

An Internship Report On
The Food and Beverages Service process of Hotel Shuktara (Pvt.) Ltd

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

Submitted By:

Md.Ebnul Rafid Chowdhury

ID: 171-43-258

Department of Tourism & Hospitality Management Faculty of Business and Entrepreneurship
Daffodil International University

Submitted to:

Ms. Farhana Yeasmin Lina

Lecturer (Senior scale)

Department of Tourism & Hospitality Management Faculty of Business and Entrepreneurship
Daffodil International University

Date of Submission:

April 29, 2025

An Internship Report On
The Food and Beverages Service process of Hotel Shuktara (Pvt.) Ltd

Letter of Transmittal

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

Subject: Submission of Internship Report

Hello Ma'am,

With all due respect, I should say that my internship is over. I'm Md. Ebnul Rafid Chowdhury, and I am a student in your excellent university's Bachelor of Tourism and Hospitality Management (BTHM) program with the ID number 171-43-258. The opportunity to submit the report you assigned me to write for my internship on the topic of "The Food and Beverage Service process of Hotel Shuktara" makes me overjoyed. I have gone above and beyond to produce my best work in an effort to blend in with this profession. You will appreciate my work if you acknowledge it and give a modest margin for error.

Thank you, ma'am.

Sincerely yours



Md. Ebnul Rafid Chowdhury
ID: 171-43-258
Bachelor of Tourism & Hospitality Management
Daffodil International University

Certificate of Approval

This is to affirm that Md. Ebnul Rafid Chowdhury ID: 171-43-258 has completed his temporary position from " of Hotel Shuktara "an intern under the Food & Beverage Service Department. He has successfully completed his impermanent position Report under my watch. During my supervision, I found him fast, devoted and sincere.

I thus announce that I have checked this report as I should say; this report is sufficient to the degree of quality and augmentation of the hotel industry and Tourism & Hospitality Management (BTHM) program. I wish him achievement and success.



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

Acknowledgement

This is my chance to express my gratitude to everyone who assisted me in finishing this report on the "Hotel Shuktara." I would want to first and foremost express my gratitude to the All-Powerful Allah, who is also my creator, our sustainer, and my guardians, for their support up to this point. For his assistance throughout the first six months of my entry-level position, Ms. Farhana Yeasmin Lina Senior Lecturer in the Daffodil International University department of tourism and hotel management, has my sincere gratitude. I want to sincerely thank the head of food and beverage service department for letting me take part in the short-term job program for their esteemed division. I would like to convey my gratitude to all DIU personnel, associates, and lodging partners who assisted me in completing my report by providing wise counsel, helpful recommendations, and motivation.

Student Declaration

I am Md. Ebnul Rafid Chowdhury ID: 171-43-258 student of Bachelor of Tourism and Hospitality Management (BTHM) program at Daffodil International University, announcing that, this report "The Food and Beverage service process of Hotel Shuktara," has been prepared only for fulfillment of my course without this there is nothing else. Here, I have represented only my performance in the time of attachment and everything belongs to me. As a result, it is deadly prohibited to make it synthetic.



Md. Ebnul Rafid Chowdhury

ID: 171-43-258

Bachelor of Tourism & Hospitality Management
Department of Tourism & Hospitality Management
Faculty of Business and Entrepreneurship
Daffodil international university.

Executive Summary

I served food and beverages at Hotel Shuktara Pvt. Ltd. throughout my internship. My report details what I learned and achieved and my professional views. The first chapter explains the internship's purpose and background. It also shows that the report is based on the author's experience with the Food and Beverage Service department. It covers the scope, objectives, methodology (qualitative), data sources, and constraints such as limited time and a focus on one department.

The second chapter includes detailed information on Hotel Shuktara, such as its location, mission, vision, objectives, and services. It highlights all significant departments in the hotel, with particular emphasis on the Food and Beverage Department and how it contributes to client pleasure.

Chapter three provides an overview of the Food and Beverage Service Department, outlining its functions and responsibilities. It highlights major outlets such as Sky Light BBQ and Rasun Restaurant, detailing their operations and significance

Chapter Four explains the different service styles offered by the hotel, such as à la carte, buffet, banquet, takeaway, and outdoor catering. It details the step-by-step service procedures and emphasizes the hygiene practices maintained during the internship. The chapter presents a clear picture of the hotel's daily operations and the standards upheld in delivering quality service.

The chapter five presents key findings from my experience, including the importance of clear communication, attention to detail, and maintaining hygiene and service standards. It also offers recommendations for the hotel, such as enhancing staff training and updating service tools, and provides guidance for future interns on how to adapt and succeed in the fast-paced hospitality industry.

Table of Content

.

No	Prefatory Part	Page
4	Letter of Transmittal	iv
5	Certificate of Approval	v
6	Acknowledgement	vi
7	Student's Declaration	vii
8	Executive Summary	Viii

Chapter 1

Introduction Part

Serial	Topic Name	Page
1.1	Introduction	4
1.2	Background of this Report	5
1.3	Scope of the Report	5
1.4	Objective of the Report	5
1.4.1	Specific Objective of the Report	6
1.5	Methodology	6
1.6	Sources and Collections of Data	6
1.6.1	Secondary Sources	6
1.7	Limitation of the study	7

Chapter 2

An Overview of Organization Part

Serial No	Topic Name	Page
2.0	Organizational Overview	9
2.1	Objective of Hotel Shuktara Pvt. Ltd	10
2.2	Mission, Vision and Goal	10
2.3	Accommodation	11
2.3.1	Room categories	11-14
2.4	Department	14-15
2.4.1	Front office	15-16
2.4.2	Sales and Marketing Department	16
2.4.3	Housekeeping Department	16
2.4.4	Accounts Department	16
2.4.5	Security Department	17
2.4.6	Maintaince Department	17
2.4.7	FnB Department	17
2.4.8	Purchase Department	17

