



**Internship Report on
Hygiene Management System of Radisson Blu Dhaka
Water Garden :
A study on Food & Beverage Production Department**

Submitted to

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LETTER OF TRANSMITTAL

Date:

Mr. Mahbub Parvez

Associate Professor & Head

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Daffodil International University

Subject: Submission of Internship Report

Dear Sir

With due respect, I am submitting my internship report on “**Hygiene Management System of Radisson Blu Dhaka Water Garden, A study on Food & Beverage Production Department**”. This study is prepared on my 6 months internship, at Radisson Blu Dhaka water Garden.

I am submitting my report and hope that you will appreciate my informative and detailed work. In case of any further information or queries about this report feel free to discuss it with me.

Jayed Hossain

Yours Sincerely

Jayed Hossain

ID: 173-43-299

Bachelor of Tourism & Hospitality Management

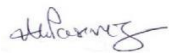
Faculty of Business & entrepreneurship

CERTIFICATE OF APPROVAL

This is to certify that Jayed Hossain ID:173-43-299 has completed his internship as a culinary trainee at " **Radisson Blu Dhaka Water Garden** ." He finished his internship On Hygiene Management System of Radisson Blu Dhaka Water Garden: A study on Food & Beverage Production Department, under my supervision.

He is permitted for further defense.

I wish his success and prosperity.



Mahbub Parvez

Associate Professor and Head

Department of Tourism & Hospitality Management

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ACKNOWLEDGMENT

Between the dates of August 7th, 2022 and February 13th, 2023, I had the opportunity to work as an intern at the Radisson Blu Water Garden Hotel in Dhaka. During that time, I was able to acquire vital experience and uncover my potential. My work life and my personal development have both been moulded and impacted by a multitude of wonderful events and opportunities.

Without the assistance and participation of my colleague, it is inconceivable that I would have been able to successfully finish my internship. You have my utmost gratitude, and I thank you from the bottom of my heart.

Then, I would like to express my gratitude to my advisor, Mr. Mahbub Parvez, who is in charge of the internship, for providing me with intelligent assistance and counsel. He made himself accessible at all times to respond to my inquiries about the internship.

Executive Summary

The primary purpose of this report is to assess the functioning process of the Radisson Blu Water Garden Hotel's main kitchen and cold kitchen. My research focuses mostly on food safety and hygiene measures. I am joining this hotel as a trainee; throughout my training time, I will apply everything I've learned from my supervisors to this report. In this training session, I learn how to handle food, how to store it and how to maintain cleanliness.

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Chapter- 1 Introduction

1.1 Background of the report

The primary focus of this practicum report is going to be on the procedures that are followed in the kitchen at the Radisson Blu Water Garden Hotel in Dhaka. As a student working toward a bachelor's degree, I am fortunate enough to have the chance to do my internship at the Radisson Blu Water Garden Hotel in Dhaka. In my view, a hotel is an excellent location to get some practical experience in order to prepare oneself for a successful career in the hospitality business and become a trained professional. An internship-training program has been established for Daffodil International University's Bachelor of Tourism and Hospitality Management (BTHM) students. At the request of the relevant authorities, the **Radisson Blu Dhaka Water Garden** , which is one of the well-known five-star hotels in Dhaka, Bangladesh, has selected me to participate in a training program designed to provide me with practical experience in the hospitality industry, particularly in the activities that are associated with it.

1.2 Scope of the report

The fundamental purpose of this study is to determine the requirements for the composition, quality, and handling of finished products, as well as to ensure their production and quality control. The extended conversation served as the basis for the preparation of this paper. Information about Production and Quality Control in Hygienic Environments is provided by the study

1.3 Objectives of the Study

Broad Objective: The major objective of this paper is to provide an idea about the fundamental responsibilities and duties that are associated with operating a kitchen. to maintain proper hygiene.

The specific objectives are :

- To identify the appropriate preventative actions and safety precautions that are necessary for hospitality. The procedures and precautions for food safety and sanitation that are relevant to the workplace.
- To identify and measure the instruments, appliances, and technology that are necessary for involvement in the Culinary Arts
- To evaluate one's skills in food preparation and understanding of nutrition
- To analyses individual work chances that are determined by the expertise and abilities that have been displayed

1.4 Methodology

This study was created using a qualitative technique. A qualitative report is written in a descriptive way. My half-year of practical experience in the hotel sector served as the foundation for its growth. Participant observation, focus group discussions, and in-person, unstructured interviews were done at the Radisson Blu Water Garden Hotel in Dhaka to collect data for this study.

1.5 Limitation of the report

As every report has some restriction, it should come as no surprise that my report too has some obstruction. The following is a list of these: In the face of certain limitations, it was not possible to collect all of the data we needed, especially from more radical representatives. They did not offer me certain data since doing so is against company policy and hence subjected them to certain laws and regulations. Every single one of them did not have the necessary amount of information added to the input, which caused information gaps. They were unable to provide me with data because they were running out of time.

