



Daffodil
International
University

Internship Report

On

“Haikou Marriot: A Study on the Food and Beverage Operations of Island Bistro”

Submitted to

Ms. Sharmin Sultana

Senior Lecturer

Department of Tourism & Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

Submitted by

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ID: 151-43-173

Bachelor of Tourism & Hospitality Management

Daffodil International University

Date of Submission: 16.02.2020

Department of
**Tourism & Hospitality
Management**

Letter of Transmittal

Ms. Sharmin Sultana
Senior Lecturer
Department of Tourism & Hospitality Management
Daffodil International University

Subject: Submission of Internship Report

Dear Madam,

With all due regard I might want to express that I have finished my internship at Haikou Marriot Hotel and here is the internship report on "Haikou Marriot: A study on the Food and Beverage Operations of Island Bistro" of the association to satisfy my essential for consummation of the seminar on internship. This internship opportunity at Haikou Marriot Hotel has presented me to the neighborliness division of our framework and has helped me learn and accumulate huge information about how the administration business works.

Right now have portrayed the Food Beverage Service at Banquet that I am completed by Haikou Marriot Hotel. I would be extremely appreciative if there any proposals or suggestions that will assist me with promoting improve this report.

Much obliged to you for your sort and supportive participation in guiding me concerning how to set up this report.

Yours Sincerely,

.....

Name: Md. Rafiul Hasan

ID: 151-43-173

Bachelor of Tourism & Hospitality Management
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Certificate of Approval

This is to guarantee that the internship report on Daffodil International University for the honor of the degree from the Department of Tourism and Hospitality Management, Faculty of Business and Entrepreneurship, Daffodil International University is a record of research completed by Md. Rafiul Hasan under my supervision. No piece of this internship report has been submitted for any degree, confirmation title or acknowledgment previously.



.....

Ms. Sharmin Sultana

Senior Lecturer

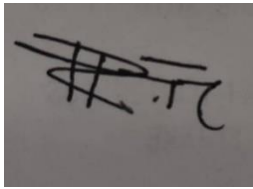
Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

Declaration of the Student

I do thus pronounce that this internship report has been composed by me during the year 2019-2020 under the supervision of Ms. Sharmin Sultana, Senior lecturer of Tourism and Hospitality Management, Daffodil International University under the personnel of Business and Entrepreneurship in satisfaction of the prerequisites for the honor of the level of Bachelor of Tourism and Hospitality Management (BTHM). I'm additionally proclaiming that I have not presented this internship report for any degree, confirmation, title or acknowledgment previously.



.....

Name: Md. Rafiul Hasan

ID: 151-43-173

Bachelor of Tourism & Hospitality Management

Daffodil International University

Acknowledgment

Above all else, I express gratitude toward Almighty ALLAH for giving me an internship opportunity at a presumed association and giving me enough persistence and will to work and gain from that point.

This internship opportunity has been one of the most educative and useful projects in my undergrad educational plan and I am especially satisfied to have been directed by such splendid people.

I might want to thank and communicate my thankfulness towards, Ms. Sharmin Sultana, Senior Lecturer of Bachelor of Tourism and Hospitality Management, Daffodil International University, for helping me all through these a half year of my internship. All the directions and rules exhibited to me have helped me all that could possibly be needed to finish this report.

I might want to offer my most profound thanks to the Manager of Banquet Ms. Cici, who permitted me to do internship program in their eminent division and I additionally prefer to express gratitude toward, & Manager Ms. Kiki. Again need to thanks other worry in Haikou Marriot Hotel for their true assistance and direction in completing important attempts to compose this report.

In conclusion, I might want to thank the various work force, both Daffodil International University and Haikou Marriot, for their sort and patient help gave to me. It would have been extremely hard for me to set up this report without their collaboration.

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CHAPTER – 1

INTRODUCTION

1.1 Background

The hospitality industry is one of the quickest developing assistance ventures that contribute a great deal to the world economy. Fundamentally Hospitality industry is partitioned two pieces of amusement zones like clubs& bar and settlement. Friendliness essentially alludes to the relationship procedure between a client and a cordiality/7 staff, wherein the accommodation work force gets the client with well gumming and amenably, including the Food and Beverage Service faculty and furthermore all other office work force at Haikou Marriot.

Presently days, friendliness industry is developing area of China. Individuals are moving outside from their home for explicit reason, In that time individuals need a convenience which is comfort like his/her home, nourishment and Beverage things and a few diversions. At that point they are looking for a superior inn which can give everything together.

The one of the accommodation business, name Haikou Marriot of China. Haikou Marriot has a few divisions which are legitimately and in a roundabout way identified with visitor administration. At Haikou Marriot, Front Office, F&B Service and Security divisions are straightforwardly identified with visitor administration.

1.2 Description of the Report

Board Objective

The report of mine is readied considering two destinations which are essential target and auxiliary goal.

Specific Objective

- To describe the overview of the Haikou Marriott Hotel.
- To highlight the F&B operation of Haikou Marriott Hotel.
- To draw findings and provide necessary recommendation based on that.

1.3 Scope of the Study

The primary aim of the examination is to concentrate on the Food Beverage Service of The 'Haikou Marriot' to discover comprehend and archive the procedures and exercises conveyed by The Haikou Marriot and connect them to get an away from of the degree of the general psyche fulfillment.

1.4 Methodology

Directly from the choice of the point to the last arrangement there is a methodical and sorted out technique led because of the best possible fulfillment of this report. The basic segment of the report was to distinguish and collect information; the arrangement of those information, examining those information and decipher and present those information in a sorted out manner with the goal that the crucial focuses can be perceived.

Sources of Data

Information are gathered from both primary and secondary sources.

Primary Sources

- Observation of the association for all intents and purposes: As I worked in F&B Department so all things considered the perception of mine is clear with respect to the theme for example Nourishment and Beverage Service Department
- Communication with the hierarchical director: By speaking with my manager I assembled all the essential sources.
- Through up close and personal meeting who were engaged with such exercises, perception and by investment in the business marking exercises and procedure.

Secondary Sources

- Annual report
- Internet

- The optional data gathered from site, and some other applicable sources.

1.5 Limitations of the Report

At long last I need to discuss my restrictions that I needed to look during the fruition of the report. In transit of getting ready of this report, we have confronted following issues that might be named as the restriction of the examination:

- One year are insufficient to comprehend the general visitor request of the lodging.
- Another issue was time imperative. If there should be an occurrence of research the example size was very little as it was impractical to dissect enormous example because of time imperative.
- Hotel strategy of not revealing some touchy information and data for evident explanation represented a snag to the down to earth direction that could be particularly valuable.
- Though we have arranged numerous reports previously, we had no understanding of internship. So experience is one of the fundamental obliges of the examination.

CHAPTER –2

AN OVERVIEW OF THE “HAIKOU MARRIOT”

2.1 Background and Introduction of Haikou Marriott Hotel

Haikou Marriott is a business lodging set up in Oct 13, 2014 A.D. This inn has style that reclassifies extravagance living and amusement. Extravagant guestrooms and unrivaled administrations and offices will let you find for yourself why our housing are overwhelming.



As the first Marriott International lodging in Haikou City, Hainan area, the Haikou Marriott Hotel is situated on an amazingly beautiful segment of shoreline and has 386 visitor rooms offering marvelous tropical sea sees. Remarkable engineering by universally acclaimed WATG studio brings differentiating impacts of Zen culture and present day western plan into agreeable parity to give the property a particular appeal that is not normal for that of some other lodging. Found only a short drive from the Haikou International Exhibition Center, the Haikou Marriott will reclassify the standard of greatness for Haikou's friendliness and MICE enterprises.

An encounter solace and most extreme simplicity holds up inside the rooms and suites that have been customized to fit the prerequisites of occupied officials and nervy vacationers. Passing on the environment of a stately home, they all have digital TV, phone, and provided with every day paper and fixed Internet network. In the meantime, the bars, bar, and cafés lets you relish ageless

Chinese, Asian, and Western foods, just as the best blend and drink mixtures this piece of the nation.



Haikou Marriott Hotel is generally and carefully planned. Only a drive away from the Haikou Melian International Airport, it is in a perfect world near energetic business and diversion focuses. Visitors additionally have simple access to Haikou Mission Hills Golf course, Haikou Qilou Old Street, Hainan Provincial Museum and significantly more.

Haikou Marriott Hotel is arranged on a wonderful beautiful area of the shoreline, with roomy visitor rooms offering amazing tropical sea perspectives and private galleries. The universal honor winning engineering studio WATG drew motivation from the rich social legacy of China to make the eight magnificent structures inside the lodging premises, mixing customary oriental design exquisitely with the common and picturesque environment, making a Zen-like condition.



Only a short strolling separation to the Hainan International Exhibition Center, the Marriott Haikou Hotel is 45 minutes from Haikou Meilan International air terminal, a 10-minute drive to the railroad station, and a 15-minute drive away from downtown giving simple availability.

Haikou Marriott Hotel offers more than 4,000 square meters of meeting space. Its remarkable highlights incorporate a glorious column less Grand Ballroom and a wonderful ocean side grass that can oblige up to 800 visitors, making it a truly alluring setting for weddings, gatherings, meetings and occasions. An expert occasion arranging and cooking group combined with best in class various media hardware guarantees all capacities are dealt with skill and productivity.

