



Internship Report
On
Food & Beverage Service
At
Renaissance Dhaka Gulshan Hotel

Department of
Tourism & Hospitality
Management



**An Internship Report Presented to the Faculty of Business and
Entrepreneurship in Partial Fulfillment of the Requirements for the Degree of
Bachelor of Tourism and Hospitality Management**

Submitted To

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Submitted By

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Date Of Submission: 17th September 2023

Letter Of transmittal

September 2023

Mohammad Nurul Afchar

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Subject: Submission of the Internship Report

Dear Sir,

I am hereby submitting my internship report on “**A Study on Food & Beverage Service at Renaissance Dhaka Gulshan Hotel**”. For your kind consideration as a part of requirement in completing my BTHM program. The report contains general information about the food and beverage service operation at Renaissance Dhaka Gulshan Hotel.

I would wish to express my heartiest gratitude for your kind cooperation and guidance in making this report informative and time oriented. There may have some unintentional mistake and lapses. You are requested to consider those are excuses.

Thank You

Sincerely Yours,

..........

Rudraprosad Mondal

ID: 182-43-337
Department of Tourism and Hospitality Management
Daffodil international University

Certificate Of Approval

This is to certify that the internship report “**A Study on Food & Beverage Service at Renaissance Dhaka Gulshan Hotel**” is prepared by **Rudraprosad Mondal**.

ID: 182-43-337 as a partial fulfilment of requirement of Bachelor of Tourism & Hospitality Management (BTHM) at **Daffodil International University**.

The internship report has been carried out under my guidance and is a record of the bona fide work carried out successfully.

I wish all his success life.



.....
Mohammad Nurul Afchar

Lecture

Department of Tourism and Hospitality Management

Daffodil International University

Preface of Forward

I would like to express my gratitude to my teacher and department head, Mohammad Nurul Afchar Lecture of the Department of Tourism and Hospitality Management at Daffodil International University, for his constant guidance, encouragement, helpful advice, and constructive criticism throughout the course of my studies. I would also like to express my gratitude to the Renaissance Dhaka Gulshan Hotel's staff members and managers. Thank you, especially to Mr. Zubayer and the duty managers. Last but not least, I want to express my sincere gratitude and love to my family for all of the support, tolerance, and sacrifice they showed me throughout my study terms.

The internship report I provided was written when I was earning my degree at Daffodil International University; it is hereby declared. Unless properly attributed and referenced, the report does not contain any previously published or written material by a third party. The report does not contain any information that has been approved or submitted for a degree or certificate from another university or other institution. I've expressed my gratitude to my main sources of support.

I further promise to compensate the University for any damage or loss that results from my breach of the responsibility.

Yours earnestly,

Name: Rudraprosad Mondal

ID: 182-43-337

Department: THM

Executive Summary

One of Bangladesh's most lavish hotels is the Renaissance Dhaka Gulshan. It is a high-end lifestyle brand owned by Marriott International Hotel and Resorts. The Renaissance Dhaka Gulshan Hotel is located at Gulshan 1. There are 211 modern, energetic hotel rooms and suites to choose from. constructed with respect to the local culture and art There is one single-purpose meeting room and three conference rooms with multiple uses. There are five distinct parts in the ballroom. Additionally, there are five restaurants nearby. Customers at the Renaissance Dhaka have remained devoted. To expand, any firm needs to reach out to additional customers. They develop original marketing concepts and use social media to spread them. A different means of communication They start with public relations campaigns, sales calls, and social media. are everywhere advertising themselves. The latest technology is used for all business operations. Due to their dedication to the business, they have already carved out a niche for themselves. When discussing events like corporate spaces, meetings, opening and closing ceremonies, weddings, and birthday celebrations, they communicate with their clientele. The way they interact with customers is welcoming enough to win the visitors' hearts.

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Chapter - 1

An Overview of the Introductory Section



1.1.Introduction

A significant component of hospitality assiduity is hostel assiduity. The term "hostel assiduity" refers to all kinds of businesses that offer food, drinks, lodging, and a variety of other services that are connected to and intended for the public, whether they use specific hostels as their lodging or just their services or products. Hospices provide a wide variety of guest services, such as banqueting, conference, exercise, sport, and installation facilities, beauty gyms, bars, upscale dining, pavilions, and nightclubs. More than 15 percent of all those who worked in the industry are employed in the hotel sector. The glamorous five-star resorts of international luxury chains, chic boutiques, rural homes, conference centers, and rest or guest houses are among the several categories that hospices fall under. Many are owner-operated and provide guests with verified services. This genuinely vibrant industry provides excellent lodging, a wide selection of food and beverages, as well as other services for different types of visitors. The hostel industry is undeniably continually increasing and improving while enriching its immolation, perfecting its expertise, and developing new goods to serve and please clients on an original and worldwide level. Hostels offer every sort of lodging, catering to every type of taste. The hostel industry strives to provide top-notch customer service throughout all aspects of its operations.

1.2.Background of The Study

As a student at Daffodil International University, my name is Rudraprosad Mondal. At Daffodil International University, I'll complete my undergraduate degree in the field of tourism and hospitality management. I was moved to the Renaissance Dhaka Gulshan Hotel after

successfully finishing my 44 courses. for my trainee internship program. I was a trainee in the food and beverage section of the company. You can purchase it at the Renaissance Dhaka Gulshan Hotel. Food and beverage section of the company. You can purchase it at the Renaissance Dhaka Gulshan Hotel.

1.3. Scope of The Study

The Renaissance Dhaka Gulshan Hotel is the only subject matter of this report. Additionally, the information provided by Renaissance Dhaka Gulshan Hotel associates is restricted because it contains some sensitive information. The report's primary foundation is field research; hence, the associated department of this report was the only area covered by the scope.

1.4. Objective of The Study

Broad Objective

This report's broad objective is to provide a better knowledge of the Renaissance Dhaka Gulshan Hotel's Food & Beverage Department's activities.

Specific Objectives

The specific objectives of my internship report for the food and beverage department are to provide an in-depth analysis of my practical experiences, highlighting key learning outcomes, challenges faced and recommendations for improving departmental operations. I will describe the practical experiences gained during the internship and how they align with my academic knowledge. Share insights into food and beverage industry, its trends, challenges, and opportunities based on my internship observations. Evaluate the workplace

culture, ethics, and professionalism with the F&B establishment at Renaissance Dhaka Gulshan Hotel. Find out the operational processes where I involved in such as food ordering, menu planning, cost control, or quality assurance. Evaluate the effectiveness of the training and mentorship provided during the internship.