Chapter-2 An overview of Hotel

2.1 Radisson Blu Water Garden Hotel Dhaka History

In the year 1990, the eponymous company's founder, Curt Carlson, purchased the Radisson Hotel in the heart of downtown Minneapolis (Radisson Hotel Group claimed it was 1960). Forty years later, in 2013, the hotel division of Carlson had grown to become one of the most successful hotel businesses in the world. In addition to Radisson Hotels, this division held a number of other hotel brands, including Park Inn, Park Plaza (which it had bought in 2000), Country Inns & Suites (which Carlson had launched in 1986), and a number of others. 1997 was the year when the division became the owner of the Regent brand; nevertheless, the trademark was sold in 2010.

Through the signing of a franchise deal with SAS Group's SAS International Hotels in the year 1994, the division began its expansion into the markets of Europe, the Middle East, and Africa (EMEA) (SIH). In the EMEA region, SIH would use Carlson's brand Radisson. The arrangement led to the creation of the co-brand Radisson SAS, which in 2009 transitioned into the Radisson Blu brand. As of the year 2008, SAS International Hotels had grown into a hotel group that included more than 320 establishments. In 2001, the company changed its name to Rezidor SAS Hospitality, and in 2006, it became Rezidor Hotel Group.

In 2002 and again in 2005, the franchise deal was extended for another term. In the transaction that took place in 2002, Park Inn, Regent, and Country Inns were included into the arrangement. In the deal that took place in 2005, Carlson bought 25% of the shares of Rezidor SAS that were held by SAS Group. The franchise deal signed in 2005 would remain in effect until the year 2052.

There were also additional brands owned by Rezidor Hotel Group, such as the Hotel Missoni, which operated under a license from Missoni.

The United States-based holding company of Carlson Rezidor Hotel Group, Carlson Hotels, Inc., was renamed Radisson Hospitality, Inc. in the fourth quarter of 2017, and the Swedish-listed subsidiary of Carlson Rezidor Hotel Group, Rezidor Hotel Group AB, was renamed Radisson Hospitality AB in May of 2018. Both companies are headquartered in Brussels. The whole organization is now known by its new trade name, which is the Radisson Hotel Group. The customer reward program formerly known as Club Carlson has been rebranded as Radisson Rewards.

The sale of Radisson Hotel Group took place in August of 2018, and it was completed by Aplite Holdings AB, a consortium that was headed by Jin Jiang International, a Chinese state-owned hospitality corporation. The news statement said that the Radisson Hotel Group had more than 1,400 hotels both operational and in the planning stages at the time. As of the end of the year 2017, the publicly traded company Rezidor Hotel Group AB has 369 properties under its management.



2.2 Overview

The Radisson Blu Dhaka Water Garden is a tranquil respite from the hustle and bustle of the city thanks to its location in the heart of Dhaka's principal business district, which is situated on seven acres of beautiful gardens. In addition to its five-star resort amenities and incredible conveniences, such as a proximity to Hazrat Shahjalal International Airport that can be reached in just 15 minutes by car, the hotel strikes the ideal balance between the highest possible level of comfort and the practical needs of business travelers (DAC). Since other significant tourist destinations, such the National Assembly Building or Ahsan Manzil, can be found in the immediate vicinity of the hotel, it is an excellent choice as a home base for both business and pleasure excursions to the capital of Bangladesh.

Whether you've spent the day immersing yourself in the vibrant culture of Bangladesh or running a successful business meeting in our event facilities that span 3,000 square meters,

you can come back to our modern rooms and suites and unwind amidst the upscale furnishings that are featured in these spaces. Spend some time indulging in our world-class facilities and services, such as our shimmering outdoor pool, our calming spa, our neighboring golf course, and our multitude of on-site eating choices.

2.3 Restaurants Outlets

Water Garden Brasserie

At the Water Garden Brasserie, you can kick off your day with a full breakfast that features regional as well as international cuisine that are guaranteed to suit the tastes of a range of diners. You are welcome to return for the spectacular international buffet that is offered for lunch and dinner, as well as the cook-to-order food stations. While you are enjoying supper with your family or doing work over lunch, you may kick back and relax in the laid-back environment. Need a noon break? Grab a bite to eat and take some time to unwind as you observe the activity in the lobby lounge from the area with the water feature.



Sublime

Sublime is a contemporary restaurant with an exciting open kitchen that showcases the very finest products that Bangladesh has to offer while putting a focus on exquisite dining that is also

healthy. In this chic ambiance, you may entertain clients for lunch or bring your significant other out for a romantic evening of exquisite cuisine.



