

Internship Report
On
Food & Beverage Service Process of Big Kitchen at
Hilton Sanya Yalong Bay Resort & Spa (China)

Internship Report

On

Food & Beverage Service Process of Big Kitchen at Hilton Sanya Yalong Bay Resort & Spa

An Internship Report Presented to the Faculty of Business & Entrepreneur in Partial Fulfillment of the
Requirements for the Degree of Bachelor of Tourism & Hospitality Management.

Submitted by

Jamima Binte Karim

Student Id: 192-43-414

Submitted to

Mohammad Nurul Afcher

Senior Lecturer

Department of Tourism & Hospitality Management

Faculty of Business and Entrepreneurship Daffodil

International University

Date of Submission: 10.09.25

Letter of Transmittal

To

Mohammad Nurul Afcher

Senior Lecturer

Department of Tourism & Hospitality Management

Faculty of Business

Subject: Submission of Internship

Dear Sir,

I am delighted to submit my internship report titled “**Food & Beverage Service Process of Big Kitchen at Hilton Sanya Yalong Bay Resort & Spa.**” This report reflects the knowledge and experience I gained during my internship in Food & Beverage Service Department at **Hilton Sanya Yalong Bay Resort & Spa.**

Throughout my internship, I had the opportunity to observe and participate in the effective management of various aspects of the F&B service. The Report outlines key strategies for ensuring customer satisfaction, improving service quality and addressing challenging situation with professionalism and care. Experiencing these practices firsthand has deepened my understanding of how they contribute to delivering a memorable dining experience.

A significant portion of my effort was dedicated to studding how customer feedback and complaints are managed within the department. This exploration has greatly contributed to my professional growth and I am truly thankful for the chance to be part of this learning journey.

I sincerely appreciate your continuous guidance and support during my internship period and look forward to receiving your feedback on this report.

Sincerely yours

Jamima Binte Karim

ID: 192-43-414

Department of Tourism and Hospitality Management

Daffodil International University

Certificate of Approval

I hereby confirm that Jamima Binte Karim, Student ID: 1922-43-414 has successfully completed the internship project under my supervision. The report, titled “Food & Beverage Service process of Big Kitchen at Hilton Sanya Yalong Bay Resort & Spa,” has been prepared according to the prescribed academic standard and requirements of the Bachelor of Tourism and Hospitality Management program.

I approved this report for submission as a fulfillment of the requirements for the degree of Bachelor of Tourism and Hospitality Management at Daffodil International University.

Mohammad Nurul Afcher

Senior Lecturer

Department of Tourism and Hospitality Management

Daffodil International University



Signature:

Date: 10.09.25

Preface

First and foremost, I would like to express my sincere gratitude to everyone who supported me throughout the preparation and completion of this report, titled “**Food & Beverage Service Process of Big Kitchen of Hilton Sanya Yalong Bay Resort & spa.**” This report is a result of dedicated research and practical experience gained during my internship.

I am thankful to **Daffodil International University** for fostering an encouraging academic environment that has greatly contributed to both my personal growth and professional development. I would like to extend my heartfelt appreciation to my academic supervisor, **Mohammad Nurul Afcher**, whose continuous support, thoughtful guidance and constructive feedback were instrumental in the completion of this report.

My special thanks to **Hilton Sanya Yalong Bay Resort & Spa** for providing me with the opportunity to intern with their **Food & Beverage Service** team. Their cooperation, mentorship and willingness to share industrial knowledge have greatly enriched my understanding of realworld service operation and have added significant value to this study.

Lastly, while I am grateful for all the support I have received, I take full responsibility for any mistake or oversight that may remain in this report. I welcome any constructive suggestions that could help me improve further.

Sincerely yours,

Jmaima Binte Karim

Signature:



Date: 10.09.25

ID: 192-43-414

Department of Tourism and Hospitality Management

Daffodil International University

Executive summery

This report explores the **Food & Beverage (F&B) service operation at Big Kitchen**, the main Buffet restaurant at **Hilton Sanya Yalong Bay Resort & Spa**. Drawing on my personal experience as an intern in the hotel's F&B department, the study provides insight into how **Big Kitchen** manages its service workflow to ensure efficiency, consistency and a high level of guest satisfaction.

Big Kitchen operates as a buffet only restaurant, catering to wide range of guests throughout the day. During my internship period, I had the opportunity to observe the service process closely from guest seating to food presentation, guest interaction and overall service coordination. My experience allowed me to assess how restaurant team handles daily operations while maintaining the brand's standard of excellence.

The restaurant runs under a define service structure that emphasize teamwork, quick response to guest needs and attention to detail. Each and every staff plays a vital role in catering a smooth and effortless dining experience. Which needs a synchronized communication between kitchen and service teams. These actions contribute remarkably to both guest satisfaction and operational effectiveness.

A major focal point of this report is the role of staff training and communicating in delivering consistent service, especially during peak hours. In a large-scale buffet setting like **Big Kitchen**, being able to sustain with the service standards even under enormous pressure is essential to meeting guest expectations, particularly within a luxury hotel setting.

Moreover, the experience put a spotlight on the importance of adaptability, dynamic problem solving and continuous improvement in service delivery. As guest expectation continues to evolve, maintaining high standards through structured operations and committed team becomes increasingly curtail. The knowledge and exposure gained through this internship have provided a strong foundation for understanding the core principle of successful F&B management in a luxury in a hospitality setting. Perceiving how the team constantly adapts to guest feedback and maintains service excellence under pressure was particularly insightful.

A number of challenges were also observed in the course of working period, at times synchronization between kitchen and service staff could be edgy during high traffic periods, leading to hold-ups in replenishing food. Which could more likely lead to guest complaints or dissatisfaction.

In conclusion, the success of a hotel's F&B outlet is deeply strapped to the strength on its service process. A well organized, efficient approach not only elevate the dining experience but also supports the hotel's overall reputation and competitive position in the hospitality market. The insights gained during the internship period, demonstrate how attention to service quality and operation detail can make significant impact in a busy, buffet style restaurant.