Chapter 3

An Overview of Food and Beverages Department

Serial no	Topic	Page
3.1	Food and Beverage Service Department	19
3.2	Background of the Department	19
3.3	Organizational Chart of F&B Department	20
3.4	Outlets Description of the Department	21-22
3.5	Coordination with other Department	22

Chapter 4

Discussion and Analysis Part

Serial No	Topic	Page
4.0	Objective and Process of hotel shuktara	24
4.1	Detailed overview of the service process	24-26
4.2	Food and Beverages service process	26-29
4.3	Serving method maintained in food and beverage process	29-31
4.4	Food And Beverages Service process of hotel shuktara	31-36
4.5	Hygienic standard for food and beverage service process at hotel shuktara	36-38
4.6	HACCP (Hazard Analysis and Critical Control Points)	38-39

Chapter 5

Findings, Recommendations and Conclusions

Serial No	Topic	Page
5.1	Findings	41-42
5.2	Recommendation	42-43
5.3	Conclusion	44
5.4	References	45

Table of Figure

Figure	Name	Page
1	Room Categories of Hotel Shuktara	12
2	Department of hotel Shuktara (Diagram)	15
3	Organizational Chart of F&B Department	20
4	Restaurant outlet Description chart	21
5	Stages of Food and Beverage service Process	24
6	Food and beverage service s process of hotel Shuktara	27
7	Process of serving method	30
8	Service Types chart of hotel Shuktra food and beverage Department	31
9	Hygienic procedure	37
10	HACCP Principles	39

CHAPTER-1

Introduction

1.1 Introduction:

Hotel shuktara is highly known for its great food and beverage options, first-rate facilities, and large, well-appointed rooms. Its success is largely due to its stellar reputation for offering outstanding guest service. By providing a variety of eating alternatives, including both local Bangladeshi and foreign food, prepared and served to the highest standards, the Food & Beverage Department plays a crucial part in this service. The British Act of 1931 defines a hotel as an institution where a traveler, in suitable physical and financial condition, may get food and accommodation. A hotel is broadly characterized as a full hospitality service that addresses the housing and eating requirements of clients who possess both financial means and physical capability. Although diverse businesses like guest houses, lodges, and restaurants are included in the hospitality sector, the word "hotel" often denotes a facility that amalgamates all these services to fulfil the comprehensive expectations of its customers. Hotel shuktara is highly known for its great food and beverage options, first-rate facilities, and large, well-appointed rooms. Its success is largely due to its stellar reputation for offering outstanding guest service. By providing a variety of eating alternatives, including both local Bangladeshi and foreign food, prepared and served to the highest standards, the Food & Beverage Department plays a crucial part in this service. The Food & Beverage (F&B) department is central to hotel operations and is crucial for visitor pleasure. The F&B department serves not just as a food service point but also as a major hub for guest contact, where orders are received, meals are given, feedback is collected, and continuous assistance is offered throughout their stay. This department is often the most prominent element of hospitality, directly affecting a guest's experience and impression of the hotel. Their efficiency and attention are essential factors in establishing a lasting and favorable impression.

1.2 Background of this Report

I made this internship report to complete part of my Daffodil International University Undergraduate Tourism and Hospitality Management degree. I am completing my internship at the Food and Beverage Service Department of Hotel Shuktara Pvt. Ltd., a famous Dhaka hotel, throughout my studies. A report from an internship enables students to combine their coursework with real-world work and share their practical experiences. Guest service, table settings, order taking, cleanliness, and customer satisfaction are all aspects of restaurant operations that I have learnt about and have experienced. I learned a lot about how the F&B division upholds service quality and manages difficulties in a formal hotel setting by watching and taking part in daily service operations.

1.3 Scope of the Report:

Based on my internship knowledge, this report mainly concentrates on the detailed Food and Beverage Service process of Hotel Shuktara Pvt. Ltd. Key topics include daily service methods, client contact, staff coordination, sanitary standards, and the general influence of F&B services on visitor contentment. The scope is restricted to the length of the internship and is based on actual observations and hands-on experience within the department.

1.4 Objective of the Report:

The main objective of this report is to provide a comprehensive overview and of the Food and Beverage Service process of Hotel Shuktara Pvt. Ltd.

1.4.1 Specific Objectives

- To analyze the food and beverage Service process of Hotel Shuktara.
- To identify possible problems and major findings based on the e food and beverage service Process.
- To provide recommendations based on the findings.

1.5 Methodology:

This report is based on a qualitative approach. This report details my internship experience at Hotel Shuktara Pvt. Ltd., where I worked as a trainee in the Food and Beverage Service Department. The internship provided me valuable practical knowledge and practical experience in the industry of hospitality. During my training, I was actively involved in a variety of responsibilities, including collecting guest orders, serving food and beverages, setting up dining rooms, maintaining sanitation and hygiene, and ensuring customer satisfaction.

1.6 Sources and Collections of Data:

For this study, I mostly collected useful information and ideas about Food & Beverage service operations from secondary sources, like books, articles, and online materials.". These resources include industry reports, scholarly journals, hotel records, and pertinent publications. The practical insights I gained from my internship observations also complemented the secondary data, giving me a more comprehensive grasp of the subject.

1.6.1 Secondary Sources:

- Standard operation procedures (sop's) from hotel Shuktara.
- Training manuals, and internal reports from the hotel.
- Previous internship reports from other students.
- Website and online data base.

1.7 Limitation of the Report:

The study faced several limitation:

Difficulty Focusing on the Report

During the internship, I was also busy with work, so it was occasionally difficult to focus on writing the report effectively. It was hard to focus properly on the report because of the regularly busy strain.

Short Internship Duration

Due to a short internship period there was less opportunity for in-depth instruction and practical exposure in every area of food and beverage service.

Limited Scope of Observation:

The report is based only on personal experiences from the internship term, which may not accurately reflect the hotel's overall operations.