Spice & Rice

At Spice & Rice, the focus is squarely on contemporary and enticing dishes from throughout the Asian continent. In a setting that is modern and unhurried, our cooks make food that draws from a wide range of South Asian inspirations and also offers a selection of unique menu items. You may watch our chefs at work as you relax at a table near our open kitchen and let them regale you with their culinary prowess throughout the evening.



Chit Chat

At this laid-back restaurant located next to the pool deck and the spa area, you may unwind with some light fare such as chicken pie, quiche, salad, and sandwiches. Chit Chat is the ideal location from which to see the setting sun while imbibing a glass of iced tea and snacking on some delectable baked goods.



Blaze Entertainment Lounge & Bar

At Blaze, you may get away from the hustle and bustle of the professional world or rest after a day filled with action-packed adventures. While you sip on your drink of choice and enjoy the live entertainment, you and your coworkers may shoot some pool or play a game of darts. As you relax and let your muscles loosen up, grab a tasty snack to keep your energy up.



The Cigar Bar

The Cigar Bar is the place to go for a posh evening filled with exquisite beverages and cigars of the highest kind. It's the ideal setting for get-togethers with friends, business associates, and coworkers. In addition to cigars, the Cigar Bar provides a selection of tasty morsels to savour as you unwind.



2.4 Kitchen Outlets

Main kitchen

This is the large kitchen area, which is used to prepare meals for a number of different restaurants and other establishments that provide food and beverages. The main kitchen is

divided into many smaller kitchens, which are referred to as the Continental Kitchen, the Indian Section, the Tandoor, the Asian Kitchen, and the Japanese Section respectively.

Pantry

The vast majority of requests for items from the pantry, such as tea and coffee, baked goods, raitas, and other such items, were satisfied. Throughout the whole year, it is operational at all times, even throughout the night.

Butchery

It is an area where all of the raw meats, such as chicken, mutton, fish, prawns, and lobsters, are gathered, cleaned, and appropriately packed for storage. Other raw meats that are processed include poultry, mutton, fish, and prawns.

Banquet Kitchen

Large-scale cooking for events such as weddings, birthday parties, conferences, and other types of gatherings falls within the purview of this category.

Garde Manager

It is also referred to as salad home, which is our Factory outlet for the production of salad in quantity. Here, cold salads are produced for banquets and cafeteria buffets.

Commissary

It is a region or sector where all of the green veggies are kept in bulk.

Walkins

There is a minimum of two to three walk-in refrigerators, the exact number of which is dependent on the size of the hotel. One is intentionally held at -18 to preserve meat

2.5 Job Description of chef's

Executive Chef (Chef de Cuisine)

The general supervision of the kitchen is the responsibility of the executive chef, sometimes known as the head chef or master chef. This is the peak of a chef's career at any restaurant. An executive chef's primary responsibility is not to prepare meals but rather to oversee all aspects of a kitchen and its operations. In the vast majority of restaurants, there is only room for one executive chef.

Sous Chef

In a kitchen's hierarchy, the position of a sous chef, also known as an assistant head chef, comes in second. The chef de cuisine provides their sous chefs with instruction and assists them in their job. Their duties may include ensuring that there is sufficient stock in the kitchen, allocating shifts for staff members, and managing the kitchen staff's efforts to maintain a clean and organized working environment. In an emergency, sous chefs may fill in for master chefs despite the fact that their superiors are more active in the kitchen's day-to-day operations.

Chef de Partie

The position of chef de partie is synonymous with that of station chefs. A chef's training and development falls under the purview of the chef de partie, who is also accountable for some aspects of the kitchen's food preparation. This role is responsible for a wide range of responsibilities, all of which are determined by the requirements of the kitchen. Depending on the size of the restaurant, some restaurants mix different areas of expertise or employ many chefs working together at a single station. The following are some frequent titles held by station chefs:

1. Sauté chef (sauce chef, saucier). A sauté chef is a highly respected member of the kitchen staff who answers to either the sous chef or the head chef. In addition to being responsible for sautéing, they also develop sauces that are used to enhance a variety of cuisines.
2. Cook the fish (poissonnier). It is responsible for the preparation of all fish-related foods, including soups and stocks. Additionally accountable for the acquisition of fish supply.

3. Cook or cooks (rotisseur). Rotisseurs prepare various varieties of meat by roasting, braising, and ensuring a timely supply of meat for the kitchen.
4. Grill chef (grillardin). Grills veggies and meat.
5. Deep-frying chef (friturier). A person who specializes in the preparation of fried dishes.
6. Ringsman (tournant). A roundsman or swing chef is a person who is skilled in a variety of areas and is able to step in for any role as required.
7. Cook in the Pantry (garde manger). Produces cold foods such as salads, appetizers, and other cold dishes.
8. Butcher(boucher). All varieties of meat, including poultry, shellfish, and fish, are cleaned and prepared before being transported to the assigned station.
9. Baker of pastries (patissier). a whole range of baked products and pastries, including cakes, bread, and sweets, are produced here.
10. Vegetable chef (entremetier). The cooking of eggs, vegetables, soups, and starches are all aspects that are discussed. In big restaurants, a legumier prepares vegetables while a potager handles soups.