A depiction about the foundation of Haikou Marriott Hotel

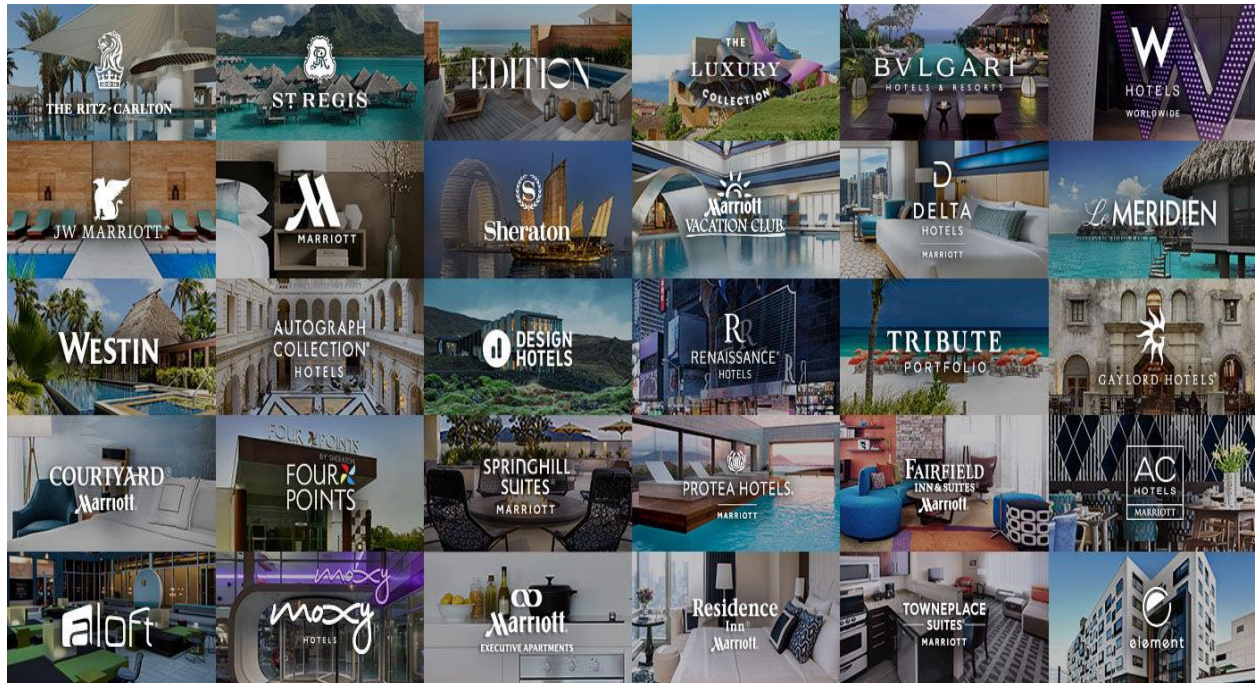
Haikou Marriott Hotel was set up in Oct 13, 2014 A.D. by Shenzhen Tiley Group, claimed by Haikou Tiley Estate Company, oversaw and worked by the widely acclaimed Marriott International Group, and planned by Paul Liu Design Consultants (Hong Kong) Co. Ltd.

The inn is indicated new plan ideas of the top lavish inns and flaunts coastline, exemplary and urban highlights. The creator brilliantly mixed a wide range of components, including vast vitality of the west coast, tropical style garden, 386 ocean see visitor room and manors, and the biggest natural pool of Haikou and transformed the inn into another enchanting milestone of the Haikou city for its one of a kind cornice line and important oriental structure style. The inside plan style of the lodging is the recreation of rich New Oriental style with great Chinese, which intertwine the basic coast scene.

The planner flawlessly blended the impression of Oriental Culture and present day structure strategies together, and made a fresh out of the plastic new particular style, which has refined and

profound creative origination, yet in addition without losing the relaxed extravagance and open to feeling

2.2 Corporate Logo of Haikou Marriott Hotel



The Marriott International has 30 collections of worldwide brands to provide more choices for the guests. They create the world's large hotel company.

CLASSIC- LUXURY

- ❖ JW MARRIOTT
- ❖ RITZ-CARLTON
- ❖ ST.REGIS

DISTINCTIVE-LUXURY

- ❖ WESTIN HOTELS
- ❖ THE LUXURY COLLECTION/RITZ CARLTON RESERVE

- ❖ EDITION HOTELS
- ❖ BULGARI HOTEL AND RESORTS

CLASSIC-PREMIUM

- ❖ FOUR POINTS BY SHERATON
- ❖ DELTA HOTEL
- ❖ MARRIOTT
- ❖ MARRIOTT VACATION CLUB
- ❖ SHERATION

DISTINCTIVE-PREMIUM

- ❖ WESTIN HOTEL AND RESORTS
- ❖ LE MERIDIEN
- ❖ RENAISSANCE HOTELS
- ❖ AUTOGRAPH COLLECTION HOTELS
- ❖ TRIBUTE PORTFOLIO
- ❖ GAYLORD HOTELS
- ❖ DESIGN HOTELS

CLASSIC SELECT

- ❖ PROTEA HOTELS BY MARRIOTT
- ❖ COURTYARD BY MARRIOTT
- ❖ FAIRFIELD INNS AND SUITES BY MARRIOTT
- ❖ SPRINGHILL SUITS BY MARRIOTT

DISTINCTIVE SELECT

- ❖ ALOFT HOTELS
- ❖ AC HOTELS
- ❖ MOXY HOTELS

CLASSIC PREMIUM LONGSTAY

- ❖ MARRIOTT EXECUTIVE APARTMENTS
- ❖ RESIDENCE INN BY MARRIOTT
- ❖ TOWNEPLACE SUITES BY MARRIOTT

DISTINCTIVE LONGER STAYS

- ❖ ELEMENT

2.3 Location of Haikou Marriott Hotel

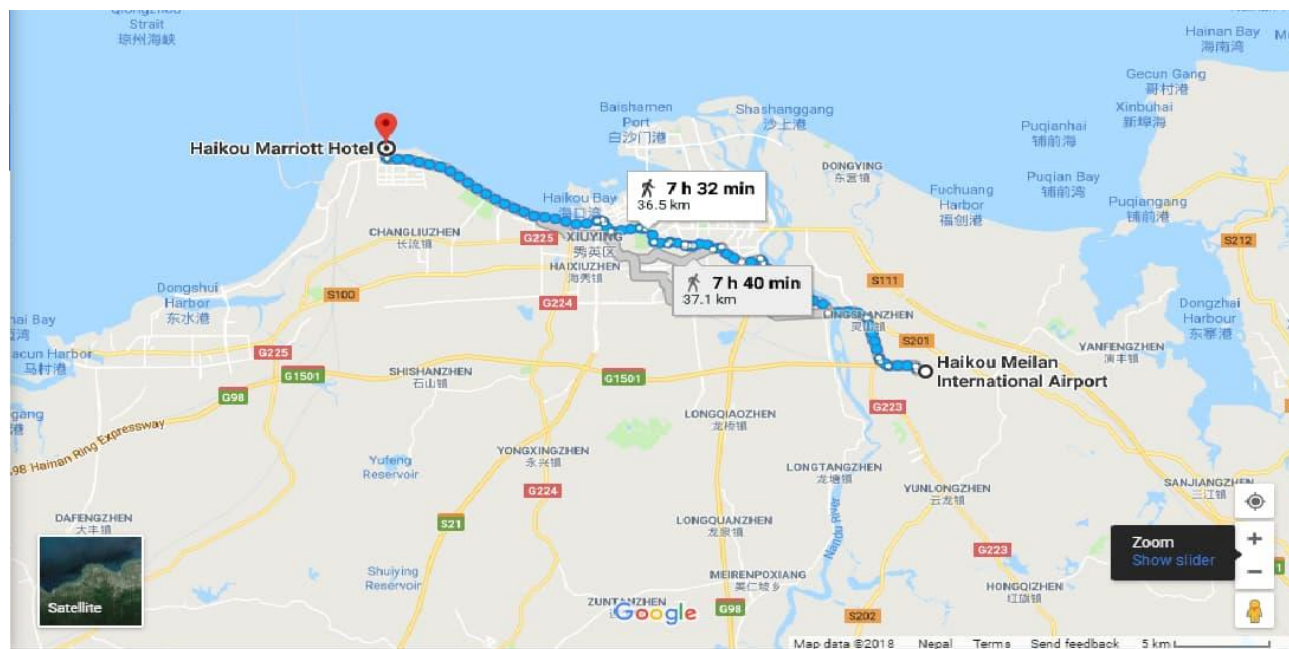
The Haikou Marriott Hotel is situated on an incredibly pleasant segment of shore line and is only a short strolling separation to the Hainan International Exhibition Center. Haikou Port Ferry Terminal is a 12-minute leave and Binhai Park is a 13-minute drive away. Lodging is 45 minutes from Haikou Meilan International air terminal, a 10 minutes' drive to the railroad station, and a 15 minutes' drive away from downtown giving simple availability.

Address: No. 292 Binhai Avenue, Xiuying District, Haikou, Hainan 570311 China

Telephone: +86 898 6870 8666

Fax: +86 898 6870 8777

Site: www.cn.haikoumarriotthotel.com



Location Map of Haikou Marriott Hotel

2.4 Departmental Analysis

The Hotel is where real voyager can get the nourishment and drink and convenience offices for the benefit of installment. The Hotel have various divisions to maintain the business smooth and since quite a while ago run way. Office alludes to a division of a huge Organization, managing a particular zone of action. Divisions assumes prevailing job in the lodging business. Every office has their own obligations and duties to satisfy in a day and day tasks. The divisions in inns may differ starting with one foundation then onto the next. A portion of the normal offices in the inn business are follows.

