

Internship Report
On
Food & Beverage Service Process of
Horizon Resort & Spa (China)

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Faculty of Business and Entrepreneurship

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Submitted To:

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Date of Submission: 15/09/2025

LETTER OF TRANSMITTAL

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 'Food & Beverage Service Process of Horizon Resort & Spa'.

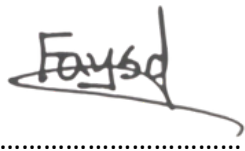
Dear Sir,

With all due respect, I am pleased to submit my internship report titled 'Food & Beverage Service Process of Horizon Resort & Spa' to the Faculty of Business & Entrepreneurship through the Department of Tourism and Hospitality Management at Daffodil International University.

This report reflects the knowledge and experience I have gained on my eleven-month internship with the Horizon resort & Spa at Horizon Resort & Spa.

The report was prepared as a requirement for the completion of my internship program at the organization. I have been fully dedicated throughout my time at Horizon Resort & Spa, and the experience has greatly enriched my understanding of service process. Thank you for your time and consideration.

Sincerely,



.....
F M A H Aman Faysal

ID: 211-43-166

Department of Tourism and Hospitality Management

Daffodil International University

CERTIFICATE OF APPROVAL

This letter certifies that F. M. A. H. Aman Faysal, ID: 211-43-166 has successfully submitted the internship report on “Food & Beverage Service Process of Horizon Resort & Spa” as part of the academic requirements for the Bachelor of Tourism and Hospitality Management degree at Daffodil International University.

I hereby affirm that I have assessed this report personally, and in my opinion, it meets the necessary standards in terms of quality and comprehensiveness for the conferral of the Tourism and Hospitality Management (BTHM) program.

I extend my best wishes to him for a future filled with success and prosperity.



.....
Ms. Farhana Yeasmin Lina

Lecturer (Senior Scale)

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

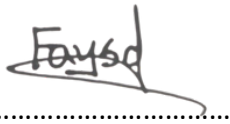
STUDENT DECLARATION

I would like to sincerely thank all my mentors and colleagues who supported me throughout my internship at Horizon Resort & Spa. It has been a great privilege to work and learn in such a prestigious international luxury hotel.

I am F. M. A. H. Aman Faysal (ID: 211-43-166), a student of Tourism and Hospitality Management at Daffodil International University, hereby declare that this report titled “Food & Beverage Service Process of Horizon Resort & Spa” has been prepared solely to meet the requirements of my internship course.

This report is an outcome of my own performance during the internship and represents my original work. Reproduction or use of this report without my prior permission is strictly prohibited.

Signature



.....

F M A H Aman Faysal

ID: 211-43-166

Department of Tourism and Hospitality Management

Daffodil International University

ACKNOWLEDGEMENT

The completion of this report was possible because of the support of many people. I want to thank all of them with deep respect and gratitude.

First, I am very thankful to Almighty Allah for giving me the strength and ability to finish this report. I also thank my family for their continuous support, encouragement, and confidence in me during this time.

I am especially grateful to Ms. Farhana Yeasmin Lina, Lecturer (Senior Scale) in the Department of Tourism and Hospitality Management at Daffodil International University, for her valuable guidance and advice in preparing this internship report. Her support helped me to complete this work successfully.

I also want to thank the service Team at Horizon Resort & Spa, including my colleagues and supervisors, for their support, advice, and encouragement during my internship. Their knowledge and cooperation helped me learn more and develop both personally and professionally.

Finally, I am thankful to all the members of the Food & Beverage Department at Horizon Resort & I am happy to present this report after finishing a one-year internship program. First, I would like to thank Ms. Farhana Yeasmin Lina, Lecturer in the Department of Tourism and Hospitality Management at Daffodil International University, for her guidance and support. Her help kept me motivated and allowed me to complete this report.

Executive Summary

This report provides a comprehensive analysis of the Food & Beverage (F&B) Service Process at Horizon Resort & Spa, Sanya, China, with the aim of evaluating the quality, efficiency, sustainability, and overall guest satisfaction associated with its service process. The study highlights both the strengths of the resort's food and beverage practices and the challenges that must be addressed to sustain its reputation as a luxury hospitality brand. The findings also present practical recommendations that can enhance service delivery and long-term success.

The Introduction Chapter establishes an overview of Horizon Resort & Spa. There have many things like scope of the report, objective, methodology, secondary data sources and also limitation that's the discussing thing in introduction.

The Company Profile Chapter offers an overview of Horizon Resort & Spa, located in Yalong Bay, Sanya, China. The resort has positioned itself as a leading luxury brand, recognized for exceptional service, world-class dining, and premium accommodations. Its mission is to deliver outstanding hospitality through attention to detail, professionalism, and guest care, while its vision focuses on becoming a leader in the global luxury resort market. In addition to its Horizon Resort & Spa provides a range of recreational facilities and premium amenities, which complement its F&B services and contribute to an integrated luxury experience.

The Discussion and Analysis Chapter examines the food and beverage service processes in detail. It ensure food quality and safety, the resort adheres to strict hygiene protocols, pest control measures, and storage systems such as FIFO (First In, First Out). Furthermore, staff training programs emphasize service etiquette, communication, and food handling skills, which strengthen professionalism and reduce service errors.

The Findings and Recommendations Chapter underscore the significance of inter-departmental coordination, particularly between the F&B, housekeeping, and front office teams, to ensure smooth guest experiences. The findings reveal that while the resort excels in quality and guest satisfaction, there is room for improvement in managing staff stress during peak times, ensuring continuous training, and enhancing communication with international guests. The recommendations include recruiting additional staff during high-demand periods, introducing multilingual support for global visitors, and strengthening sustainability efforts through better waste reduction strategies. These measures would not only improve service efficiency but also

reinforce the resort's image as a global leader in hospitality. The report demonstrates that the Food & Beverage Service Process at Horizon Resort & Spa is a vital element of its luxury identity, directly contributing to guest satisfaction, brand reputation, and revenue growth. While the resort already maintains strong standards in quality, hygiene, and service innovation, adopting the proposed recommendations will further enhance its competitive advantage in the hospitality industry. By balancing service efficiency with sustainability and customer-centric practices, Horizon Resort & Spa can continue to create memorable dining experiences and uphold its commitment to excellence.

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Chapter 1: Introduction

1.1 Introduction

Horizon Resort & Spa is located in the beautiful coastal city of Sanya, Hainan, China, offering a luxurious getaway surrounded by stunning natural scenery. Established in 1998, the resort has grown into a premier hospitality destination, recognized for providing high-quality services and memorable guest experiences. Among its many services, the resort's Food & Beverage department plays a vital role in delivering exceptional dining experiences through diverse local and international cuisines. Guests can enjoy carefully prepared meals in multiple restaurants, supported by professional staff and efficient service processes.

The resort combines modern facilities with traditional hospitality to meet the needs of both leisure and business travelers. Guests can enjoy a wide range of amenities, such as excellent dining options with local and international cuisine, spa and wellness treatments for relaxation, and different recreational activities for entertainment. The staff focus on providing friendly and professional service, ensuring that every guest feels welcomed and cared for.

Horizon Resort & Spa also emphasizes sustainable practices, including environmental conservation and responsible resource management, which adds to its appeal for eco-conscious travelers. Overall, the resort offers a balanced experience of comfort, luxury, and natural beauty. Its beautiful location, diverse facilities, and attention to guest satisfaction make it a popular choice for visitors seeking a high-quality holiday or a productive business stay in Sanya.