- To assess how the Renaissance Dhaka Gulshan Hotel's operations are currently faring.
- To assess the effectiveness of food and beverage department.
- To learn what the friends' true feelings are.
- To Understanding the responsibilities and functions of the Food and Beverage Department
- To compile experience from various F&B outlet.

1.5. Methodology

The report is descriptive, and the main sources of information were the author's everyday actions and observations.

Collection Of Data

The sources listed below were used to gather the data.

Primary Data

1. Practical work
2. Hotel staff members respond to face-to-face interviews.
3. Observation in person

Secondary Data

1. Website for the Renaissance Dhaka Gulshan Hotel
2. Website for Marriot International
3. A business brochure
4. Previous records kept by the hotel
5. A few online articles on hotel services

1.6. Limitations of The Study

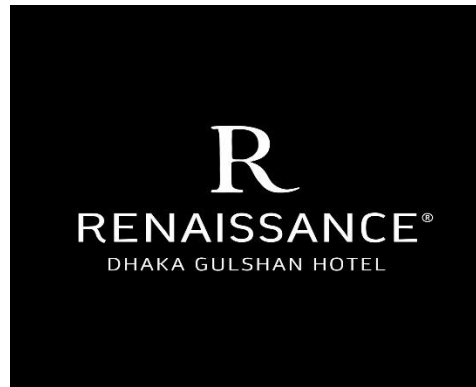
1. The Renaissance Dhaka Gulshan Hotel maintains strict confidentiality regarding the submission of all pertinent financial information, including revenue, expenses, and other figures. As a result, it was challenging to compile all the information required to complete the report. As a result, there is a chance of some accuracy in specific circumstances.

2. Due to their busy schedules, I had very little time to speak with the hotel employees. As a result of the time limit, I was unable to discuss several topics in my report.

3. It could be a little difficult to analyze the information from the project component. It was difficult to learn everything there was to know about the topic area during an internship.

Chapter - 2

An overview of Renaissance Dhaka Gulshan Hotel



2.1 Introduction to The Hotel

Just 11 kilometers (or 15 minutes) from the international entry, at Gulshan 1, is where you'll find the Renaissance Dhaka Gulshan Hotel. The hotel concentrates on drawing guests from the neighborhood. Every stay comes with cutting-edge services that help business travelers discover unique, local experiences. It is a global lifestyle company that provides standout services. The Renaissance Dhaka Gulshan Hotel is a part of the Premier Group of Companies, which also owns businesses in banking, leasing, insurance, manufacturing, cement, petroleum & lubricants, distribution, training, aviation, medical centers, steel, supermarkets, travel & tourism, and travel. Leading Hotel Management Co. Ltd. was founded to service the travel and tourism industries, and Dr. H. B. M. Iqbal is the acclaimed chairman of Premier Group. At the Hilton Dhaka, he is currently working on a new project. Both are top-notch, five-star superscale hotels. The Renaissance Dhaka tries to make each guest's stay an experience they won't soon forget. The Renaissance Dhaka Gulshan's 211 stylish and contemporary guest rooms and suites were designed with a focus on local culture and finished in an elegant setting to lure both foreign and domestic travelers. This hotel is filled with elements of the local culture.



2.2. Background of The Hotel

Ramada Renaissance, an upmarket division of Ramada Inn, opened its doors in Denver, Colorado, in 1981. In 1989, New World Development revived the name of the company as Renaissance Hotels. In 1997, Renaissance became a part of Marriott International. There are 176 locations and 55,501 rooms included in the Renaissance hotel report as of June 30, 2020. The Renaissance, according to the brand, included local culture. An international lifestyle hotel brand wants its guests to have unplanned experiences. The Renaissance Hotel always extends a warm invitation to its visitors to learn new things and hear fascinating stories. The business frequently develops fresh visuals that reflect its ethos and signal novelty. They feel extraordinary, whether they travel for business or pleasure. It claims that travelers will gain knowledge of a country's culture when they stay in hotels there. The distinctive designs of each hotel embody the core values of the company. Each of the hotels is unique, yet they are all connected to the brand by a common interest in finding unique local experiences. The hotels were built for the area and have distinctive design elements that offer pleasant surprises at every turn. The brand's mission, customer happiness, innovative services, and essential advertising strategies that highlight guest excitement, despite the diversity of the Renaissance Hotels, tie them all together.

2.2.1. Mission

“To enhance the lives of our customers by creating and enabling unsurpassed vacation and leisure experience.”

Marriott International thinks they can become a successful business in the long run by improving the lives of their clients and offering them first-rate services. To fulfill this purpose, the organization has adopted a variety of strategies. Marriott International goes above and beyond to

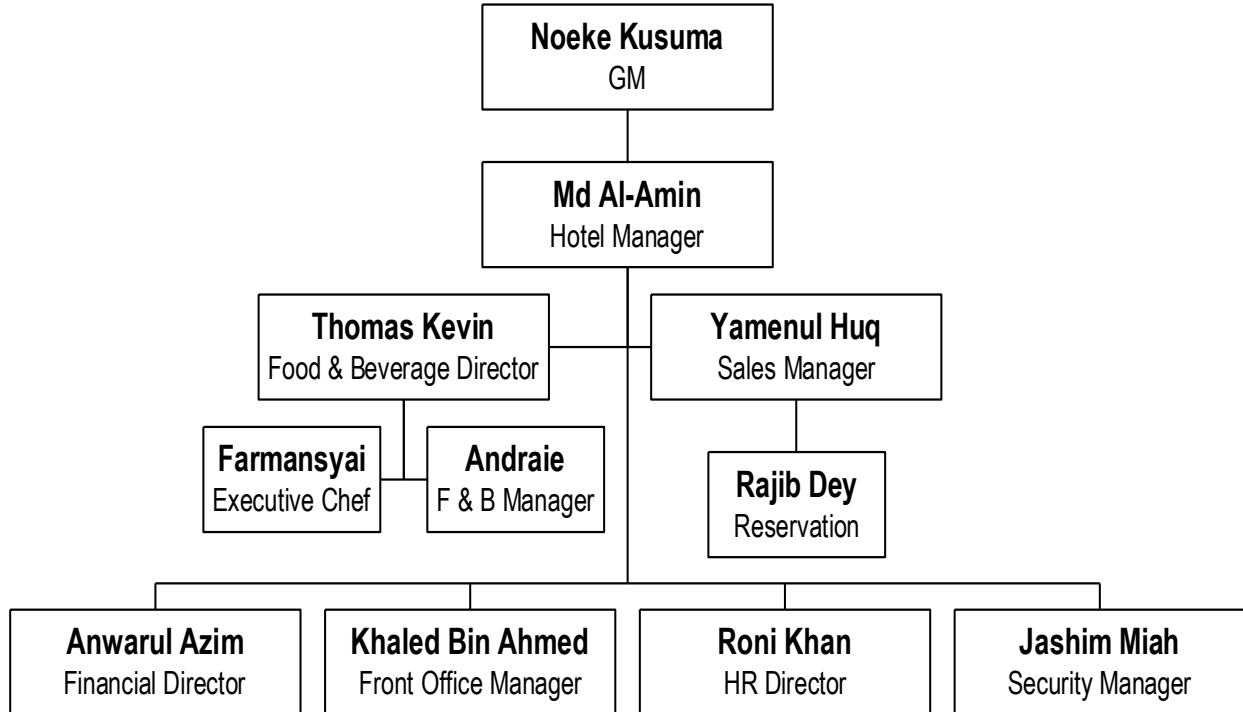
give guests a vacation experience that is valuable to keep them as customers. They achieve this by offering comfortable and enjoyable travel and lodging experiences.