- F&B administration Department
- Front Office Department
- Housekeeping Department
- Food Production Department

2.5 F&B Service Department

2.5.1 Introduction

Nourishment and Beverage administration office is an indispensable spot in any lodging which is answerable for the precise and the genuine help of nourishment and drink to the overall population or clients according to the request in any F and B outlets. Each inn and eatery have their own one of a kind accommodation and administration style as indicated by their way of life and sort of café or cooking they are offering to the visitor however the meaning of the administration is the equivalent "Administration isn't asked advertised". Nourishment and drink administration office assumes an indispensable job in a productive procedure of the lodging industry. It renders the administration of arranged nourishment in wording; drink in an accommodation path to the Customer according to their interest.

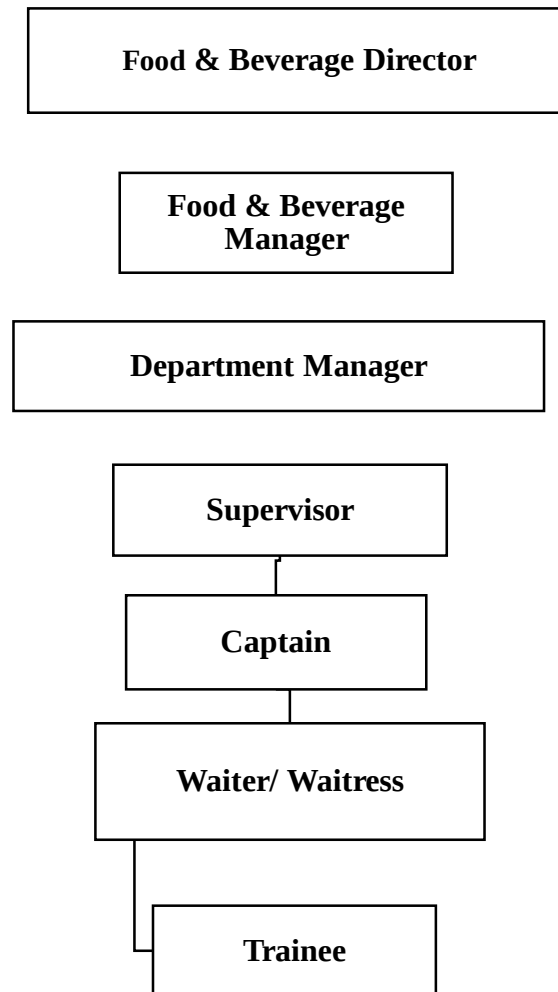
Among the all-out income gathered in the lodging, about 40% commitment is legitimately licensed of F and B administration office. The noteworthy component of this office is that, it is the second most elevated income creating division alongside the front office. The significant capacities incorporate the plan and advancement of menus, valuing, divide control, wastage control, client staff relations and staff preparing.

This office includes two principle operational regions.

- BAR (administration of drink)
- RESTAURANT (dinning administration)

The staff identified with the division must be expertly qualified regarding administration and friendliness. As we realize that the job of the office is absolutely administration arranged, the staff should be in cutting edge with the clients and should be very much prepped, shrewd and clean.

2.5.2. Organization Chart of Food and Beverage Department



2.5.3. Obligations and Responsibilities of Food and Beverage Management

Nourishment and Beverage Assistant Manager:

In the Haikou Marriott Hotel, the nourishment and drink director is the person who is capable to deal with all the outlets. He is liable for the general working of the nourishment and refreshment division. The F and B help administrator ought to guarantee quality control as far as productivity in all assistance regions by determining that the staffs are enough prepared with regards to the stewards of the unit. He ought to keep up the nature of the association.

- Develop and keeps up of all office control method.
- Responsible for choice, leftover, preparing, advancements, moves, and rejections in the office.
- Holds ordinary gatherings with segment heads, to guarantee that both daily practice just as anticipated exercises of the office go on as arranged.
- Constantly assessing frameworks and keeping the top administration educated.
- Attends the supervisors meeting and courses the association's rules to his subordinates.
- Budgeting is the other obligation of the F and B help director.
- Coordination various outlets, their presentation and targets.
- Assist in menu arranging and estimating.

Manager/Captain

- Deputies without the café supervisor and guarantee smooth working of the eatery.
- Maintain cleanliness and sanitation in his station of the eatery.
- Attend to visitor grumblings and guarantee visitor fulfillment through quick activity.
- Requisition of the necessary substance and supplies for station in time and should check the stock from time and keep up a normal stockpile.
- Greeting, seating the visitor, displaying the menu and taking the request from the visitor.

- Checking installment of visitor charge time to time and be certain all the assortment forms are appropriately held.
- Co-appointment to Kitchen and bar staff runs smooth and productive help of outlet.
- Brief the servers and servers before the opening of the administration.
- Check and guarantee the functionality of hardware and furniture.

Server/Waitress or Trainee

- Attend the instructions preceding café.
- Mise-en-scene, Mise-en-spot of administration outlet.
- To perfect and clean help hardware.
- To make a table functional on schedule.
- To get, extraordinary and seat the visitor.
- Take the request for nourishment and drink.
- Serve the nourishment and refreshment requested by the visitors.
- Clearance of the table after each course.
- To guarantee the wellbeing and security at work place in this manner maintaining a strategic distance from the mishaps.
- Receive and trade the outlet materials from the housekeeping office.

- Should have sound information on nourishment and drink administration and course served inside the menu.
- Seeing off the visitors with a wonderful comment and welcome them to return to.

2.5.4 Food and Beverage Outlets at Haikou Marriott Hotel

An outlet is a retail location of nourishment and drink things. Nourishment and Beverage outlets change contingent on the size of the inn, the quantity of rooms, kinds of the offered and the gauges of clients' desire. There are different various outlets which are recorded beneath:-

- A. ISLAND bistro Restaurant.
- B. The Big fish Bar
- C. Man Ho Chinese Restaurant
- D. The Lobby Lounge
- E. The Helicon Bar and Music Room
- F. The Pool bar
- G. Grand Ballroom Wedding Setup
- H. Room administration

ISLAND BISTRO WESTERN RESTAURANT

Island Bistro All Day Dining is planned with a retreat like feel where cafes can appreciate



Extravagant smorgasbord spreads just as Western and Southeast Asian delights alongside nearby Hainan treats. It will without a doubt spark your interest with its fresh out of the plastic new menu choice. It gives you an extreme involvement with chic, exquisite feasting and amusement. You may feast with us the beautiful ocean see with reviving ocean breeze at the gallery. The mood of Island Bistro loans a casual, agreeable and sumptuous feel, is a detect that you can't miss during your stay with us. It serves a ton of crisp nearby ocean bottom, BBQ and sashimi and import dessert. The café is situated in the principal floor of the west side of the inn building. Visitors can appreciate the smorgasbord breakfast just as smorgasbord supper. They can likewise have decision of nourishment from A la' Carte menu.

Limit: 180 seats and 3 private rooms

Opening Time: 6am to 11pm

The Big Fish Bar



The Big Fish Bar includes a 360-degree open kitchen and offers crisp fish gathered from the close by seas. This bar is perfect for shows, gatherings and business bunches where the eating happens in a tranquil and calm condition. There is likewise a presentation kitchen where the visitor can get full perspective on what's going on. Henceforth it is likewise an open showcase kitchen.

Limit: 88 seats

Opening Time: according to the occasions

MAN HO CHINESE RESTAURANT



Man Ho Restaurant serves bona fide Cantonese flavors and houses 10 private lounge areas named by Classic of Poetry flaunting a private overhang with garden perspectives and selective passageways. Man Ho Chinese eatery likewise offers neighborhood Hainan's flavors. The famous dishes incorporate Hainan

Chicken Rice supported by the majority of the in-house visitors. The eatery additionally has some custom made dishes like Sichuan and Hunan food.

Limit: 150 seats and 10 private rooms

Opening Time: Lunch 11:30am to 2:30pm, Dinner 5:30pm to 11:00pm

The Lobby Lounge



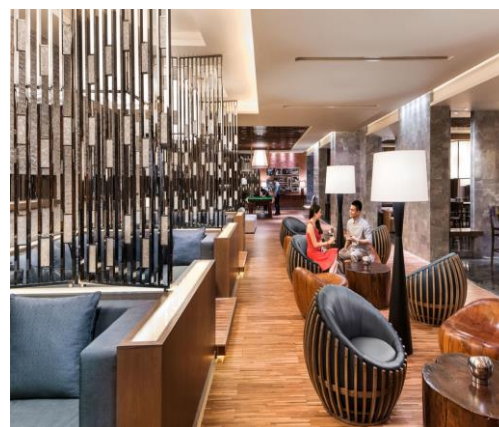
The lounge is a comfortable space perfect for work, gatherings or casual get-togethers, upgrading the way of life of the up and coming age of voyagers who flawlessly mix work and play. The Lounge offers invigorating invite beverages and exceptional Chinese tea alongside a variety of mixed drinks and counterfeit tails to suit the state of mind. The visitors can likewise appreciate the unrecorded music band execution at the entryway relax.

