

Internship Report
On
Operational Process of Food & Beverage
Service in
Wyndham Sanya Bay

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Operational Process of Food & Beverage Service in
Wyndham Sanya Bay

Submitted By
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Submitted To
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Date of submission: 19th December 2025

LETTER OF TRANSMITTAL

Date: 19th December 2025

To
Ms. Farhana Yeasmin Lina
Lecturer (Senior Scale)
Department of Tourism and Hospitality Management
Faculty of Business and Entrepreneurship
Daffodil International University

Subject: Submission of internship Report on the Operational Process of Food & Beverage Service in Wyndham Sanya Bay.

Dear Ma'am,

I am happy that I had a chance to provide an internship report titled as Internship Report on Operational Process of Food & Beverage Service in Wyndham Sanya Bay, as one of the elements of my undergraduate studies in hospitality management. The report is an overview of the knowledge and experience I obtained while working at the Food and Beverage (F&B) Service Department of the Wyndham Sanya Bay as part of its operational and managerial processes.

I would like to thank my academic supervisor, my co-workers at Wyndham Sanya Bay, and my colleagues who supported and also guided me during this process. I would hope that this report was in line with your expectations and offers valuable lessons on the reality of hospitality management.

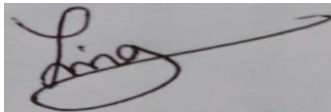
MAHFUZUR RAHMAN

Sincerely

Md. Mahfuzur Rahman
ID:203-43-142
Department of Tourism and Hospitality Management
Daffodil International University.

CERTIFICATE OF APPROVAL

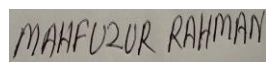
This is to attest that Md. Mahfuzur Rahman, with identification number 203-43-142, has completed his internship requirements in the company, Wyndham Sanya Bay, under the position of trainee in the Food and Beverage Service Department. He has completed his impermanent position report under my watch. He was hardworking and honest during my supervision. This report is adequate to the extent of quality and augmentation of the hotel industry and Tourism & Hospitality Management (BTHM) program.



Ms. Farhana Yeasmin Lina
Lecturer (Senior Scale)
Department of Tourism and Hospitality Management
Faculty of Business and Entrepreneurship
Daffodil International University

DECLARATION

This is Mahfuzur Rahman, who is an understudy of the Bachelor of Tourism and Hospitality Management (BTHM) program of the Tourism and Hospitality Management (THM) at Daffodil International University with current identification number 203-43-142. This report is an announcement that this report has been established in fulfillment of my Practicum as well as the requirements of the BTHM degree, in addition to the Food and Beverage Service Operations at Wyndham Sanya Bay



Mahfuzur Rahman

ID: 203-43-142

Department of Tourism & Hospitality Management

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ACKNOWLEDGMENT

To begin with, I would like to say my sincere thanks to the Almighty who made me strong, patient, and determined to finish this internship and the following report.

I am eternally grateful to my academic supervisor, Ms. Farhana Yeasmin Lina, Senior Lecturer in the Department of Tourism and Hospitality Management at Daffodil International University, whose guidance and support, as well as constructive feedback, during this process are priceless. His unending encouragement and thoughtful proposals have been critical to the development of this report and also my knowledge of the hospitality industry.

Moreover, I would like to deeply thank the whole Food and Beverage F&B team at Wyndham Sanya Bay, as they assisted me and were patient enough to help me in learning the real details of F&B service. Their professionalism and hard work have motivated me and have served me well as an influence in developing myself both professionally and personally.

Finally, I would like to recognize my family, friends, and peers who encouraged and supported me the whole time during this period. This would not have been achieved without their push and faith in me.

EXECUTIVE SUMMARY

This internship report is for the Bachelor of Tourism and Hospitality Management degree at Daffodil International University. This report is written after doing the internship in Wyndham Sanya Bay, specifically in the Food and Beverage (F&B) Service Department, where worked as a waiter. The main purpose of the report is to analyze the F&B service operation and how they enhance guest satisfaction in a hotel environment.

Chapter one provides an introduction and background of the study, the objective of the internship, the methodology in preparing the report, the sources of data, and limitations. In this report, only secondary data has used, which was collected from hotel manuals, SOPs, training materials, official documents, textbooks, and relevant academic journals.

Chapter two, company overview, is a detailed overview of the Wyndham Sanya Bay, including the background of the organization, vision and mission, and general framework of operation. Another issue discussed in this chapter is the management structure and the administrative hierarchy of the hotel, including the most important roles and responsibilities in the company. Moreover, it introduces the Food and Beverage Department and describes its roles, service points, and importance to the service quality and satisfaction of the guests in Wyndham Sanya Bay.

Chapter three discussion and analysis on the operational process of the Food and Beverage service department in Wyndham Sanya Bay, where the focus is on pre-shift preparation, guest handling procedures, post-service, and event management. It portrays how proper preparation, service, and follow-up activities are significant in maintaining the smooth operation of activities and ensuring a positive dining experience for the guest.

In chapter four, the findings, recommendations, and conclusions of the report are given. According to the findings, professional and skilled staff, effective teamwork, the ability to work under pressure, and high standards in terms of cleanliness and safety were the key strengths of the F&B department. Some weaknesses were, however, identified to be a lack of fast service during peak hours, language barriers, cultural differences, and a shortage of staff. Recommendations of the findings would include further training of the staff, more international staff, and communication skills to address the language barrier. Lastly, the report concludes the study by summarizing the study and mentioning the relevance of effective F&B service to the satisfaction of the guests. It also reflects the things I have learned throughout the internship and how these leads into my development as a professional working in the industry of Food and Beverage service.

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Chapter 1

Introduction

1.1 Introduction

The tourism and hospitality industry is dynamic and more service-oriented, in which the quality-of-service provision is a very sensitive aspect in guest satisfaction and organizational success. Hotels consist of numerous departments, and one of the departments that is most crucial departments is the Food and Beverage (F&B) Service Department. This department is directly responsible for the provision of food and beverage services to the guests and has a significant impact on shaping their overall experience. Understanding the inner workings of the Food and Beverage Department will enable one to understand how hotels can provide excellent service to many types of guests (Pizam & Shani, 2009). As a student of the Bachelor's in Tourism and Hospitality Management course at Daffodil International University, as part of the academic requirements, it needs to do an internship to get practical experience in a working environment in the field of hospitality. The internship program allows one to apply theoretical knowledge, obtain technical and interpersonal skills, and gain an understanding of real-life working procedures in the industry. this report chronicles the internship that was done at Wyndham Sanya Bay, which is a well-known international hotel brand. worked in the Food and Beverage Service Department, where was exposed to a variety of service-related activities such as pre-service preparation, service handling, post-service, and events. The report is specific in the area of operational aspects of Food and Beverage service and assesses the contribution of this service to guest satisfaction. The report has been prepared on the basis of secondary sources of data, i.e., hotel manuals, standard operating procedures, and training materials. By analyzing these sources, it aims to present a clear understanding of the working of Food and Beverage service operations, identifying key findings and offering recommendations for practical improvement. This report is meant to be an academic piece to reflect the learning results of the internship and information on food and Beverage service operations in an international hotel setting.

1.2 Background of the Study

The tourism and hospitality industry is one of the fastest-growing service industries in the world, and customer satisfaction plays a critical role in the industry to stay competitive. Food and Beverage (F&B) Service is a key component of a hotel's operations as it has a direct impact on the guest experience and on the revenue generated from the business and the overall brand image as well. Delivering quality food, professional service, hygiene, and efficient operations are all important components of an efficient F&B system. As part of the Bachelor of Tourism and Hospitality Management curriculum at Daffodil International University, that required to complete an internship to get hands -on exposure to real- world hospitality operations. The internship helps fill the gap between theory and practice and allows us to learn the professional skills required in the industry. This report is based on the internship experience in Wyndham Sanya Bay, which is a famous international hotel brand that is known for its service excellence. In the Food and Beverage Service Department, it was able to get hands-on knowledge of service operations, guest handling procedures, pre-service preparation, post-service work, and event management. The internship gave the opportunity to see and learn standard operating procedures, standards of service, and department coordination in a large-scale hotel operation. The purpose of this report is to analyze the practices of the Food and Beverage Service Department at Wyndham Sanya Bay to understand how the department contributes to the guest experience. By analyzing service procedures and departmental functions.