2.2.2. Vision

“To be the World’s Favorite Travel Company.”

The organization wants to create a legacy of excellence in the service sector, which is a straightforward purpose. The vision of Marriott International is to become the world's most popular travel provider. The company's current level of success was made possible by this vision, together with the company's work ethic and culture.

2.2.3. Organization Chart of The Hotel



2.3. Description Of The Department

The Renaissance Gulshan hotel in Dhaka has eight departments altogether. All personnel are expected to follow certain established hotel policies. According to the founding principles of Marriott International, a company's culture must be people-focused in order to achieve long-term financial success. If the company's staff is skilled and motivated, they will be able to satisfy the customers with excellent service.

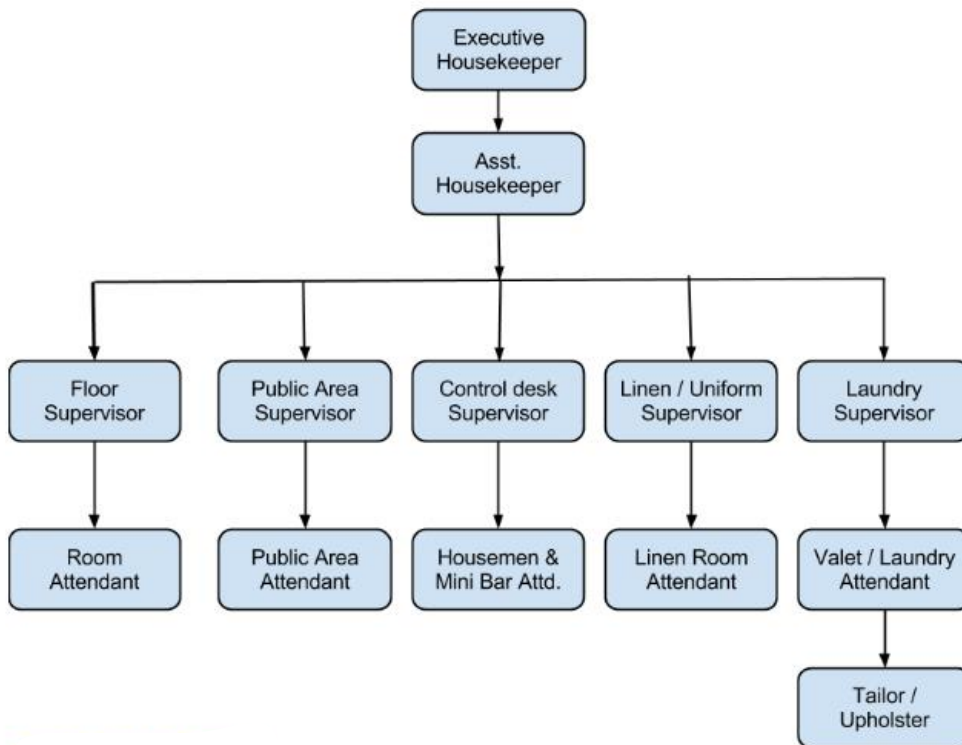


Major Department of Renaissance Dhaka Gulshan Hotel

2.3.1. Front Office

The front desk, which has direct interaction with visitors, is a crucial aspect of the hotel. Reservation, guest service, check-in, check-out, telephone, finance and cashiering, foreign exchange, room assignment, inquiry, etc. are some of this department's primary responsibilities. The hub of a hotel is sometimes referred to as the front desk. It is the front of the housing department that is situated near the foyer and lobby of a lodging establishment. They are collectively referred to as the "Front Office" since they are situated close to the hotel lobby and are open to guests, clients, and outsiders.

2.3.2. Housekeeping



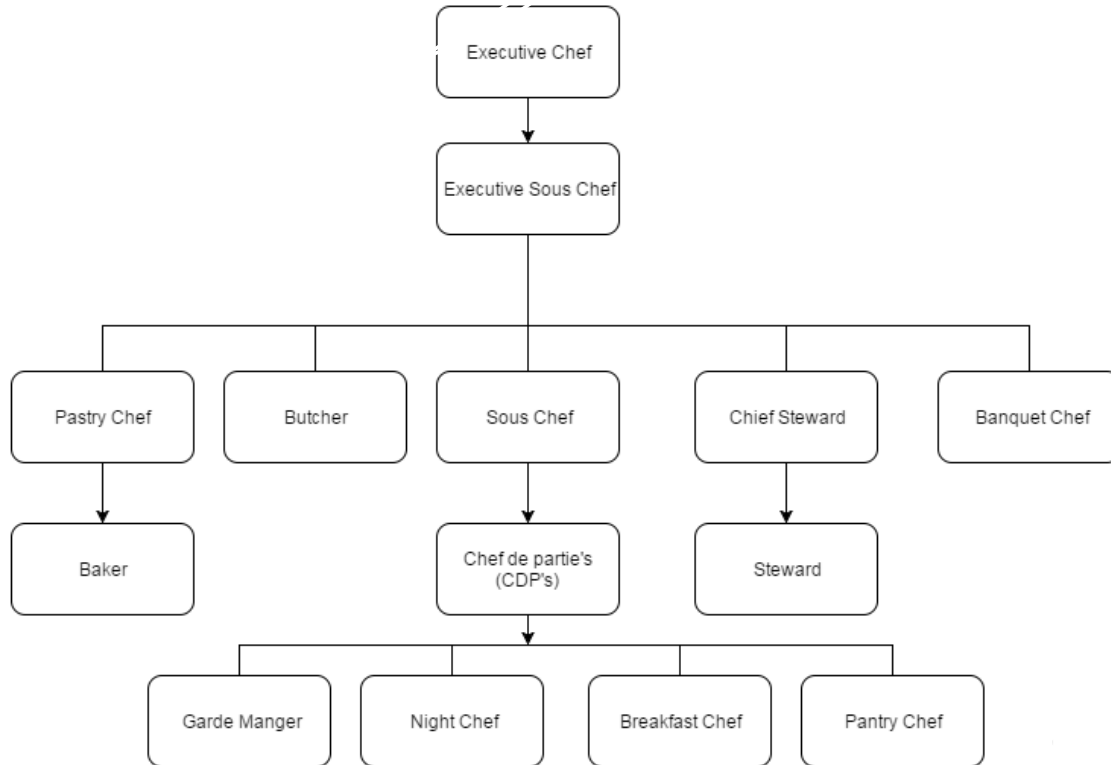
Housekeeping department organization chart