Table of content

Letter of Transmittal.....	iii
Certificate of Approval.....	iv
Preface	v
Executive Summery	v
Chapter 01: Introduction	01
1.1. Origin of the report	02
1.2. Background	02
1.3. Objective of the study	03
1.4. Methodology	03
1.5. Limitations	03
Chapter 02: Organizational Overview	05
2.1. Introduction	06
2.2. Vision, Mission and Goals	06
2.3. Operational Philosophy	06
2.4. Product and Service at Hilton Sanya Yalong Bay Resort & Spa	08
Chapter 03: Theoretical Background	10
3.1. Introduction	11
3.2. F&B Service in Luxury Hospitality setting	11
3.3. Standardized Service Procedures	11
3.3.1. Classical Service Sequence (Cousins, Lillicrap,weekes)	11
3.3.2. The SERVQUAL Model	12
3.4. Revenue and Performance Indicator in F&B	13
3.5. Guest Satisfaction and Complaint Management	13

3.6. Sustainable operation	14
3.7. Summary and Analysis	14
Chapter 4: Discussion and Analysis	15
4.1. Introduction	16
4.2. Big Kitchen Prologue	16
4.3. F&B Service Process of Big Kitchen	17
4.3.1. Pre-service Preparation	17
4.3.2. Guest Reception	18
4.3.3. Introduction to the Buffet	19
4.3.4. Buffet Service	20
4.3.5. Table Maintenance	21
4.3.6. Checking Guest Satisfaction	21
4.3.7. Billing and Farewell	22
4.3.8. Post Service Action	23
4.4. Conclusion	23
Chapter 5: Major Findings, Recommendation and Conclusion	25
5.1. Major Findings	26
5.2. Key problem identified (8 Core Service Steps)	27
5.3. Recommendation	28
5.4. Conclusion	29
Chapter 6: Appendices	30
Appendix-1	31
Appendix-2	31
Appendix-3	32
Chapter 7: Reference	33

Chapter 1

Introduction

1. Introduction

Hilton Sanya Yalong Bay Resort & Spa is a distinguished luxury beachfront hotel located in the scenic Yalong Bay area of Sanya, Hainan, China. As one of the Hilton's flagship properties in the region, the resort is famous for its blend of modern elegance and tropical charms. Offering guests a unparalleled experience of comfort and world class hospitality. This kid friendly resort features nearly 500 well-appointed rooms, suits and villas, complemented by a variety of high-end amenities including multiple dining venues, spas, extensive recreational facilities both for the children and grown-ups.

Strategically positioned along with one of China's beautiful coastlines, **Hilton Sanya Yalong Bay Resort & Spa** caters to a diverse group of guests ranging from travelers seeking for leisure to business purpose, families seeking for spending a quality time with their dear ones or celebrating the special occasion with the relaxing chant of the sea. The hotel's commitment to serve excellence combines with its luxurious infrastructure and enriched culture, has made it a top destination for both relaxation and business.

1.1 Origin of the Report

This report titled '**Food & Beverage Service process of Big Kitchen at Hilton Sanya Yalong Bay Resort & Spa**' is submitted as a part of the requirements for my **Bachelor's degree in Tourism and Hospitality Management**. My internship was completed at **Hilton Sanya Yalong Bay Resort & Spa** a prestigious five-star luxury brand, where I was assigned to the Food & Beverage Service department and I worked in the **Big Kitchen**.

Taking from my monitoring and hands on experience at **Big Kitchen**, hotel's interactive open kitchen where guests can watch chefs prepare global dishes like sushi samba and traditional hotpot.

The internship has provided me with valuable practical understanding of the **F&B service workflow**, which have well informed the analysis and conclusion presented in this report.

1.2 Background

Customer satisfaction is vital in the hospitality industry, particularly in the luxury hospitality settings. At **Hilton Sanya Yalong Bay Resort & Spa**, the **Food & Beverage (F&B)** department at **Big Kitchen** plays a crucial role in providing guests a seamless and enjoyable dining experience.

Throughout my internship period, I have observed how **Big Kitchen** keeps up smooth daily operations and consistently meets guest expectations through well-organized workflows and established service practices.

1.3 Objectives

The motive of the report is to highlight how the **Food & Beverage services process** takes place in large scale buffet style restaurant, **Big Kitchen** at **Hilton Sanya Yalong Bay Resort & Spa** to ensure efficiency, consistency and guest satisfaction. For example-

- To explain the F&B service process
- To identify challenges and recommendation to overcome the challenges

1.4 Methodology

This report shows findings from a qualitative, exploratory study focused on the **food and beverage (F&B) service operation** at **Big Kitchen**. The objective is to gain deeper understanding of both the strengths and challenges within the restaurant's service process.

Types of data used:

For the purpose of the research, I mainly relied on secondary data collected from pre-existing materials and records.

These sources contained:

- Standard operating procedures (SOPs)
- Daily shifts summaries
- Departmental logbooks
- Hilton's service standard documentations
- Guest reviews from online platforms like, booking.com, TripAdvisor and DianPing

1.5 Limitations

This research come across with several limitations that affected the overall range and depth of the study. These includes:

- Language differences: communication was the biggest challenge as most guests and team members primarily spoke Chinese and Russian, making it harder to gather detailed feedback and observations.
- Narrow focus: The research was limited to examining the **Food & Beverage Service Process** at **Big Kitchen**, without exploring other departments at the hotel.
- Confidentiality Restrictions: Access to sensitive information such as financial performance and guest retention data was not permitted, limiting certain areas of analysis.

- Time Constraints: Keeping up with regular work responsibilities alongside data collection made it hard to dedicate sufficient time for extensive analysis during working hours.

Even with such challenges the report offers keen perception into effective service practices within the F&B department of a luxury hotel setting.

Chapter 2

Organizational Overview

2.1. Introduction

Nestled by the side of the stunning coastline of **Yalong Bay** on **Hainan Island**, **Hilton Sanya Yalong Bay Resort & Spa** is a top-ranking destination within **Hilton's** global portfolio, offering a elegant blend of tropical beauty and contemporary comfort.

Since welcoming guests, the resort has become a favorite spot among international travelers seeking an upscale escape in one of the china's most sought-after coastal regions.

Designed to harmonized with its lush surroundings, the resort features elegant architecture, thoughtfully created topnotch amenities and personalized hospitality. From serene ocean views and expensive pools to rejuvenating spa treatments and diverse dining experiences, **Hilton Sanya Yalong Bay** redefines relaxation and luxury. Its commitment to quality service and natural integration creates a truly immersive and unforgettable guest experience.

2.2. Vision, Mission and Goals:

Vision

To be the leading luxury resort in **Yalong Bay**, setting the standard for excellence in hospitality by delivering memorable guest experiences rooted in comfort, innovation and natural beauty of **Hainan island**.

Mission

To create an exceptional stay that go beyond expectations by combining world class service, thoughtfully designed space and a genuine connection to our guests. We attempt to deliver authentic hospitality in serene beachfront setting, where every guest feels welcomed, valued and inspired.

Goals

- Delivering outstanding guest satisfaction with topnotch service and ensuring exotic experience
- Promote sustainable practices by implementing eco-friendly initiatives that reduce carbon footprint while reserving the beauty of Yalong Bay
- Enhance brand presence in south China by positioning the resort as a top choice for luxury travel, event and wellness
- Innovate guest experience by adapting with evolving travelers needs by offering modern amenities, local experiences and unique lifestyle

2.3. Operational philosophy

Hilton Sanya Yalong Bay Resort & Spa embraces a philosophy of elevated tropical luxury, where personalized service meets the beauty of nature and local culture. The resort is thoughtfully designed to inspire relaxation, creativity and a deeper connection with the coastal surrounding and landscape. By blending modern comfort with the charm of **Hainan Island**.