Limit: 70 seats

Opening Time: 9am to 12 am 12 PM

THE HELICON BAR AND MUSIC ROOM

The Helicon Bar and Music Room is a translation of the exemplary inn bar rivals four private Karaoke rooms, two mahjong rooms and a billiard table. It is a perfect spot to unwind, appreciating the glorious flaring of talented barkeeps tasting probably the best mixed drinks in the zone alongside a humongous decision of House Wines. The visitors can appreciate the Karaoke in the bar with certain beverages according to their decision.



Limit: 80 seats

Opening Time: 6pm to 12am 12 PM

THE POOL BAR



The Pool Service Bar is ideal for appreciating a determination of mixed drinks and champagne while getting a charge out of the extraordinary tropical view. Found other than the pool, the pool bars give the visitors a tropical vibe.

Limit: 70 seats

Opening Time: 11am to 11pm

GRAND BALLROOM (BANQUET)



With more than 4,000 square meters of utilitarian gathering space including a sublime column less Grand Ballroom and far reaching shoreline grass that can suit 800 individuals, the Haikou Marriott Hotel is a perfect scene for weddings, gatherings and different occasions. The Grand Ballroom can oblige in various style or arrangement as indicated by your decision or as per the occasion going to be held.

ROOM SERVICE



With more than 4,000 square meters of utilitarian gathering space including a sublime column less Grand Ballroom and far reaching shoreline grass that can suit 800 individuals, the Haikou Marriott Hotel is a perfect scene for weddings,

gatherings and different occasions. The Grand Ballroom can oblige in various style or arrangement as indicated by your decision or as per the occasion going to be held.

EXECUTIVE LOUNGE



For extreme solace, the Executive Lounge, situated on the eighth floor of the lodging's west wing, offers business benefits just as complimentary nourishment and beverages for Executive Floor visitors. Outfitted with a Dining region, Meeting territory, Reading region, Computer zone and Business focuses, the parlor is a definitive name of solace which includes the express look at in and checks of the official visitors. The Marriott rewards part and SPG individuals like Premium Platinum, Platinum, Gold, Silver Members can appreciate the Executive Lounge benefits. The visitors can likewise quick Check-in and Check-around here at the Executive Lounge.

Area: eighth floor of the west wing of the inn

Limit: It can suit 103 individuals.

Opening Hour: 12pm to 12am 12 PM

2.5.5. Interdepartmental Co-Ordination

The F&B office need to co-ordinate with the other branch of the lodging all together for smooth and successful working. The individuals from the various outlets ought to be cooperate with one another so that there would be acceptable relationship and furthermore for the smooth activity of the outlets. According to that the office is entomb related with one another according to referenced.

- Food and creation office

Nourishment creation office is where the arranged nourishment is set up according to the visitor. Café work force co-ordinates intimately with the creation division.

- Sales division

The business division gets customers to utilize the offices accessible in the room of classes, meeting and other get-togethers. F&B office co-ordinates with deals division for showcasing, exposure and advancement of nourishment and drink offered by the outlets.

- Purchases division

All the important orders for the F&B office are given by stores and buy office.

- Account division

F&B division co-ordinates with account office for any disparity in bill and deals synopsis, support of city record and furthermore handles all money after the outlet is shut for the afternoon. It is additionally liable for taking care of our staff pay rates.

- Housekeeping office

Housekeeping office is liable for the tidiness of the all outlets of the all outlets of the tasteful principles of the inn. They likewise help in setting VIP civilities, trading ruined or utilized cloth, uniform assistance and cleaning outlet. Housekeeping is additionally liable for neatness of the café premises and the toilets.

- Front office division

This division is to reserve room spot, for advancement, for advancement of new items and furthermore serves to promoting the visitor about their café. F&B additionally co-ordinates with F.O office to give data in regards to VIPs, room report and the kind of plan in which the visitor will remain.

2.6 Front Office Department

Presentation



In the lodging business Front office invites visitors to the convenience segment: meeting and welcome them, taking and sorting out reservation, assigning look at in and of rooms, arranging doorman administration, giving keys and other security courses of action, giving messages to clients and settling the records. Front Office Department is the main offices saw

by the visitor at whatever point they go into the inn. It is the office, which is answerable for the offer of the lodgings through methodical strategy for reservation followed by the enrollment and task. This is just office, where the visitors have first and last purpose of contact in a lodging. The front office division is viewed as the "Operational hub" of the inn. In other word, it is "Show Case Window" of the lodging which mirrors the picture of the inn. Income Collected from the offers of the rooms adds to over half of all out lodging deals. The benefit rate from offers of room is high. Consequently, the capacity of front office is to hold, get, enlist and relegate rooms to the visitors and go about as ceaseless wellspring of data to them during their stay in the lodging. Front office activity is of three kinds:-

- Non-robotized (Run with the mechanical supplies, for example, racks, paper records, Manual keys, and all paper works,)

- Semi-robotized (Run with the machines, for example, posting machines, sales register, type author and so forth.)
- Automated (It is completely run by the guide of present day PC framework)

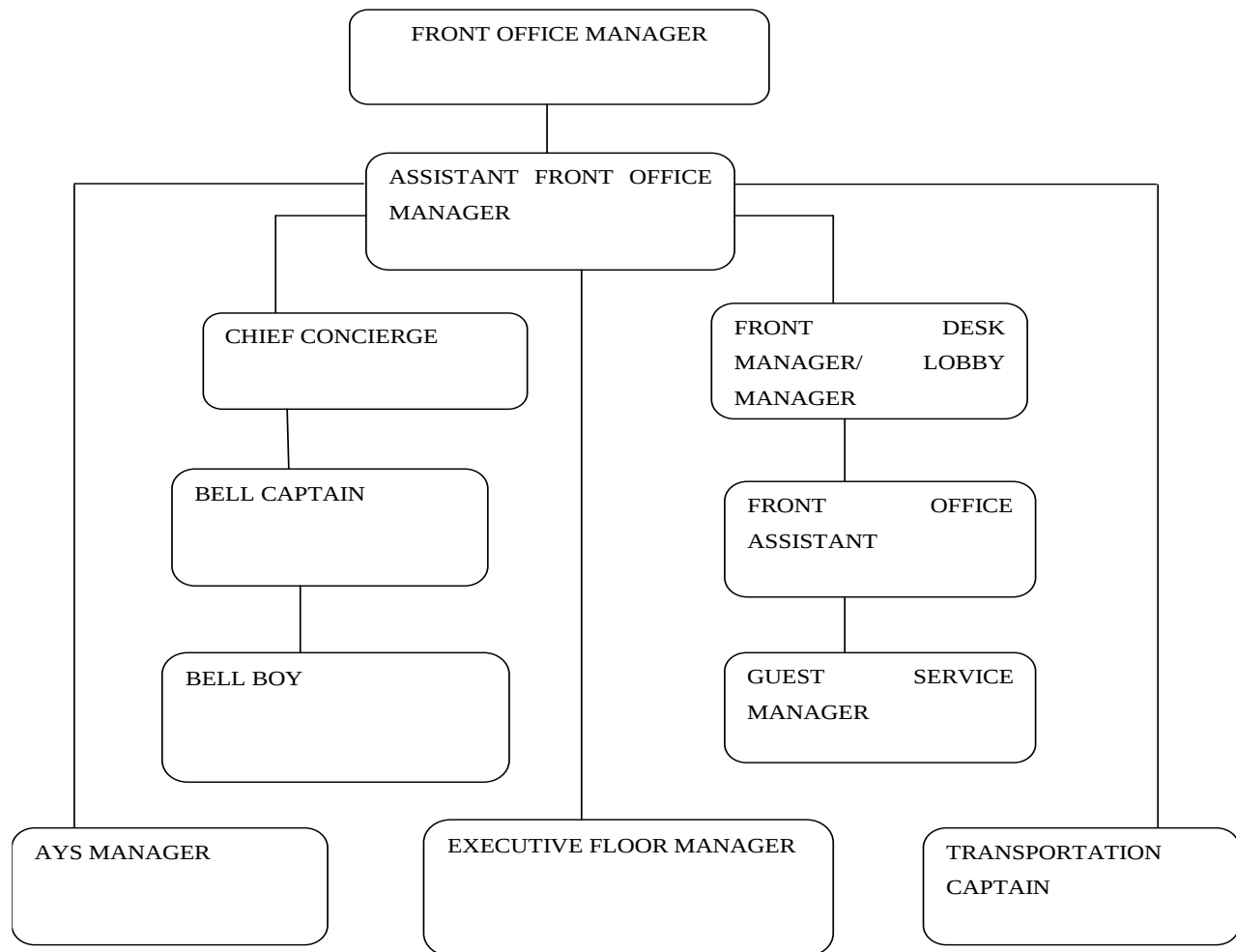
The front office branch of a lodging for the most part plays out the accompanying essential exercises:

- Processing early bookings.
- Registering the visitor.
- Rooming the visitor
- Handling the visitor gear.
- Issuing room keys.
- Providing data.
- Handling visitors.
- Mail and bundle.
- Administering telephone utility.
- Accounting (making installments and charging).
- Checking out visitors.

The Haikou Marriott lodging, china includes a deliberate front office counter, found right half of passage of the inn. The gathering, data and limousine work area are situated in the front part where as the booking and phone administrators are situated in the rear of the house. Ringer work area segment is situated along the edge of the hall close by the visitor entrance entryway. Haikou Marriott Hotel utilizes the development framework in their inn for the precision which is "drama" programming.