The hotel's housekeeping division is responsible for the upkeep, cleanliness, and aesthetic appeal of all guestrooms and public spaces. In addition to promptly preparing and cleaning bedrooms, the housekeeping service also cleans and maintains every area of the hotel to keep it looking as pristine and welcoming as the day it first opened for business. The function of housekeeping might vary based on the kind or category of hotel; for instance, only in a luxury or full-service hotel can the housekeeping department provide nighttime or turndown services. Given that it doesn't contribute much to the hotel's earnings, the housekeeping division is one of the keys "support centers" in the establishment.

2.3.3 Food & Beverage Service

All tasks involved in getting food and drinks ready for consumption as well as serving them are referred to as "food and beverage services." The subject matter introduces people to various service kinds, table settings, service equipment, menu types, service operations, food garnishes and accompaniments, and numerous SOPs used by the food and beverage service industry. A particularly crucial component of the housing industry may be the Food and Beverage Service Department. It might very well be defined by the quantity of goods it produces to meet the diverse human requests for food and drink. It does not, however, take into account the production of food and drink or their distribution. As a result of the expansion of the food and reward sectors in our day and age, more than 100 million dinners are now served daily. This part of any hotel has a significant impact on the small-scale housing industry. A roughly 40% share of the total salary accrued within the hotel is expressly guaranteed to the F&B Benefits division. This division differs from others in that it produces goods that meet the needs of consumers for nourishment and reward.

2.3.4 Food & Beverage Production



Food & Beverage department organization chart

One of the important divisions of the hotel is the food production section. Preparing food for the visitor is the responsibility of the food production or kitchen division. For the guests staying in the hotels as well as for the passersby who drop by and have dinner in the restaurants. Through their administration, the food and beverage specialists tenaciously try to improve customers' insight. The companies that provide F&B services deliver meals and drinks to their customers either at a specific location (on-premises), such as a hotel or café, or at the customer's intended location (off-premise).

2.3.5 Human Resource Department

The management of people is known as human resource management (HRM), and it aims to raise conduct and performance standards to increase as organization's viability. An administration capacity helps directors plan, enroll, pick, train, generate, pay for, and maintain a workforce for an organization. HR encourages individuals to set personal goals and rewards, directing them to modify their behavior in accordance with the aims of the organization that employs them. Personnel management was the common name for HRM, and it was used to describe the constrained process of hiring and supervising personnel. By incorporating more difficult mental tests into the selection process for candidates, by training workers to complete multiple tasks, and by enabling every member of a labor force to accept responsibility, recent developments have placed a greater emphasis on boosting the confidence of representatives and the methods for holding representatives. Planning, recruiting, selecting, training, developing, remunerating, and maintaining personnel for an organization are all aided by the human asset management (HRM) administration capabilities. HRM entails the planning and development of human resources. An organization's human resources can be acquired, used, improved, and protected through the use of a system called "human asset arranging." The most popular method of helping people acquire the skills and abilities to ensure their availability to the association in both the association's present and future authoritative conditions is through human resources. The human resources department of every organization completes tasks like work investigation, enrollment, determination, direction, and preparation. Numerous challenges are also faced by the office, such as training employees to put in long hours, finding qualified personnel, etc., and the tools required to influence and hold onto legislators.

2.3.6 Sales & Marketing Department

The Marketing and Sales Group is responsible for increasing facility revenue through the development of revenue-generating technologies and strategies. The Group has a mission to generate profits from business areas such as room dwellers, function rooms, relaxation offices, restaurants, etc., and promotes systems and marketable strategies with the aim of prospering the entire company. The Deals and Promotions section manages vertical businesses such as rooms, residents, event spaces, etc. It also monitors leisure offices and restaurants. Advertising plays a key role in helping organizations increase bookings and revenue. It is a fundamental way for restaurateurs to connect with potential customers and communicate their unique selling proposition and brand values.

2.3.7 Account & Finance Department

The finance division plans and oversees company operations to guarantee a company's capacity for long-term capital raising. This division can be as small as a handful of people or as large as a whole platoon, depending on the size and complexity of the unit. No matter how big or how it looks, four key tasks must be completed by the company's financial department. These tasks must cooperate with one another because they are all interconnected. taking part in the input, assessment, and evaluation of all financial transactions for a company. It's crucial to maintain accurate financial records because this function involves both employees and accountants. Tasks like audio and video recording include

The accounts payable department is in charge of keeping track of the money owed to the company's suppliers.

2.3.8 SWOT Analysis of Renaissance Dhaka Gulshan Hotel

Using a SWOT analysis, a corporation can analyze its overall strengths, weaknesses, opportunities, and threats. See the SWOT analysis below.

Strengths

- ❖ Its parent company is one of the most renowned and powerful in the world.
- ❖ It features fantastic amenities for business travelers, including roomy meeting, conference, and banquet space.
- ❖ The use of technologies like "Marsha" reduced the time spent negotiating and booking rooms.
- ❖ The hotel has excellent internet access with up-to-date reservations, hotel, and cost information.
- ❖ Navigator, R-Rituals, and other special resources and services, most of the staff have backgrounds in the hotel industry.
- ❖ Located in the heart of the diplomatic district.
- ❖ With a temperature-controlled infinity pool
- ❖ Sear is the only jazz joint in town.
- ❖ A saloon, a well-stocked gym, and signature spa services are all accessible.
- ❖ A wide range of amenities and 24-hour room service
- ❖ Attractively constructed food and beverage establishments that have a distinct local flair, business centers with broadband Internet capabilities.