Restricted Departmental Exposure:

The study focuses only on the Food and Beverage Service department, with little insight into other departments such as Front Office, Housekeeping, and Kitchen.

Chapter-2

An Overview of Organization Part

2.0 Organizational Overview:

Located in Dhaka, Bangladesh, Hotel Shuktara Pvt. Ltd. is a reputable lodging establishment. The hotel, which is renowned for its first-rate services and high standards, strives to provide both domestic and foreign visitors with an unmatched level of comfort and elegance.

The hotel is highly known for its great food and beverage options, first-rate facilities, and large, well-appointed rooms. Its success is largely due to its stellar reputation for offering outstanding guest service. By providing a variety of eating alternatives, including both local Bangladeshi and foreign food, prepared and served to the highest standards, the Food & Beverage Department plays a crucial part in this service.

Address:

20/A Indira Road, Dhaka 1215, Bangladesh

Rating:

3-Star

Brand:

Hotel Shuktara Group

Contact Details:

- Mobile: +88018-40440090
- Email: info@hotelshuktara.com

Key Distances:

- Hazrat Shahjalal International Airport: 20 km
- Dhaka City Centre: 5 km

2.1 Objective of Hotel Shuktara Pvt. Ltd:

The main goal of Hotel Shuktara is to offer comfortable and quality service at an affordable price. The hotel aims to make every guest feel welcome and satisfied by providing clean rooms, good food, and .. friendly service. By focusing on guest needs and maintaining high standards, Hotel Shuktara wants to be known as one of the best value hotels in Dhaka.

2.2 Mission, Vision and Goal:

Mission:

Warmth, professionalism, and care are the cornerstones of our hospitality experience, and we strive to make each visitor feel at home by providing impeccable service, meticulous cleaning, and meticulous attention to detail.

Vision:

To be renowned as one of the top midrange hotels in Dhaka, renowned for your exceptional service commitment to sustainability, and warm, inviting atmosphere that makes guests feel at home.

Goals:

The aim of Hotel Shuktara is to provide exceptional hospitality services in order to establish itself as a reliable and favored hotel for both domestic and foreign visitors. The goal of the hotel is to provide a clean, safe, and cozy space where visitors can unwind and have a good time. In Dhaka's hospitality sector, the hotel hopes to enhance its standing by providing guest-focused service and ongoing improvement.

2.3 Accommodation

Hotel Shuktara Pvt. Ltd. is a distinguished establishment situated in the center of Dhaka, with 83 pleasant and well-appointed rooms designed to accommodate the requirements of both business and pleasure travelers. It emphasizes the provision of pristine, comfortable lodgings and exceptional customer service. Hotel Shuktara provides a congenial environment and fundamental facilities guaranteeing a satisfactory and economical experience for all patrons.

2.3.1 Room Categories of Hotel Shuktara

The seven categories of rooms charging from premium to mid-range that has been offered by Hotel Shuktara follows:

- ✓ Premium King
- ✓ Premium Twin
- ✓ Super Deluxe King
- ✓ Super Deluxe Twin
- ✓ Deluxe King
- ✓ Deluxe Twin
- ✓ Standard Room

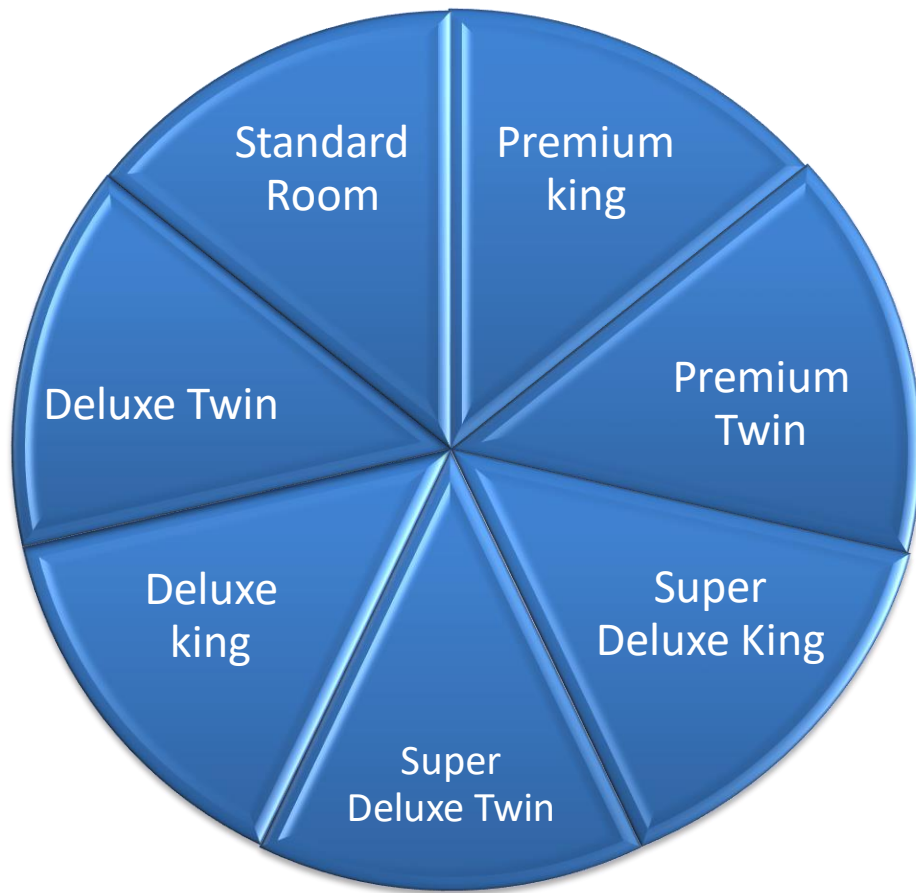


Figure 1: Room Categories Chart of Hotel Shuktara

Premium King

This particular cozy space is pastel-colored adorned. One single refrigerator and an attached bathroom are features of premium rooms. A flat-screen TV with worldwide TV channels, a comfortable king-size bed, and a roomy closet are included in each air-conditioned room. The room size is 320 sqft. Which consists of 2 adult-capacity accommodations.