1.2 Background of the Report

This report examines the Food & Beverage Service Process at Horizon Resort & Spa, a luxury hospitality destination renowned for guest satisfaction. It highlights service process including order taking, food delivery, banquet management, and guest interaction. The study emphasizes professionalism, hygiene, efficiency, and sustainability in service delivery. By analyzing strengths and challenges, the report aims to recommend improvements that enhance guest experiences, service effectiveness, and long-term success in the hospitality industry.

The internship offered practical experience in professional food and beverage service, helping to understand modern hospitality practices and the challenges faced in guest service delivery. By studying different areas of the Food & Beverage Service Process at Horizon Resort & Spa, the report shows the importance of teamwork, efficiency, and innovation in providing excellent service. The findings highlight how maintaining standards, following procedures, and delivering personalized service enhance guest satisfaction and strengthen the resort's reputation.

1.3 Scope of the Report

This report examines the food and beverage service processes at Horizon Resort & Spa, emphasizing the role of the service team in delivering a high-quality guest experience. It explores procedures such as guest reception, table setup, order taking, food and beverage service, and post-service feedback collection. The report also reviews staff coordination, adherence to service standards, hygiene and safety practices, and the integration of local and international dining preferences to satisfy diverse guest expectations.

1.4 Objective of the Report

1.4.1 Broad Objective

The main goal of this report is to give a detailed understanding of the Food & Beverage Service Process at Horizon Resort & Spa.

1.4.2 Specific objective

- To Examine the Food Safety Measures and Hygiene Standards in the Food & Beverage Service at Horizon Res & Spa
- To analyze Food & Beverage service process at Horizon Resort & Spa.
- To identify key findings related to the Food & Beverage service process.
- To provide recommendations based on the identified findings.

1.5 Methodology

This section explains the methods used to collect and analyze information for the report.

Qualitative Method: This approach focuses on descriptive data, such as observations, experiences, and behaviors. It helps in understanding guest interactions, service delivery, and staff performance during the Food & Beverage service process.

1.5.1 Secondary Data Sources

- Standard Operating Procedure of Horaizon Resort and Spa Hotel.
- Service reports from the Food & Beverage department.

- The official website of Horizon Resort & Spa Hotel.
- Articles from online publications and mainstream media about the hotel.
- Additional information available through apps such as WeChat and Baidu.
- Tourism and Hospitality Journals.

These sources provided insights into the resort's service procedures, service standards, and management practices, helping to analyze the Food & Beverage service process in detail.

1.6 Limitations

The report faced limits due to reliance on secondary data, restricted access, short internship duration, and lack of guest feedback, reducing full analysis of Horizon Resort & Spa's service.

Time Constraint: The short time of the internship was a challenge because it was not possible to do long-term observations and analysis. This also made it difficult to study seasonal changes or trends in the Food & Beverage Service process.

Restricted Access to Information: Access to some information, like financial records and private company data, was restricted. Confidentiality rules also stopped a detailed study of some service areas.

Reliance: The report mainly used secondary data, such as company SOPs and internal documents. Because of this, there was less chance to collect primary data, like staff or guest surveys, to confirm the findings.

Chapter-2 Company Profile of Horizon Resort & Spa

2.1 Introduction

Horizon Resort & Spa is a luxurious five-star hotel located in Sanya, a beautiful coastal city in China. The resort is situated along a clean coastline, offering peaceful views and a relaxing atmosphere for both leisure and business travelers (Horizon Resort & Spa, 2024). Since it opened, the resort has become known for its excellent service, modern facilities, and a combination of comfort and traditional hospitality.

The resort has two main buildings: Zone 1 with 365 rooms and Zone 2 with 523 rooms, totaling 886 rooms. It features private beaches, the largest and most beautiful Guanhai Garden, and thousands of tropical plants. Horizon Resort & Spa also uses the WeChat platform for hotel service.

Accommodation includes spacious rooms and suites with modern facilities to ensure guest comfort. The resort offers a variety of restaurants serving both local and international cuisines. Guests can enjoy recreational facilities such as a spa, swimming pools, a fitness center, and access to serene beaches.

The hotel focuses on sustainability, using eco-friendly practices and supporting the local community. By combining luxury, culture, and environmental care, Horizon Resort & Spa has become a top choice for travelers seeking a memorable experience in China.

2.2 Background

Horizon Resort & Spa is located in the beautiful Yalong Bay of Sanya, China, and is known as one of the country's top luxury hotels. Since its opening in 1998, the resort has provided high-quality five-star service, making it popular with both international and local travelers. Surrounded by clean beaches and green tropical landscapes, the resort offers a combination of relaxation, comfort, and cultural experiences. Over the years, Horizon Resort & Spa has become a model of excellence by using modern hospitality practices while focusing on sustainability and supporting the local community.

2.2.1 Mission

The mission of Horizon Resort & Spa is to deliver exceptional experiences to guests through high-quality service, luxurious accommodations. The resort strives to create memorable stays by combining traditional Chinese hospitality with modern facilities, ensuring guest satisfaction at every level. A key focus is on maintaining the highest standards in food and beverage service, particularly in outlets like Huaihai and Manxi Lounge, to provide a seamless dining experience. Horizon Resort & Spa is also committed to sustainability, promoting eco-friendly practices, and supporting the local community, all while continuously improving service processes to uphold

its reputation as a premier luxury resort.

2.2.2 Vision

The vision of Horizon Resort & Spa is to become a globally recognized leader in luxury hospitality by providing unique and memorable experiences for all guests. The resort aims to set new benchmarks in service excellence and environmental sustainability. A special focus is placed on establishing Huaihai and Manxi Lounge as leading examples of exceptional food and beverage service, offering creative dining experiences that consistently satisfy guests. Horizon Resort & Spa seeks to maintain long-term growth, encourage innovation, deliver world-class customer service, and strengthen its position as a premier destination for discerning travelers worldwide.

2.2.3 Goals of Horizon Resort & Spa

- To provide outstanding guest satisfaction through consistent high-quality service.
- To create a supportive workplace that encourages teamwork, staff development, and positive engagement.
- To implement sustainable tourism practices that protect the environment and support the local community.
- To expand the range of services offered and strengthen the resort's position in the luxury hospitality sector.

The main purpose of food and beverage service at Horizon Resort & Spa is to deliver high-quality, safe, and enjoyable meals that meet guest expectations. It aims to ensure consistency in taste, presentation, and hygiene, while catering to diverse dietary preferences. Effective food and beverage service supports overall guest satisfaction, enhances the resort's reputation, and contributes to creating memorable dining experiences in line with luxury hospitality standards.

2.3 Company Overview

The Horizon Resort & Spa in Sanya is a large hotel complex that opened in two stages, on October 26th, 1998, and January 28th, 2006. With a gross investment of 700 million yuan, it features a floor area of 108,000 square meters and a covered area of 112,000 square meters. The design was handled by several firms, including Zhongyuan International Engineering Design & Research Institute.



Figure-01: Company Overview of Horizon

(www.horizon.com.cn)

2.4 Key Milestones

Horizon Resort & Spa offers many premium facilities such as water sports, a large swimming pool, free breakfast, and Wi-Fi across the property. It serves both leisure and business guests, giving them a smooth and enjoyable stay. Located in a tropical setting, the resort provides a relaxing and memorable experience for visitors, whether they come for rest, adventure, or work.