Hilton Sanya Yalong Bay Resort & Spa operates through a well-defined organizational structure that ensures smooth, efficient and high-quality service delivery across all functions. Each and every department plays a critical role in supporting the resort's commitment to excellence, guest's satisfaction and operational efficiency. **Main Departments**

- **Front office**
Observes guest arrivals and departures, concierge service, reservations and guest relations to ensure a seamless service
- **Food & Beverage**
Manages all restaurants, bars, banquets and room service operations focusing on culinary excellence
- **Housekeeping** Responsible for the upkeep and cleanliness of guest's rooms, suits and public areas maintaining hygiene and comfort standard
- **Seals and Marketing**
Develops and implements promotional strategies, manages public relations and drives business through targeted marketing and client engagement.
- **Finance**
Handles budgeting, revenue management, financial planning and compliance to support sustainable business growth
- **Human Resources**
Manages recruitment, training, employee engagement and ensures a positive productive work environment
- **Engineering and Maintenance**
Ensures the smooth functions of all technical systems, facility upkeep and preventative maintenance to enhance guest comfort

Core management principals at Hilton Sanya Yalong Bay Resort & spa • Guest focused service

- Prioritizing each guest's comfort and expectations by delivering personalized and highquality hospitality
- **Team empowerment**
Encouraging staffs to take initiatives, make a service driven decision and contribute to a collaborative and inclusive work place
- **Sustainability and innovation**
Promoting environmentally responsible practices while integrating modern technologies to improve guest experiences and reduce environmental impact

- **Transparency and Responsibility**

Upholding the highest standard of integrity in all operations with a strong emphasis on accountability and ethical conduct

2.4. Product and service at Hilton Sanya Yalong Bay Resort & Spa

Hilton Sanaya Yalong Bay Resort& Spa offers a range of luxury experiences tailored to meet the needs of high-end travelers. Including:

- **Luxury Accommodation**

The resort offers a total of 492 elegantly appointed guest rooms, including suits and private villas many featuring stunning view of **Yalong Bay**. Each space is thoughtfully designed to combine comfort, style and a touch of tropical elegance providing guest a serene and luxurious retreat

- **Food & Beverage outlets Restaurants**

China Harvest- Authentic Chinese cuisine served in an upscale contemporary setting with a touch of local tradition, offering guest a refined fine dining experience that blends timeless flavors with modern presentation. The ambiance reflects a harmonious balance between elegance and cultural heritage.

The Big Kitchen- International buffet with live cooking stations for a vibrant dining experience, where guests can watch skilled chefs prepare dishes fresh to order according to their personalization.

In addition, the resort hosts beachfront dinner arrangements three times a week, providing a raw and exotic dining experience under open sky. Set against the backdrop of the ocean and accompanied by gentle sea breezes and ambient lighting.

Bucket Kingdom- Specially designed for kids to have fun and dining at the same time with indoor playground and magic shows. The kid-friendly menu offers a variety of nutritious and tasty options, ensuring both parents and children enjoy a stress free and delightful dining experience.

Poolside Dining- Light meals and refreshment in relaxed and open environment, ideal for casual gatherings or peaceful break during the day. With comfortable seating, natural lighting and scenic view the place encourages the guests to unwind and enjoy freshly prepared snacks, juice, salad and beverages.

Bar and Lounges

Lobby Lounge- A tranquil place for afternoon tea or cocktails, offering a serene atmosphere. Guests can enjoy a curated selection of premium teas, pastries and handcrafted cocktails all served in elegance setting with soft music and scenic view.

La La Bar- Serving tropical drinks and light bites by the poolside- relax, sip and savor under the sun. from refreshing cocktails to fresh fruit platters and gourmet snacks. Prefect place to fulfill guest's cravings.

- **Wellness and Recreation**

The resort features a full-service spa, modern fitness center, expensive lagoon style swimming pool and a variety of wellness programs aimed at helping guests relax and rejuvenate. Outdoor activities and water sports are also available for adventurous travelers.

- **Meeting and Events**

With over 1400 square meters of flexible event space, the resort is ideal for hosting corporate events, wedding and social functions. Expert event planning, state of the art facilities and premium catering ensure every occasion is seamless and memorable.

- **Family Friendly Facilities**

A dedicated kids club offers interactive activities, games and cultural experience tailored to younger guests. There is also a children's pool designed with safety.

- **Concierge service**

Guests enjoys personalized concierge assistance, including curated local tours, airport transfers, dinning reservations and tailored made experiences.

Chapter 3

Theoretical Background

3.1 Introduction

This chapter establishes the theoretical framework for analyzing the **food & beverage service process** in luxury hospitality sector. It highlights essential concepts, service models and industry benchmark that define premium exceptional dining experiences. The discussion draws upon hospitality management literature, service excellence principles and operational standards to position the evaluation of the resort's F&B department within a broader context.

This review further explores the foundational service structure, revenue performance measures, guest satisfaction models and sustainable practices in hospitality. Together these components provide a critical background for assessing the service efficiency, guest experience and financial outcomes of the resort's restaurant operation.

3.2 Food & Beverage Service in Luxury Hospitality Setting

Luxury resorts place strong emphasis on delivering exceptional dining experiences, personalized attention and service excellence as a way to differentiate themselves in the highly competitive hospitality industry. As Kotler et al. (2020) suggest, the premium dining concept is shaped by several key elements:

- **Ambience & Atmosphere:** Thoughtfully designed interiors, comfortable seating arrangements and well-planned lighting create an inviting environment that elevates guest's satisfaction.
- **Culinary Excellence:** The use of fresh ingredients, creative menu concepts and expertise of skilled chefs ensures a high standard of cuisine.
- **Seamless Service Execution:** effective coordination between service staff and kitchen teams contributes to efficient and flawless operations.

3.3 Standardize Service Procedures

Having a clear understanding of service models is essential for evaluating the efficiency and effectiveness of a restaurant's **Food & Beverage operations**. In luxury Hospitality environments the following procedures are frequently applied:

3.3.1 Classical Service Sequence (Cousins, Lillicrap, Weekes)

From Food and Beverages Service by Jhon Cousins, Dennis Lillicrap and Suzanne the classic sequence of service:

- **Reception & Seating**

Greet and receive Guests. Ask for reservation, if they have one escort them to the table and assist with the seating arrangements such as- pull out chairs, help with coats or menu. Before leaving the server must introduce him/herself and ensure the table area is prepared.

- **Taking Order**

Approach the guest attentively and use suggestive selling carefully. Write the order clearly and always repeat and confirm the order back to the guest to avoid misunderstandings.

- **Service of Drinks**

Take drinks order promptly- typically within 1 minute. If the guest is unsure serve water and give them some time for ordering.