2.6.1 Organization Chart

Front Office Department Organization Chart



2.6.2. Area of Front Office Department

Different areas under front office division rely on the sort of inn. Gathering, Front Office money and data segment in ordinarily situated in one zone at front work area. In certain inns data focus might be found independently close to the gathering, while gathering and phone trade are situated

inside or at the back zone associated with the front work area. Significance of each segment in colossal, which are contemplated under after heads:

- **Reservation**

A solicitation for a convenience by a visitor in an inn for a specific period is called reservation. It is otherwise called the center point focus of the inn. Reservationists are the workers liable for tolerating or dismissing the reservations made by the visitors from various sources and modes, for example, phone, email, fax, letters, and so on the booking staff ought to know about various rooms, offices and the tax gave by the lodging.

- **Registration**

This segment is liable for the warm and well-disposed gathering of the whole visitors. Staffs working right now known as receptionists. Receptionists are the staff who have the immediate contact with the visitor, in this way should represent an agreeable character with the significant level of preparing consistently.

- **Information focus**

This is another segment under front office, which is situated inside anteroom territory or combined with front work area. This segment is liable for giving data identified with inn, rooms and offices and about the city where the lodging is found. Data is additionally liable for taking care of visitor sends, message and furthermore assists with giving keys to the visitors during their remain or appearance. The individual who works right now known as data colleague or strolling reference book.

- **Telephone focus**

This is the different segment under front office situated at the posterior associated with the front work area, which isn't seen by the visitor. A phone administrator is the worker right now, for taking care of all approaching and active visitors and

Lodging calls. Phone administrator is liable for posting all the charges acquired by the visitor and lodging representative while making out calls. They are additionally liable for moving calls, taking messages through phone and for wake-up calls.

- **Front office clerk**

This segment is situated inside the front work area. Front office clerk working right now liable for refreshing visitor charges, staying up with the latest money and credit exchanges of the visitor and make them settled before the visitor takeoff. Front office clerk ought to guarantee the convenient assortment of all the visitor bills from various. Outlets and post them in particular folios incase if the front office isn't mechanized. They are additionally liable for remote trade and for dealing with the sheltered store box/storage.

- **Business focus**

Current innovation has changed the pace of data framework. Individuals can carry out the responsibility in s home nation or from distant nations. The job of fax, Photocopying and secretarial work is characterized essential to these sort of administrations to the visitor. There might be an interest for visitor to decipher and decipher benefits just as the contract of PCs, phones in their rooms. The duty of such sort goes under business community staff. On the off chance that a lodging has numerous non-English talking visitors, the bilingual secretaries might be required.

- **Uniformed staff (ringer work area)**

This area plays out the activity like checking, distinguishing, moving and putting away of the visitor gear for which a legitimate record of the visitor baggage must be kept up. The faculty's working right now otherwise called chime young men and they are likewise capable to illuminate different offices in the lodging to visitor. They are answerable for keeping of record of vehicle of to and from the lodging and transport paging.

- **Guest Relation**

The visitor Ambassador must be cordial, gracious and grin to every single visitor. Visitors will be welcomed by the visitor representative. The work area of the visitor minister relies

on the plan of the inn. It might be around the hall or at the back office. The as a matter of first importance work of visitor envoy is to talk pleasantly with the visitor and cause them to feel great. Visitor representative reports to the director on obligation.

2.7 Housekeeping Department

2.7.1 Introduction



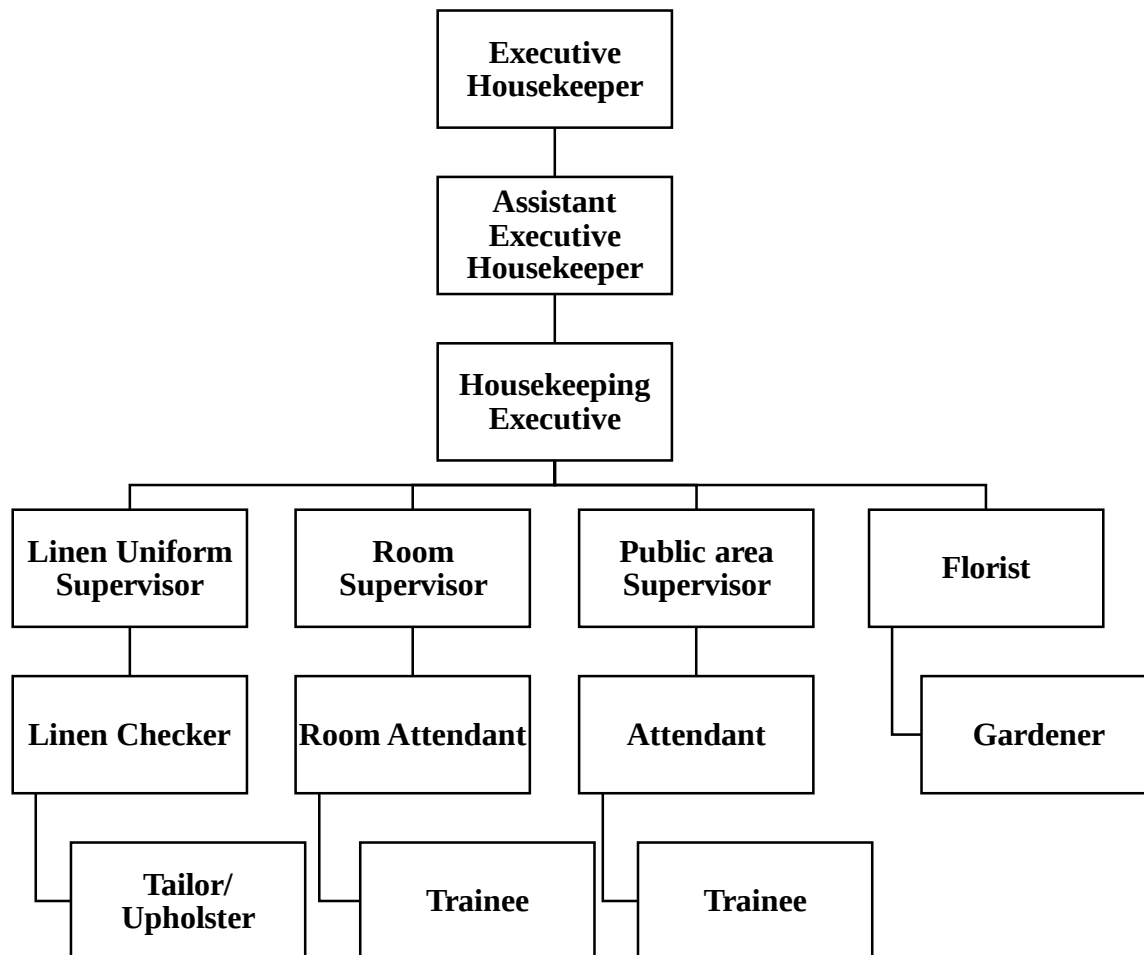
The work performed by housekeeping office us basic to smooth and proficient activity of any inn. This office is likewise answerable for each part of visitor rooms for example to give all the necessary visitor supplies and materials as indicated by the visitor demand during their remain. Simultaneously, housekeeping keeps up and guarantees security for the rooms, property and visitor things.

To oversee housekeeping division productively and successfully the accompanying focuses ought to be considered:

- Clean and up-keep the lodgings, open zone, feast corridor and other F&B outlets.
- Launder the visitor material.
- Issue and get material.
- Issue and gather materials structure different outlets.

- Recruit talented and semi gifted labor.
- Forecast spending plan.
- Co-ordinate with different divisions of the inn.
- Specify the exhibition standard.
- Plan and compose the work successfully.
- Implement bug control exercises in all the zones of the inn.

2.7 2. Organization Chart of Housekeeping Department



2.7.3 Kinds of Room at Haikou Marriott Hotel

By and large, room is characterized as a sheltered spot shut by dividers, windows and ways to go through a day or night and to shield from characteristic cataclysmic. In an inn, room implies a great deal to a visitor, for example, comfort, safe, accommodation, clean and cleanliness. Visitor requests the best expectations in everything that the rooms represent. All the floors and rooms are numbered methodically in an inn. The lodgings are partitioned into Sea view and Non-ocean see rooms, just as smoking and non-smoking rooms, standard, offices, sizes. First digit in a room number demonstrates on which the floor arranged.

Haikou Marriott Hotel, china has 308 Quality rooms extending in style and sizes from the Deluxe Sea View Room Presidential Suite and Vila.

- Deluxe Sea see Room
- Executive Sea see Room
- Premier Sea see Suite
- Premier Sea see Room
- Luxury Sea see Room
- Presidential Suit
- Executive Family Room
- Chairman Suite
- Executive King Suite
- Family Room
- Deluxe Sea see Suite
- CEO Suite

Deluxe Sea see Room

This is the typical standard room of the lodging. The exclusive room is very less expensive than different rooms. Ordinarily it offers a comfortable and well-selected space with all the important prerequisites perfectly bundled into an individual safe place. It highlights exemplary outfitting in relieving shading tones decorated with dashes of dynamic shading, giving a chic asylum to visitors.

There are three sorts of exclusive rooms, one with huge single bed. Either lord or sovereign size, another with two separate twin beds, and the third with three twin beds. Thus, there are luxurious single room, special twin room and the grand triple room.