Demi chef de partie

The Demi Chef de Partie collaborates closely with the Chef de Partie, but is also able to handle a sector of the kitchen on his or her own while ensuring that it is up to the standards set by the Executive Chef.

Commis

A junior chef who is still in the process of learning the craft is known as a commis chef. The majority of cooks start their careers by serving as apprentices. People who are just starting out in their professional lives or who are still in school are great candidates for this post.

Dishwasher

The silverware and plates are cleaned by a dishwasher.

2.6 Housekeeping arena

One definition of housekeeping describes it as the maintenance of an atmosphere that is clean, comfortable, secure, and visually beautiful. According to one definition, housekeeping is the operational department of a hotel that is responsible for the cleaning, maintenance, and aesthetic upkeep of the rooms, public spaces, back areas, and the surrounding region. Outside of the hospitality and healthcare industries, the term "housekeeping" refers to the management of routine household activities and obligations. These might include things like cleaning, cooking, maintaining the home, going shopping, and paying bills, among other things. These chores are performed on a daily basis and may be completed by any member of the household, as well as by paid assistance such as butlers or maids.

Role of housekeeping

The cleaning staff of the hotel is responsible for ensuring that all public areas and guest rooms are clean, well-maintained, and have an appealing aesthetic. Not only does the housekeeping staff ensure that guestrooms are prepared and cleaned in a timely manner, but they also clean and maintain the whole hotel to ensure that it continues to exude the same sense of vibrancy and allure as the first day that it opened for business. The amount of effort put forth by housekeeping to supply a tourist with a preferred room has a direct bearing on how satisfied the visitor is with their stay at the hotel. When compared to the other departments of the hotel, cleaning has the most employees working for it. Due to the fact that they are in charge of ensuring that rooms are turned over in a timely manner, housekeeping interacts largely with the front desk and reception staff. Housekeeping and the front desk are in constant contact with one another on the state of each individual guest room, and vice versa. Because of the proliferation of contemporary technology, the state of a guest's room may now be checked through means such as hotel software, telephone systems, housekeeping mobile applications, and so on. When cleaning the rooms, housekeeping often discovers different maintenance issues, which they then report to the staff in charge of maintenance so that they may be fixed or replaced. This is in addition to the fact that housekeeping works closely with the engineering or maintenance department. For instance, there might be issues with the television, the air conditioning unit, the heating system, the plumbing, the lighting, electrical faults, the furnishings, the toilet, the vanity, the tub, towel racks, ventilation, etc. The duties of housekeeping may change depending on the kind or category of the hotel. For instance, only in luxury or full-service hotels are evening and turndown services performed by

housekeeping. This is only the case in luxury or full-service hotels. Due to the fact that it does not generate a considerable amount of revenue, the housekeeping department is considered to be one of the hotel's key "Support Centres."

Despite having frequent interaction with guests in the course of their duties (such as cleaning guest rooms, collecting laundry, providing evening or turndown services, etc.), housekeeping is regarded a "back of the house" activity.

2.7 F&B Service

The Food and Beverage service department is a complex organization with a wide variety of highly specialized responsibilities. The following are some of the domains that fall within the purview of the department:

Hotels often have the following food and beverage service departments:

1. Restaurants
2. Banquets
3. The in-room dining and beverage operation of the hotel
4. The bar or lobby
5. Bars and dispensing bars

The food and beverage service department is in charge of all of these different locations, and the food and beverage service manager is in charge of all of them.

2.8 A Quick SWOT Analysis of a F&B Industry

Strength
Strong Distribution Network

Hotels and restaurants that specialize in certain types of meals and beverages often operate as part of larger chains or networks that span the nation. There are several brands that compete on a worldwide scale. Yet, they have a very strong distribution system, which ensures that the items are accessible to the clients regardless of the location of the customers' homes or businesses.

Costing

Since the goods produced by the food and beverage business may take advantage of economies of scale, these goods can be purchased at significantly reduced costs. Customers are able to more easily afford the things when the prices are lower.

Relations with Suppliers

The connection that the food and beverage sector maintain with its many sources of supply is not a fleeting one. In point of fact, it continues for years, providing the same same things day in and day out. If you have trusted suppliers, you won't have to deal with product shortages or delivery delays. This is because there won't be any.