Prepare the drink ensuring the quality and consistency and ensure uniform preparation for every serving. Serve drinks accordingly (from the guest's right side using the right hand)

- **Service of Food**

After the drinks bread and butter should also be provided promptly. Food must be served maintaining sequence (such as- starter or soup, main dish, dessert with appropriate side dish or condiments). Pre-plated food should be served from the right-hand side of the guest and silver service should be served from the left-hand side of the guest (as silver service required transferring food from a platter to the guest's plate)

- **After food Service**

Within 2-3 minutes of serving the main dish check for guest satisfaction or handle complaints and concerns immediately. Clear the tables before serving a new course keeping only the appropriate cutlery, glassware, cups, side plates and condiments. After dessert clear the remaining tableware. And ask if they need anything else.

- **Billing & departure**

Ask the guest politely if they want to close the table, if agreed present the bill in a clean bill folder. Proceed with the billing and handle the payment directly and efficiently. Upon departure assist the guest with chair and coat if necessary. Offer a warm farewell.

3.3.2 The SERVQUAL Model (Parasuraman Zeithaml & Berry,1988)

The SERVQUAL framework is widely adopted in hospitality industry to evaluate service quality across five key dimensions:

- **Reliability:** Ensure that services are delivered consistently and as promised.
- **Assurance:** Building guest trust and confidence through professionalism and competence.
- **Tangibles:** Maintaining a clean, elegant and well-structured dining environment.
- **Empathy:** Providing personalized attention and catering to individual guest needs.
- **Responsiveness:** handling guest requests and concerns promptly and effectively.

These principles guide training programs, service protocols and quality assurance measures ensure a high standard of service.

3.4 Revenue and Performance Indicator in F&B

The performance of Food & Beverage outlets is commonly assessed through a range of key performance indicators (KPIs) that reflects both financial results and operational efficiency. Hemmington (2019) pin down the following as critical metrics:

- **Revenue Per Available Seat Hour (RevPASH):** Evaluates how effectively dining space and time are utilized to maximize revenue.
- **Guest Retention Rates:** Tracks repeat visits, reflecting guest satisfaction and loyalty.
- **Average Spend Per Guest:** Measures spending patterns, helping management refine pricing strategies and menu design.
- **Profit Margins:** Ensures financial stability while maintaining service quality.

Effective tracking revenue and performance indicators is essential for sustainable growth and success of food and beverage operation. By leveraging these KPIs , business can optimize resources, enhance guests experiences and maintain a competitive edge in the dynamic hospitality industry.

3.5 Guest Satisfaction and Complaint Management:

Effective management of guest complaints is a critical component of a luxury hospitality, as it significantly influences both brand reputation and long-term customer loyalty. According to Devis et al. (2021), when concerns are addressed professionally, dissatisfied guests can often be converted into loyal users.

At **Hilton Sanya Yalong Bay Resort & Spa** the complaint management process follows a well structured approach:

- **Active listening:** Team members listen carefully to guest concerns, showing empathy and understanding.
- **Prompt Acknowledgment:** Issues are acknowledged immediately, with guests reassured that their concerns are taken seriously.
- **Resolution of Issues:** Appropriate solution are delivered quickly, whether through corrective action, compensation or alternative arrangements.
- **Follow up & Guest Recovery:** Managers ensure that the resolution meets the expectations, often adding thoughtful gesture such as complementary services or personalized offers to restore guest satisfaction.
- **Feedback Integration:** All complaints are recorded, analyzed and used as a learning tool to refine service standards and prevent future issues.

The resort also makes use multiple guest feedback channels, including **Hilton Honors** App, guest voice survey, Trip.com, Dianping and WeChat platforms ensuring continuous monitoring of guest perceptions and improvement of service delivery.

3.6 Sustainable operations

Contemporary luxury resorts are increasingly prioritizing sustainable practices within their food and beverage operations, aiming to deliver responsible and eco conscious hospitality experiences. At **Hilton Sanya Yalong Bay Resort & Spa's Big Kitchen**, sustainability is embedded in daily operations to align with global environmental standards and guest expectations. According to Smith and Williams (2022) core elements of sustainability in F&B include the following:

- **Locally sourced ingredients:** The Big Kitchen emphasize the use of fresh produce from nearby farmers and fisheries which supports the local agriculture communities and also reduce carbon emissions from transportation.
- **Food Waste Reduction:** strategies such as careful portion control, partnership with food donation programs and composting initiatives are applied to minimize waste.
- **Energy Efficient Operations:** Modern kitchen equipment with low energy consumption is utilized, contributing to reduce electricity usage and aligning with Hilton's broader corporate sustainability goals.
- **Eco Friendly Packaging and Recycling:** The restaurant actively limit single use plastic bags by using reusable alternatives and maintain a structured recycling program.

3.7 Summary and Transition to Analysis

The chapter has outlined the theoretical foundations for evaluating sustainable and guest centered **F&B service operations**. By reviewing service process models, performance indicators and best practices in sustainability. It has highlighted the key strengths and potential areas of development within luxury dining environments.

In the next chapter these theoretical insights will be applied in the **Big Kitchen** at **Hilton Sanya Yalong Bay Resort & Spa**. Practical observation and data analysis will be presented to assess operational efficiency, sustainability efforts and guest satisfaction outcomes.

Chapter 4

Discussion and Analysis

4.1 Introduction

This chapter provides a detailed inspection of the **F&B service process** of **Big Kitchen** restaurant, the buffet restaurant at **Hilton Sanya Yalong Bay Resort & Spa**. As the vital component in delivering the resort's luxury guest experience, **Big Kitchen** offer thematic buffet throughout the time and there is a special attraction, beach buffet dinner, which takes place three times a week. The intent of the chapter is to provide a clear sighted analysis into the restaurant's daily operations ranging from pre guest arrival preparation and guest arrival to personalized service execution and post meal procedures.

From observation and hands on experience during the internship, this section explores the full spectrum of service workflows, staff coordination efforts, guest interaction practices and the structured approach to meaning guest feedback and complaints. Careful consideration is given to how the team effectively handles high demand buffet periods while managing a refined and well structured service approach.

The analysis not only maps out the operational service flow but also evaluates restaurant's efficiency, impact on guest satisfaction and areas with room for enhancement. By aligning with the overall objectives of this report, this chapter shows how **Big Kitchen** sustains high service standards and guest loyalty within the ever-evolving landscape of luxury hospitality.