1.3 Scope of the Report

The scope of this report is restricted to the Operational Process of Food and Beverage (F&B) Service Department in Wyndham Sanya Bay. In this report, the focus is on the analysis of the operational practices and service activities in terms of Food and Beverage service in the hotel. The important service areas that are addressed include pre-shifts, guest handling procedures, post-service activities, and event management, which are all within the scope of the course discussion related to hospitality operations. The report has been conducted using secondary data only, which has been collected from hotel manuals, standard operating procedures (SOPs), and training materials. It did not use primary data such as surveys, interviews, or direct observations, as stated in the assignment guidelines. The scope of the report does not involve a financial analysis, a guest satisfaction survey, and a comparative study with other hotels.

1.4 Objectives

1.4.1 Broad Objective:

The goal of this report is to examine the operational processes of the Food & Beverage service at Wyndham Sanya Bay, including the workflow, service delivery, staff coordination, and guest interactions.

1.4.2 Specific Objectives:

1. To analyze the operational processes of the Food & Beverage service at Wyndham Sanya Bay.
2. To identify key findings based on the operational process of the Food & Beverage service.
3. To provide recommendations based on the identified findings.

1.5 Methodology

This study used a qualitative approach based only on secondary data to understand how the Food & Beverage (F&B) department operates.

1.5.1 Sources of data:

Only secondary data has been used in this study.

1. **Internal documents:** Standard Operating Procedure (SOP), Food and Beverage training manuals, checklists, and operational guidelines.
2. **Corporate materials:** Wyndham brand standards, website content, and public reports.

1.6 Limitations of the report

While this report will provide an overview of the operational challenges at Wyndham Sanya Bay's Food and Beverage department, several limitations need to be recognized:

1. **Limited timeframe:** Internship duration was limited; therefore, the data collected and the observations are for a very limited time frame. The Food and Beverage service operational issues may vary depending on changes to management practices, regulatory changes, technological developments, etc., at different times.
2. **Data limitation:** Secondary resources (academic literature, industry reports, and company documents) were used to derive all the information contained in this report. Therefore, the study lacks primary field data, which could result in limitations due to the accuracy and completeness of the information contained in the secondary data sources, which could also result in a degree of interpretive limitation or bias resulting from the original authors.
3. **Lack of comparative analysis:** This report is limited to only the Food and Beverage Service Department of Wyndham Sanya Bay. This study did not compare it with other hotels or other departments that are similar.

Chapter 2

Company Overview

2.1 Company Overview

2.1.1 History of Wyndham Sanya Bay

Wyndham Sanya Bay, an international, five-star resort, is located along the beautiful coastline of Sanya Bay in Hainan Province, China. Opened in late 2015, this first entry of the high-end Wyndham brand in Sanya, China, represents one of China's most popular resort cities. Designed by the highly-regarded firm MCO (the designers of other notable hotels around the world), it was developed by Sanya Leaguer Investment & Development Co., with a focus on being the top luxury resort in Sanya for leisure and business travel. As a member of the Wyndham Hotel Group, the property will have all services and operations conform to the international hospitality standards of Wyndham Hotels & Resorts. Wyndham Sanya Bay is strategically situated approximately 15 minutes from Sanya Phoenix International Airport, and within proximity to some of Sanya's most prominent attractions, including West Island, Luhuitou Park, and the Beauty Crown Centre, which has greatly added to its growing reputation. Since opening, Wyndham Sanya Bay has earned a reputation for combining high-quality amenities and authentic local culture. The resort now offers guests multiple dining options, a vast array of spa and wellness treatments, recreational activities suitable for families, and state-of-the-art meeting and event space. The resorts' modern design and breathtaking ocean views provide the perfect combination for those looking for a prime leisure retreat and also a central hub for corporate and MICE (Meetings, Incentives, Conferences and Exhibitions) travelers due to its connection to the Leaguer Moho Plaza business complex.

2.1.2 Vision, Mission, and Goals of the Organization

Vision:

Wyndham Sanya Bay has an ambition to become the best option for luxury hotel accommodations and hospitality services in Sanya by blending the natural assets of Hainan Island with top-quality service standards. It aspires to be seen as the best example of international hospitality in the area, and also promote sustainable tourism that will assist in the preservation of the environment and positively impact the local community.

Mission:

Sanaya Bay Wyndham's mission, as part of Wyndham Hotel & Resorts worldwide philosophies, is "making hotel travel accessible to everyone." To that end, the resort is committed to providing a level of luxury amenities, customized guest experiences, and attentive service which reflects Wyndham's "Count on Me" culture; a service culture based upon being responsive, respectful, and reliable to provide memorable experiences to its families, leisure travelers, and business travelers, and to offer true local experiences in an upscale, internationally-acceptable format. (Wyndham Hotel & Resorts, n.d.)

Goals:

1. To create and support an exceptionally high level of guest satisfaction through continued enhancements in service excellence.
2. Create an inclusive workplace culture that provides for employees' personal and professional growth as well as supports employee engagement and inclusion.
3. Implement sustainable tourism practices and encourage their use that will help protect the environment while fostering a stronger connection to our local community.
4. Enhance and expand on the offerings of our resort to remain competitive in Sanya's upscale hospitality sector.

2.1.3 Philosophy and Core Value

Wyndham Sanya Bay's overall vision, which reflects the core value of hospitality across the globe from Wyndham, combines cultural diversity, sustainability, and a welcoming style. Comfort, care, and attention to each guest are central to the luxury, relaxed experience at the resort; its architectural philosophy represents the blend of modern design with expansive ocean views that illustrate the connection between contemporary lifestyles and nature.

Core values

1. Customer-centric service is at the heart of all activities. Guests are provided with an experience that is both unique and exceeds their expectations by way of personalized and attentive service.
2. The hotel takes pride in integrity and accountability in each interaction with guests, which is reflective of Wyndham's "Count on Me" service philosophy.
3. Wyndham Sanya Bay is inclusive to a diverse range of international travelers while also being sensitive to the cultural heritage of Hainan's local traditions.
4. Wyndham Sanya Bay is committed to sustainability through responsible usage of resources, energy-efficient systems, and local sourcing of supplies.
5. Guest services, amenities, and facilities are expected to be superior to those of other hotels to position Wyndham Sanya Bay as the leading luxury hotel in Sanya.