Return on Investment Period

To get started in the hospitality and food service sector, you'll need a significant financial commitment, and the least amount of time it takes to start turning a profit is five years. The first years would cover all of the fundamental expenditures and expenses, and the balance sheet would stay unchanged at the beginning of the process. You stand to make a significant amount of money once it begins to generate a profit for you.

Highly Skilled Workforce

The tasks of the chef, cook, waiter, and other members of the crew may seem to be straightforward. But, they need to have a high level of expertise in the field before they would be able to create excellent work and provide satisfactory customer service.

Diversity

The range of offerings within the food and beverage sector is what makes it such an intriguing sector. The people that work for it often come from a variety of social, cultural, racial, geographical, and ideological backgrounds; nonetheless, they all collaborate as part of the same team under the same roof. Variety may be detrimental to originality and creativity, yet it may significantly improve a group's sense of camaraderie.

Market Expansion

If you already have a strong and diversified workforce, as well as a wide portfolio of goods, then it will be much simpler for you to extend your company into other fields. This is how McDonald's was able to establish a global chain of hotels all over the globe.

Influence of Social Media

If the food and beverage business is using Facebook, Instagram, and other social media platforms like WhatsApp and Twitter to their full potential, then we really are living in the age of social media. They will then be able to reach a much larger audience and bring in a great number of new clients.

Weakness

Less Research & Development

In most cases, the budget for research and development in the food and beverage business does not consist of a separate line item. Both the chef and the cook adhere to a certain cooking technique and produce identical versions of the same dish over and over again. One thing that is common knowledge is that repeat consumers quickly tire of the same flavor. If you don't improve or modernize the flavor of your items, customers could switch to a competing brand instead.

Inventory cost

There need to be just a little gap between the supply of raw ingredients, the preparation, and the consumption of the food. That is only feasible if you have a reliable provider who always delivers on time. In the event that you are unable to locate one, you will be responsible for the expense of maintaining an unneeded inventory. If your company is significant, then it will be at the top.

High Rental Expenses

To bring in new clients, you would want a busy public venue to conduct your business. Rents in such locations are often much higher than average. Even a significant amount of the profits from your company go into paying the rent every month.

Limited Cash Flow

If you have launched a business in the food and beverage sector without having done enough planning in terms of profit period, inventory cost, and other incidental expenditures, you may find that your company is not as successful as it might be. It is extremely likely that your company may run into problems with its cash flow and have to seek assistance from other lending agencies.

High Market Share of some Products

When you provide a varied selection of foods and beverages, it is inevitable that not every item on the menu will capture a significant portion of the target audience. The things on the list, only some of which would be successful, are presented below. In the end, your company would have to depend on a very small number of things to pay all of its costs.

Opportunity**Online Store & Delivery**

The majority of the most successful businesses in the food and beverage sector are now in the process of moving their operations online. Where individuals would be able to choose any of their preferred meals from a menu and then place an order for home delivery of their selections. Your establishment would be responsible for receiving the online order, processing it, and delivering the necessary food products to the address provided by the consumer.

Technology to Reduce Cost

If the food and beverage business were to embrace technology in the areas of maintenance of records, smart broiler and ovens in the kitchen, and an online ordering system, among other applications, the industry could significantly improve efficiency. If this were to happen, every aspect of the company's operations would become more streamlined, and there would be no more costly delays or accidents in the kitchen. Although while these things don't happen very often, when they do, they may do significant damage to your company.

Higher Income

Wage regulations are to thank for the recent trend of upward economic mobility among the working class, which has been seen over the previous several years. When individuals have additional money, one of the ways that they choose to spend it is on improving the quality of their diet. More sales equal greater profit.

Higher Population

The number of people living in each region of the globe has been rising. The food and beverage business stands to benefit from it, despite the fact that it has a number of drawbacks. The reason for this is because a larger population means there are more mouths to feed, and more people equals more business.

The Rate of Interest and Inflation

The cost of an individual item has decreased as a result of industrialization, mass manufacturing, and economies of scale. Because of the drop in the interest rate, there has been an increase in the number of enterprises opening their doors. As a direct result of this, individuals now have higher wages, and the prices of goods are decreasing. The food and beverage business is in a position where everyone is going to come out ahead.

Tourism

The hospitality and restaurant industries are intrinsically interwoven, and hotels often provide guests with both food and drink. As a result of the growth in the tourism business, a rising number of visitors are traveling to various locations throughout the globe, checking into hotels, and trying a wide variety of regional cuisines, beverages, and other products.

Instruction of the Staff Members

It's possible that you see training your staff as an unnecessary investment and time sink. Yet it does save your company money on a variety of other expenditures, such as providing excellent service, having fewer mishaps, and having fewer employees leave. You are truly making an investment in the future of your company when you teach your staff to perform better since they are your greatest asset.