Weakness

- ❖ Little of the expense cash goes toward advertising.
- ❖ Sister hotels don't coordinate well.
- ❖ Less parking spaces.
- ❖ Higher food costs

- ❖ and a smaller function hall than the hotels in the area that compete with it are some of the drawbacks.
- ❖ Focus on international business travelers rather than local visitors.
- ❖ There are fewer lifts and no stairs, which causes issues when the number of guests is significant.
- ❖ Building on the side of the road and insufficient at the entrance.

Opportunities

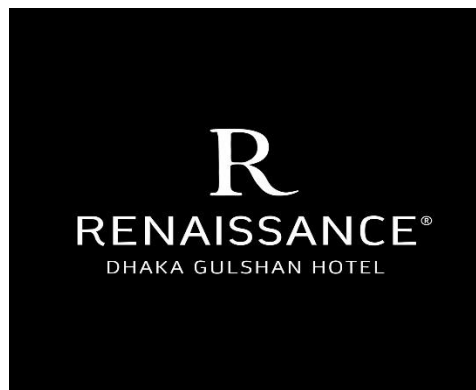
- ❖ This is a newly developed resort with an appealing brand image for visitors.
- ❖ Bundles should receive greater attention if you want to maximize your revenue.
- ❖ Make use of foreign as well as native visitors to boost earnings.
- ❖ The local market might be targeted to increase sales of food and drink as well as spa, pool, and gym services.
- ❖ Social media marketing can be employed more to reach out to more potential customers and business travelers.
- ❖ It is possible to reach an agreement with better-known corporate business companies to provide travel and lodging services.

Threats

- ❖ Extremely positive feedback from global hotel chains.
- ❖ Travel management is a field that is always changing.
- ❖ Five-star hotels that compete with us can have great deals.
- ❖ Several resorts are opening around Dhaka or other popular tourist destinations, and several three-star hotels are providing amenities at reduced costs.

Chapter - 3

An overview of Food & Beverage Service Department



3.1 Introduction to Food & Beverage Service Department

This office seeks the benefit of food and beverages for visitors. Food prepared in the kitchen and drinks arranged in the bar are served to customers (visitors) at the premises for food and refreshment. Eateries, bars, inns, carriers, voyage ships, trains, companies, schools, colleges, and healing centers are a few examples of the seven sources of nourishment and reward. For a variety of restaurants to operate efficiently and profitably, a variety of staff positions are needed. The division responsible for food and reward benefits often employs the most people. Effective management and organization are expected to support the division and manage the workforce. Staff members in the food and reward services sector need to have a reasonable understanding of their duties because even a small mistake might offend a customer. To continually give the customer a quality edge, all outlets' actions must be coordinated. Any division that deals with sustenance and reward benefits should practice collaboration. The high level of guest satisfaction that the foundation strives for may be achieved with a committed and serious group, competent organization, and beautiful working conditions. This section talks about the fundamental duties and responsibilities of the wait staff.

3.2 Background of The Department

The F&B division, which is often the largest in the hotel industry, oversees purchasing goods and managing their capacity, recovery, handling, and serving. In addition to being a part of room management, serving can also take place at the hotel's bars and restaurants, as well as in dining and meeting spaces. The members of the F&B Services team are responsible for carrying out a

wide range of tasks, including setting up the office, greeting guests, taking their orders, paying the bills, and running various errands after they have left.

They provide a wide range of F&B services in their hotels. They have.