Premium Twin

Premium twin offers a flat-screen TV with worldwide TV channels, a comfortable queen-size bed, and a roomy closet included in each air-conditioned room. The room size is 280 sqft. Which consists of 2 adult-capacity.

Super Deluxe King

Super Deluxe King also offers a flat-screen TV with worldwide TV channels, a comfortable king-size bed, and a roomy closet included in each air-conditioned room. The room size is 280 sqft. Which consists of 2 adult-capacity and free stay for children.

Super Deluxe Twin

Super Deluxe Twin also offers a flat-screen TV with worldwide TV channels, a comfortable queen-size bed, and a roomy closet included in each air-conditioned room. The room size is 240 sqft. Which consists of 2 adult-capacity and free stay for children.

Deluxe King

Deluxe King also offers a flat-screen TV with worldwide TV channels, a comfortable queen-size bed, and a roomy closet included in each air-conditioned room. The room size is 200 sqft. Which consists of 2 adult-capacity and free stay for children.

Deluxe Twin

Deluxe Twin also offers a flat-screen TV with worldwide TV channels, a comfortable queen-size bed, and a roomy closet included in each air-conditioned room. The room size is 200 sqft. Which consists of 2 adult-capacity and free stay for children

Standard Room

Standard rooms come with a shower and, in some cases, a balcony. A flat-screen TV with international TV channels, a comfortable Single size bed, and a roomy closet are included in each air-conditioned room. The room size is 120 sqft. Which consists of 2 adult-capacity and free stay for children.

2.4 Department

In order to provide each visitor with an unforgettable experience, Hotel Shuktara Pvt. Ltd. expertly combines comfort, efficiency, and genuine hospitality. Everyone from the friendly front desk staff to the delicious food at our restaurants to the meticulous cleanliness and caring attention to our guests goes above and beyond to ensure that your stay is perfect. Hotel guests may enjoy a restful city stay with a touch of local flavor and attentive treatment at this establishment, which is more of a hotel than a resort. Hotel Shuktara is devoted to providing dependable hospitality with a personal touch, guaranteeing a comfortable and convenient stay for all guests, with an emphasis on ongoing development and client satisfaction. There Are eight departments of hotel shuktara.

There are 8 departments of hotel shuktara. They are listed below...

1. Front Office Department.
2. Housekeeping Department.
3. Sales and Marketing Department.
4. Accounts Department.
5. Maintenance Department
6. Security Department.
7. Food and Beverage Department.
8. Purchasing Department.



Figure 2: Department of hotel Shuktara organizational flowchart.

2.4.1 Front office Departments

An important aspect of providing a smooth and inviting experience for guests at Hotel Shuktara Pvt. Ltd. is the front desk. Guests can expect speedy service, helpful advice, and a pleasant check-in experience from the time they arrive thanks to the front desk staff. The front desk is the initial point of contact with guests and should reflect the hotel's commitment to excellent service, professionalism, and meticulousness. Whether it's handling guest enquiries, assigning rooms, or

providing local tips, the crew is committed to making sure every visitor has a welcoming, productive, and unforgettable experience. Complete check-in and check-out smoothly and politely. Manage online and phone reservations. Check visitors' payment choices to ensure credit card processing and validation. Registering guests requires contact information and duration of stay. Give guests a warm greeting and allocate rooms based on availability. Detail the hotel's services, rooms, pricing, and amenities. Address client issues promptly and expertly to ensure satisfaction. Work with the housekeeping crew to keep rooms clean and stocked. Verify and manage group bookings for high-profile clientele and special events. Promote additional hotel services where it makes sense. Maintain accurate visitor payments, transactions, and bookings.

2.4.2 Sales and Marketing

The Sales and Marketing Department at Hotel Shuktara is responsible for advertising the hotel's service and acquiring new guests. This section is in charge of advertising, maintaining social media, establishing contacts with travel agencies and developing special packages to promote bookings. They also handle visitor feedback and market research to improve services.

2.4.3 Housekeeping Department

The Housekeeping Department at Hotel Shuktara is in charge of keeping the hotel clean, pleasant, and well-maintained for all visitors. Their primary responsibilities include cleaning guest rooms, public areas, and ensuring that all spaces are neat and sanitary.

2.4.4 Accounts Department

Hotel Shuktara's Accounts Department oversees all financial activities. This includes processing guest payments, paying employee salaries, managing daily income and spending, and keeping financial records up to date. The team creates reports, controls budgets, and makes certain that all transactions are accurate and transparent. This department contributes to the hotel's financial stability and efficient operation by keeping accurate accounts.

2.4.5 Security Department

The Hotel Shuktara's Security Department is in charge of making sure that visitors, employees and hotel property are safe and secure the security department work day and night to protect the hotel and make sure everyone feels safe.

2.4.6 Maintenance Department

The Maintenance Department at Hotel Shuktara manages all of the hotel's repairs and technical issues. They fix lights, air conditioners, plumbing, and other equipment as needed. The Staff also conducts frequent checks to ensure that everything functions properly. Their goal is to keep the hotel safe, clean, and comfortable for both visitors and employees.

2.4.7 The Food and Beverage Department

The Food and Beverage (F&B) Department at Hotel Shuktara is responsible for serving food and drinks to guests. This includes the restaurant, room service, and any events or functions at the hotel. The staff take orders, serve meals, and make sure guests are happy with their dining experience. They also follow hygiene rules and keep the service area clean. The F&B team works hard to give Guest's tasty food and friendly service.