Threats

Competition

The rise of technology and the popularity of online purchasing have both made it much simpler to enter this market. As a direct consequence of this, the food and beverage business has grown very cutthroat. Customers now have an abundance of options to choose from when placing an order for a single product. There are a lot of different brands that sell the same thing.

Fewer suppliers

Because of the high level of competition in the market, however, there are only a few sources from which to get raw materials. Your ability to run a successful company is directly proportional to the quality of the relationships you maintain with your many sources of supply. Only in the event that they promptly offer you with the raw goods will you be able to fulfill the orders in a timely manner.

Alterations in Preferences of Consumers

Since there are a lot of other companies selling the same thing on the market, and consumers have a lot of different ways they may purchase it, the market is quite competitive. In a setting like this, the way your food tastes has to be distinctive in order to stand out. After then, and only then, will you have a chance to take a portion of the market. Currently, consumers are looking for not just food but also a unique and distinctive flavor.

COVID-19

The current outbreak of the Coronavirus (COVID-19) is responsible for the shutdown of all facilities worldwide. It has a significant negative impact on tourism and related industries like hotels and restaurants. The food and beverage industries are also closely related to one another. Those hotels who were the first ones to provide online services are the only ones that are still in business; the others will need to follow their example in order to remain in business.

Chapter-3 Hygiene Management

3.1 Hygiene

It is a tough but gratifying career to work in the food processing and manufacturing business, especially when working in the hotel or hospitality industry, where high standards must be maintained in order to avoid disappointing consumers.

Food processors and those who work directly with food in the hospitality, hotel, and food processing sectors are strongly urged to expand their understanding of food safety. To be successful in the food processing sector, it is necessary to reach daily production objectives and put in a lot of work to guarantee that the food being processed lives up to the expectations of the consumer. In addition to this, it mandates the implementation of food safety and sanitary procedures in the workplace, the foods that are processed, and the people who work there. Food safety may be challenging to manage in hospitality settings like hotels and restaurants because of the high volume of food that must be prepared and the huge number of employees who must be supervised. About the other hand, this may be successfully performed by educating personnel on their responsibilities and the expectations placed on them. In addition to this, students have to be well informed of the consequences that will result from doing inappropriately. In this regard, we will provide you with a straightforward guide to the five-food safety and hygiene practices that are considered to be the most important for those working in the hotel and hospitality industry, as well as the consequences that can result from failing to adhere to these practices while on the job.

- 1. Ensuring that your footwear and attire are appropriate.**

It is of the utmost importance that employees dress correctly for their sector, which in this case is the food processing industry. The most effective method for keeping food as clean as possible while it is being processed is to dress appropriately and wear appropriate footwear. This is especially important in industries like hotels where certain standards need to be maintained at all times. In order to prevent the spread of disease-causing microorganisms, all hotel employees who are responsible for the preparation of food are required to wear impermeable gloves that are regularly cleaned and sterilized. In addition, one must take off all jewelry before touching food since it is possible for jewelry to store germs that are harmful. Every company in the food processing industry has a responsibility to mandate the wearing of appropriate footwear. It is really necessary to put on footwear that is not only sturdy but also spotless and comfy. As a result, it is recommended that only one pair of shoes be used as footwear in the kitchen at any one time.

In addition to wearing the right clothing, every establishment that manufactures food has a dress code that employees are required to follow. When working to ensure that no food is tainted or might make consumers sick, it is appropriate to wear an apron, coat, hairnet, and gloves at all times. This will protect you from being sick yourself. If it is required that employees wear uniforms while working in the kitchen of the hotel, then the hotel should supply several uniforms for each employee so that the uniforms may be laundered more often. In addition, when you are cooking and preparing food, you should always protect your hair and facial hair by wearing hair and facial hair protection, since this is an essential hygiene practice that should always be maintained. By adhering to these guidelines, you will be able to preserve the cleanliness and safety of not just yourself but also your customers and the food that you prepare.

2. Make sure your hands are clean.

Because it is something that everyone of us does on a daily basis, proper hand hygiene is an essential need for any company. For the sake of preventing the spread of disease and keeping the environment hygienic, it is essential that food processors at hotels keep their hands clean when they are working with food. You may reduce the risk of spreading infectious diseases and contaminating things in the workplace by simply washing your

hands. In addition to this, it is an essential instrument for preventing the transmission of illnesses from one colleague to another.

If you work in the food processing industry, you are required to wash your hands before starting work, after lunch, after using the restroom, and each time that your hands come into contact with food or cigarettes. In other words, each and every worker is required to do a thorough hand washing before returning to their respective kitchens. Hand-washing stations should be installed in every hotel to ensure that all employees, particularly those working in the food service industry, as well as guests, regularly wash their hands with soap and warm water to reduce the risk of spreading disease and preventing contamination.