2.1.4 Organizational Structure and Development

The operational structure of Wyndham Sanya Bay has been designed to provide an effective operational environment for all departments to contribute to providing the best possible guest experience. The hierarchy within the organization will allow it to be consistent with Wyndham Hotels & Resorts' global standards, but also be able to adapt to the needs of the local market. Each department is headed by a department head who is responsible for their specific function area, and the Executive General Manager will oversee the operation of the entire property. The main departments are:

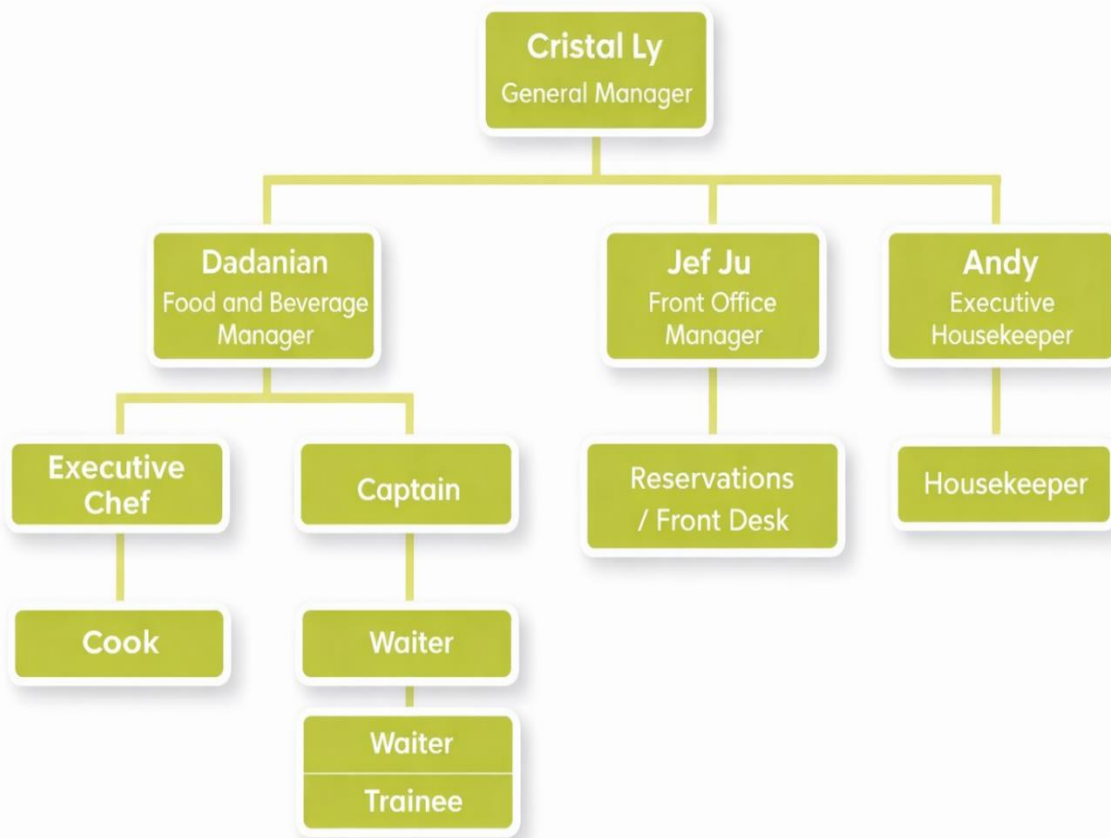


Figure1: Organizational chart of Wyndham Sanya Bay (Source: Author's Construct-2025)

1. **Food and Beverage Department:** This department will manage all of the food and beverage services provided at the hotel, which includes the following: Xiyue Chinese Restaurant, Genoa Western Restaurant, Wine Bar, Lobby Lounge, Pool Side Bar, In Room Dining Services, Banquet and Catering Services for Weddings, Conferences, and all large-scale events.
2. **Rooms Division:** This division is responsible for guest accommodation as well as the front desk, reservations, concierge service, and housekeeping. This division will ensure that the 401 guest rooms and suites have a five-star clean and comfortable standard and that all check-in and check-out procedures operate efficiently.
3. **Spa and Recreation:** Manages the resort's wellness and leisure offering, which includes the 700 m² spa pavilion, the hot spring pond, the fitness center, and all recreational activities. Additionally, this department is responsible for overseeing the kids' club and all family-friendly amenities so that guest services meet the needs of both adults and children.
4. **Meetings, Events, and Banquets:** Handles the planning and execution of meetings, events, weddings, and social functions for our guests. Our Meetings, Events, and Banquets Department works closely with our Food and Beverage Department to provide customized catering and service options for every function and manages over 1,000m² of space between our Grand Ballroom and various meeting rooms.
5. **Human Resources:** Responsible for the recruitment, training, and professional development of all employees. HR strives to maintain a "Count on Me" culture for all employees at Wyndham Sanya Bay, as well as enhance employee satisfaction and ensure compliance with all applicable local labor laws and regulations.
6. **Finance:** Responsible for managing the financial performance of Wyndham Sanya Bay by developing budgets, controlling costs, procuring goods and services, and providing timely and accurate financial information.
7. **Sales and Marketing:** Provides marketing for the property to both domestic and international markets. Sales and Marketing will work with travel agencies, online reservation systems, and corporate accounts to position Wyndham Sanya Bay as one of the leading luxury properties in Sanya's growing hospitality marketplace.

The integration of these departments at Wyndham Sanya Bay will allow us to consistently deliver world-class service to our guests, effectively manage the complex aspects of our operation, and create a unique experience that blends global hospitality with regional flair in a very competitive environment.

2.2 Products and Service

2.2.1 Overview of Products and Services

The Wyndham Sanya Bay has created an array of different products and services that will serve the differing needs of leisure and business travelers. The resort offers luxury rooms, as well as international and regional dining options; along with fitness, recreational activities, and function space, it offers a full-service, five-star resort experience. The design and layout of the products and services are to bring together the natural setting of Sanya Bay with modern hospitality practices so that guests may relax while still enjoying all of the conveniences of the resort.

2.2.2 Accommodation Options

Wyndham Sanya Bay has 401 guest rooms and 29 suites on fifteen levels, each designed to be both comfortable and offer privacy and views of the South China Sea. Several guest rooms have private balconies and open kitchenettes and are designed to reflect the best of both worlds: the modern convenience of an apartment and the luxury of a resort.

1. **Standard Rooms:** Standard Rooms average approximately 68 m² and are decorated with a stylish selection of modern conveniences; ideal for the leisure traveler looking for a quick getaway or the businessman looking for a place to stay during his trip. The Standard Rooms were designed to meet the needs of both comfort and practicality.
2. **Suites:** Suites can range in size from 30-120m² and consist of a separate bedroom and living area. These suites were designed for those who require more space than the standard room can provide. They were designed for guests who want to enjoy the extra luxuries that a suite provides and can accommodate two bedrooms with room for six people (making it ideal for families or executive travelers).
3. **Rooms with Ocean View:** Most rooms at Wyndham Sanya Bay have ocean view balconies, which offer beautiful views of Sanya Bay and add to the overall ambiance of the resort.

All rooms at Wyndham Sanya Bay will have high-speed Internet access, flat screen HDTV's, work stations, mini-bars, safe deposit boxes, coffee/tea makers, luxurious bedding, and same-day laundry/dry cleaning services. In addition, all higher category suites will have the option to dine in their room and receive personalized assistance from our staff, as part of Wyndham's efforts to provide the highest level of comfort and customer service

2.2.3 Dining Options

The F&B Department at Wyndham Sanya Bay has a significant advantage, because it offers a number of different types of food services to guests, both internationally and locally. Wyndham Sanya Bay offers a number of different outlets, and these outlets are designed to provide guests with a diverse experience of food, culture, and service.

1. **Chinese Restaurant:** Offers authentic Hainanese and Cantonese food, which highlights the flavor and culture of Sanya. Fresh and local ingredients are used to create and represent the unique flavors of Sanya's local culinary history.
2. **Seafood Restaurant:** Uses Sanya's reputation as having some of the best seafood to offer a variety of seafood, prepared in many ways, to accommodate the preferences of most diners.
3. **Int'l Buffet:** Offers a wide variety of food from around the world, such as Western, Asian, and Mediterranean foods. It is very popular during breakfast and lunch times, because it meets the food preferences of international travelers (Dr.T. Milton, 2025).
4. **Poolside Bar:** Offers light snacks, tropical drinks, and other beverages in an outdoor bar area where guests can enjoy their food and drinks while relaxing by the pool.
5. **In-Room Dining:** Is available 24/7, and provides meal options from the hotel restaurants that can be customized to meet the needs of your diet. In-Room Dining allows you to enjoy a meal in the comfort and privacy of your room.