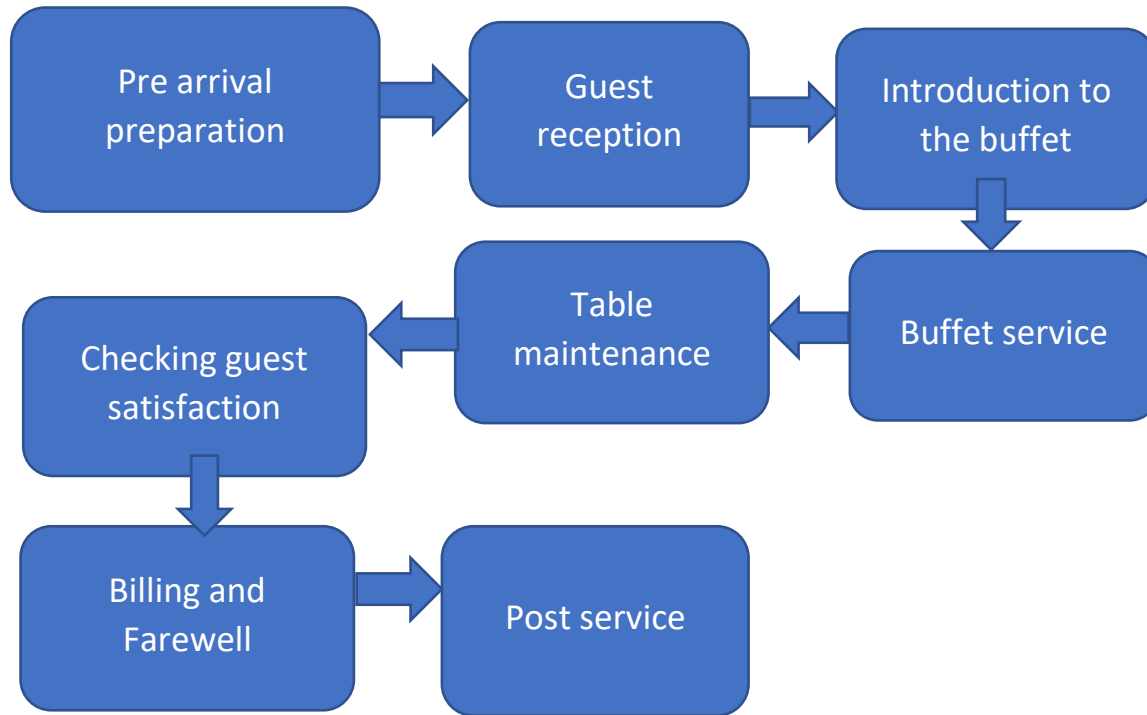
4.2 Big Kitchen Prologue

Big Kitchen is a signature all day dining buffet restaurant located within the luxurious **Hilton Sanya Yalong Bay Resort & Spa**, an iconic destination known for its exceptional service and world class amenities. As a central pillar of the resort's dining offerings, **Big Kitchen** serves a wide variety of international and local cuisines in the buffet. With its spacious layout, modern design and extensive menu, the restaurant designed to cater to the diverse tastes and preferences of the in-house guests and the external visitors. Open for breakfast, lunch and dinner, it offers immersive dining experience.

Big Kitchen plays a critical role in shaping the guest experience at the resort. As its primary dining outlet, it is not only a place where guest enjoys meals, but also an integral part of their overall stay. The restaurant's ability to provide a seamless buffet service is a key factor in accommodating the varying cuisine preferences of guest, especially in a high traffic resort setting.

In addition, the restaurant's role extends to fostering a welcoming and personalized environment, where guests are greeted and served with warmth and professionalism. This makes **Big Kitchen** not just a place to eat but a vital element of the resort's larger guest experience. Whether serving a family on holiday or a couple seeking a romantic dinner, the restaurant's ability to adapt to different needs is a testament to its importance in the resort's operations.

4.3 F&B service process of Big Kitchen



4.3.1 Pre-service preparation

Pre-service preparation ensures that your service team is fully equipped, mentally prepared and ready to provide an excellent buffet dining experience. When done right, it leads to a smooth and efficient service of both the staff and guests.

This preparation process typically includes staff briefing, preparation of service tools, hygiene cleanliness check, lastly final check and team motivation.

1. **Staff briefing:** A quick briefing before the shift to discuss-

- **Special menu items:** Any new or special items on the buffet. For example, any special occasion celebration or theme night.
- **Guest expectations:** What types of guests are expected. For example, if there is a VIP booking, the service team need to be alert and inform the manager after the arrival. If there is a big group or any special occasion is celebrated service should be customized to ensure both group and regular customers satisfaction.
- **Allergy and dietary concerns:** important allergens in today's buffet (e.g., nuts, gluten, dairy, shell food)

- **Special announcement:** Any promotions, customer service goals or important changes.
- **Role assignment:** Assigning staff for buffet station, station management, drink service, clearing plates and supporting staff duty.

2. Preparation of service tools (Miss en place)

- **Uniform check:** ensure all service team members are in uniform, well groomed and equipped with necessary tools (order pads, pen, trays)
- **Restocking supplies:**
Cutlery and glassware: Ensure enough plates, cutlery, glasses and napkins are available.
Condiments: check that condiments (salt, pepper, sauces) are on the table and well stocked.
Water stations: Ensure water pitchers or bottles are clean and available at all the times.

3. Hygiene and cleanliness checks

- **Sanitizing stations:** Ensure that all staff is equipped with sanitizers, gloves and cleaning cloths.
- **Floor and table cleanliness:** Inspect the restaurant for any cleanliness issues, such as crumbs on the floor or dirt on the surface.
- **Buffet area cleanliness:** Staffs checks the buffet counters and surrounding areas and ensure everything is wiped down.

4. Final check and team motivation:

- **Communication check:** Reviewing how staff will communicate during operation hour (hand signals, walkie-talkie, radios)
- **Problem solving:** discuss how to handle specific situations (guest complaints, food shortage and spills)
- **Pre-service checks for special occasions and VIPs**
 VIP guests- staff should be briefed on any VIP guests on special occasions
 Personalized service- Special attention may be needed with some guests. Customer requests- A list of any special customer requests for the day such as dietary restrictions or preferences.
- **Positive atmosphere:** Leaders or senior staffs provide motivation, encouraging everyone to work efficiently and with a positive attitude.
- **Smile and engagement:** Remind staff to greet with smile and engage positively with everyone in a friendly and professional manner.

4.3.2 Guest Reception

Guest reception is the first impression of the restaurant and in a buffet setup, it is a critical part of setting the tone of the overall dining experience. Steps of guest reception:

1. **Initial greeting:** As the guest arrive they are greeted with a friendly smile and a welcoming phrase (e.g., Good evening! Welcome to Big Kitchen).
Hostess Role: Usually the hostess is responsible for setting the tone for the guest's experience.
2. **Reservation verification:** For guest with reservation, the hostess will check the reservation list. If the reservation is found the host will confirm the details (name, number of people etc.). If no reservation is made, the host will check availability for walk in guests.
3. **Guest escort:** once confirmed, the hostess will escort the guest to the table. The hostess must need to listen to the guest's seat preference if there is availability. Ensure the table is set with enough plates, cutlery, napkins and glassware for each guest. If needed rest the table quickly.
4. **Explaining the buffet layout:** the hostess will handover the guest to the designated server, the server will provide a brief explanation of the buffet layout and also let the guests know for any special for that day. Guide guests to the first buffet station (salad or starter) so they know where to begin.
5. **Additional assistance if needed:** If the guest require assistance (elderly guests, children or guest with mobility issues) staff should be proactive in offering help.
6. **Transition to self-service:** Once seated, the server or hostess may guide the guests towards the buffet area and remind them to enjoy the meal at their own place. Inform guests that server will be around for drinks refills, plate cleaning and any additional requests they may have.
7. **Final confirmation:** Before leaving the reception area confirm buffet flow and inquire about any needs then escort to table. Ensure the guests are comfortable at their table and that they have everything they need before leaving.