Horizon Resort & Spa has achieved several significant milestones since its establishment, marking its growth and development in the hospitality industry. In October 1998, the resort opened Zone 1, marking the beginning of its service. During the 2003 SARS incident, the resort faced challenges but continued to maintain its services. In January 2006, Zone 2 was opened, expanding the resort's accommodation capacity and facilities. By 2015, the resort had established a Parent-

Child Center, enhancing family-friendly services and recreational options for guests. In 2016, it achieved a national first, reflecting recognition for excellence in hospitality standards. The resort further advanced in 2018 by receiving the Green Tourist Hotel Gold Leaf Grade, demonstrating its commitment to sustainable and eco-friendly service. Finally, in 2020, Horizon Resort & Spa adapted to the challenges posed by the COVID-19 pandemic, implementing health and safety measures to ensure guest well-being. These milestones highlight the resort's continuous growth, innovation, and commitment to excellence.



Figure-02: Key Milestones
of Horizon (www.horizon.com.cn)

2006: Horizon Resort & SPA commenced service, setting a new benchmark for luxury hospitality in Sanya.

2008: The resort expanded by launching several signature restaurants, providing guests with a wide array of dining experiences.

2012: It earned acclaim as one of China's premier luxury resorts, receiving multiple awards for excellence in service and commitment to sustainability.

2015: A parent-child center was inaugurated, enhancing family-oriented facilities.

2018: The resort implemented advanced eco-friendly measures, improving energy efficiency and waste management as part of its dedication to environmental responsibility.

2.5 Organizational Structure

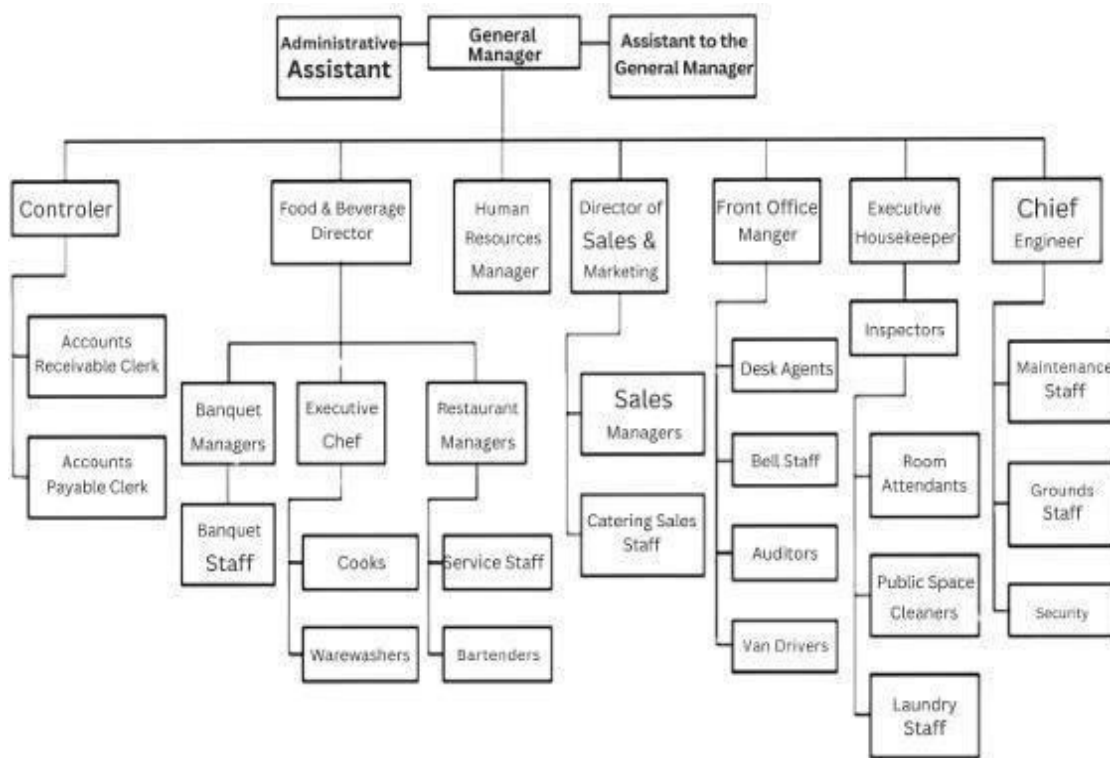


Figure-03: Organizational Structure

ofHorizon (www.horizon.com.cn)

The organizational setup of Horizon Resort & Spa is made to ensure smooth service and high-quality guest service. Every department has an important role in managing the resort's daily work, especially in the Flower & Sea View Restaurant. The structure highlights the main roles and departments that keep the resort running successfully.

General Manager: The General Manager looks after all resort activities and makes sure the goals and vision are achieved. They guide the departments, solve daily problems, and keep service quality high. Assistants support the manager by helping with daily tasks and smooth service.

Food & Beverage (F&B) Service Manager / Director: Oversees all service in restaurants, bars, and banquets. Coordinates with other departments, ensures staff follow service standards, monitors guest satisfaction, and organizes events and catering.

Restaurant Supervisor / Captain: Leads the floor staff in daily service, assigns duties, manages table setups, ensures timely service, and resolves guest complaints or special requests.

Head Waiter / Senior Wait Staff: Supervises the waiting team, ensures correct service procedures are followed, trains junior staff, and maintains smooth communication between the dining areas.

Wait Staff / Service Crew: Takes orders, serves food and beverages, addresses guest inquiries, and ensures high-quality service and presentation standards are maintained.

Bartenders: Prepare and serve beverages, maintain bar inventory, and ensure efficient and professional customer service.

Banquet/Event Coordinators: Plan and execute large events, coordinate with F&B service staff and other departments, and ensure all guest requirements and service standards are met.

Support Staff (Busers, Hosts, Runners): Assist wait staff, maintain cleanliness and table settings, deliver orders efficiently, and contribute to seamless service.

Different Department of Horizon:

Housekeeping: Service staff work closely with housekeeping to ensure in-room dining setups are timely and service areas are clean and well-maintained.

Front Office/Guest Relations: The F&B service team communicates with guest relations to manage VIP requests, special dietary needs, and event arrangements, ensuring personalized and seamless service.

Sales and Marketing: Service staff collaborate with sales and marketing to execute promotional menus, themed events, and banquets, delivering experiences that match guest expectations and branding standards.

Finance Department: The finance team takes care of the resort's money matters. Their work includes budgeting, checking expenses, financial reports, and following legal rules. They make sure all service, including restaurants, are cost-effective without reducing quality.

Human Resources (HR): HR manages staff hiring, training, and development. It makes sure employees are skilled in hospitality standards and creates a positive workplace. HR also supports staff welfare and handles conflicts to keep morale high.

Front Office: The front office welcomes guests and handles check-in, check-out, and special needs. It also works with the F&B department for reservations and guest requests. Good communication and problem-solving are their main focus to improve guest experience.

Housekeeping: The housekeeping team keeps rooms, public areas, and dining spaces clean and hygienic. They follow safety rules and support other departments to ensure high standards. Their careful work improves the overall guest stay.

2.6 Facilities and Products of Horizon Resort & Spa

Horizon Resort & Spa is located in Yalong Bay, Sanya, China. It offers many luxury facilities and services to give guests a memorable stay. The resort focuses on quality rooms, different dining options, and enjoyable activities in a beautiful natural setting.

2.6.1 Rooms and Suites:

The resort provides different types of rooms to meet guest needs:

Standard Rooms: Comfortable, with a single bed, cable TV, and high-speed internet, suitable for solo travelers.