Wyndham Sanya Bay creates a diverse dining experience for its guests by combining traditional local dishes with a wide variety of international dishes. By providing this diversity of dining options and by being able to customize meals to fit individual diets, Wyndham Sanya Bay enhances the guest dining experience and contributes to guest satisfaction and loyalty.

2.2.4 Spa and Wellness Services

Wyndham Sanya Bay's spa and wellness facilities contribute to the entire resort guest experience in providing relaxation, rejuvenation, and wellness to all guests who choose to use these services, whether they be for the leisure traveler or the stressed-out businessman on vacation.

1. **Spa Pavilion:** The spa pavilion is Wyndham Sanya Bay's signature spa facility with over 7,000 square feet of tranquil space to accommodate numerous treatments offered by the resort's skilled spa therapists.
2. **Hot Spring Pool:** While not technically a spa service per se, guests have access to a natural hot spring pool to relax in a mineral-rich water source. It is used for therapeutic reasons and adds to the relaxing aspect of the resort.

3. **Western Spa Treatments:** The resort offers a large number of Western spa treatments, including massage therapy, facial treatments, and body treatments using internationally recognized spa techniques and high-quality spa products to provide guests with the most comfortable and effective spa experience possible.
4. **Fitness Center:** The resort also has a fully equipped fitness center with modern equipment (including treadmills, stationary bikes, and free weights) as well as wellness programs including yoga, Pilates, and personal training programs conducted by certified trainers.

Wyndham Sanya Bay combines traditional forms of healing and modern spa and wellness techniques, along with modern fitness equipment and certified trainers, to offer a full wellness experience to each guest from both a physical and mental standpoint.

2.2.5 Recreational Activities

Wyndham Sanya Bay has many different kinds of things to do at the resort to make your time relaxing and fun for you and your entire family. These activities are made for families and for people who like to relax and have fun.

1. **Water and Pool Fun:** There is a 2,500 m² outdoor swimming pool located in the resort. This is one of the biggest pools in Sanya Bay, and it is surrounded by beautiful landscaping and has a pool bar. Also, there is a hot spring pond where you can go and soak in the warm water to relax.
2. **Exercise and Health Recreation:** In addition to our gym and spa, we offer yoga classes and other organized fitness activities for those interested in improving their overall health and well-being.
3. **Activities for Children:** Our kids club has an enormous amount of space (500m²), which includes an indoor playground area and an outdoor water park with water slides and splash areas. Our trained staff will be happy to assist you with planning exciting activities for your child, such as arts & crafts, group games, and even teach them about local culture. We want to ensure that your child has a fun experience while they are at the resort and in a safe and secure environment.
4. **Access to the Beach:** Wyndham Sanya Bay is located within a short walk of Sanya Bay. Therefore, you can take advantage of beach-related activities when the weather permits, such as strolling along the beach, lying out on the sand, or even participating in seasonal water sports that are arranged through the concierge.

Wyndham Sanya Bay provides many fun and relaxing activities for people of every age, including children and adults alike.

2.2.6 Event and Conference Facilities

As one of the most prestigious venues for hosting social occasions and corporate events, Wyndham Sanya Bay offers multiple spaces to accommodate different types of events with professional planning assistance. Combining the latest in modern design with luxury hospitality services, Wyndham Sanya Bay serves as a popular location for weddings, business meetings, and conferences.

1. **Weddings:** Wyndham Sanya Bay has a wedding planning team that specializes in providing all aspects of destination weddings. Wedding planners at the resort offer a variety of customizable wedding packages, including decorations, food & beverage service, audio visual equipment, and full event coordination, which helps ensure that couples and their guests have an enjoyable, stress-free experience celebrating their special day.
2. **Corporate Events:** Wyndham Sanya Bay features a 1,000m² pillarless Grand Ballroom and several multi-functional conference rooms that can be used for conferences, trade shows, seminars, company retreats, etc. Additionally, Wyndham Sanya Bay also has modern audio/visual equipment and high-speed internet access, allowing for efficient presentations and hybrid event formats.
3. **Banqueting Services:** The Food & Beverage Department coordinates closely with the events team to develop custom catering solutions that meet the specific needs of each client's event. Banquet options range from small group gatherings to large-scale banquet receptions, and customized menus and exceptional service are available to fit each client's preferences.

In general, Wyndham Sanya Bay successfully meets the various demands of social and corporate clients by providing top-tier event spaces, event planning services, and high-quality catering services, thereby solidifying its position as both a luxury resort and a corporate meeting center in Sanya.

Chapter 3

Discussion and analysis

3. Analyze the operational processes of the Food & Beverage service

The F&B Department at Wyndham Sanya Bay is analyzed in detail regarding its operational practices. This includes detailing the daily operations in a restaurant's Food and Beverage services, event management in the Food and Beverage department, and the interactions with guests, the organization and management of workflows, and the organizational activities that occur after services are provided. The purpose is to demonstrate how the F&B Department delivers high-quality service as a result of well-structured practices and teamwork.

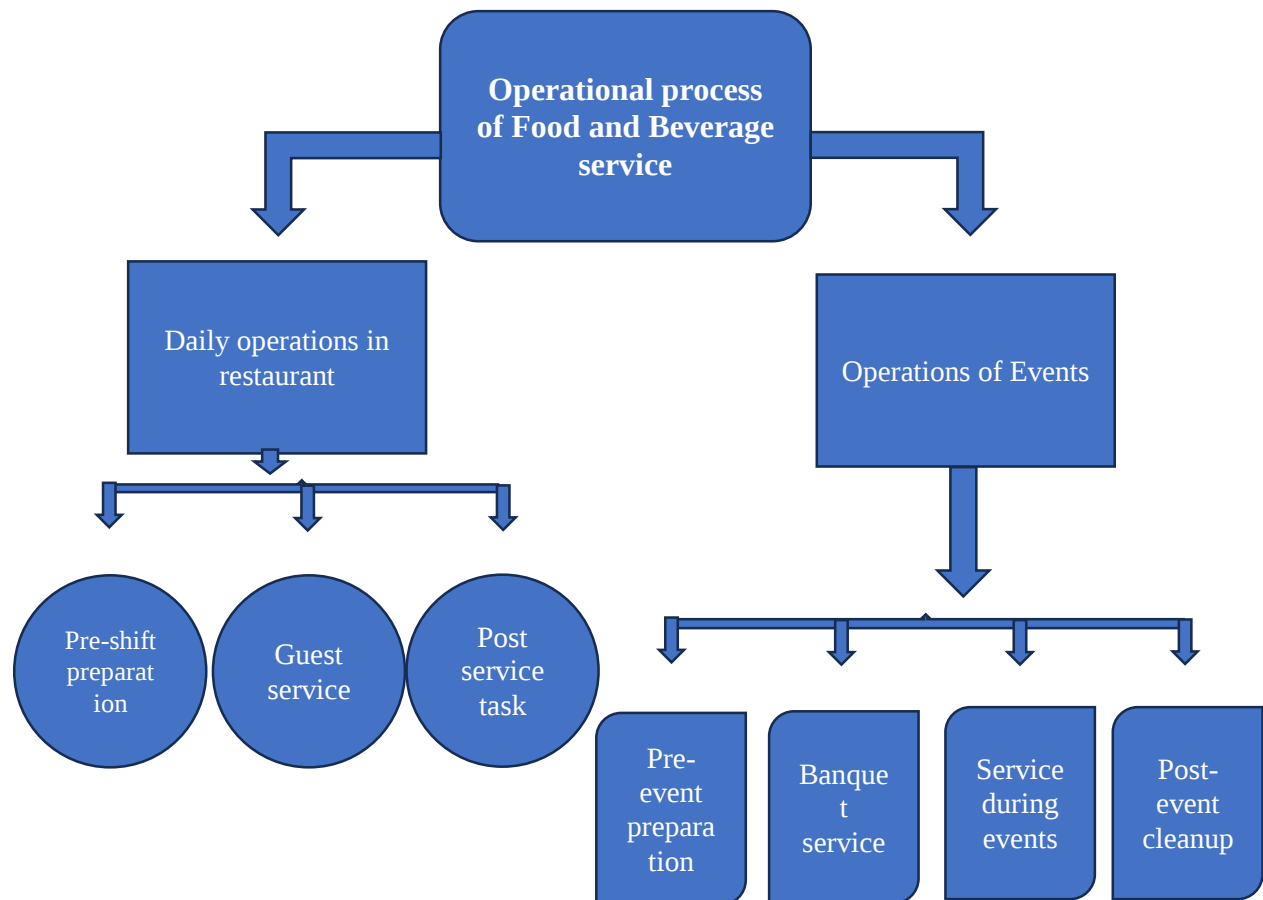


Figure 2: Operational process of Food and Beverage service (Source: Author's Construct-2025)