2.4.8 Purchasing Department:

The Purchase Department is critical to an organization's seamless operation since it procures the necessary items, materials, and services for everyday tasks. This department is in charge of discovering trustworthy suppliers, procuring high-quality products at competitive costs, and keeping adequate inventory levels. It collaborates with other departments to understand their requirements and ensure that supplies are delivered on schedule.

Chapter-3

An Overview of Food and Beverages Department

3.1 Food and Beverage Service Department

From planning the menus to presenting them to customers, the F&B Service Department of Hotel Shuktara Pvt. Ltd. is in charge of providing first-rate food and drink experiences. The chef, wait staff, and managers in this section work closely together to serve guests in the hotel's restaurant and via room service. For an operation to run smoothly and provide excellent service, clearly defined responsibilities, open lines of communication, and tight coordination are essential. Everyone on the team has to be well-versed in service standards and operating processes so that guests are always satisfied. Maintaining consistency, reducing mistakes, and going above and beyond for guests all need professional management and collaboration. The fundamental roles and contributions of the food and beverage personnel in providing outstanding hospitality are outlined in this section.

3.2 Background of the Department

The F&B Service Department of Hotel Shuktara Pvt. Ltd. has a major influence on visitors' stays. This section handles all food and drink preparation, serving, and presentation to ensure client satisfaction. It includes the hotel's restaurant, room service, lounge, coffee shop, and event facilities. The hotel's main goal is to provide excellent service; hence this section is crucial. The F&B team works with the culinary team to obtain high-quality ingredients, prepare and store them safely, and serve each meal with care.

Hotel revenue depends on food and beverage (F&B) services such as in-house dining, room service, events, and conferences. The department handles order taking, food preparation, payment processing, follow-up service, and efficiency in managing client flow via the multiple dining venues.

From cafe coffee to formal banquets, Hotel Shuktara Pvt. Ltd.'s committed team has become known for offering a broad selection of excellent, well-prepared food.

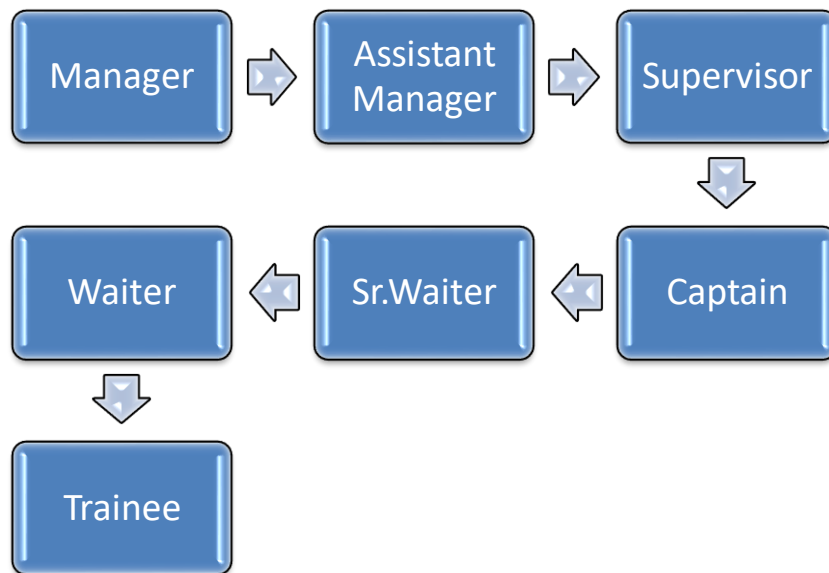


FIGURE 3: Organizational Chart of F&B Department

3.3 Outlets Description of the Department

There are two Restaurant at hotel shuktara.

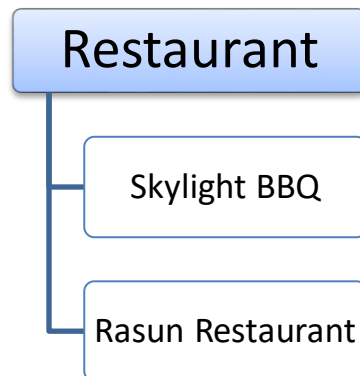


Figure 4: Restaurant outlet Description chart

Sky light BBQ:

Among the several restaurants owned by Hotel Shuktara Pvt. Ltd. is Sky Light BBQ Thai Chinese Restaurant, known for its delicious combination of Thai, Chinese, and BBQ flavors. The lively ambiance and delicious food are the restaurant's claim to fame. Skilled chefs use only the freshest ingredients in their meals. Guests who like fragrant, flavorful food served in a warm, inviting atmosphere will love this restaurant.

Features: Cuisine:

The restaurant serves Thai, Chinese, and BBQ dishes that appeal to a wide audience. Signature dishes include grilled meats, shellfish, aromatic Thai curries, stir-fries, and noodle dishes, as well as classic Chinese dinners. The restaurant can accommodate small and large parties for meals with its spacious seating options. The restaurant serves lunch and dinner every day, focusing on BBQ. Customers wanting a more personalized dining experience may also order à la carte.

Rasun Restaurant:

Features: Cuisine: Featuring traditional Bangladeshi meals made with spices and ingredients found locally, the menu offers a broad assortment of selections, including vegetarian alternatives, biryanis, kebabs, and curries. For those in search of real Bangladeshi flavors, this restaurant is a must-visit for its substantial and flavorful dishes. Authentic and welcoming, the restaurant's ambiance is a result of its use of traditional Bangladeshi design features. Guests are guaranteed an authentic dining experience with the rustic décor and rich cultural feelings. Rasun Bangla Restaurant has enough of seats to any number of people, whether it's a small family dinner or a huge celebration. Those seeking to savor a shared lunch with loved ones will find it ideal. The restaurant is open daily for breakfast, lunch, and supper, and it offers customized set menus for private events including weddings and corporate gatherings, as well as group reservations.