Deluxe Rooms: Spacious rooms with king or twin beds, views of the pool or gardens, and modern amenities like Wi-Fi and minibar.

Premier Rooms: Stylish rooms with modern design, luxury bathrooms, work space, and great scenic views.

Junior Suites: Good for families or business guests, with a bedroom and separate lounge for meetings or relaxation.

Executive Suites: Luxury suites with a king bedroom, private lounge, guest bathroom, and views of the gardens or Yalong Bay.

International Suites: The top-level option, offering large spaces, premium facilities, and ocean or garden views.

2.6.2 Dining Options:

The resort has several restaurants and venues for different tastes:

Sea Breeze Café: Offers international buffet and à la carte meals.

Jade Garden Restaurant: Serves authentic Chinese food, focusing on fresh seafood and local dishes.

Sunset Bar & Lounge: Relaxing spot for cocktails, snacks, and live music.

Poolside Grill: Casual outdoor dining with grilled seafood and meats.

The Oasis: Open-air venue for events and banquets under the stars.

2.6.3 Recreational Facilities:

Guests can enjoy a wide range of leisure and wellness services:

Swimming Pool: Large pool with poolside bar for relaxation.

Fitness Center: Equipped with modern machines, trainers, sauna, and steam room.

Spa & Wellness Center: Offers massage, beauty treatments, and wellness programs

Adventure Activities: Includes cycling, diving, fishing, and water sports.

Tennis Court & Game Room: Fun activities for families and sports lovers.

With luxury rooms, diverse dining, and many recreational options, Horizon Resort & Spa in Sanya provides guests with a relaxing and unforgettable experience.

Chapter 3: Discussion & Analysis of the Food & Beverage Service Process

3.1 Objective & Processes

Food and Beverage (F&B) service process at Horizon Resort & Spa, Sanya, plays a pivotal role in shaping the overall guest experience. As a five-star luxury resort located in the renowned Yalong Bay, the property emphasizes not only high-quality cuisine but also superior service standards that reflect professionalism, efficiency. The F&B department acts as a direct link between the guests, ensuring that every dish prepared in the service is delivered with precision, care, and hospitality. This process encompasses a wide range of activities including guest reception, order taking, service delivery, and feedback collection. Each stage of the process is designed to enhance customer satisfaction, promote service efficiency, and support the resort's vision of combining luxury with sustainability.

3.2 To Examine the Food Safety Measures and Hygiene Standards in the Food & Beverage Service at Horizon Resort & Spa

Hospitality service hygiene requires clean staff practices, safe food handling, sanitized equipment, and purified water use. Waste must be managed properly with pest control, while staff maintain professional appearance and safe guest interaction. Together, these measures ensure health, safety, and consistent service quality.

Objectives:

- To assess the hygiene practices followed by the F&B service staff, including personal cleanliness, uniform standards, and safe guest interaction.
- To the implementation of food safety measures during service, including handling, and presentation of meals and beverages.
- To examine the sanitation of service equipment, tableware, and dining areas to ensure compliance with international hospitality standards.
- To review waste management practices and pest control measures within the service environment.
- To provide recommendations for improving hygiene and safety standards in F&B service to enhance guest satisfaction and service efficiency.

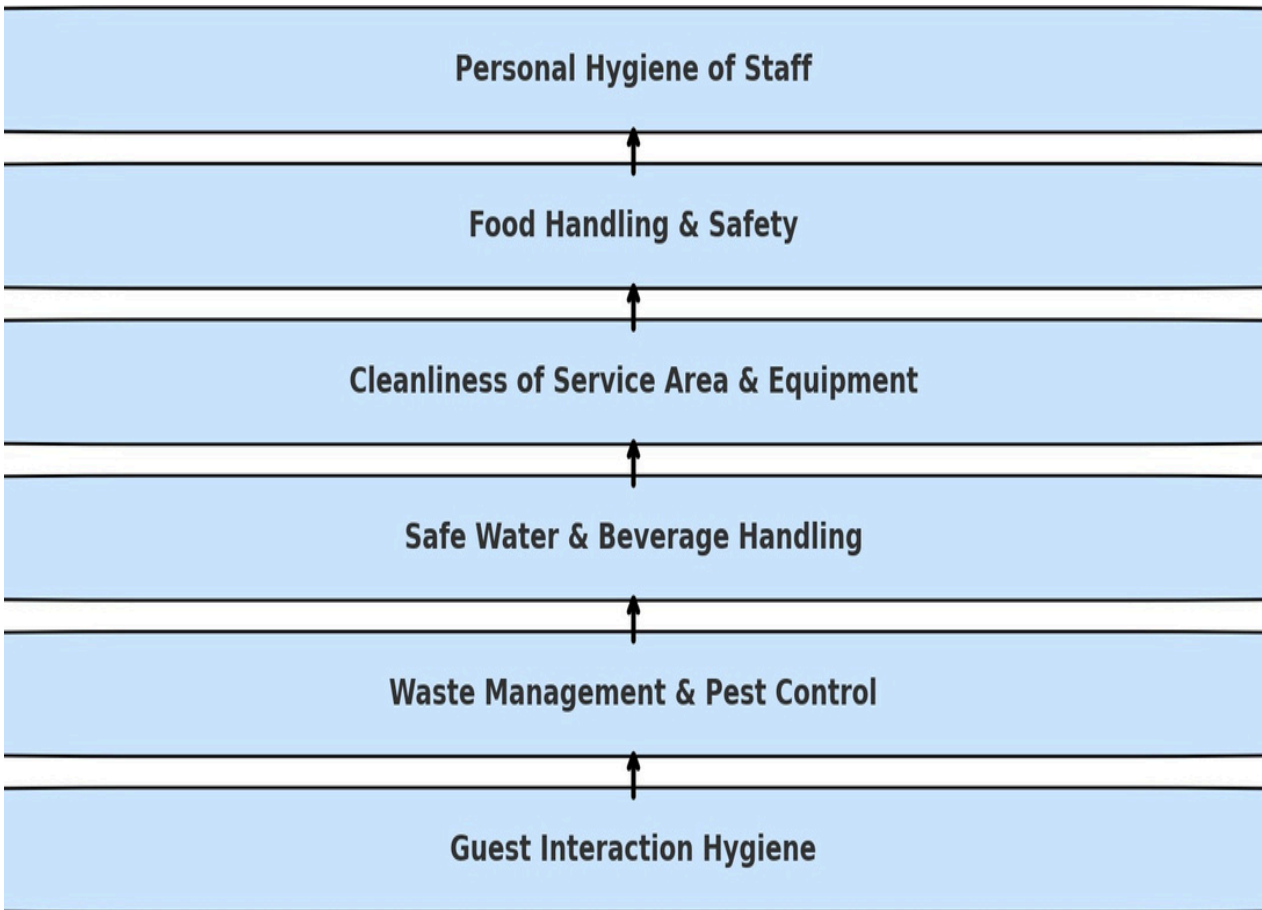


Figure-04: Hygiene Standards in the
Service Process (Food & Beverage Service Process)

Comprehensive Explanation:

1. Personal Hygiene of Staff

Personal hygiene of staff is a critical factor in maintaining food safety and service quality at Horizon Resort & Spa. Employees are required to wash their hands frequently with soap and water, especially before and after handling food, after touching the face or hair, and following any cleaning activities. They must wear clean and appropriate uniforms, aprons, and hairnets or caps

to ensure a professional appearance and to prevent contamination. Staff are also expected to keep their nails short and clean, avoid wearing jewelry while serving food, and cover any wounds or cuts with waterproof dressings. Furthermore, individuals suffering from contagious illnesses are advised to stay away from work to safeguard both guests and colleagues from potential health risks.