- Restaurant
- Lounge
- Coffee Shop
- Room Service
- Banquet Service
- Bar

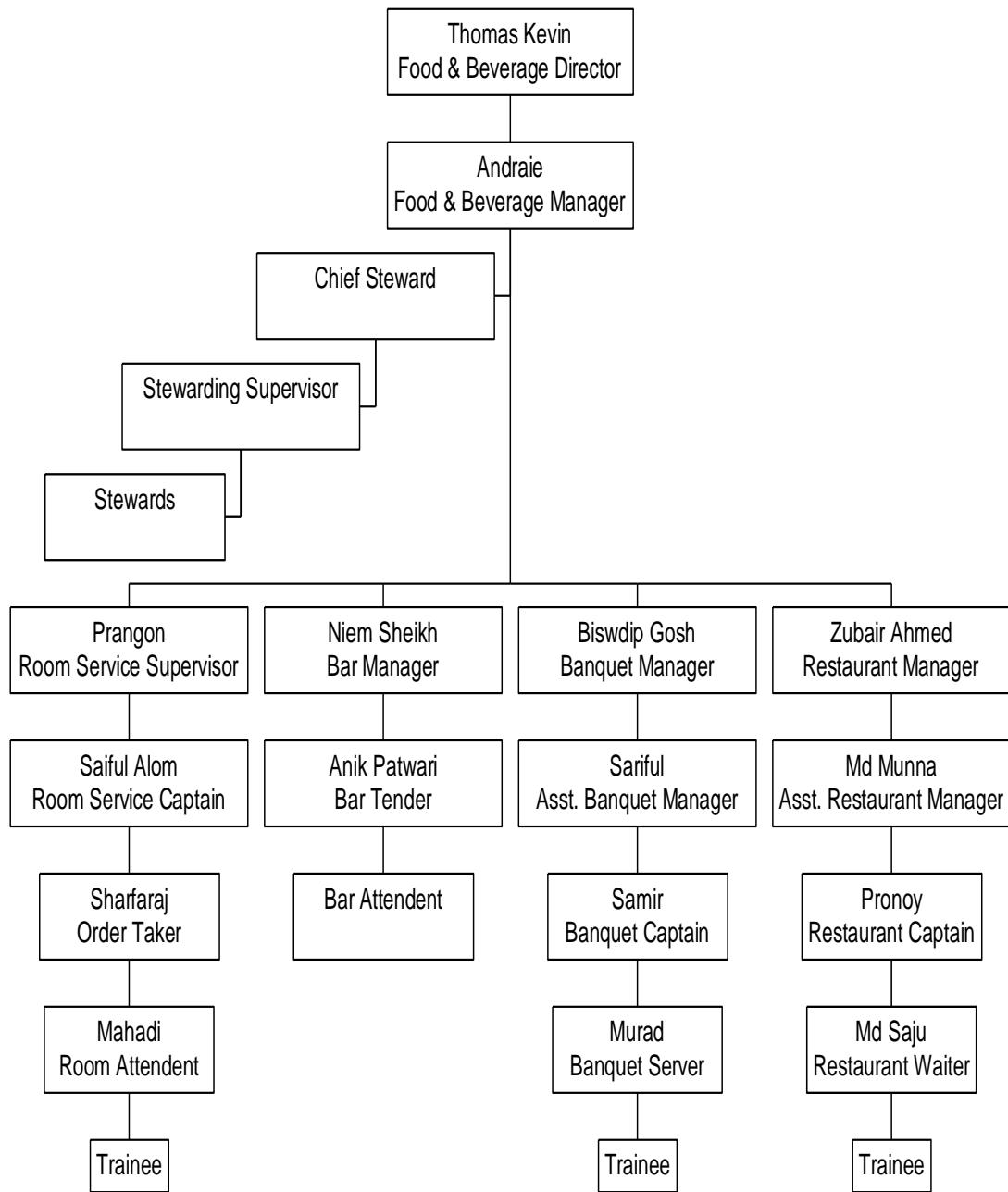
3.2.1 Mission

To provide our customers with a unique dining experience and delicious, high-quality meals, and to work toward everyone's benefit for our staff, the community, and the environment.

3.2.2 Vision

We have dedicated ourselves to the rigidity of our cuisine, administration, and people and benefit from a shared commitment to greatness. We also take excellent care of our guests and personnel. We shall continue to try to do better than our past successes and establish ourselves as leaders in our sector.

3.2.3 Organization Chart of The Department



Food & Beverage department organization chart

3.3 Outlet Description of The Department

There are four restaurants here. GBC (Gulshan Baking Company), Multicuisine Restaurant Bahar, SEAR BAR, and R-BAR

Gulshan Baking Company



This restaurant is in hotel lobby area. The Gulshan Baking Company offers freshly brewed coffee, variation of teas, salads as well as our in-house selection of gelatos, a deli that serves easy to grab food options including delectable desserts, as well as fresh-baked bread.

Multi-Cuisine Restaurant “Bahar”



This super stylish all day international restaurant has captivating chandeliers and playful design elements. Three private dining areas are also available at this Dhaka restaurant. Open for breakfast, lunch and dinner. This restaurant has excellent interior design and showcases local culture. Consider this a suitable venue to enjoy a la carte dining, from hand-picked international cuisines to breakfast, lunch, and dinner buffets. Include stations with live cooking that serve up fresh pasta and a variety of seafood.

SEAR BAR – Level 18



SEAR is a specialized fusion cuisine restaurant that showcases a distinct selection of offerings from across the globe. Be intrigued by the stylish and modern setting as you discover the breathtaking city-view from SEAR. Level 18 is where this eatery is situated. This outlet is extremely attractive. Here, there is only one bar. specialist fine-dining establishment serving international fusion cuisine. The culinary focus at SEAR is on perfect execution. There isn't a jazz bar in the neighborhood. You may dance to the jazzy beats while our talented mixologist creates the appropriate beverage to set you up for an amazing evening.

R Bar- Level 19



Open from the morning until late in the evening, the pool side bar offers refreshing cocktails, mocktails, home-made styled iced teas and other refreshing beverages. Classic bar snacks and international nibbles are available all day. R-Bar, which is on the top floor, boasts a breathtaking view of the city. One of the most well-liked places for a formal business meeting or a casual night out with friends while savoring exclusive handcrafted beverages

3.4 Coordination With Other Department

In order to operate effectively, the Food and Beverage Service Department depends on many offices located inside the residence. For the smaller-than-expected details, smooth coordination is fundamental and unquestionably essential. The staff members involved and impacted should receive correspondence between workplaces that is initiated, explicit, concise, and passed down. The hotel's front desk deals and exhibiting, cleanliness, and assistance are just a few of the areas where the food and beverage staff collaborates with other hotel departments. With the F&B employees, each division maintains exceptional correspondence.

3.5 SWOT Analysis of Food & Beverage Department

Strength

- ✓ Outstanding positions via the internet.
- ✓ Brand adherence.
- ✓ Pricing ability.
- ✓ Several outlets.
- ✓ Guest comes first.
- ✓ Outstanding interior design.
- ✓ Various cuisines.
- ✓ A constituent of the group.
- ✓ Prestigious setting.
- ✓ Local personnel.
- ✓ Close to the client.
- ✓ Authentic food and service.
- ✓ Customer fidelity.

Weakness

- Expensive price.
- Very little market share.
- Locally sparse population.
- Lack of brand recognition.
- Employees with insufficient experience.
- Similar varieties of food.
- Lack of knowledge.
- Openings are occurring.
- Costly suppliers.
- Existing opposition.
- Inadequate online presence.
- Inadequate personnel.
- Financial availability.

Opportunity

- ❖ Educate the workforce.
- ❖ Lower the cost.
- ❖ More reviews.
- ❖ Allowing for online ordering.
- ❖ Activities on social media.
- ❖ Boost the local brand.
- ❖ Broaden your audience.
- ❖ Create new menus.
- ❖ Boost the experience for customers.
- ❖ Boost the number of devoted visitors.
- ❖ Launch promotions.
- ❖ A more customized visitor experience.
- ❖ Enhance client satisfaction.

Threats

- Reviews with poor ratings.
- Slump in the economy.
- Unfavorable conditions in the area.
- Clientele's lack of confidence.
- Shutting down by force.
- Stealing clients from rivals.
- Losing valuable clients and VIPs.
- The off seasons.
- Loss of reliable vendors
- Event cancellations that are nearby.

Chapter - 4

Overview of Activities Undertaken, Challenges & Lessons Learned



4.1 Activities Undertaken

- 1. Participating as a team member:** I had to work shift-by-shift with several teams, including the banquet, room service, restaurant, and bar personnel.
- 2. Executing tasks with minimal supervision:** When I was a member of these teams, I was required to work under the direction of various supervisors who were in charge at the time.
- 3. Order-taking duties at GBC and Bahar Multicuisine Restaurants:** I was required to present the menu to clients and collect orders while I was employed at Bahar and GBC. I had to send the customer's order to the kitchen and the front desk after accepting it.
- 4. Serving at the same dining establishments:** I used to carefully serve the food to the customers when working in the same restaurants and follow up with a question about how the meal was received.
- 5. Performing cashier duties at the same restaurants:** I used to print off the bill from MICROS and deliver it to the guests after they had completed their food. Paying with cash and paying with a credit or debit card were the only available payment methods.
- 6. Being an order taker at the GBC:** I had to accept orders from the customers, show them the menu, and ask them to give the food a little time to prepare during my working hours.
- 7. serving customers at the GBC:** I had to properly serve the orders to the customers in the lobby after preparing the items.