3.4 Coordination with Other departments

During my internship at Hotel Shuktara, I noticed that the Food and Beverage Department worked closely with other departments to ensure efficient operations and outstanding guest service. The meal and Beverage crew collaborated with the Front Office on guest preferences and billing, Housekeeping on cleanliness and linen supply, and the Kitchen on timely meal preparation. It also worked with Sales and marketing to schedule events, Maintenance to maintain equipment, and Accounts to regulate costs and ensure invoicing accuracy. This interdepartmental collaboration was critical for providing a high level of service across the hotel.

Chapter: 4

Discussion and Analysis Part

4.0 Objective and process of hotel Shuktara.

The Food and Beverage Service Department of Hotel Shuktara is critical in providing a safe, efficient, and guest-centric dining experience. The department is devoted to maintaining high service standards by ensuring that each meal is prepared with care, delivered on time, and served in a clean, pleasant environment. To ensure professionalism at all touchpoints, service personnel receive extensive training in hygienic measures, proper food handling, and guest commitment.

4.1 Detailed Overview of the Service Process

Stages of food and beverage service process is an organized procedure that ensures clients have a smooth, efficient, and enjoyable eating experience. To maintain high hospitality standards, Hotel Shuktara followed strictly to this cycle.

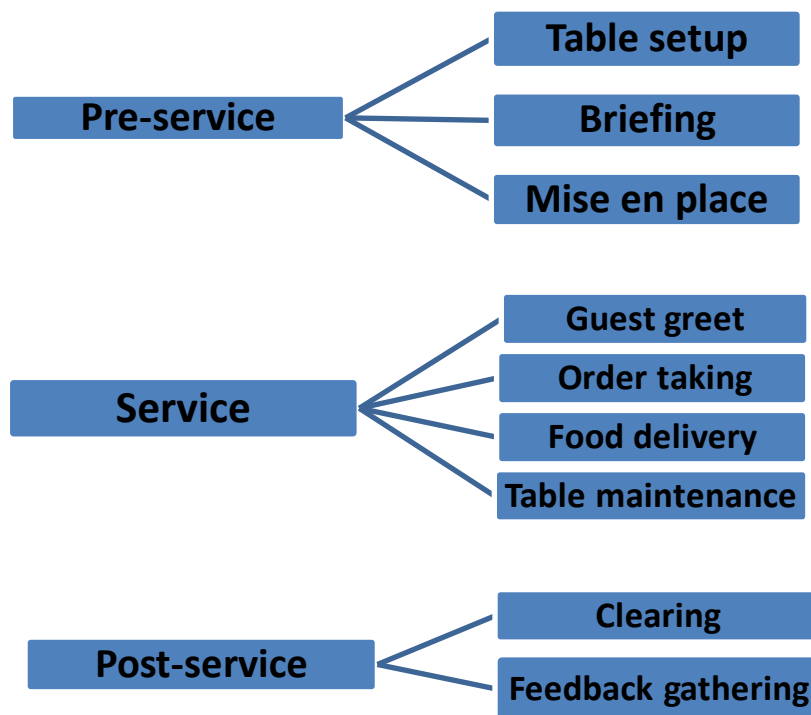


Figure 5: Stages of Food and Beverage service Process

1. Pre- service

Setting up tables, inspecting cleanliness, arranging silverware, folding napkins, and ensuring everything is prepared for seamless service are all examples of pre-service activities. This phase prepares the service area and staff members for the arriving customers. This includes:

✓ **Table setup:**

Involves preparing cutlery, crockery, and linens.

✓ **Briefing:** A daily staff meeting to review responsibilities, reservations, and specific instructions.

✓ **Mise- en -place:** Refers to the preparation before service and ensuring cleanliness and readiness to deliver smooth and efficient service.

2. Service

Service is the part of the organization that delivers food and beverages to guests. It include taking orders, providing meals, catering to clients' needs, and guaranteeing a positive dining experience."

✓ **Guest greeting:**

Include welcoming and accompanying guests to their tables.

✓ **Order taking:**

This is the process of accurately recording food and beverage orders.

✓ **Food delivery:**

Includes preparing and serving meals and beverages on time and appropriately.

✓ **Table maintenance:**

Keeping the table clean and helping guests throughout the meal.

3. Post-Service

Post-service includes all the tasks done after the guests leave, such as clearing tables, cleaning the dining area, washing dishes, resetting tables, and preparing for the next service."

✓ **Clearing:**

The process of taking away used dishes and rearranging the table.

✓ **Feedback gathering:**

Asking visitors for their opinions in order to enhance services.

4.2 Food and Beverages service process:

The Food and Beverage (F&B) service process at Hotel Shuktara is intended to provide high-quality service to customers while retaining professionalism, hygiene, and efficiency. The hotel adheres to a defined procedure to ensure client pleasure and seamless daily operations in its restaurant. At Hotel Shuktara, the food and beverage service procedure is handled professionally and properly. In order to guarantee that every visitor has a satisfying and unforgettable dining experience, the crew is educated to adhere to strict hospitality standards.