2. Food Handling & Safety

Food handling and safety play a vital role in delivering hygienic and high-quality service at Horizon Resort & Spa. All food must be served at appropriate temperatures, ensuring hot dishes remain hot and cold items stay cold to maintain both taste and safety. To prevent cross-contamination, staff are required to use separate utensils for raw and cooked items. Additionally, trays, plates, and all serving equipment must be properly cleaned and sanitized before use. Ready-to-eat food should never be touched with bare hands; instead, gloves, tongs, or service spoons must be used to ensure safe and hygienic handling at all times.

3. Cleanliness of Service Area & Equipment

Maintaining cleanliness in the service area and equipment is essential for ensuring guest safety and satisfaction at Horizon Resort & Spa. Tables, counters, and service stations must be sanitized regularly to prevent contamination and uphold hygiene standards. All cutlery, crockery, and glassware should be thoroughly washed, rinsed, and sanitized before use. Any soiled napkins, tablecloths, or serving cloths must be replaced immediately to maintain a fresh and professional dining environment. Additionally, utensils should always be stored in clean, dry, and properly covered areas to preserve their hygiene until service.

4. Safe Water & Beverage Handling

Safe water and beverage handling is a vital part of maintaining hygiene in the Food & Beverage service process. All drinking water and beverages must be prepared using purified or filtered water to ensure guest safety. Dispensers, coffee machines, and ice makers should be cleaned and sanitized regularly to prevent contamination and maintain quality standards. Additionally, service staff should avoid touching the rims of glasses with their fingers while serving drinks, as this practice ensures proper hygiene and enhances guest confidence in the service.

5. Waste Management & Pest Control

Proper waste management and pest control are essential to maintaining hygiene and safety in the Food & Beverage service process. Food waste should always be disposed of promptly in covered bins to prevent odors and contamination. Garbage areas must be kept clean and organized to avoid attracting insects or rodents. In addition, regular pest control checks should be

carried out to ensure a safe and hygienic environment, thereby protecting both guests and staff from potential health risks.

6. Guest Interaction Hygiene

Guest interaction hygiene plays a key role in delivering safe and professional Food & Beverage service. Staff must maintain a neat appearance, wear clean uniforms, and ensure fresh breath to create a positive impression. During service, they should avoid coughing, sneezing, or touching their face to prevent contamination and maintain guest confidence. Furthermore, food and drinks should be served politely using trays, which minimizes direct contact and ensures a hygienic and professional dining experience.

3.2.1 Cleaning, Sanitization and Staff Hygiene

Cleaning and Sanitization Food & Beverage service process, maintaining cleanliness is crucial to ensure guest safety and satisfaction. Service areas such as dining spaces, banquet halls, bars, and service stations are cleaned regularly following strict hygiene standards. High-touch surfaces like tables, counters, menus, trays, and serving trolleys are sanitized frequently using safe cleaning solutions. Cutlery, crockery, and glassware are washed, rinsed, and sanitized properly before reuse, while soiled table linens and napkins are replaced immediately. Service equipment, such as trays and carts, is disinfected after every use to avoid cross-contamination and to maintain a hygienic dining environment.

Staff Hygiene Service staff are required to maintain professional appearance and personal cleanliness at all times. This includes wearing clean uniforms, aprons, and hair coverings, as well as practicing frequent handwashing before and after serving guests. Staff are trained to handle food and beverages safely by using gloves, tongs, or service spoons, avoiding direct hand contact with ready-to-eat items. They also follow proper etiquette, such as avoiding coughing, sneezing, or touching the face during service. These practices not only ensure hygiene but also build guest trust and contribute to a high-quality service experience.

3.2.2 Staff Training and Documentation

Training Regular staff training is essential in the Food & Beverage service process to ensure consistent

service quality and adherence to hygiene standards. New employees receive comprehensive orientation on service etiquette, order-taking procedures, safe food and beverage handling, and guest interaction protocols. Existing staff participate in refresher programs that cover updates in service techniques, customer care, hygiene practices, and international hospitality standards. This continuous training helps employees provide professional, efficient, and guest-centered service.

Documentation The Food & Beverage service department maintains detailed records of staff training sessions,

service checklists, and hygiene audits. Documentation also includes service schedules, guest feedback reports, and quality inspection logs, which help track performance and ensure accountability. These records serve as valuable tools for monitoring compliance, identifying areas for improvement, and demonstrating adherence to service and safety regulations.

3.3 Analyze Food & Beverage service process at Horizon Resort & Spa.

Horizon Resort & Spa, the Food and Beverage service is managed through a structured system that promotes efficiency and guest satisfaction. Led by the F&B Manager, supervisors and service staff work in defined roles supported by daily briefings, shift planning, and close coordination with the kitchen. Staff receive training in etiquette, hygiene, and guest care to uphold luxury standards. The service process follows a clear sequence: greeting and seating guests, accurate order taking via POS, timely delivery with professionalism, continuous guest monitoring, and feedback collection. The process concludes with efficient billing and a warm farewell.

3.3.1 Food & Beverage Processes of Service : Food and beverage service process ensures a smooth, efficient, and enjoyable dining experience. It involves careful pre-service preparation, welcoming and seating guests, accurate order taking, timely food and beverage delivery, attentive monitoring, clearing, feedback collection, and proper closing. Each step emphasizes professionalism and guest satisfaction.



Figure-6: Food and beverage service process

(www.horizon.com.cn)

Pre-Service Preparation: Before service, staff prepare the dining area by ensuring tables are cleaned, aligned, and covered with fresh linens. Cutlery and glassware are polished and arranged, while condiments and service stations are fully stocked. Chairs, lighting, and centerpieces are checked, and staff receive a briefing on menu updates, reservations, and responsibilities.

Guest Arrival & Seating: When guests arrive, staff greet them warmly with a friendly smile and polite gestures. Reservations are confirmed or suitable tables offered, ensuring preferences are

considered. Guests are then escorted to their seats smoothly, chairs are pulled out courteously, and menus or water are presented promptly, setting a welcoming first impression

Order Taking & Communication: Order taking involves attentive listening and polite interaction, ensuring guests feel valued and understood. Staff clarify any doubts, suggest specials if appropriate, and confirm orders before recording them accurately. Using POS systems or order pads, details are relayed promptly to the bar or kitchen, minimizing errors and ensuring efficient, timely service.

Food & Beverage Delivery: Food and beverages are delivered in the correct sequence, starting with appetizers, followed by main courses, and finally desserts. Beverages are served first or alongside meals as requested. Dishes are presented from the guest's left and beverages from the right, ensuring correct etiquette, while staff remain attentive to additional needs.

Monitoring & Assistance: During service, staff closely monitor the dining area, ensuring guests are comfortable and satisfied. Water glasses are refilled promptly, bread and condiments replenished, and any special requests handled efficiently. Staff maintain discretion, offering assistance without interrupting conversations, while regularly checking for additional needs to provide seamless, attentive, and professional service.

Clearing & Resetting: Used plates, cutlery, and glassware are cleared swiftly yet discreetly, ensuring guests are not disturbed. Tables are wiped and reset promptly with fresh linens, polished cutlery, and clean glassware. Service stations are restocked as needed, maintaining readiness for the next course or incoming guests, ensuring smooth and continuous restaurant operations.