Presidential Suite room

These kinds of suite room that gives different extravagance Facilities to the visitor, with set of rooms in a more extensive region alongside kitchen offices. This is the costly room in any lodging with all the advanced pleasantries for the most part taken by the VVIP.

Club choice room

The club choice room is totally situated on the ninth floor West wing. This room is very costly than typical standard room as this room is all around outfitted and coordinate shading tuning. The club exclusive room is additionally same size as luxurious room. Visitor can pick the club select stay with extra-large bed or two separate single beds. These kinds of visitor room are permitted to appreciate in the club relax where broad offices and administration like pre-supper mixed drinks, dinning with flatware are given.

Club suite Service room

This kind of rooms is favored by prominent visitors. This size of the room is around 64 square meters, which is more than the size of club grand PR luxurious room. This sort of room rates is typically higher. This room is progressively agreeable and lavish. This room has got two restrooms as one at the passage and other one is joined with room.

Connecting Room

This room has singular passageway entryway all things considered and an interfacing entryway between, so visitor can move between rooms without experiencing the lobby.

2.7.4 Room Amenities and Suppliers

In organizer

- Hanger
- Iron and iron board

- Laundry sack and rundown of clothing offices and charges
- Carlton shopping sack
- Safe box and storage
- A pair of shoe

Inside smaller than usual bar

- Aerated drink (Pepsi, coke, 7up)
- Carlton mineral water
- Alcohol (wine and brew)

On the smaller than usual bar bureau

- A container of Carlton water
- Two espresso cups and spoons
- A plate with tea sacks, espresso powder and sugar
- Water evaporator
- Paper tea and espresso mug

Composing table

- Note paper and ball pen
- Hotel advancement and tent card
- Hotel Boucher
- Room administration menu
- Guest remark card
- Telephone
- Dust container under table
- Envelop

- Sewing Kit
- Ashtray and match box

On the bedside table

- Telephone, administration catalog and neighborhood phone index
- Master light controller
- Breakfast Knob card
- Bed side light
- Television remote controller

Entryway

- Pip gap
- Fire get away from course (map)
- DND card/Please tidy up my room card

2.7.5 Segment within Housekeeping Department

The principle errand of housekeeping office is to keep rooms and open territories and alluring. To complete these capacities the inn includes different segments inside housekeeping office. They are:-

Housekeeper's office

This is operational hub of division situated inside a quiet lodge. Here the Executive maid designs the work, hold meeting, plan spending plan and so forth. The lodge typically has glass segment to get see what's going on outside the workplace.

Desk control room

This is the fundamental correspondence focus of housekeeping division. From here all the data is sent, Have a seat and work area with ideal more than one phone. It ought to have enormous notification barricade to staff plan everyday guidance and so forth. It is where all the staff report for obligation and look at as their obligation end.

Linen room

This is where current cloth we put away for issue and receipt. The room ought to be enormous vaporous and liberated from warmth and mugginess. It ought to have satisfactory racks, simple open to stack all materials. Cloth is typically costly so it ought to be secure and offer no conceivable outcomes of pilferage and robbery. It has a counter where material trade happens.

Linen uniform room

This room stores the load of new cloth fabric materials for uniform. These stocks are provided when the present cloth available for use bombs because of harm or misfortune.

Tailor's room

This room is kept for tailors who take care of the sewing and repairing of material and regalia.

Lost and discovered segment

This is little space away from the through passage verified cool and dry spot where as lost and found of visitor articles are put. That thing may guarantee by visitors later on and this segment is dependable to discount those things to the related visitor.

Floor storerooms

Every visitor floor has a story storeroom to keep a stockpile cloth, visitor and cleaning supplies for the floor. It has racks and pantry to stack all material and supplies.

Supplies store

This store keeps up all the provisions required in housekeeping office. The room is cool with sufficient racks and pantry to stack all the provisions.

Heavy hardware store

This is a space to store cumbersome hardware, for example, vacuums, stepping stool and scrubber. The room ought to be spotless and dry. It ought to be safely bolted to abstain from taking or pilferage by different divisions.

2.8 Food and Beverage Production

2.8.1 Presentation

The term kitchen is gotten from the French word "cooking" which truly implies craft of preparing or nourishment readiness in the kitchen. Be that as it may, in the advanced idea of providing food the cooking not just alludes to specialty of cooking nourishments in the kitchen, it additionally demonstrates the style of administration offered to serve the nourishment.



In the nourishment generation cycle, these kitchens get the center or readymade fixings, process them through cooking techniques, and convey them by means of different assistance outlets to

client table. Consequently this area assumes job in setting up the dishes according to the visitor request.

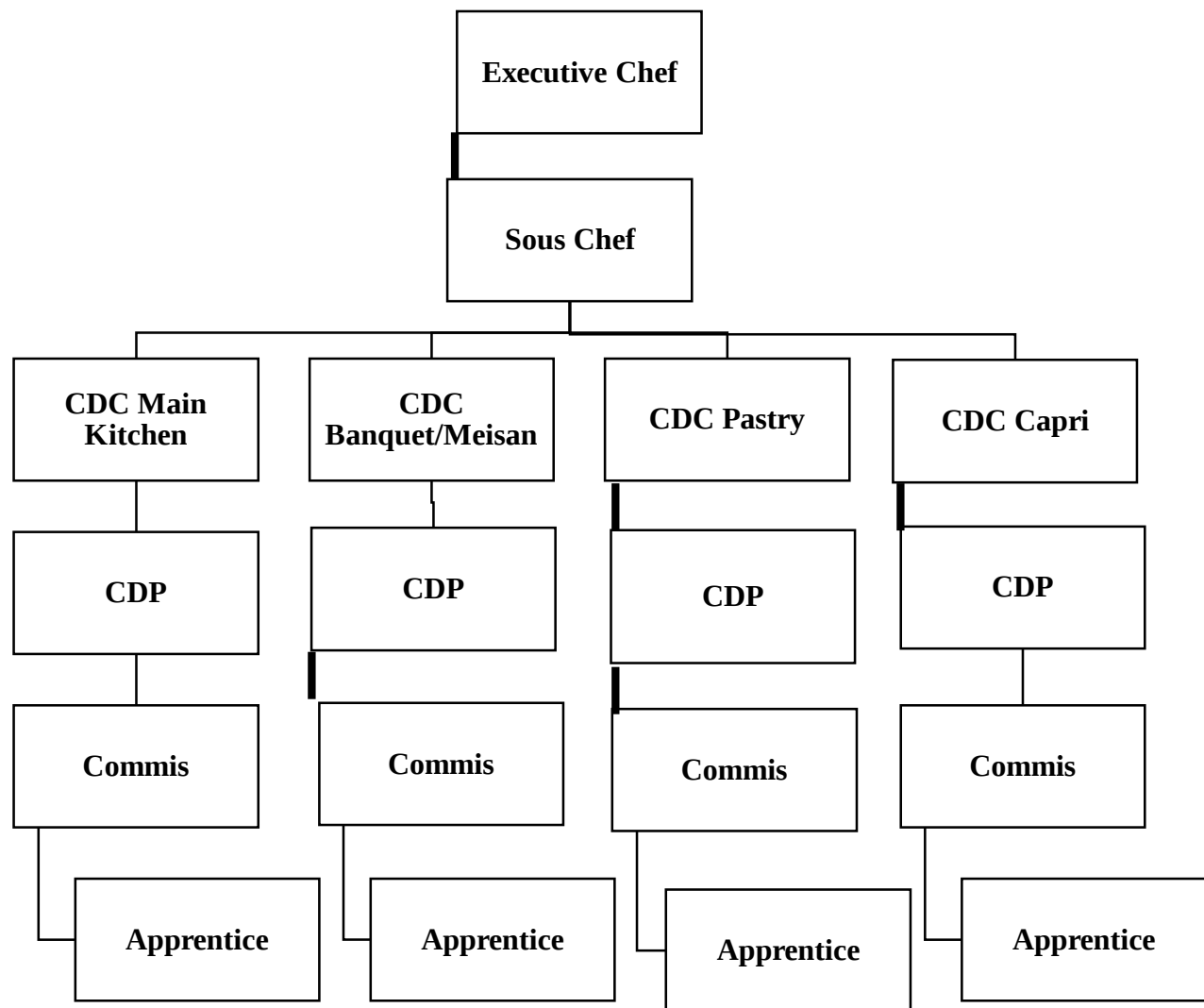
The head of kitchen is Executive gourmet expert who handles all the activities and is liable for the entire division. Kitchen is a well-structured zone in which nourishment is arranged and searched for client care. The assortments of nourishment are set up by the talented and semi-gifted culinary artworks or key staff. Fundamental kitchen is situated at the focal piece of lodging where in general arrangements of nourishment accepting, putting away, getting ready, cooking, serving and making territory is appropriately planned and overseen. The principle job of creation is to turn inputs (crude materials) into yields (completed merchandise).



The creation division is answerable for guaranteeing quality in everything delivered. They have to complete assessment and actualize reasonable quality activities. It is the significant obligations of

the office in such a case that slip-ups are made on generation then it legitimately influence in the consumer loyalty. This eventually influence in income age of the lodging or any association.

