhaka, which is under the Marriott International Hotel. Hotels have rich amenities, features, brands, products, and services to support their businesses. Olea Kitchen is one of the most review-generating outlets for Hotel Le Meridien Dhaka. It's a unique outlet for this hotel. Here, it offers Turkish and Arabic food and some olea menus. Its design and upscale style always attract guests. This kitchen food tastes great, and the quality is always excellent. But if they want to keep this food quality continuously, then I will give some advice and suggestions for upgrading their service.

- They may try to increase the number of local guests. In recent times, Bangladesh's political situation has not been good, so that's why foreign guests have decreased. So, this time, Hotel Le Meridien should attract their local guests.
- The Olea restaurant outlet may host more public activities.
- They may advertise more through LinkedIn and Facebook.
- They can offer more promotional activities such as buy one, get one, buy two, get one, discount 30%, or 40% off.
- They could increase the amount of equipment and technology in the kitchen to run their operation.
- They may increase the number of chefs at olea Kitchen.
- They may decrease the waste of food.
- They may increase the number of events.
- They may arrange frequent training seasons.
- They can maintain proper cost control.

4.4 Conclusion

Hotel Le Méridien Dhaka, situated in the vibrant city, stands as a prominent establishment known for its luxurious accommodations, impeccable service, and culinary excellence. Olea Kitchen, operating within the hotel's Food and Beverage Production Department, plays a pivotal role in maintaining the high standards associated with the Le Méridien brand. In conclusion, my internship at Hotel Le Méridien Dhaka has been a great learning experience. This hotel is well-known for its fancy rooms, excellent service, and outstanding food, especially from Olea Kitchen in the Food and Beverage Production Department. During my internship, I looked closely at how Olea Kitchen works, and I found a few challenges. Things like overtime duty, shortage of elevator and financial strain as I worked as a non-paid trainee. To tackle these problems, I've suggested some important changes. I believe Olea Kitchen can become more efficient. This, in turn, will help Hotel Le Méridien Dhaka do even better in the competitive hospitality industry, enhancing its overall success and reputation.

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