8. working at GBC as a barista: I used to prepare various coffee drinks, smoothies, and juices while I was employed by the GBC, including lattes, cappuccinos, and drinks made with orange, watermelon, and apple juice.

9. Get opportunity to train Junior Trainee: By my performance ARM say to me to trained junior trainee and I trained 10 fresher.

10. working as night shift in charge: some days I performed task and breakfast preparation only one in night shift and its increase my ability

4.1.1 Task & Duties Performed During the Internship Program

1. Seating allocation: Depending on the number of people, arrange the tables or counters accordingly.

2. Welcome to the guest: Greetings should be appropriate for the period, such as "good morning" or "good evening."

3. Position them so they are comfortable: Put each visitor in a comfortable seat based on their number. Family members need a large space with seating, whereas couples prefer a nice, private space.

4. Brief them or display the menu to them: After ensuring that they are comfortable, you may either give them a menu or a briefing before giving them some time to make their selections from the menu.

5. Inform them of the day's specials: Share the special of the day with the visitors so they may choose from the menu with ease.

6. Make upselling efforts: Additionally, inform the visitors of the other delicious meals they might choose to order.

7. Drink Items for Upselling: Offer the guests beverages like Coke, Sprite, water, and juices once all the orders have been taken.

8.Placing orders: All orders should be written out by hand, with a KOT printed out in accordance with that, and sent to the kitchen.

9.Serving: Serve the food with care to the guests' left side, then inquire about their taste preferences once they've had a bite.

10.Billing: Ask the guest whether they are satisfied with the service, and then print the bill from the MICROS. After that, accept payment by card or cash and settle the transaction.

11.Receiving Item: Duty time I have to collect different types of fruit, yoghurt, takeaway box and different product from purchase department that located on basement 1.

4.2 Challenges

4.2.1. Identified/Observed in the organization.

hiring and retaining personnel: Incorrect hiring of candidates, better vacant vacancies on the market, unsatisfactory salary Unrealistic assumptions made by employees and a lack of appreciation Modification of advertising trends and components.

losing loyal customers: Limited customer commitment, a lack of separation, a lack of unwavering program insight, and poor financial dependability are all problems.

Monitoring online standing: Engage your audience in real time but remain inactive via online entertainment. Your website is not search-friendly; get critical feedback; avoid focusing exclusively on automated marketing; limit attention to only regrettable surveys.

problems in information security: Complex ownership structures, a reliance on credit cards for payment, a high staff turnover rate, compliance, and insider threats.

Unexpected flows of cash: minimal profits, a surplus of goods, and an over-reliance on capacity, giving customers an excessive quantity of credit. excessive trading, sudden shifts Request for a season

Visitor perceptions have changed: enhanced hygiene measures, optional dining options, hassle-free crossing out, and a keyless section.

cleaning-related difficulties: damaged lights, moist areas, On the floor or in the shower, there is hair under the bed, garbage, Mirrors and windows with fingerprints, a lack of toiletries (paper, shampoo, conditioner, etc.), and other issues Poor manners and unprofessional-looking housekeeping workers.

The cost of daily consumables is rising expenses for food and beverage are rising, reps predict increases, and hotel renting expenses are rising.

Technical problems: Technology adoption, reputation management, retaining and recruiting employees, eco-friendly practices, customizing the customer experience, and loyalty programs.

4.2.2. Mismatch between Assigned Task & Other Functions

Entry-level roles are typically viewed as supervised work experience and practical learning opportunities where students may have the ability to apply previously learned concepts from school to real-world situations. The benefits of entry-level job programs have been the subject of a number of studies, some of which also looked into the perspectives of students, schools, and other associations. These days, an entry-level job in a chain is more viewed from the perspective of the understudies as a part of the DIU than as a chance to gain useful, practical work experience in the hospitality industry. The experience of the students who participate in programs for entry-level positions is shaped by a wide range of factors and collaborators. Entry-level positions in any lodging establishment give employees a genuine sense of working, but DIU students must deal with a variety of setbacks, including culture shock, poor pay, longer hours, incompatibility with other professionals, and other sociocultural transformation challenges. In this manner, these encounters can decide the future profession objectives of the understudies. This research proposes to investigate the effect of diverse partners on the experience of the understudies. Suggestions for neighborliness in businesses and instructional establishments and ideas for future inquiries are advertised.

4.2.3. Missing Knowledge & Skills That Need to Be Learn in The University

1. Customer service capabilities: the skills necessary to interact with others, deal with problems, be persistent and understanding, ensure customer loyalty, and put a stop to client complaints. Employees with outstanding customer service skills can have a significant impact on an organization's main goal.

2. The ability to adapt: Being adaptive and willing to change in the workplace is necessary to achieve success. Businesses look for rivals who possess the delicate skill of adaptability when hiring them. Representatives in powerful positions regularly have to manage unexpected situations where there are no clear instructions.

3. Analytical thinking: is the process of gathering information about actual world situations, arguments, and evidence in order to form an opinion. There are a few unusual definitions of the enigmatic topic, but most of them include the commonsense, skeptical, and impartial evaluation or judgment of verifiable proof.

4. Persistence: the trait that enables someone to continue doing something or making an effort to do something even when it is difficult or opposed by others.

5. Compassionate treatment: Giving something or someone extra attention to improve how they look or feel

6. Interpersonal skills: How successfully we connect and associate with others is implied by our interpersonal abilities. The ability to communicate effectively, spread our message, and establish connections with others are all included.

7. Capabilities for handling many duties: Performing a variety of activities relates to the ability to manage multiple responsibilities simultaneously by focusing on one task while keeping an eye on others. Exchanging this way and that among errands and effectively completing numerous assignments swiftly, each in succession, are two common examples of accomplishing a variety of jobs in the workplace.

8. skills in providing for clients: The demonstration-approved abilities that assist in providing information and support to persons with disabilities for them to receive professional rehabilitation services.

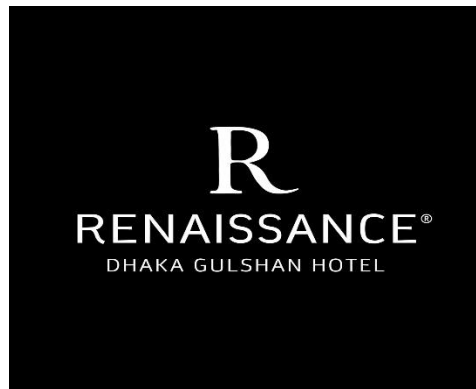
4.3. Lessons Learned from the Internship program.