3. **See to it that all of the apparatus and tools are spotless.**

Another vital practice is making sure that all of the utensils and other pieces of equipment that are used in the preparation of meals in hotels are well cleaned and sterilized. When tools and equipment are not properly cleaned and sterilized on a regular basis, it is not uncommon for germs to grow on them. This is especially true in a large organization where tools and equipment are employed on a daily basis. Not only is it possible to find bacteria on typical instruments and equipment, but it is also possible to find germs on carts, hoses, and other auxiliary materials that are employed in the food processing industry. In light of this, the strategy that is going to be the least difficult for you to use in order to keep these things clean is going to be frequently sterilizing them with an antibiotic solution. In order to reduce the risk of sickness spreading, it is important to ensure that the utensils, equipment, and surfaces in the kitchen of the hotel or hospitality establishment have been properly disinfected with chlorine tablets. These chlorine tablets may be used everywhere safely, including kitchens, food preparation facilities, and toilets. In fact, using them to disinfect any bodily fluids, as well as cloths and mop heads, is something that is highly recommended.

4. **Footbath**

Utilizing the footbath is one of the most straightforward ways to reduce the risk of bringing viruses and other contaminants into hotel kitchens. The fact that it is the most basic of the

strategies given for self-sanitation does not change the fact that it is an effective approach. To avoid the footbath at your workplace from serving as a source of contamination due to the presence of germs, you need to guarantee that it is properly disinfected. Because of the large number of people who will be walking on the footbath, you need to make sure that enough antibacterial agents are there and that it is cleaned on a regular basis.

Food tainted with contamination

In the hotel or hospitality sector, failure to follow adequate food safety and hygiene protocols may have a number of negative effects, the most significant of which is likely to be the contamination of food. Because it would not only have severe effects for the patient or the consumer, but it may also have terrible consequences for the food manufacturing firm, this is the worst-case scenario that we all want to avoid.

Transmission of illness and illness amongst employees in the workplace

In addition to the potential for contamination of the food, hotels that do not adhere to appropriate standards of food safety and cleanliness run the danger of exposing their staff members to various infectious illnesses.

Authorities in charge of food hygiene will do routine checks on commercial properties, such as hotels, to determine whether or not these establishments are in compliance with the laws and regulations that are pertinent to them. Should a country's food safety regulations not be complied with, legal action may be taken against the offending party.

3.2 Sanitization

It is necessary to keep a clean workplace in order to avoid diseases that may be transmitted via food. Bacteria have the potential to develop and contaminate food on surfaces that are filthy. Even when the work surface is clean, this does not always mean that it is sanitary. Before beginning the process of food preparation, check that the area to be used is clean and has been properly sterilized.

One of the many components of the process is the use of soap and other detergents. In addition to this, proper sanitation is needed. Cleaning gets rid of grime and oil, but it does not necessarily get rid of germs or other illnesses. Sanitizers are the only thing that can kill

germs and make a place fit for food preparation again after they have been used. Iodine, chlorine solutions, and quaternary solutions are the types of sanitizers that are used in the food service business the majority of the time. Utilize these materials while wearing the required personal protective equipment (PPE) and in accordance with the instructions supplied by the manufacturer, which are included with the product and may also be found on the material safety data sheet (MSDS). A sanitation plan is an essential component of any facility that is used for the production of food. It guarantees that all surfaces are cleaned on a regular basis, lowering the possibility of spreading germs or other illnesses from an unclean surface to clean equipment such as cutting boards or tools. In addition, it ensures that all surfaces are cleaned thoroughly. A strategy for sanitation is comprised of two components:

1. A list of agents or supplies for cleaning and sanitizing, together with instructions on how to use and store them in a secure manner
2. A cleaning schedule that describes in detail how each object should be cleaned, who is responsible for it, and how often it should be done.

3.3 Cleaning of dry storage areas

Take out the food from each shelf in turn. While you are cleaning the shelf that is already in place, put the rolling rack somewhere dry to store it. To remove any residue from any surface, use a clean towel that has been immersed in warm water that has been cleaned with detergent. Use the second, clean cloth to apply the disinfectant solution on, and then use the disinfectant-treated cloth to wipe down all of the surfaces. Before replenishing the shelves, you should give the food some time to air dry.

3.4 Cleaning of the cold storage facility

Take the food from the shelves one by one, starting with the lowest one. Keep the moving rack stored inside the refrigerator while you clean the shelf that is already in place. Use a clean towel that has been soaked in clean, warm water and detergent to wipe down all of the surfaces. Make use of a second clean towel that has been drenched in disinfectant in order to wipe down all of the surfaces. Before replacing the food on the shelves, let the shelves air dry first.