Feedback Collection: Staff politely check on guest satisfaction during and after the meal, addressing any concerns immediately. At the end of service, feedback is gathered through casual conversation, comment cards, or digital surveys. Noted observations are shared with the team, helping identify strengths and areas for improvement to enhance future guest experiences.

Closing & Settlement: At the end of the meal, the final bill is presented neatly and discreetly, with payment handled accurately and efficiently. Staff remain courteous throughout the process, assisting with any queries or preferred payment methods. Once completed, guests are thanked warmly and sincerely, leaving them with a positive and lasting impression.

3.3.2 Service Sequence: Food and beverage service process at a resort ensures a seamless

and memorable dining experience. It covers all stages, from opening preparations and guest reception to order taking, serving, assistance, feedback collection, billing, and farewell. Each step emphasizes professionalism, attentiveness, and guest satisfaction.

Flow chart of Service Sequence



Figure-5: Service Sequence

of Horizon (www.horizon.com.cn)

Opening Preparation: The service team begins the day by setting up the dining area. This includes arranging tables, placing cutlery, glasses, and napkins, checking cleanliness, and ensuring all service stations are stocked with essentials such as menus, order pads, and POS systems.

Guest Arrival & Reception: When guests arrive, they are greeted warmly and guided to their seats. Staff pay attention to guest preferences, ensuring comfort and hospitality from the beginning of the dining experience.

Order Taking: Trained servers present the menu, explain dishes if needed, and take orders accurately. They may recommend special items or beverages, confirming dietary needs and preferences before passing the order to the bar through a POS system.

Service of Food & Beverages: Once dishes are prepared, the service team delivers food and drinks with proper etiquette. Servers follow standard service procedures, ensuring correct placement, appropriate timing, and attentive interaction. They also monitor tables to refill drinks and anticipate guest needs.

Guest Assistance During Dining: Throughout the meal, staff maintain attentive but unobtrusive service. They respond to guest requests, check satisfaction, and handle any complaints politely and efficiently.

Feedback Collection: Servers politely ask for feedback either during or after the meal. Some resorts also use comment cards or digital surveys to record guest experiences and identify areas for improvement.

Billing & Payment: At the end of the meal, the bill is presented accurately and processed quickly. Multiple payment methods are usually supported for guest convenience.

Farewell & Closing: Guests are thanked with courtesy, leaving them with a positive final impression. After service hours, the dining area is cleaned, tables are reset, and service stations are restocked to prepare for the next shift.

3.4 Service Standards and Guest Experience

Service standards at Horizon Resort & Spa are designed to ensure every guest enjoys a seamless, luxurious, and memorable dining experience. The resort emphasizes consistency in professionalism, attention to detail, and personalized care. Service standards encompass etiquette, grooming, ambience, and responsiveness, all of which directly influence guest perceptions. A well-trained team upholds international hospitality benchmarks while adapting to the cultural preferences of diverse visitors. These standards not only enhance customer satisfaction but also strengthen the resort's reputation as a five-star destination. Ultimately, service quality and guest experience are closely interconnected, shaping loyalty and encouraging repeat visits.

Flow Chart: Service Standards & Guest Experience

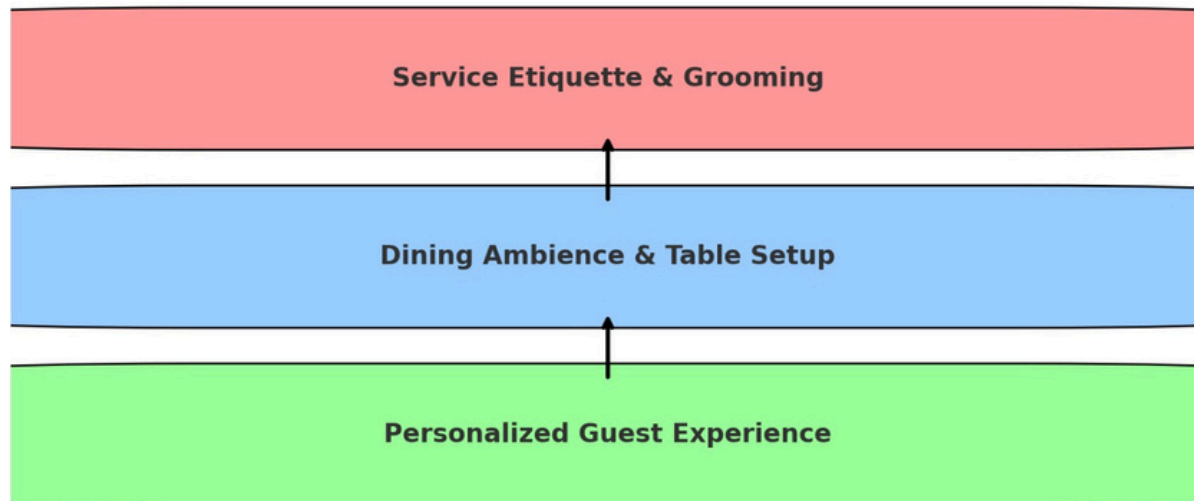


Figure-7: Service Standards & Guest Experience

of Horizon (www.horizon.com.cn)

3.4.1 Service Etiquette and Grooming

Staff at Horizon Resort & Spa maintain high standards of grooming and etiquette, reflecting the professionalism expected in a five-star establishment. Proper uniforms, neat appearance, and polite body language help convey credibility and respect. Servers are trained in international service etiquette, such as presenting menus correctly, serving from the right, and maintaining eye contact when interacting with guests. Professionalism also extends to attentive listening, quick responsiveness, and courteous communication. Together, these qualities ensure guests feel valued and respected throughout their dining experience. Service etiquette and grooming therefore play a key role in reinforcing the resort's brand image of luxury and excellence.

3.4.2 Dining Ambience and Table Setup

Dining ambience and table setup are integral to the guest experience at Horizon Resort & Spa, as they set the mood before service begins. Tables are arranged to maximize comfort and privacy, with layouts adjusted for couples, families, or large groups. Elegant table settings include polished

cutlery, crystal-clear glassware, and neatly folded linens. Lighting is carefully designed to create a warm, inviting atmosphere, complemented by décor that reflects the resort's tropical seaside charm. Seasonal flowers, candles, or cultural elements are often added to enhance the experience. Attention to these details ensures guests enjoy not only the cuisine but also the overall aesthetic appeal of the dining environment.

3.4.3 Personalized Guest Experience

Personalization is a hallmark of the Food & Beverage service at Horizon Resort & Spa. Staff are trained to recognize the needs of VIPs and frequent guests, offering tailored services such as preferred seating, customized menus, or remembering past preferences. Cultural sensitivity is emphasized, with adjustments made to respect international dining customs, religious restrictions, or dietary habits. For example, special care is taken when serving Middle Eastern, European, or Asian guests to honor their traditions. Personalized services extend to birthday or anniversary surprises, private dining setups, and customized wine pairings. Such attention fosters loyalty, delight, and lasting memories among guests.

3.5 Beverage Service Process

The beverage service process at Horizon Resort & Spa is a key element of the overall guest experience, complementing the food service with professionalism, elegance, and precision. From cocktail preparation to tea and coffee service, every step is designed to meet international luxury standards. Skilled bartenders and servers ensure drinks are not only prepared accurately but also presented attractively. Special emphasis is placed on wine service, beverage pairing, and personalized recommendations that enhance dining satisfaction. Additionally, strict hygiene, storage, and handling protocols maintain safety and quality. Together, these elements ensure guests enjoy a refined and memorable beverage experience.