I don't have a lot of transferable skills in the hospitality industry. I don't create stuff, construct software, or save lives (unless on rare occasions). But I still have a lot to learn in terms of other talents. Being given the chance to work as an F&B Service student in the Food and Beverage section of the Renaissance Dhaka Gulshan hotel was an exceptional pleasure. The field of F&B management is where you can pick up new, everyday skills. There were so many educational encounters during my entire six-month modern connection. I've put a lot of effort into improving my hearing and speaking. I frequently interacted with and treated many guests from outside the area. My ability to speak in front of people was greatly aided by that. Up until that point, I had a great deal of confidence. In a similar way, I learned about the hotel industry. Currently, I can manage the visitor's wants and demands, maintaining my composure under pressure, cooperating with others, and handling everyday situations and busy periods. I experienced smugness when I was able to appease a visitor. The main concern is that the most important goal for me is to satisfy visitors. At the end of my current connection's season, I managed a shift on my own. Now, I have the right equipment to conduct F&B management exercises. Working in food and beverage management was made easier for me by my academic background. Numerous concepts from my academic knowledge may have been connected to practical practice. In fact, I made an effort to use my academic knowledge in the real world. Because of my practical labor, my hypothetical knowledge has improved. That is of the utmost importance for the advancement of my career. I

typically show awareness, dedication, and dependability when performing my duties. My dedication to the job was appreciated by everyone. I was able to infer the visitor's sentiments thanks to my practical preparation. Additionally, that is very important and fascinating. Finally, I can state that the gains from the four-month modern connection will be extraordinarily successful for my immediate future.

Chapter - 5

Overview of Findings, Recommendations/ Conclusions



5.1. Findings

When I was there for training, I looked up a few favorable and negative viewpoints of their companies, as well as information on how their advantaged work force behaved and other things. They continually make an effort to give the guests the best benefits and services. Subsequently, they are discussed.

Positive Findings	Negative Findings
Many of my coworkers go above and above in their acts of compassion and kindness.	As a result, the student lacks personal storage. There could be a loss.
Managers are constantly looking for ways to use new technologies to enhance operations.	No snacks time
Great lines of communication exist among the workforces.	But management does not often check in on this location.
In terms of customer satisfaction, the Food and Beverage Service Department's timeliness was the most important factor.	There is just one elevator for service.
Each department works together and gets along wonderfully.	Trainees are not compensated for their time, and the work they do is extremely unsanitary.
Coronal pandemic safety distances are being carefully observed.	Nonpaid service for trainee

- ❑ More social media advertising allows for a better view of the effectiveness of marketing efforts. On the other hand, there aren't many responses to advertisements on websites, radio, TV, and newspapers.
- ❑ Cash transactions are not eligible for BOGO deal promotions.
- ❑ cooperation from the Lake of the Reservation team. Sometimes over reservations
- ❑ For local visitors, there are only a few lodging packages available. The accommodations' facilities are poor in light of the cost.
- ❑ Limited equipment in operation.
- ❑ The restaurant service is generally preferred by visitors above other services like business room amenities, spa, pool, gym, etc. Fewer customers use this service.
- ❑ Managers consistently make an effort to display modern items.
- ❑ The staff's communication was outstanding.
- ❑ The ability of the staff in the Food and Beverage Service Department to respond quickly has the biggest impact on customer satisfaction.
- ❑ There is a great deal of happiness and good humor in every division.

5.2. Recommendations

The Renaissance Dhaka Gulshan Hotel is a well-known brand among travelers, business travelers, and local clients. However, they are now facing more competition. A few of them already have established brands, products, and services to support their businesses. The

Westin Dhaka has also gained respect for itself and lovely structure in a good place. The Westin Dhaka, although having all these amenities, has a number of flaws and issues that they must address as quickly as possible. The following are some advice and tips that they might use to upgrade their hotel:

- Emails and weekly WhatsApp broadcasts with more advertising.
- The hotel should host more public activities.
- Regarding cash purchases, promotions like "Buy One, Get One" should be offered.
- Residents ought to have fewer expensive options available to them.
- There aren't many alternatives on the banquet menu in relation to the cost. It needs to be promoted and developed through various IMCs.
- In my opinion, you can get 5-star service if they hire more employees.
- The educational background in hospitality and tourism should be taken into consideration when hiring top executives.
- Decisions made by the Marriott and Indian corporate headquarters shouldn't be implemented constantly.
- Buildings for employee housing should be developed.

5.3 Conclusions

A five-star, lavish hotel in Dhaka is the Renaissance Dhaka Gulshan Hotel. The Renaissance Dhaka Gulshan Hotel is perfectly located in the center of the city's diplomatic and business zones. Embassies, high commissions, the corporate headquarters of significant corporations, and shopping malls are close by. According to what we know about the industry, hotels are among the most well-known and magnificent businesses in

the world. It used to be a small and marginal sector, but it is today the biggest and highest-paying industry in the world. This is due to the fact that we understand that even as humans, everyone needs to take a vacation somewhere else in order to unwind, have a good time, and appreciate the scenery and other amenities. They are also aware that people appreciate visiting beautiful places and historical landmarks. One of the best things about the hotel business is how pleasant the staff members are. No matter what, they are always prepared to help and wear a happy smile. The Renaissance Dhaka Gulshan Hotel belongs to the hotel division of Marriott International, which promotes long-term profit. To accomplish that goal, they offer their visitors first-rate services in an effort to enhance their quality of life. They work to improve the situation. In addition to feeling comfortable, visitors get wonderful experiences that they enjoy the moment the guest arrives. Reaching customers requires efficient marketing. Incorrect delivery increases the probability of losing more potential customers. The sales and marketing team is always working to raise awareness of the hotel among the general public. Being one of the newest hotels, they have a broad range of potential customers. The service still has certain flaws, and there isn't enough marketing communication, which needs to be analyzed and rearranged. I experienced several difficulties while writing the paper and working at the Renaissance Dhaka Gulshan Hotel, but I also acquired a great deal that is shared in the following study. The Renaissance Dhaka Gulshan hotel family, all hotel departments, and F&B activities, in particular the Bahar operations of the Renaissance Dhaka Gulshan Hotel, are all covered in this dissertation. I carry out the trend of overseeing and managing a food and beverage service. Finally, I would like to state that writing a dissertation is really beneficial for both academic and professional goals.

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