4.3.3 Introduction to the buffet

While introducing a guest to the buffet the primary goal is to create a welcoming and informative experience. The staff of the **Big kitchen** ensures that the guest should get a clear understanding of the layout, offering any special features for the day's buffet. Here how the process typically works:

- After being comfortably seated in the designated area the station server explains the structure of the buffet, directing guests to various stations or food displays. This might include an introduction to different sections like salads, hot dishes, desserts and live cooking stations or specialties that are featured for the day.
- The in charge may also highlight any special dishes, seasonal items or themed sections of the buffet to help guests make informed choices. In some cases, guests may be informed about the dietary considerations or ingredient information if available. Additionally, guests are advised on how to approach the buffet line to avoid congestion and ensure a smooth flow.
- At **Big Kitchen**, beverages are included with the buffet. There is a bar dedicated for the buffet guest. but in some case if there is a special requirement for a specific drink staff will

check with the inventory and if available the drink will be brought to the table. In buffet settings, while the food is self-served, drinks may be delivered by the staff to maintain personalized service.

- This introduction not only helps the guests feel comfortable but also ensures they fully enjoy the variety and experience the buffet has to offer. It's a way of balancing efficiency with hospitality, making the dining process as enjoyable and stress free as possible.

4.3.4 Buffet Service

The buffet service process of **Big Kitchen** restaurant is a signature experience particularly during breakfast and dinner hours, when restaurants cater high volume of guests, including resort's guests, families and large tour groups. The buffet of **Big Kitchen** restaurant is renowned for its wide selection, live cooking stations and visually appealing food displays. These elements require careful coordination and an active service team to deliver a flawless experience. The key responsibility of buffet service process includes:

1. Guest greeting and introduction

Upon arrival, guests are warmly welcomed by the service team who promptly guide them to their table. A staff member introduces themselves and provides an overview of the buffet offerings. This includes directing guests to the main buffet station, live station and drinks station while highlighting any special dishes or seasonal offerings. The goal is to ensure the guest gets a clear overview of the availability.

2. Beverage service

While guests serve themselves from the buffet, beverage service is largely handled by the restaurant staff. Servers promptly take drink orders such as fresh juice, tea, cola or specialty beverages and ensure that guests' drink needs are continuously met. By proactively offering refills, the service team strikes a balance between the efficiency of a buffet and personalized attention of table service.

3. Guest flow and monitoring

Throughout the dining period, the service team actively monitors the guest area to ensure a smooth and enjoyable experience. Staff members are attentive to cleanliness of the table, ensuring that dishes are cleared promptly and that water glasses are kept full. Close communication with the kitchen ensures that food items are replenished on time, especially hot dishes and empty trays are swiftly replaced. The service team is also attentive to guests who may need additional assistance such as the elderly, children and offers support in navigating the buffet with ease.

4. Clean up and table reset

Once guests finish their meals, tables are cleared and reset in a timely manner, often within just a few minutes, to prepare for the next wave of guests, particularly during high demand periods. The team follows strict hygiene and presentation standards, ensuring that the dining area remains immaculate and welcoming for new arrivals.

This well coordinate buffet service model at **Big Kitchen** ensures that guests enjoy a seamless, satisfying dining experience while the team remain flexible and attentive to each guests' individual needs.

4.3.5. Table maintenance

Table maintenance is a crucial aspect of service in any restaurant, especially in **Big Kitchen's** buffet setting, where guests serve themselves and frequently return to the buffet line. It involves ensuring that the table remains clean, organized and fully stocked throughout the guest's dining experience. If table maintenance steps are followed properly, it can contribute to a comfortable and enjoyable environment for diners, which may reflect the overall quality of service.

Vital points of table maintenance that Big Kitchen follows:

1. **Regular clearing table:** when a guest finish courses or return to the buffet for taking food, staff should clean any used plates, glasses or utensils right way. This prevents clutter table and allows guest to have their meal in a clean and pleasant area throughout their meal.
2. **Maintaining cleanliness of the dining area:** when it's necessary staff should periodically wipe down the table, especially after a course change or at the time of new guest arrival. This includes cleaning up any crumbs or spills that occurred during the meal. Maintaining hygiene at the table ensures a more pleasant experience for diners.
3. **Replenishing items:** Water goblets should be refilled often to ensure guests have a constant supply of hydration. Additionally, if the restaurant provides condiments or utensils with a specific dish, these should be replenished as needed.
4. **Attention to guest requirements:** Monitoring the table and be attentive to guest's needs is key aspect. Sometimes this may include offering additional beverages, refilling side dishes or assisting guest in a certain way. Making sure that guest's table remain functional and ready for use.
5. **Resetting the table:** After guests departure, the table should be quickly cleared, sanitized and set for new arrivals. This includes placing fresh napkins, silverware and necessary table settings in place for the next guests.

Effective maintenance of table makes sure that diners feel cared for without interruption and helps maintain a positive and likeable atmosphere throughout the meal. It supports the overall dining experience by keeping the space clean, comfortable and prepared for continuous use.

4.3.6. Checking guest satisfaction

The **Big Kitchen** restaurant at **Hilton Sanya Yalong Bay Resort & Spa** plays a vital role in forming the overall guest experience. As a key dining spot within a luxury resort, it serves a diverse clientele and offers international cuisine in a contemporary setting. Evaluating guest satisfaction in the context requires a multi-faceted approach that combines direct feedback, operational metrics and observational data.

One of the most successful ways to judge guest satisfaction is through structured guest feedback process, such as post dining survey and comment cards and online platform like Dianping and Booking.com. These tools help gathering instant response on food quality, service efficiency, ambiance and cleanliness. At the **Big Kitchen** feedback is generally collected shortly after guest finishes their meal. Server usually ask for coffee and tea and ask the guest to share their experience through comment card or online platform according to their preference, ensuring impression are fresh and responses are candid.

Anonymous dining evaluations and staff performance review also help to the understanding of the guest satisfaction. These internal assessments help to ensure that service standard align with brand expectations. Big Kitchen maintains a strong focus on training and service consistency, which supports high levels of guests' satisfaction.

Lastly, real time service retrieval plays a crucial role in enhancing guest satisfaction. Staff at the Big Kitchen are trained to respond promptly to guest concerns during service, which can significantly improve perceptions.

By using integrated direct guest feedback, digital review analysis and continuous staff development, **Big Kitchen at Hilton Sanya Yalong Bay Resort & Spa** ensures a consistently high level of guest satisfaction. This commitment to excellence helps ensuring bringing not only to repeat visits but also the resort's overall reputation.