3.1 Daily Operations in Restaurant Food and Beverage Service

The routine operational process for a restaurant takes place in a continuous cycle of preparing (e.g., food preparation), executing an orderly service (i.e., delivering timely service to guests), interacting with guests (guest contact), and then closing down (closing down the restaurant). This sequence will help to ensure that the dining unit is operating as efficiently and quickly as possible, while maintaining its focus on guest satisfaction at each meal period (breakfast, lunch & dinner) and to provide a consistent quality of food and a well-organized dining experience.

The daily operational process of the Food & Beverage (F&B) service at Wyndham Sanya Bay maintains a well-defined cycle, designed to ensure operational efficiency while providing a consistent guest experience. This cycle includes:

1. Pre-Shift Preparations
2. Guest Service
3. Post-Service Tasks

Each phase is crucial to ensuring that the restaurant operates smoothly throughout the day, providing high standards of service and food quality.

3.1.1 Pre-Shift Preparations

The pre-shift preparation process establishes the foundation for efficient service delivery and a seamless dining experience for guests. The employees will go through numerous activities before the opening of the restaurant to make sure that all is ready to serve.

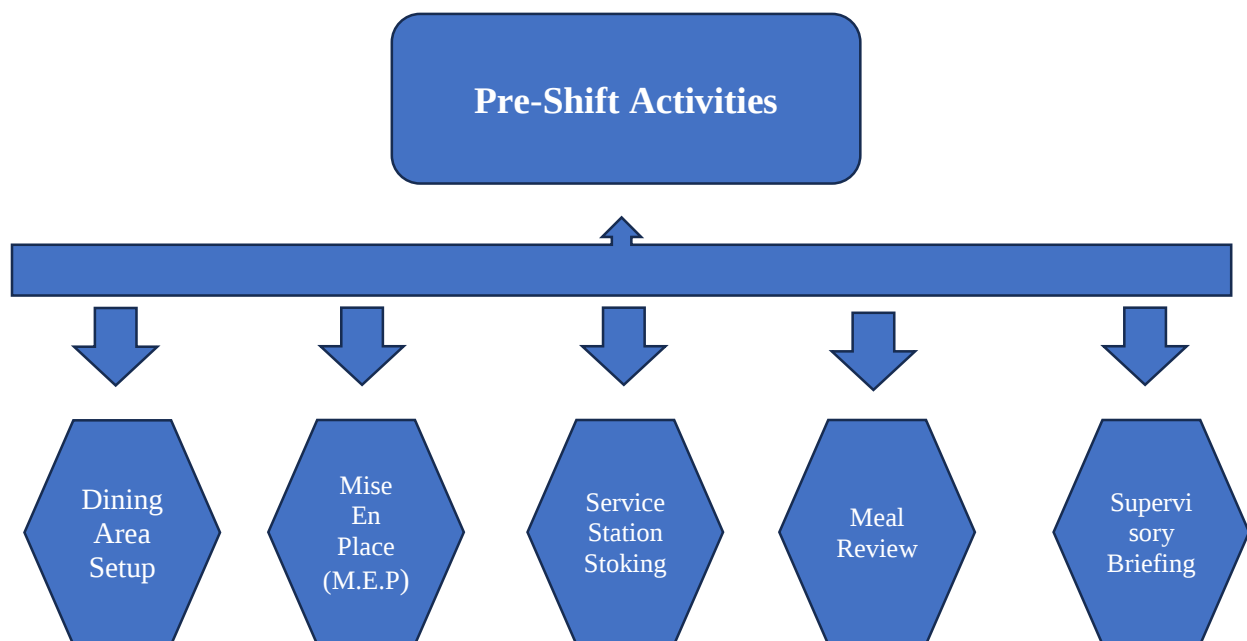


Figure 3: Pre-Shift Activities (Source: Author's Construct-2025)

Pre-Shift Activities:

1. **Dining Area Setting-Up:** The dining area is made out to be a sophisticated, warm place by laying tables directly in accordance with what has been pre-determined in the seating spreadsheet. The chairs are arranged properly, the linen is spread in well-folded, polished lines, and centerpieces, which might be a bunch of flowers or a pretty set of candles, are put there without overcrowding them. The combined result is a luxurious atmosphere, indicating to the customers that they are about to have a special meal.
2. **Mise En Place (M.E.P.):** Before service, the kitchen staff assembles all the items that are required to facilitate the smooth movement, knives, forks, plates, napkins, glasses, and any specialty dishes. All condiments, sauces, and garnishes are served logically, so that each station receives just what it needs. This philosophy of everything in place ensures that no hitch is experienced, accelerates service, and maintains the standard of the restaurant.
3. **Service Station Stocking:** The service stations should be well stocked in each of the bar, buffet, and catering areas to facilitate continuous service. The items used are spare cutlery, additional napkins, plating or carrying orders trays, beverage stocked areas, condiments, and whatever it takes to take orders. With the well-supplied stations, the staff can concentrate on welcoming guests as opposed to searching in order to get what they need.
4. **Meal Review:** The team will go through the menu thoroughly before the shift commences. This will entail verifying the daily specials, any specials that will not be available, and the time it will take to cook each special. The information on allergens is also taken care of, particularly in the kitchen, so that it can properly inform the guests and prevent cross-contamination. This body of knowledge is used to ensure that the servers provide answers and keep the kitchen on track.
5. **Supervisory Briefing:** The shift begins with a briefing of the supervisor. Among the topics are the estimated number of guests, any VIP bookings that must be made special, shift-based instructions like a new promotion, and a new layout. As an alignment of the whole team, expectation setting and compatibility of all the servers, cooks, and other support staff members on the same page is guaranteed through this briefing to make the dining experience smooth.