3.5.1 Bar and Beverage Service Process

At Horizon Resort & Spa, bar and beverage service are handled by professional bartenders and servers who are well-trained in global mixology practices and modern beverage service methods. Cocktails are prepared with precision, using fresh ingredients and creative garnishing to appeal to both visual and taste senses. Wine service follows global standards, with attention

to proper storage, temperature, and pouring techniques. Guests are guided in selecting wines based on their meals, ensuring a refined experience. Non-alcoholic beverages, including specialty teas and gourmet coffees, are also served with equal attention to presentation. This professionalism elevates the bar service into an essential part of luxury hospitality.

3.5.2 Pairing and Recommendations

Beverage pairing plays a vital role in enhancing the overall dining experience at Horizon Resort & Spa. Staff are trained to recommend wines, cocktails, or non-alcoholic options that complement specific dishes. For example, red wines may be suggested for grilled meats, while white wines are paired with seafood or lighter courses. Beyond wines, recommendations also extend to teas, coffees, or mocktails that match guest preferences. This personalized guidance demonstrates attentiveness and expertise, helping guests make informed choices. By aligning food with appropriate beverages, the resort ensures harmony of flavors, elevating the dining experience and reinforcing its reputation for fine hospitality.

3.5.3 Hygiene and Safety in Beverage Service

Maintaining hygiene and safety in beverage service is a top priority at Horizon Resort & Spa, as it directly influences guest health and satisfaction. Glassware is thoroughly cleaned, sanitized, and polished before use, ensuring clarity and presentation quality. Staff follow strict handling procedures, avoiding direct contact with the rims of glasses. Proper storage techniques, including temperature control and safe shelving, preserve the quality of wines, spirits, and soft drinks. Bar counters and coffee machines are regularly cleaned and sanitized to maintain safety. These practices ensure beverages are served in pristine condition, reinforcing both guest trust and the resort's luxury standards.

3.6 Food Quality and Hygiene Standards in Service

Maintaining high food quality and strict hygiene standards is essential in ensuring guest safety and satisfaction in the hospitality industry. Equally important is the sanitation of service areas, which includes regular cleaning and disinfection of tables, utensils, serving equipment, and work surfaces to provide a hygienic environment for guests. Additionally, waste management plays a vital role in both hygiene and sustainability. Minimizing leftovers, separating waste appropriately, and implementing eco-friendly disposal practices help reduce environmental impact while maintaining cleanliness. By combining careful food handling, consistent sanitation, and responsible waste management, hotels and restaurants can guarantee safe, high-quality dining experiences, uphold health standards, and strengthen their reputation for professional and reliable food and beverage service.

Food Quality and Hygiene Standards in Service Process

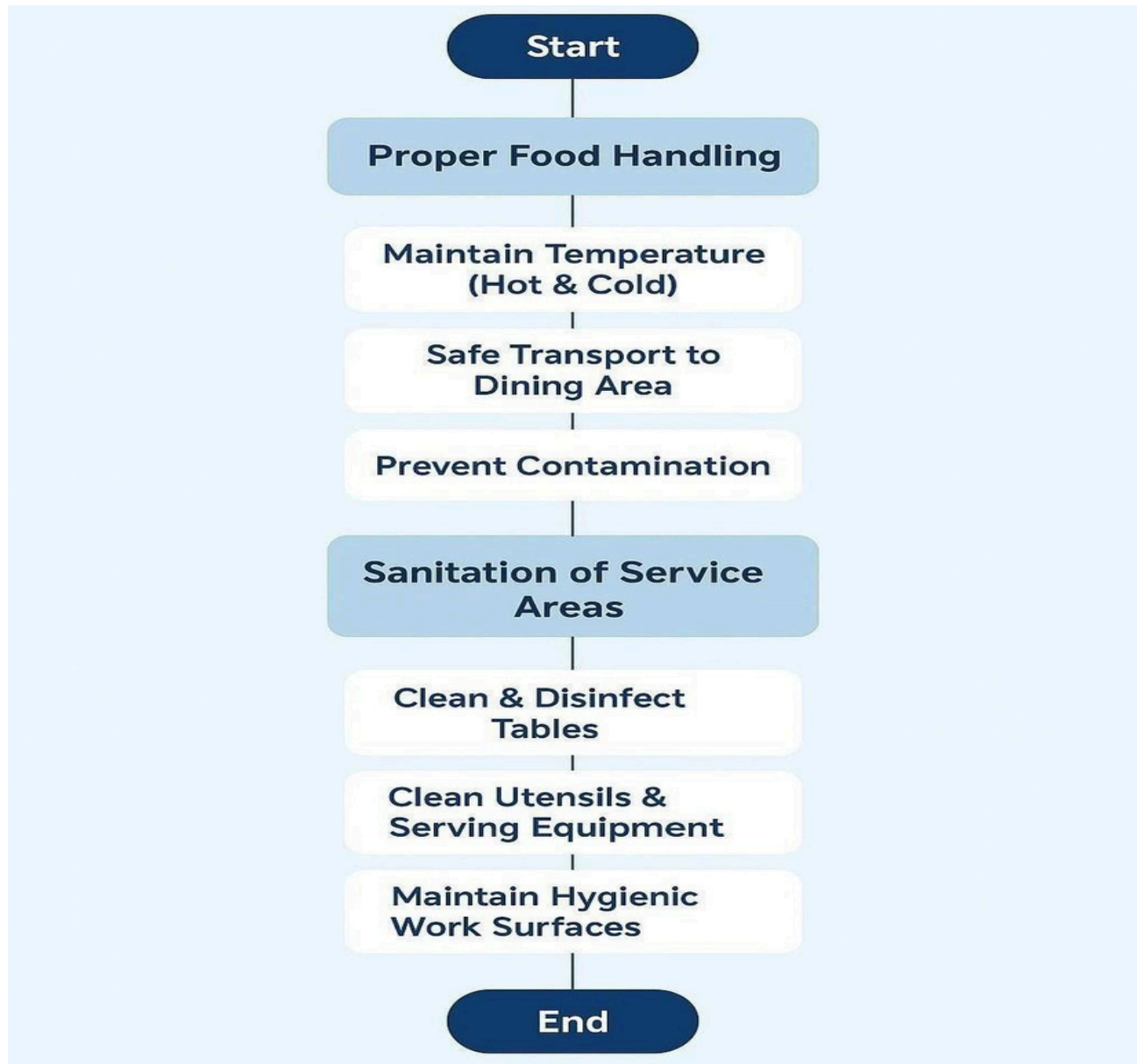


Figure-8: Food Quality and Hygiene Standards in Service Process of Horizon (www.horizon.com.cn)

3.6.1 Handling of Prepared Dishes

Prepared dishes must be carefully managed to preserve taste, freshness, and safety. Temperature control is essential, ensuring hot dishes remain hot and cold dishes remain chilled during transport from the kitchen to the dining area. Proper handling prevents contamination and maintains nutritional quality.

3.6.2 Sanitation of Service Area

Service areas must be clean and organized. Tables should be wiped and sanitized, utensils properly washed, and serving equipment maintained. This ensures guest safety and a hygienic dining experience.

3.6.3 Waste Management in Service and Compliance

Waste should be minimized by monitoring portions and leftovers. Eco-friendly disposal, recycling, and composting help maintain environmental standards while supporting responsible service operations.