Chapter-4 Hotel food safety regulations and standards

4.1 Adherence to the HACCP protocol

Utilization of HACCP-based procedures is one of the most essential preconditions that must be met before preparing and storing food safely (Hazard Analysis and Critical Control Points). HACCP was originally developed for the food processing industry; however, even small food handlers such as individual restaurants, pubs, and cafes should follow methods that are based on HACCP. In certain countries, compliance is not just recommended but mandated by law. HACCP stands for the Hazard Analysis and Critical Control Points method, and it is a technique for identifying, assessing, and controlling potential threats to food safety. The Food and Drug Administration (FDA) recommends that the retail and hospitality sectors employ the Process Approach to HACCP in order to take into consideration the intricate nature of food preparation in restaurants. The Process Approach categorizes food flows into broad categories according to the many stages of food preparation, then evaluates the potential hazards and develops preventative measures for each subset.

The Food and Drug Administration (FDA) states that achieving the same level of safety may be accomplished by recognizing and controlling the risks that are present in each process. This provides the same degree of risk factor management as designing a HACCP plan for each product.

4.2 Staff Hygiene

It is very necessary for all staff to be familiar with the proper sanitation and hygiene protocols in order to ensure the safety of the food handling process. The many stages of the life cycles of microorganisms are shown in Figure 6. One of the primary goals is to break the cycle of transmission by avoiding the spread of infection from one person to another. This may be accomplished by practicing appropriate personal hygiene. Personal cleanliness is of the utmost importance in any institution that serves food. The following activities make up personal hygiene:

1. Taking many showers and baths each week.
2. Keeping one's hair clean and either covering it or tying it back.
3. Keeping one's work clothes and footwear clean and ensuring that they are used just for work.
4. Regularly washing one's hands.
5. Conducting food evaluations using sanitized implements
6. Wiping and washing dishes with separate sets of towels at all times

Washing one's hands

The practice of regularly washing one's hands is an integral part of any food safety program. Always wash your hands with these products:

1. Acts such as sneezing, coughing, or touching your face, especially your lips or nose, may spread germs.
2. Using the facilities in the restroom
3. Behaviors such as smoking and the use of dental picks are not tolerated.
4. The preparation of uncooked foods

5. Wiping down and sanitizing work surfaces, equipment, and tables used for food preparation.
6. Having contact with unclean items, garbage, or money.

Washing One's Hands Correctly

The following are the steps that should be taken while washing one's hands properly:

1. Let some warm water soak into your hands.
2. After using liquid soap, lather it for at least twenty to thirty seconds before proceeding.
3. Use a scrub to clean the palms, wrists, and under the nails of all of the fingers on both hands.
4. Perform a final rinsing by holding the container under running water and sending the water down the drain.
5. To finish drying, use a paper towel.
6. Before opening the restroom door, make sure the faucets are turned off and then use the paper towel.

4.3 Pest control

Both while the food is being stored and when it is being prepared, certain measures need to be taken to avoid pests from contaminating the food. This includes the following:

1. The planning and maintenance of buildings to restrict access.
2. ensuring that components and processed foods are stored in an appropriate manner so that pests cannot get access to them.
3. Precautions should be taken so that pests are not able to have access to food spills and garbage, both of which serve as a source of sustenance for them in the food environment.

Chapter-5 Conclusion

5.1 Findings

- Risk of cross-contamination

The physical movement or transfer of hazardous microorganisms from one person, item, or location to another is referred to as cross-contamination. Cross-contamination prevention is critical in the prevention of foodborne disease.

- Lack of proper hygiene system

Lacking of maintain proper hygiene protocol.

- No hygiene management policy

Many employees don't know about proper hygiene management, what are followed by the HACCP

5.2 Recommendations

- Uniforms: Always keep uniform clean and only wear it to work.
- Aprons: Various complete aprons ought to be worn at various prep stations (e.g. seafood and vegetables).
- Gloves: While handling cooked and raw food, different disposable gloves should be worn.
- Shoes: Only put on closed-toed, non-slip footwear.

5.3 Conclusion

During this earlier internship that lasted for six months, I gained a lot of knowledge. I would want to express my gratitude to my coworkers and my supervisors for making me feel at ease while I was working with them. I would also like to express my gratitude to my university Supervisor for directing me in the proper direction.

This presents me with a significant possibility to work in the field of international real estate. In this report, I detail every encounter that I have had. In addition, I would want to express my gratitude to my college for providing me with an opportunity of this kind.

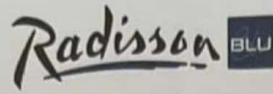
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February 13, 2023

To Whom It May Concern

This is to acknowledge and certify that

Mr. Jayed Hossain

Has successfully completed the "Industrial Attachment"
On "Food and Beverage Production" & "Food and Beverage Service" in
Radisson Blu Dhaka Water Garden
From August 06, 2022 to February 13, 2023
(Total 158 Days)

We wish him every success in his future endeavor.

Muhammad Mahabubul Alam
Director of Human Resources & Training

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