3.1.2 Guest Service in the Restaurant

Guest service is the cornerstone of the restaurant's success. The goal is to provide a welcoming, efficient, and personalized dining experience to each guest. Guest service in the restaurant at Wyndham Sanya Bay follows a well-defined cycle, which is planned to maintain the level of international service sequence efficiency in the operations, but still provide a consistent experience to the guest. The guest service process can be broken down into several stages, which are illustrated in the flow chart below:

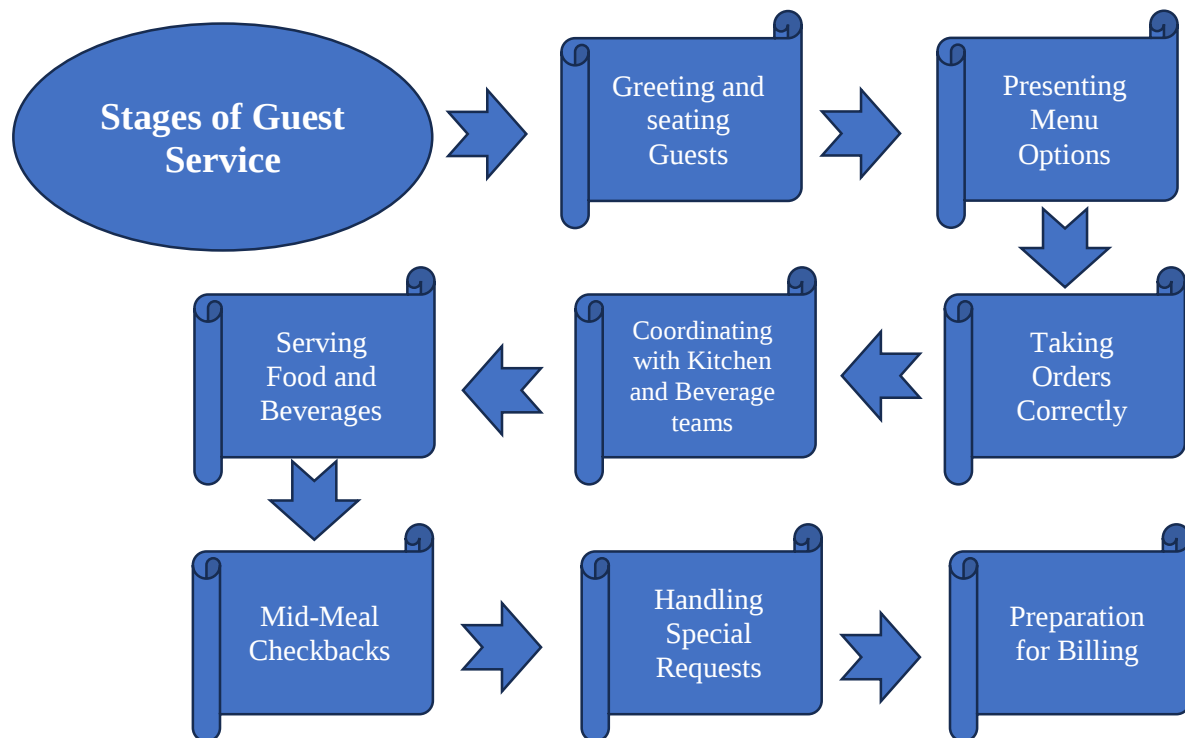


Figure 4: Stages of Guest Service (Source: Author's Construct-2025)

Stages of Guest Service:

- 1. Greeting and Seating Guests:** Upon the arrival of guests, the server receives them warmly with a smiling face, introduces himself or herself, and verifies the reservation. Listening to special requests, e.g., dietary restrictions, seating preferences, or allergies, the server is showing that she is attentive and caring. The server takes the guests to the table once, confirms the booking, and maintains a positive body language (open posture, eye contact, calm tone).
- 2. Presenting Menu Options:** Upon seating the guest, the server presents the menu and notes the daily specials, outlines major ingredients, cooking techniques, and suggested combinations. This participative style will allow the guests to feel directed and not hurried, and the server will be seen as a reliable food expert.
- 3. Taking Orders Correctly:** Accurate order-taking is critical. Servers listen carefully, ask clarifying questions, repeat the order back to guests for confirmation, and enter it into the POS system.
- 4. Coordinating with the Kitchen & Beverage Teams:** Effective communication between the service staff, kitchen, and beverage teams ensures timely and accurate order fulfillment, especially for special requests.
- 5. Serving Food and Beverages:** Upon delivery of dishes, a server has to serve them with proper manners (dishes placed in the middle, garnish on them, no crowding). They also serve beverages in proper glassware with an additional pour or refills where necessary. All through, their presentation and cleanliness are above par, and every course is served at the best time and at the ideal temperature. A high-quality service gives the impression of professionalism and increases the pleasure of guests.
- 6. Mid-Meal Checkbacks:** The server checks in with guests to ensure satisfaction and resolves any issues that may arise. Water glasses are replenished, and additional requests are fulfilled promptly.
- 7. Handling Special Requests or Issues:** Tailor-made requests (varying spices, cooking styles, allergies) are processed discreetly and efficiently. The server takes the confirmation of the guest and properly passes it to the kitchen, and makes follow-ups to see that the final product is as expected. In case something goes wrong, the server apologizes, provides a solution (i.e., a new dish or a free one), and stores the incident in order to make continuous improvement.
- 8. Preparation for the billing process:** When the meal is over, the server inquires whether the guests need dessert, coffee, or extra drinks, and this will make the closing service smooth. They then deliver the bill (with a quick overview of charges so as to be transparent) and make payment at the table or at the end of the dining place, and they thank their customers for coming and eating at their restaurant. An apology statement is gracious and helps to create an impression.

Here is the international service sequence that completely fits in the guest service of Windham Sanya Bay.

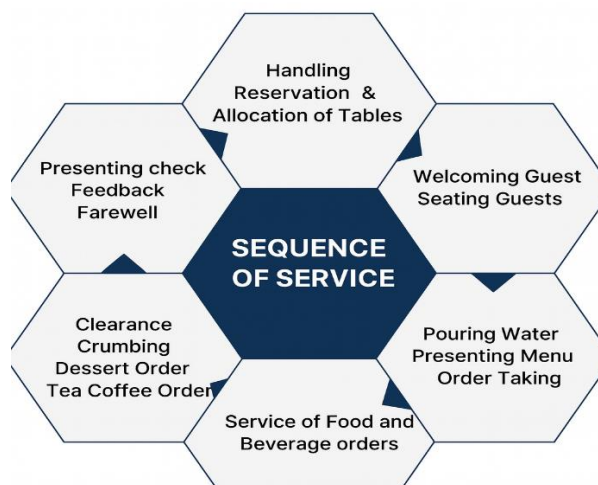


Figure 5: International Service Sequence (Source: Author's Construct-2025)

3.1.3 Post-Service Tasks

Picking up after the service is essential in terms of getting ready for the next batch of guests and maintaining cleanliness and order in the dining room. The effectiveness of this process conditionally influences the restaurant to be able to cope with large numbers of guests and preserve its image.

The post-service tasks can be broken down into several stages, which are illustrated in the flow chart below:



Figure 6: Post-Service Activities (Source: Author's Construct-2025)

Post-Service Activities:

1. **Guest departure confirmed:** The supervisor or manager will ensure that all the guests are indeed out of the dining area before they commence any cleaning. They search the room, looking at stray objects, empty trays, or any other evidence that might suggest that a guest is still loitering. When the area is checked to be clear, the team will be given the green light to begin the clearance of tables.
2. **Clearing used items and resetting tables:** The employees walk quickly along the table line collecting dishes, knives, and glasses in an understated, rhythmic way. Dishes, utensils, and glasses are directly fitted in the dish-washing area to avoid any accumulation of mess and to allow other guests to be served without disturbance.
3. **Segregation and disposal of waste material:** Any remaining food and beverage is sorted immediately. Organic waste, recyclables, and trash are delivered to their bins. Wiping the table with disinfectant. Disposable materials (napkins, straws, plastic cups) are packed in bags and dumped in the respective trash.
4. **Cleaning and restocking:** The table is sprayed with a hotel-level disinfectant and wiped off with a dry towel. Fresh linens are unwrapped, piled, and neatly folded - creating a clean and neat appearance on the table. The centerpieces (flowers, candles, or seasonal decorations) are being cleaned weekly.
5. **Maintaining cleanliness in dining areas:** The floors are swept or vacuumed, after which cleaning is done using a germ-killing sanitizer that does not leave any sticky residue. Zones that are often touched, such as menu covers, door handles, railings, and bar tops, are disinfected at least once every shift with either a quick turnover using wipes or sprayers. Fresh supplies are replenished in the service stations (e.g., condiment dispensers, napkin dispensers, and condiment trays) so the next shift is provided with all that it needs to run efficiently.
6. **Final inspection:** A supervisor or a manager will make a vigorous walk-through of each table, and will ensure that all surfaces are clean, linens are well laid out, and all the items are in place. When everything is satisfactory, the last inspection is marked off, and the dining area is declared to be prepared to accept the next group of customers.