Food & Beverage Service process ensures its activities comply with both local and international food safety standards. It applies the Hazard Analysis and Critical Control Points (HACCP) system to keep food safe throughout the process. In addition, regular inspections and external audits are carried out to confirm that these standards are properly maintained.

3.7 Technology and Innovation in Service

Technology and innovation play a crucial role in modern food and beverage (F&B) service, enhancing efficiency, guest satisfaction, and sustainability. The use of Point-of-Sale (POS) systems and digital menus streamlines ordering, billing, and record-keeping while reducing errors and service time. Digital menus provide interactive options, including images, customization, and dietary information, allowing guests to make informed choices. Guest feedback apps and surveys enable real-time collection of opinions, allowing staff to respond quickly to complaints, monitor satisfaction trends, and implement improvements. Innovation also supports sustainable practices, such as using reusable tableware, eco-friendly straws, and minimizing single-use plastics. Technology assists in tracking resource usage, controlling waste, and promoting environmentally responsible service. By integrating these tools, hotels and restaurants can provide a more personalized, efficient, and eco-conscious service experience, while ensuring service efficiency, staff productivity, and long-term customer loyalty.

3.7.1 Use of POS and Digital Menus

Point-of-Sale (POS) systems and digital menus simplify ordering, billing, and record-keeping. They improve order accuracy, reduce service time, and allow staff to manage inventory efficiently. Digital menus provide interactive options for guests, including images, customization, and dietary information, enhancing decision-making. POS systems also generate real-time reports, assisting management in analyzing sales trends, optimizing operations, and improving overall service quality.

3.7.2 Guest Feedback Apps/Surveys

Feedback apps and digital surveys enable quick collection of guest opinions. Real-time responses allow staff to address complaints, adapt service strategies, and improve satisfaction. Tracking recurring issues helps in refining service standards and implementing targeted staff training. These tools also encourage guest engagement, loyalty, and transparency, fostering a positive reputation for the establishment.

3.7.3 Sustainable Practices in Service

Innovation extends to eco-friendly service methods. Hotels and restaurants adopt reusable tableware, biodegradable straws, and minimal plastic usage. Sustainable practices reduce environmental impact and appeal to environmentally conscious guests. Integrating technology helps monitor resource usage, minimize waste, and support green initiatives, creating a responsible and forward-thinking service culture.

3.8 Conclusion

Food & beverage service process at Horizon Resort & Spa demonstrates a strong commitment to excellence, with well-structured service that prioritize guest satisfaction and high-quality food and beverage delivery. The resort's strengths lie in its attentive handling of prepared dishes, strict hygiene standards, and efficient management of service areas, ensuring a safe and pleasant dining experience. Technology and innovation, including POS systems, digital menus, and feedback apps, have streamlined service, improved accuracy, and fostered direct communication with guests. Sustainable practices, such as eco-friendly tableware and waste reduction measures, reflect the resort's dedication to environmental responsibility.

Teamwork among staff and departments has been a key factor in maintaining consistent service quality, while multilingual support and proactive problem-solving help overcome challenges like language barriers, seasonal demand fluctuations, and operational pressure. Continuous training, adherence to Standard Operating Procedures, and monitoring of performance contribute to professional growth and operational efficiency.

To further enhance service excellence, it is recommended that the resort continue investing in staff development, leverage advanced technology for real-time monitoring, and strengthen sustainable practices throughout all service areas. By focusing on these areas, Horizon Resort & Spa can sustain its reputation for exceptional service, maintain high guest satisfaction, and ensure long-term service success in the competitive hospitality industry.

Chapter 4- Findings, Problems and Recommendations

4.1 Findings

Food & Beverage Service at Horizon Resort & Spa shows strong performance in several areas. The staff follows a structured service process, and modern POS systems help with accuracy. Guests enjoy a wide range of food, drinks, and attentive service.

The resort follows a clear structure where roles are defined, from managers to servers. This ensures smooth service and provides guests with professional, consistent, and organized service across all outlets.

1. Hygiene and Food Safety Practices:

Hygiene practices are generally maintained well in preparation and service. Proper food handling, clean glassware, and tidy dining areas help guests feel safe, comfortable, and confident about their meals. Hygiene play a vital role in service.

2. Technology Integration in Service Operations

The resort uses a modern POS system for orders and billing. It is the most important thing for service.

3. Efficient Service and Timely Deliver

Staff manage service speed well, with orders taken and delivered on time. Efficient kitchen coordination and digital systems ensure guests experience fast, reliable, and satisfying dining service.

4. Effective Team Communication and Coordination

Communication among waiters, chefs, and managers is strong, avoiding delays or errors. Clear coordination ensures meals are delivered correctly and on time, creating a professional and organized dining environment.

5. Quality of Food and Guest Satisfaction

Guests are served high-quality food made from fresh and safe ingredients. The dishes meet standards in taste, nutrition, and presentation, playing a major role in shaping guest satisfaction.

6. Language Barriers in Service

Some staff face difficulty communicating in English or other foreign languages, which creates confusion during service. This sometimes results in misunderstandings, slower service, and an unsatisfactory guest experience.

7. Staff Shortages During Peak Seasons

The resort often struggles with limited staff during peak seasons. With fewer workers, service

becomes rushed, attention to detail decreases, and guests may feel neglected or less valued.

8. Delays in Order Delivery

During busy times, orders take longer to be delivered. Delays in food and beverage service reduce guest satisfaction and may lead to negative impressions of overall hospitality.

4.2 Recommendations

To improve service, training and staff development should be given more focus. Better communication systems can reduce mistakes. Hygiene, waste control, and new service ideas will also strengthen guest satisfaction.

1. Strict Hygiene Policies

Strict hygiene policies must be followed in food preparation, serving, and cleaning. Maintaining cleanliness helps protect guest health, build trust, and strengthen the resort's professional reputation.

2. Waste Management Strategies

Waste management strategies, such as portion control and better stock monitoring, should be applied. This reduces food waste, cuts costs, and supports sustainable and environmentally friendly service.

3. Improving Order Processing and restaurant Coordination

The resort should improve order processing speed by upgrading systems and strengthening kitchen coordination. Quick, efficient service creates guest satisfaction and avoids delays during high-demand dining times.

4. Language Training and Translation Support

Introducing language training or translation support will help staff communicate with international guests. This reduces misunderstandings, increases service accuracy, and makes visitors feel more welcomed and valued.

5. Team-Building and Task Assignment

Team-building activities and clear task assignments can improve coordination among staff. Good teamwork reduces stress, prevents mistakes, and ensures smoother service flow across all dining service.

4.3 Conclusion

Food & Beverage Service at Horizon Resort & Spa, present both strengths and weaknesses. The service process is well-structured, beginning from guest arrival, order taking, processing through the POS system. These steps ensure accuracy, speed, and a positive guest experience. The resort's staff are trained to maintain professional service standards, while the organizational structure supports smooth communication between departments. However, the analysis also revealed some challenges. Issues such as language barriers, staff shortages, and occasional delays in service reduce efficiency. Food waste, hygiene concerns, and inconsistent staff performance also affect overall quality. These problems can limit guest satisfaction, especially during busy periods. The findings show that while the resort has a strong service foundation, improvements are still needed. Recommendations such as staff training, better language support, stricter hygiene practices, and innovative service strategies can help overcome the problems. By addressing these issues, Horizon Resort & Spa can strengthen its Food & Beverage Service department, create a higher standard of hospitality, and provide guests with a more memorable dining experience. Ultimately, the resort can maintain its reputation as a luxury destination and achieve sustainable growth in the competitive hospitality industr

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