4.3.7. Billing and farewell

At the **Big Kitchen, Hilton Sanya Yalong Bay Resort & Spa**, the billing and farewell process is designed maintaining **Hiltons'** SOP to reflect the high standards of hospitality. As the final stage of the guest dining experience, this process is carefully run to ensure it is smooth, accurate and leaves a positive long-lasting impression on guest

Once guests have completed their meal, the staff initiates the billing process promptly, ensuring there is no unnecessary delays. Team members are trained to be attentive and discreet, presenting the bill in professional and courteous manner. For in house guests, charges can conveniently be posted directly to their room account, while outside guests are offered multiple secure payment option including cards, WeChat, Alipay and cash.

Accuracy is crucial during billing. before presenting the bill, the team member reviews each item carefully to prevent errors. If guests have any question or concerns, staff members address them immediately and respectfully, maintaining a calm and helpful attitude.

The farewell is just as important as the meal itself. Staff members thank each guest sincerely, often by name and offer warm smile and polite gestures. When possible, team members also check if guests enjoyed their dining experience and invite them to return. For families or groups, personalized goodbyes or even assistance with bag or direction within the resort may be provided.

This thoughtful and seamless billing and farewell experience reflects the hospitality values of **Hilton** and contributes to guest satisfaction and loyalty. At **Big Kitchen** every effort is made to ensure guests leave not only well fed but also genuinely appreciated.

4.3.8. Post service actions

After delivering an exceptional dining experience to guests at big kitchen, the work is not done for the F&B service personals. The crucial role in maintaining the restaurant's high standards through diligent post service actions are done by the F&B server. It includes:

1. Cleanliness

- Ensuring clearing the tables by removing all used item such as plates, glasses and cutlery are promptly removed without disturbing guests.
- Ensuring quick reset of the table and disinfection.
- Checking under the tables and chairs for crumbs and clearing them
- Clearing the bins. Server need to keep the place spotless for the next shift, so that they can start with a clean restaurant.

2. Restocking

- Arranging the condiment, napkins at the table. And also refilling the counters with all necessary items such as napkins, gloves, disinfectant, toothpick, writing pads, pen and trays.
- Restocking the cutlery, glass wears, plates and bowls. After refilling the station, the surplus goods need to keep carefully in the storing for future use.

3. Special case:

During beach dinner days, servers need to bring back all the tableware, napkins and ceramics and surplus drinks to the designated area and keep things safe. After the dinner the beach station and all the seating arrangement need to cover properly so that they don't get dirty.

Additionally, F&B servers check the dining area before leaving for cleanliness and report any maintenance needs or guest feedback or management. This ongoing communication supports continuous improvement and guest satisfaction.

By effectively managing post service tasks, servers at **Big Kitchen** contributes significantly to the smooth operation of the restaurant and uphold the renowned hospitality of **Hilton Sanya Yalong Bay Resort & Spa**.

4.4 Conclusion

This chapter presents a thorough analysis of **Big kitchen**, all day dining buffet restaurant at **Hilton Sanya Yalong Bay Resort & Spa**, offering a clear perspective on how it operates as dynamic and

high performing F&B outlet within a luxury hospitality setting. The evaluation covers all the key stages of the service process- from pre-shift organization and service executing to guest interaction, issue resolution and collaboration across departments.

Each area of observation highlights **Big Kitchen's** commitment to delivering smooth, consistence and personalized service. The team demonstrates strong operational discipline and guest focused attention. The restaurant's ability to manage theme buffets so frequently with efficiency reflects a high level of coordination and adaptability.

Operational lessons reveal that **Big Kitchen** effectively incorporates technological tools to streamline operations and enhance guest satisfaction. Staff are also well trained to deliver culturally sensitive and multilingual service, which is really important in a destination with a diverse international guest base.

Despite its strengths, certain challenges remain particularly during high occupancy periods or when accommodating last minute special requests. These operational stress points, along with feedback gathered from guest and team reflections, highlight opportunities for strategic refinement.

Overall, the analysis confirms that a well-structured and guest centered service process is essential not just for daily performance, but also for contributing to the **Hilton's** broader standards of excellence and guest loyalty. The process outlined in this chapter establish a strong foundation for the next section, where key issues will be described and targeted recommendations for improvement will be introduced.

Chapter 5

Major Findings, Recommendation and conclusion

5.1 Major Findings:

Throughout my internship at **Big Kitchen** at **Hilton Sanya Yalong Bay Resort & Spa**, I observed a number of best practices that remarkably contributed to delivering exceptional service, maintaining smooth operations and ensuring guest satisfaction. These practices not only align with international hospitality standards but also demonstrate a thoughtful, guest centric approach to luxury dining. They serve as excellent examples of how **F&B Service Process** in five-star resorts can consistently perform at a high level.

Key observation and practices:

- **Pre-shift briefings and Mise en Place:** Each service period began with a team briefing, where daily task, guest preferences and any updates to the buffet or live stations were communicated. This helped ensure every team member was aligned and well prepared, contributing to a smooth and organized service.
- **Structured greeting and seating by the hostess:** Hostess follow a consistent procedure when welcoming guests, confirming reservations and accommodating walk-ins. Seating arrangements were well planned to suit various guest types, including couples, families and large groups, ensuring comfort and efficiency from the start of the dining experience.
- **Buffet style service:** Big Kitchen primarily operates as a buffet restaurant, occasionally it offers some pre-determined set menu for required group of people for an event. Staff are trained to handle such occasions.
- **Cross departmental communication:** Well-built communication with the kitchen, front office, housekeeping and engineering teams was evident, especially during busy periods. This coordination played an essential role in ensuring timely food replenishment, table readiness and handling guest requests efficiently.
- **Personalized and courteous guests' interaction:** Staff maintained a warm and professional manner throughout service. Returning guests were often recognized and occasions such as birthdays or anniversaries were acknowledged with small gestures (wish with a sweet treat), enhancing the overall dining experience.
- **Efficient table turnover and cleanliness:** After each guest's departure, tables were cleared and reset swiftly and side stations were kept clean and organized. This level of readiness minimized waiting times for guests and maintained the restaurant's polished appearance.
- **End of shift reflection:** quick recap (brief debriefing) sessions at the end of each shift allowed the team to reflect on performance, discuss guest feedback and prepare for the next day's service. These practices at Big Kitchen reflect a culture of professionalism, attention to detail and genuine care for guest experience. They highlight how operational efficiency, teamwork and personalized service contribute to the high standards expected in luxury resort setting.

5.2 Key Problem identified (Based on 8 Core Service steps)

During the internship at **Big Kitchen**, several operational and service related challenges were observed. These challenges, though not systemic, present actionable opportunities to refine guest experience, optimize staff performance and improve overall workflow efficiency.

1. Pre-service preparation

While daily briefings and mise en place are conducted, there is no indication of how effectively the information is retained or applied by all team members, which could result in inconsistencies during service.