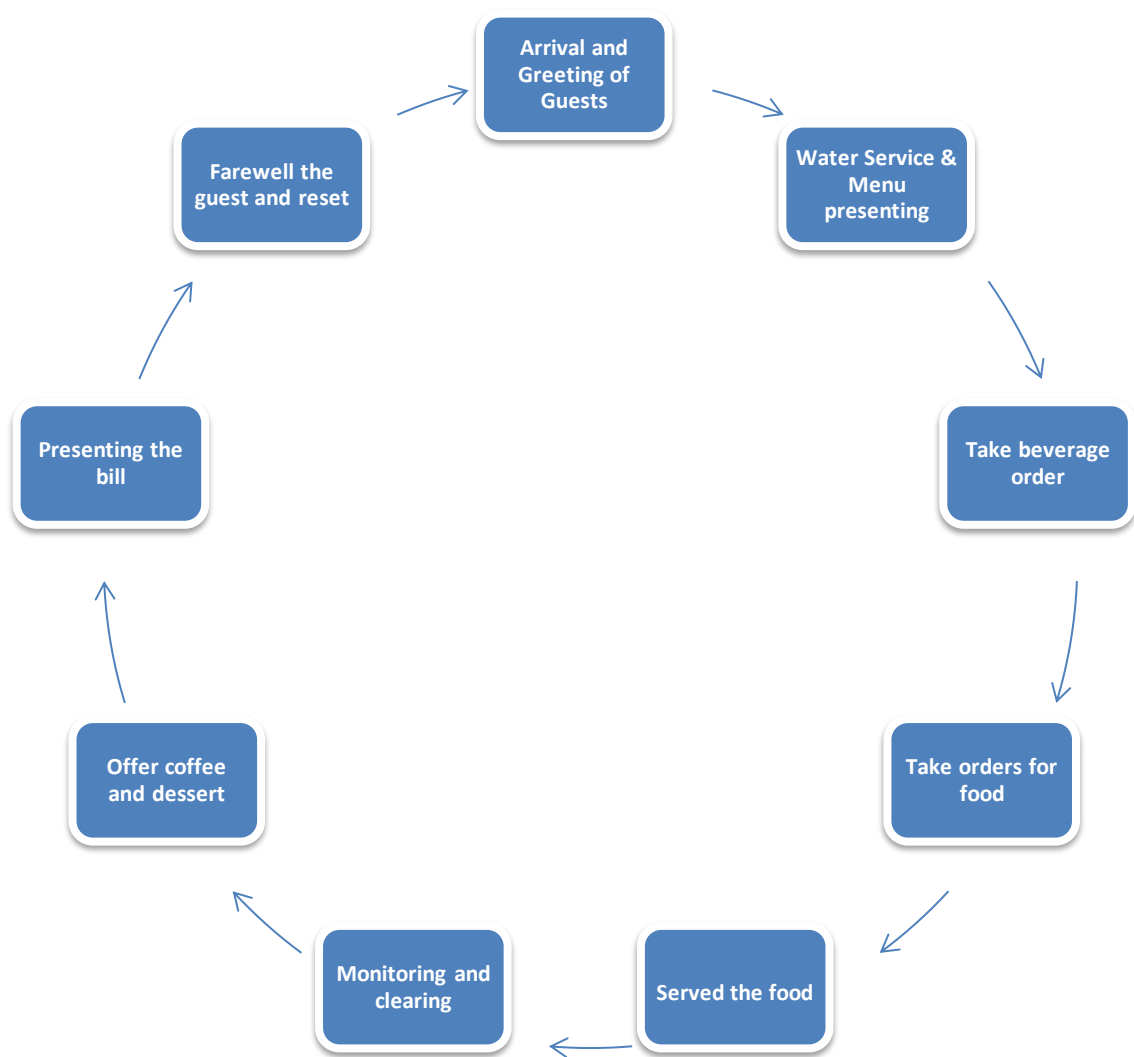


Figure 6: Food and beverage service s process of hotel Shuktara

4.2.1 Arrival and Greeting of Guests

Order to create a pleasant atmosphere for the dining experience, guests are welcomed with open Arms upon arrival and shown to their tables in a courteous and professional manner

4.2.2 Water Service & Menu presenting

Presentation of the menu & water Service Food and beverage menus are displayed in a timely manner. Depending on the guest's request, tap water, sparkling water, or still water are available and served. After that, the guests are asked if they want to start with ordering drinks.

4.2.3 Take beverage order

Accepting Orders for Drinks Any house specials or trademark cocktails are suggested. Accurate orders are taken, and they are repeated for validation. Drinks are served in a timely and courteous manner.

4.2.4 Take orders for food

Waiters make recommendations, answer questions about the food, and employ suitable upselling strategies. Any allergies or dietary restrictions are carefully documented, and orders are repeated to ensure correctness

4.2.5 Served the food

Serving the Food Appetizers come first in the proper order of food service. Proper positioning (e.g. serving women first) is given special consideration. Shortly after serving, employees assess how satisfied the customers are

4.2.6 Monitoring and clearing

Observation and Expulsion Drinks and water are proactively replenished. Between courses, empty dishes are removed in a discrete manner to preserve comfort and cleanliness.

4.2.7 Offer coffee and dessert

Serving Dessert and Coffee The dessert menu is shown, or the specialties are described. Coffee and dessert orders are taken, and they are served quickly.

4.2.8 Presenting the bill

At the proper moment , staff asks if the guests are ready for the bill .The bill is neatly given in a folder, and payment is handled smoothly and with polite appreciation.

4.2.9 Farewell the guest and reset table

Farewell and Table Reset. Guests are warmly thanked and invited to return. Once guests have left, the table is swiftly reset for the following service.

4.2 Serving method maintained in food and beverage process:

A serving method is the manner in which food and beverages are presented and served to customers in a dining environment. It refers to the manner, sequence, and procedures employed by waitstaff or servers to provide proper hospitality and customer pleasure.