The measures ensure a smooth shift between one service delivery cycle and the other, ensuring a well-kept warm atmosphere that appeals to customers and aids the effectiveness of employees.

3.2 Event Management in the Food and Beverage Service

The operations of the F&B department cannot be complete without event management that entails proper planning, coordination, and implementation. The F&B team is an important contributor to the assurance of events. The Food and Beverage (F&B) service event management process in Wyndham Sanya Bay has a clear cycle, which is aimed at sustaining the efficiency of its operations and guaranteeing a uniform guest experience. This cycle includes:

1. Pre-event preparation
2. Banquet setup
3. Service during events
4. Post-event cleanup

Each phase is essential to ensuring that the event functions smoothly throughout the day, maintaining high standards of service and food quality.

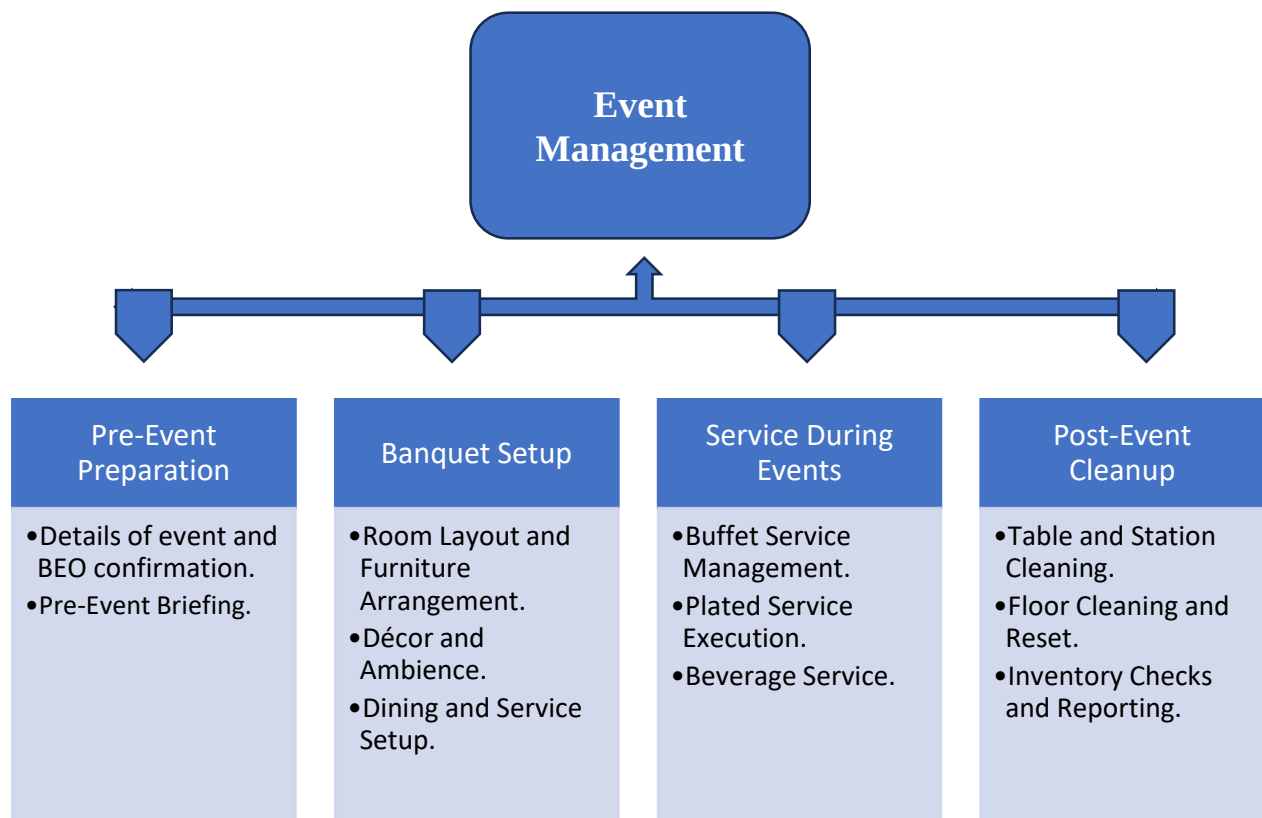


Figure 7: Event Management Process (Source: Author's Construct-2025)

3.2.1 Pre-Event Preparation

The initial stage of event management involves pre-event preparation. Key activities include:

1. **Details of event and BEO confirmation:** Complete the main aspects of the event: date, location, number of people, layout, audio-visual requirements, menu of food and drinks, and special requests. Create a refined Banquet Event Order (BEO) with all of the specifications, time frame, and service areas of the crew.
2. **Pre-event briefing:** Conduct a brief kick-off meeting with the entire staff. Respond to the description of every individual responsibility, the exact sequence of service, time hints, and quality parameters. This makes everybody aware of what is required and how to deliver an impeccable event.

3.2.2 Banquet Setup

The crucial stage of event management involves setting up the banquet venue. Key activities include:

1. **Room Layout and Furniture Arrangement:** Any place of operation needs to be changed by beginning with the creation of a functional plan of the event into a physical plan. Depending on what experience is needed, i.e., a formal banquet, immersive theatre-style show, interactive classroom, or collaborative U-shape, the tables, chairs, stages, and podiums are arranged to facilitate flow, sightlines, and acoustics. Furniture is selected or hired to suit the aesthetic aspect of the event, and everything is placed safely to provide comfort and safety.
2. **Décor and Ambiance:** After the basic skeleton of functionality, the ambiance is created with consideration of decorative elements. All the items of visual presentation, such as linens, centerpieces, themed decoration, flooring, and lighting, are used to enhance the mood and brand of the event. Every single element of decoration is well synchronized to ensure that the venue is well integrated, smooth, and suits the vision of the client.
3. **Dining and Service Setup:** Food and beverage are the pillars of any event, and its success relies on precise planning and effective execution. All the tables should be measured to fit the size of the venue. The host will make sure that the number of seats, the distance between the tables, and the height of the table tops will be in accordance with the hotel standards and client demands. Buffet stations are organized in a rational sequence, which tends to be from cold food to hot plates. The stations have serving utensils and warming trays. Fresh food is also stocked during the event. The salads are maintained in good refrigeration and drapes. Wine, coffee, and tea cart, each station will be filled to the brim. The design is aimed at ensuring that the traffic moves in a smooth manner and does not create bottlenecks. These factors combined are guaranteed to provide the guests with a smooth and tasty dining experience that augurs well for the overall flow of the event.

3.2.3 Service During Events

The F&B team works seamlessly to provide quality service during live events, including:

1. **Buffet Service Management:** At the center of a successful buffet experience is careful management. The Banquet Captain, along with the catering staff, ensures that they are closely monitoring the line in case there are loopholes. New trays are delivered at the appropriate times in order to ensure that the guests do not get an empty plate. Their presentation, coupled with speed, ensures that the buffet remains clean and well-organized, making it functional but inviting.
2. **Plated Service Execution:** In the case where the menu is on plated courses, accuracy is of the essence. The Banquet Captain is in charge of coordinating the kitchen and serving staff to make sure that all dishes are on the table at the same time. Everything is timing, first course, main, dessert, all at the same time, for all guests. This coordination will ensure that customers have a seamless, timely meal with each dish being served at the best temperature and presentation.
3. **Beverage Service:** A perfect beverage program is an art and a science, particularly in the case of VIPs present. Service staff members keep track of the glass levels, refill unobtrusively, and predict the preferences of the guests, be it a nice wine, a specialty cocktail, or a soft drink in silence. Their ability to provide additional services on the fly, and being constant and noninvasive, makes sure that no guest feels unattended and enables the banquet to proceed without any hiccups and the guests to continue their drinks without being disrupted.