2.8.2 Organization Chart of Food Production Department



2.8.3 Various Types of Kitchen

Nourishment creation in providing food term basically alludes to the nourishment readiness and control. This is a sub division of nourishment and drink office in a huge lodging involves different kitchens concerning basically with the mainland, Chinese and Indian cooking. In the nourishment creation cycle, these kitchen get the center or instant fixings, handling them through the getting ready and cooking techniques, and convey them by means of different help outlets to the client table. This sub-office is structured giving the few areas incorporate arrangement zone, cooking region, stockpiling zone, cleaning zone, and so on. Consequently, this area assume a crucial job in getting ready dishes so as to the obtained plans referenced in various menus.

In culinary phrasing, the term nourishment readiness and control allude to prepare the elements for the arrangement and cooking at the necessary amount and quality all the while. This is a crucial unit, which is basically characterized as the sub branch of F&B office in the lodging business. From the business see point, it contributes significant income in any providing food business.

There are various kinds of kitchen in Haikou Marriott Hotel. They are recorded beneath:-

Main Kitchen

This is the Main Kitchen of Marriott Hotel. This kitchen is one of the busiest and biggest kitchens of the lodging as it readies the morning meal, Lunch and supper for all the outlets.

- **Local Kitchen**

For the most part Chinese neighborhood nourishments are set up right now. Typically, This Kitchen concentrated on the Asian cooking, for example, "Nasi Goreng"

- **Western kitchen**

In the Kitchen, the nourishments like barbecue chicken hack with mushroom or dark pepper sauce, fish sticks and French fries, flame broil tenderloin, soups, ribs and meat or chicken burger and so on

- **Cold Kitchen**

The chilly kitchen readies the nourishment things as plates of mixed greens, club sandwich, and smoke salmon and so forth adjacent to that this kitchen additionally arranged the servings of mixed greens and serving of mixed greens dressing, for example, mayonnaise, vinaigrette and so forth.

Pastry and bread kitchen

Generally bread kitchen and baked goods are utilized in the ISLAND BISTRO western café for breakfast, Lunch and Dinner. This Kitchen assists with getting ready different sorts of cakes, cake and confectionary things. This is situated close by the ISLAND BISTRO west café Kitchen. This Kitchen likewise readies the bread kitchen things for the coffeehouse.

Banquet Kitchen

The meal kitchen is likewise one of the huge kitchens of Marriott lodging. The kitchen assists with setting up the nourishment in mass manner for the feast capacities. Typically meal procures a great deal of income because of numerous capacities.

2.8 3. Kitchen Safety Rules

Wellbeing, sanitation and sterile environment are extremely imperative for kitchen. Mishap in the kitchen could be an extraordinary misfortune to the association, for the harmed individual and in the event that it is not kidding one it might influence visitor too. The protected air gives genuine feelings of serenity and it expands the proficiency of the staff. So the individual accountable for a kitchen ought to know about guaranteeing the kitchen.

Kitchen is the most hazardous work environment. Kitchen contains numerous sorts of hardware, which ought to be taken care of with most extreme consideration. A basic and minor carelessness with these components, for example, fire, gas chambers, pressure cookers, steamers, blade and so on may cause mishaps. Kitchen floor is additionally a similarly risky spot to move. Mishaps happen as a result of risky hardware, wrong establishment of the gear, wrong working procedure,

undeveloped staff, ignoring wellbeing, absence of fixation while playing out an assignment, working at hazardous speed.

2.9 Other Facilities and Service

Close to the nourishment and refreshment administration, the visitors can likewise appreciate with different offices and administration gave by the inn just as close by administration one. Those visitors who are remaining in Haikou Marriott Hotel can make every single minutes loaded with satisfaction and recreational.

2.9.1 Recreational Activities

Haikou Marriott Hotel additionally serves the visitors a few recreational exercises which they can appreciate to the fullest during their stay in the inn. The recreational exercises it incorporates are demonstrated as follows:

- **GYM**



Gymnasium and Fitness Centre

Haikou Marriott Hotel likewise offers the support of exercise room with proficient educator, so visitors can work out and remain fit and sound all through their remain.

Area: first Floor of the west side of the inn building

Opening Hour: 24 hours

- **Swimming Pool**



Outdoor Swimming Pool

Visitors can appreciate swimming in the outside pool of the inn. There are two outside pools in the inn, one in the east side and another in the west side of the inn.

Area: Outside the first Floor of both east and the west side or wing of the inn.

Opening Hour: 7am to 11pm

- **Kid's Club**



Location: 1st Floor of the west wing of the hotel building near Gymnasium

Opening Hour: 9am to 8pm

- **Outdoor and Indoor Hot spring**



Outdoor Hot spring

Location: Ground Level

Opening Hour: 9am to 11pm

2.9.2 Other Administrative Department in Hotel Are:-

Human Resource Department

This office is liable for the employing and terminating the staffs, keeping up rules and guidelines of the inn, giving uniform to the staff, giving additional hands when required, personality cards for the staff, preparing programs and so forth.

The job or the elements of the HR division are:-

- Attend any gatherings in the interest of the HR Manager/Officer Assists with the association of the staff get-togethers.

- Coordinating Hotel Associate occasions and exercises Compiling finance/Absence information.
- Coordinating HR Dashboard/Statistics.
- Coordinating staff nourishment celebrations and diversion programs.
- Co-planning staff day by day transportation forward and backward from staff settlement.
- Assist and resolve inn staff and the board questions.
- Updating pay and advantages data.
- Developing sets of responsibilities, short posting, meeting and choosing applicants, planning individual documents of the associates.

Fund Department

This division is completely liable for dealing with the account and the planning of the budget reports and distributes the whole report to the inn. This division for the most part handles all the exchanges that are done the lodging and their premises.

The primary elements of the records office are as per the following:-

- Money out – making instalments and keeping the bills paid.
- Money in – preparing approaching instalments.
- Payroll – ensure everybody gets paid (counting the legislature).
- Reporting – planning budgetary reports, for example P&L, Balance sheets and spending plans.
- Financial Controls – to maintain a strategic distance from mistakes, misrepresentation and robbery.

Deals and Marketing Department

Deals and promoting division are those offices which help the inn to sell its primary items through playing out the showcasing effort and others.

The primary elements of this division are as per the following:-

- To sell the room evenings and different gatherings offices to different customers.
- To offer the room evenings to singular visitor for occasion reason.
- To make the brand picture of the inn in the market.
- To go about as an operator for inn and give different data of changes.

Building Department

This division is completely liable for the upkeep and fixes of the harmed things. For instance: Repairs, furniture fittings, apparatuses and so on. Generally the work with respect to the support is done by this office. The principle elements of the support office are as per the following:-

- The designing division is capable and responsible for support.
- It is answerable for the manner in which hardware runs and looks and for the expenses to accomplish the necessary degree of execution. It is not necessarily the case that the administrator has no duty regarding the utilization of hardware when in his grasp - he does. The fact of the matter is that obligation and responsibility must be appointed to a solitary capacity or individual whether it be a repairman or administrator.
- To part duty between upkeep and whatever other division where covering obligation happens is to set up an activity where nobody is responsible.
- Maintains the intermittent assessment of the things.
- The upkeep work is liable for the recurrence and level of support. They are answerable for the expenses to keep up, which requires advancement of point by point spending plans and control of expenses to these financial limits.

Misfortune Prevention Department

This office works for keeping up the wellbeing of the visitor and the whole inn properties. Security office comes enthusiastically when there is robbery, fire, and any crisis cases. The very office is additionally answerable for the lost and discovered strategy.

The fundamental elements of this division are:-

- Responsible for the wellbeing and the security of the visitor.
- Safety of the representative.
- To keep mind robbery instances of the inn.
- To keep record of development of fixed resources of property

CHAPTER – 3

OPERATIONS OF F&B SERVICE IN ISLAND BISTRO

3.1 Job Description of Food & Beverage Service

Nourishment and Beverage Servers are visitor administration experts that work for eateries and bars. Notwithstanding serving nourishment and beverages, Food and Beverage Servers perform errands, for example, setting up tables, expelling utilized dishes and getting ready basic dishes. They fill in as the central matter of contact for clients.

Provide Guests Services

When a visitor landed at eatery of Haikou Marriot Dhaka in that time we will acknowledge the visitor with appropriate inviting and be sited. We guarantee the visitor nourishment request appropriately and attempt to serve it opportune and expertly.

Take Order

When a visitor sited at their pick capable table then we give the menu to the request. At some point visitor doesn't comprehend the nourishment menu or nourishment fixings in that time we will assist the visitor with understanding the menu and select the nourishment.

Serve Food and Beverage

After taking request we simply take some season of visitor for setting up the nourishment. Right off the bat we request refreshment thing and serve it on the glass. After finished cook the nourishment we attempt to serve hot on the table for devour the nourishment energetically.

Clean and Prepare Tables

After devouring the nourishment F&B work force clean the table appropriately and re-arrangement the table for the following visitor. The glass things and plate things clean independently. Since we clean glass at administration plate and plate convey at our hand that is the reason the hazard is an excess of low.

Process Payment

After clean the table we simply setting up the bill and give to the visitor. After observe the bill the visitor will installment money or card. At that point we simply give the bill at money counter. After complete the charging forms the visitor will go out from the eatery.

Those are all undertaking at eatery of Haikou Marriot Dhaka. I gain right now Haikou Marriot Dhaka and I think this is the correct method to support.

3.2 Introduction of Food and Beverage Service

Nourishment and Beverage Service Department is one of the primary assistance arranged and pivotal division of the lodging. The administrations are readied nourishment things and drinks in a friendly manner to the visitors according to their interest.