2. Guest arrival and seating

The greeting and seating process described as “generally well organized,” suggesting occasional lapses in managing reservations and walk ins, which may cause guests dissatisfaction.

3. Service workflow

Operating buffet service during peak hours with additional corporate group reservations within the hotel may overwhelm staff, potentially leading to lapses in service sequence and quality.

4. Cross department coordination

Interdepartmental coordination is said to be most helpful during rush hours, implying it may not be consistently strong throughout the day, leading to communication gaps and service delays.

5. Using technology in service

The use of POS and reservation tools is limited to basic functions, indicating missed opportunities for automation, data tracking, guest preference management and overall service optimization.

6. Personalized guest engagement

Personalization efforts such as remembering returning guests and special occasions, seem to rely on staff memory rather than a structured system, risking consistency in guest experience.

7. Handling guest feedbacks and complaints

There appears to be no clear escalation protocol for handling guest concern which could result in confusion among staff and delayed responses to major issues.

8. Post service and guest departure

While tables are resets quickly and end of shift briefings are conducted, there is no mentions of performance metrics or structured feedback, limiting opportunities for targeted improvements.

Summary

The operational challenges identified at **Big Kitchen** are primarily rooted in service flow, communication gaps and underutilization of smart technology. Each represent a strategic opportunity for targeted improvement. By making a refine internal coordination, enhancing digital integration and reinforcing personalized service, the restaurant can be further aligned with **Hilton's** global standards of hospitality excellence.

5.3 Recommendation

Based on my internship observation with staff and guest feedback at **Big Kitchen**, I will suggest a number of practical recommendations. This focuses to strengthen service efficiently, elevate guest satisfaction and align daily operations with **Hilton's** standards of luxury hospitality.

- **Pre-service preparation:** By implementing short knowledge checks or quick recap sessions after daily briefings to ensure staff have understood their roles, menu updates and guest note. This will reinforce clarity and consistency during service.
- **Guest arrival and seating:** Train hosts in advance table management and dynamic seating strategies using digital reservation tools can be a game changer. Real time updates and visibility onto guest flow will help reduce waiting time and improve in overall guest satisfaction.
- **Service Workflow:** Train service staff to handle both large groups and small families confidently during peak hours. Provide workflow guides and simulation to help them maintain service standards.
- **Coordination with other departments:** Stablish fixed communications touch point between service, kitchen, front office and housekeeping throughout the day. Used shared communication tools or WeChat groups for instant updates and smoother operations.
- **Expand Use of Technology and POS Tools:** Upgrade or fully utilize the POS and reservation systems to include guest profiles, order history and table turnover data. This enhance personalization, reduce manual errors and streamlines the dining process.
- **Guest engagement and personalization:** Use a guest CRM or loyalty program to track visit frequency, preferences and special dates such as birthdays or anniversaries. This allows staff to offer consistent and thoughtful personalize service.

- **Guest feedback and service recovery:** Create and communicate a simple escalation guide for guest concerns, distinguishing between issues that staff can resolve and those needing managerial attention. Regular training will build staff confidence and handling complaints.
- **Post service procedure:** Introduce weekly or by-weekly staff reviews using KPI's such as service speed, guest feedback and upselling success. Combine this with end of shift reflections to encourage accountability and continuous improvement.

5.4 Conclusion

This chapter has highlighted the key finding and areas for improvement within the service operation at **Big Kitchen**, based on my personal observations. The restaurant demonstrates many strengths, including its lively buffet concept, guest centered service approach and a well-structured workflow that supports smooth dining experiences.

However, challenges remain, particularly in the areas of cross departmental communication, workload balance during peak hours and limited integration of technology to streamline service.

The main findings underline the importance of stronger collaboration among departments, fostering a proactive service culture and providing staff with the flexibility to adapt to diverse guest needs. The recommendations proposed in this chapter such as clearer pre-shift communication tools, better role allocation during service and gradual use of smart service technology.

If adopted, these measures can help **Big Kitchen** further enhancement in operation in terms of efficiency, delivering more personalized experiences and strengthening its reputation as a signature dining venue with **Hilton Sanya Yalong Bay Resort & Spa**. Ultimately, continuous improvement in these areas will allow the restaurant to meet evolving guest expectations and uphold Hilton's global Standard.

Chapter 6 Appendices

Appendix-1

Highlights from guest review about Big Kitchen

Survey conducted (2023)

Guest sample size- 180

Assessment area	Satisfaction level	Comment
Quality of food	95%	Guest impressed with the quality and presentation
Service speed	82%	Delays during peak hours
Staff attitude	90%	Cooperative and professional
Hygiene	95%	Maintenance of high standard

Main point:

- Overall satisfaction level is high with food quality and hygiene
- Service speed is laidback, so improvement is need in this sector

Appendix-2

Practice of sustainability in F&B service

Action	Implementation	Impact
Local produce	80% of fresh produce is collected from local farmer	Reduce in carbon footprint and local financial support
Waste management	Different waste reduction workshop	More clean and green marine life
Environment friendly packaging	Use of recyclable materials and boycott plastic	Almost no plastic use in F&B service
Guest awareness workshop	Promoting sustainability in dining areas	Almost every guest appreciates the practice

Appendix-3

Discount and promotion

During holidays and special occasions there are always promotion going on which result in discount in F&B and stays.

Holidays of 2024

Holiday	Days
New Year	January 1
Chinese New Year	February 9-17
Lantern Festival	February 24
Qingming Festival	April 4-6
Labor holiday week	May 1-5
Dragon Boat Festival	Jun 8-10
Mid-Autumn Festival	September 15-17
National Holiday	October 1-7
Christmas	December 25
New Year Eve	December 31

Chapter 7 Reference

References:

- Cheng, Y., & Wu, H. (2021). Enhancing guest satisfaction through personalized F&B service in luxury hotels. *Journal of Hospitality and Tourism Research*, 56(3), 189-205.
<https://doi.org/10.1016/j.jht.2022.01.014>
- Kotler et al. (2020) Food And Beverage Service concept in Luxury setting
- Food and Beverage Service (ninth edition) by Jhon Cousins, Dennis lillicrap and Suzanne Weekes, 6, (192-253)
- The SERVQUAL Model (Parasuraman Zeithaml & Berry, 1988) Five Key Dimension
- Kim, S., & Zhang, M. (2020). Sustainable Dining Practices in Luxury Hotel& resorts: A case study from South China. *Asia Pacific Journal of Tourism Research*, 27(8), 766-789.
- Li, X., & Chen, J. (2019). Staff retention strategies and service quality in luxury hotels. *Journal of Human Resource in Hospitality and Tourism*, 18(3), 423-438.
- Liu, F., & Roberts, C. (2023). Managing guest complaints effectively: Frontline strategies and services recovery in resort settings. *Tourism Management Perspective*, 48, 202087.
- Want, J., & Tan, R. (2020), Culinary diversity and innovation: Exploring multicultural F&B services in luxury hotels. *Journal of Gastronomy and Tourism*, 8(4), 401-418