3.2.4 Post-Event Cleanup

After the event is over, the team moves to post-function and makes sure that the venue is brought back to its pre-event state:

1. **Table and Station Cleaning:** When the last guests have left, and the dining area is cleared, clearing all the tables and service stations is the first thing that will come. This involves: Cleaning the plates, glasses, cutlery, and decorations of all materials so that nothing is left behind the food. Cleaning the surfaces down, cleaning tables, counter tops, and the display stand of spills and crumbs. Preparing and disposing of food that cannot be reused in a way that complies with health-and-safety requirements.
2. **Floor Cleaning and Reset:** Having cleaned the dining area, the crew starts working on the floor and furniture. Sweeping, vacuuming, or mopping (with the floor type) to clean up after the debris and make it shine. Cleaning the floors of hard surfaces or deep cleaning carpets if necessary, so that the venue would look and feel clean. Moving furniture around the room, such as chairs, tables, and decorations, to fit the design they would have in their events. This might include moving tables, the addition or subtraction of seating, as well as the lighting or decoration.

3. **Inventory Checks and Reporting:** The last housekeeping measure will be a detailed inspection of the supplies and equipment. Checking objects on inventory lists to make sure that all the utensils, decorations, and service items were put up. Searching the area, looking for damage or loss, anything that is broken, lost, or misplaced is mentioned. Reporting on findings in a detailed report, so that the management team can have a clear view of stock levels and any mismatches. Such a process not only safeguards the assets of the venue but also gives information on future ordering and maintenance to ensure that all events run smoothly.

Chapter 4

Findings, Recommendations, and Conclusions

The main findings of this study are presented in this chapter; specifically, the operational challenges identified as being faced by the F&B Department at Wyndham Sanya Bay. The analysis, built upon the discussion in Chapter Four, will highlight how staff shortages, disruptions to the supply chain, inconsistent delivery of service quality, and cultural and language barriers negatively impact both the operational effectiveness and guest satisfaction levels.

4.1 Findings

1. **Effective pre-shift preparation system:** The F&B department adheres to a well-planned pre-shift schedule every morning. Mise-en-place checks, strategic stocking of service stations, short menu briefings, and directives of the supervisor are all done before the arrival of the first guest. Such an orderly manner of management maintains the flow and makes occasions of mistakes unlikely, whereas all the team members understand precisely what is expected of them at a particular time.
2. **Inspirational Teamwork and Professionalism:** Each shift is characterized by high cooperation between servers and supervisors, kitchen staff, and beverage specialists. When it comes to events and banquets, it is coordination at its best: food is on time, the guests are ushered through their experience gracefully, and the flow of service between one station and the next is smooth as butter. The outcome is a high-quality dining experience, which is constantly provided and contributes to the satisfaction of the guests and the brand values of the hotel.
3. **Staffing Problem during peak season:** The size of front-line staff personnel is usually inadequate during peak times. As a result, there is a deceleration in food service, wait time increases, and there is a challenge in ensuring a standard operating procedure (SOPs) is constantly adhered to. This understaffing does not just impact the guest experience but also puts the remaining employees under an increased burden, and burnout may become a possibility.
4. **Insufficient cultural sensitivity training:** The variation in the eating habits, the taste and preferences of food, and the expectations of the international guest in terms of services are never effectively handled because of the absence of structured training on interpersonal emotional understanding among the front-line employees.
5. **Language barriers with international guests:** It was found that there is trouble in communication with non-Mandarin speaking guests, like Russians and South Koreans, which led to wrong ordering, poor understanding, and low satisfaction by the guests.
6. **Well-managed event and banquet operations:** Big events such as weddings, conferences, and Christmas dinners are managed as a well-planned workflow. Plate service, buffet management, and post-event clean-up all have an established plan, which ensures that timelines are adhered to and quality levels are not compromised. This authoritarian style enables the property to organize a significant social event with certainty that all the details will be implemented to perfection.

4.2 Recommendations

1. **Enhance personnel and quality of service during high seasons:** During peak seasons, hotels often face service quality decline due to increased guest volume and limited manpower. To maintain consistent service standards, management should recruit additional casual and part-time employees before the start of the high season. These employees should receive SOP refresher training that focuses on service procedures, guest handling techniques, hygiene standards, complaint management, and teamwork. Regular briefing sessions must also be conducted to ensure all staff clearly understand service expectations, thereby minimizing errors and ensuring guests receive the same level of service regardless of occupancy level.
2. **Implement the use of multilingual communication tools:** Communication barriers are one of the most common causes of guest dissatisfaction. To reduce misunderstanding and improve guest experience, the hotel should introduce multilingual menus in major international languages, supported by a QR-code-based digital ordering system that allows guests to view food descriptions and place orders in their preferred language. Additionally, frontline employees such as receptionists, waiters, and concierge staff should receive **basic** foreign language training focusing on greetings, directions, and service-related expressions to ensure smoother interaction with international guests.
3. **Implement a Dynamic Staffing Scheduler:** The shortage or overuse of staff during peak events such as weddings, festivals, and conferences is a major threat to service quality. A data-driven dynamic staffing scheduler should be implemented to forecast workforce demand using historical occupancy data, event bookings, and seasonal trends. This system will automatically generate flexible work schedules, ensuring that the right number of employees are present at the right time. As a result, the hotel can reduce employee burnout, control labor costs, and maintain operational efficiency while delivering prompt and high-quality service to guests.
4. **Introduce a Planned Cultural-Sensitivity Program:** In a multicultural hospitality environment, lack of cultural awareness can lead to unintentional offense and poor service delivery. The hotel should establish a formal cultural-sensitivity training program conducted on a quarterly basis. This program should educate employees about different cultural values, greeting styles, dining etiquette, religious practices, dress codes, and communication behaviors of international guests. Through interactive workshops, role-playing, and real-life case studies, staff will learn how to serve guests respectfully and empathetically. This planned program will reduce service gaps, strengthen emotional intelligence among employees, and enhance the hotel's brand image as an inclusive and guest-centered organization.

4.3 Conclusion

This internship report has looked into the way the Food and Beverage Service Department at Wyndham Sanya Bay conducts its day-to-day operations with the intention of determining how a well-structured system for service actually keeps guests happy and keeps the department running smoothly. Broke it down by checking out the pre-shift preparation, how guests are handled, how the clean-up happens after service, and how events get run - basically, showing that the success of F&B really comes down to a good workflow, good teamwork, and doing what is stated in the standard operating procedures. Wyndham Sanya Bay maintains an elite standard of service quality with professional personnel, proper teamwork, and strict daily routines. The systematic manner in which they greet guests, take orders, deliver food and drink, and clean up after service creates an air of seamlessness for dining and really conveys the brand's "Count on Me" vibe. The banquet and event aspect of the report also demonstrates the importance of careful planning, layout design, and post-event reviews in making it possible to handle big functions, weddings, and corporate events with ease. Even though everything looks great, the report points out some real-world problems: staff shortages during busy season, language and cultural barriers, and delays when there's a lot of guest traffic. These problems remind us that although the system is solid, we still need to keep on improving to remain competitive in the scene of hospitality. Suggesting that it needs to provide better training, increase the use of multilingual communication, and use digital tools to help correct these gaps and improve guest satisfaction. Overall, this internship was a huge learning curve. It really provided a greater understanding of what real-life Food and Beverage operations are like, and hands-on knowledge in professional service delivery in a five-star international hotel.

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