The visitors request need first in any five star lodging. Great Service is exceptionally basic for make great connection with visitors. There are separate two segments of the F&B division of each five star inn. Like:

- Restaurant (Dinning Service)
- Bar (Service of Beverage)

"Service" has its own importance.

S-Smile for everybody

E-Excellent in all things

R-Reaching out to each visitor

V-Viewing everything

I-Inviting visitor to return once more

C-Creating a warm air

E-Eye contact.

Smile for Everyone

Every assistance work force have a grin all over at obligation time. Before the visitor each help staff should well-mannered and smiley face for administrations of the visitor. Grin is made acceptable connection with a visitor.

Excellent in Everything

Every assistance work force should brilliant of their day by day task and should support too. Students are must figure out how an undertaking great and offer fantastic types of assistance to the visitor of their seniors.

Reaching Out to Every Guest

As administration work force, when administration is done around then move everywhere throughout the café. Since to follow the all visitor what they need and connect of each visitor at when they need something.

Viewing Everything

Every help work force seeing everything of the eatery. Nourishment arrangement of the request's nourishment to after expended nourishment. Survey all visitors need at the eatery. At eatery any visitor face any sort of issue, attempt to explain it in a split second or illuminate the chief.

Inviting Guest to Return Again

Every assistance faculty welcome the visitor for coming back again to their eatery. For that visitor need great help and warm inviting. Administration is significant for returning visitor over and over in the café.

Creating a Warm Atmosphere

Every assistance faculty attempt to keep warm climate at the eatery. At the point when visitors come at eatery in that time administration faculty warm respect the visitor and organize a table for eating their nourishment. Keep quiet every F&B staff and listen cautiously the visitor's organization.

Eye Contact

Eye contact is significant things for administration staff for administration to the visitor. At the point when administration work force give the menu to the visitor, around then every F&B staff should eye to eye connection to the visitor, in light of the fact that right off the bat visitors see to a great extent anyone for the request.

Finally, one totally administration is following this administration consistence. Each assistance ought to verbally and eye to eye connection to the visitors. Each eatery is essential to appropriate visitor administration and gives the nourishment at the perfect time what visitors need.

3.3 Learning of Food and Beverage Service Operations

Nourishment and Beverage Services come simply in the wake of getting ready what is to be served. Most nourishment and refreshment administration organizations work a help activity. Haikou Marriot Dhaka has a standard nourishment administration activity. Like:

- Preparing for Service
- Serving
- Expending
- Cleaning After Consuming

Preparing for Service

When visitors come into the café then F&B faculty inviting them and take request from them. After request the F&B administration staff take the request at the kitchen, at that point gourmet expert is beginning their cooking procedure. Around then the F&B administration staff set up the administration instruments.

Serving

After cooking the nourishment, culinary expert is handover the nourishment at administration faculty. At the point when the nourishment is prepared the F&B administration faculty is serving the nourishment of the visitor.

Consuming

After the nourishment serving that time visitors will begin eat their dinner. Visitors are devouring their nourishment cordially. In that time the F&B administration faculty follow-up the visitors for whatever else need.

Cleaning after Consuming

After devouring the nourishment and the visitors are done their nourishment, in that time F&B staff is cleaning the table. At the point when the visitor go out from the café in that time F&B faculty re-arrangement the table.

3.4 Before Start Events (Duties)

- Review and comprehend Banquet Event Order (BEO) or occasion plan toward the start of each move to guarantee feast rooms are set according to the host request.
- Communicate with the feast administrator in regards to any uncommon needs.
- Set-up table and seat with respect to the host request.
- Prepare the stage and platform if have need.
- Covering table and seat with dark or white material in regards to the BEO.
- Prepare the chinaware for tidbits and lunch or supper at the smorgasbord station.
- Set-up glass for drinking water on the table for every visitor according to have request.
- Check cooler to stock appropriately soda pops and water.
- Check ice-mate to enough ice in the ice machine.
- Ensure appropriate use, stockpiling of all gathering room types of gear.
- At last supervisor give short informed about the occasion.

3.5 At In Event (Duties)

- Greet all visitors energetically with a suitable welcome.
- Service invite drinks according to have require.

- When party was begun totally in that time commencement the gathering visitors.
- At supper time junior gourmet expert was coming at the scene with hot truck with nourishment.
- Check the seven-dish is appropriately spotless and at the opportune spot of the smorgasbord station.
- Check the nourishment informal ID and nourishment grouping label set appropriately at the smorgasbord station.
- When supper was begun in that time check the seat was appropriately round on the tables.
- When visitors are sited at the table, in that time the feast work force serve the water of every visitor.
- Monitor to visitors that any things need.
- To check the seven dish that nourishment completed or not.
- Ensure visitors were done their male in that time freedom the table.
- After finish the nourishment meal work force guarantee the table was appropriately perfect.

3.6 After Finish the Event

- Looking at the entire scene for any freedom remaining.
- Clear the seven dishes and set those at back territory of the meal.
- All the table materials and table tops for launder able that is the reason those fabrics are putting at the housekeeping washing bin.
- Clean the back zone and work station appropriately.
- Check the following party's occasion plan.
- Ready all the supplies for the following occasion.
- After finish the following occasion's arrangement, guarantee the light and AC are off then lock the ball room and dinner back station.

CHAPTER – 4

FINDINGS, RECOMMENDATIONS & CONCLUSIONS

4.1 Findings of Food and Beverage:

During this internship period there are some positive View of My Side:

- **Helpful Management:** During internship period I feel that the director, manager & Supervisor were helpful.
- **Good Staff Food:** The Staff Food is So Much enough for a Staff and Very Much Timely To Serve the Food.
- **Positive Reviews:** There are Numerous Positive Reviews from Visitors about Haikou Marriot's Restaurant.
- **Variety of Cooking:** Haikou Marriot's Restaurant Holds are Numerous Variety of Cooking Styles That is the Reason Visitor Comes Here Quickly.
- **Visitor Demand:** Haikou Marriot Consistently Guaranteed the Visitor Fulfillment.
- **Good Position:** The Area is Extremely Close from Haikou Airport.

Some negative point found of this internship period:

- **Lack of the leadership:** During internship period I observed, there was poor chain of commands between the staffs, lack of teamwork & lack of punctuality among the staffs.
- **Work pressure:** When I was doing my entry level position I feel that there no adaptable for learner. They need to do hard and difficult work.
- **Lack of Standard Operating Procedure:** As understudy I follow that Haikou Marriot didn't keep up their standard working method (SOP). As five star inn they didn't keep up the five star rules and guideline appropriately,
- **Lack of hygiene:** They don't clean the kitchen properly.

4.2 Recommendation

- Recruit skill associate: Food & Beverage department needs to recruit more associates.
- Training: The kitchen staffs needs more training about food safety hygiene.
- Timing Accuracy: There is timing issue at Haikou Marriot. The administration will attempt to leave their representative in time.
- Apply SOP: Haikou Marriot need to adhere to appropriately standard working technique (SOP), on the grounds that each five star lodging follow the inn SOP framework for running business appropriately.
- Flexibility to Work: There is colossal weight of work at Haikou Marriot. Some adaptability give to the F&B faculty to take rest and invigorate their psyche.

4.3 Conclusion

Nourishment and Beverage administration is a significant piece of lodging industry. It generally acts to draw out the best chance, to create quality and to likewise fulfill all the need of the work power. To do so the Food and Beverage administration is one of the backings of the lodging. Right now accentuated on the essential operational exercises action of F&B office where do I worked basically. There are some basic characteristics expected to deal with an entire office and I have talked about what those characteristics are and how all the work is sorted out. It is an extraordinary and advantageous experience for me to work in the 100% universal business situated inn in Bangladesh. The whole allocated work has given us a general thought of F&B division and its legitimate exercises. There is no uncertainty it was an awesome open door for me to do my practicum in such a famous five star lodging, which has enhanced my hypothetical and

commonsense information a ton and it will truly help me sooner rather than later to carry out my responsibility splendidly.

The accomplishment of Haikou Marriot depends to a great extent in the nature of administration rendered to the visitors. The discoveries of the report shows both positive negative practices which are have to improve for leading the representatives effectively. Nature of administration relies upon the ability and the nature of the workers of the association. In this manner, the authority of Haikou Marriot must be cautious in enlisting the correct individual for each activity. To build the efficiency of an association successful and dynamic Food and Beverage administration is fundamental. F&B of Haikou Marriot is presently expected to work past the limits of agreements and strategies to contribute straightforwardly to the activity and achievement of the organization. On the off chance that the Hotel thinks about this discovering, at that point this will truly help Haikou Marriot to transform its dangers into qualities.

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- www.wikipedia.com
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结业证书
CERTIFICATE



兹证明 MD. RAFIUL HASAN 同学 (性别: 男 国籍: 孟加拉国
出生年月: 1994年06月 护照号: BX0947265)
于 2019 年 02 月至 2020 年 01 月在 中国海南职业技术学院
完成了 汉语言文化和酒店管理 专业技能进修课程。

This is to certify that MD. RAFIUL HASAN (Gender: M
Nationality: Bangladesh Date of Birth: 1994/06 Passport No: BX0947265)
has successfully completed the training program on Chinese Language and
Culture & Hotel Management from 2019/02 to 2020/01 at
Hainan College of Vocation and Technique, China.

校长 王安兴
President: Wang Anxing

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