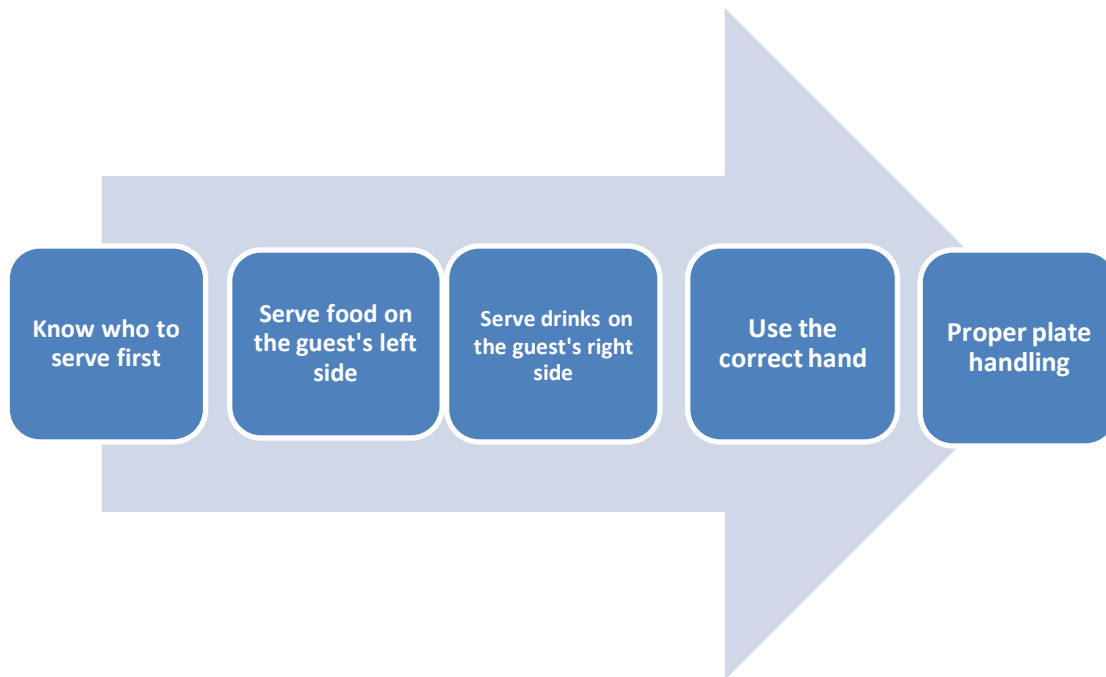


Figure 8: process of serving method

4.3.1 Know who to serve first.

Always start with the women around the table. If there is a guest of honor, they should be served first, regardless of their gender. In other cases, serve customers by age or status, starting with the most senior or distinguished. The host should get served last. If youngsters are present, serve them first to keep the mood peaceful.

4.3.2 Serve food on the guest's left side.

When placing or removing food items, approach the guest from the left side. This includes plate, Bread, and side dishes.

4.3.3 Serve drinks on the guest's right side

Always approach from the right while serving or clearing beverages such as water, juice, or wine.

4.3.4 Use the correct hand.

Work with your left hand on the guest's left side and your right hand on the right. This keeps your body in alignment and avoids you from accidentally contacting or touching the guest.

4.3. 5. Proper plate handling.

When arranging a dish, maintain it steady with four fingers underneath and your middle finger on top to avoid spills and accidents.

4.4 Food And Beverages Service process of hotel shuktara:

At Hotel Shuktara, the service process is well-organized to provide guests with a competent, flawless, and pleasurable eating experience. The process is regulated and standardized from visitor arrival to departure, ensuring consistency and hospitality quality.

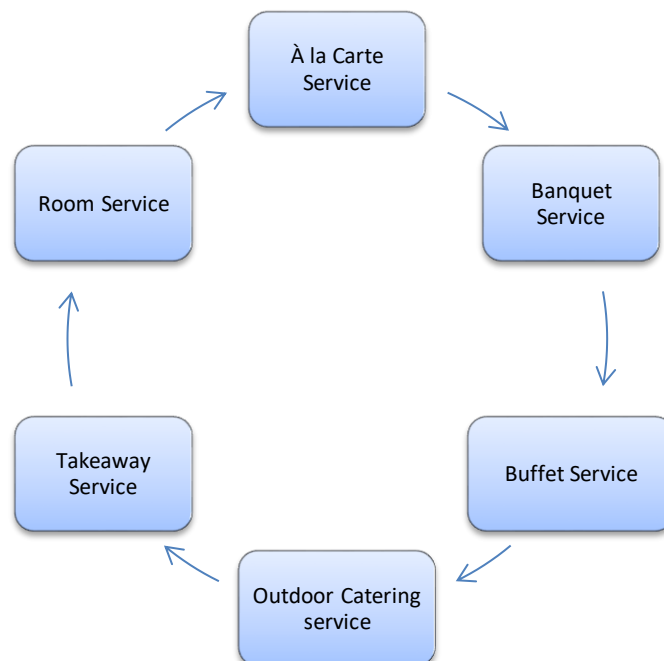


Figure 8: Service Types chart of hotel Shuktra food and beverage Department

4.4.1 À la Carte Service:

The À la carte service provides customers with a menu where each item is priced independently. Customers choose their meals and drinks according to their tastes and any special dietary requirements, and they pay for everything individually. This approach is adaptable and lets diners express their individuality by selecting foods that suit their tastes

À la Carte Service Benefits:

- Guests are satisfied since they may choose from individualized selections.
- Meal options and quantity management can be better managed.
- The restaurant stands to gain more money if it charges more on certain things.

Challenges:

- Needs competent cooks and waiters.
- Increased wait times due to improper management.
- The cooking and service staff need to work together more closely.

4.4.2 Banquet Service:

Banquet service is perfect for big parties or gatherings with a predetermined menu that guests may choose from. Typically, there is a small menu with a few options for appetizers, main dishes, and desserts. Serving a large number of customers in a consistent and efficient manner is the goal of this service style.

Banquet Service Categories:

American Plated Service:

Guests are brought their pre-plated meals from the kitchen. Swift and consistent service is provided.

Food Service Buffet:

There is a buffet table with several different meals, and guests help themselves (or are helped) to anything they choose. Easygoing and provides a range of dining options.

Providing a Butler Service:

Servants bring around platters of food, and diners make their selections. Standard for high-profile cocktail gatherings.

Russian Embassy:

Waiters bring out huge platters of food and bring it to each diner's table personally.

Service in French:

Elegant yet leisurely; food is partly made at the table while there is a lot of contact between guests.

Banquet Service Process:

We finalize the event needs in advance after discussing them. Before visitors show there, the tables are prepared. They have seated the guests. Everything is provided in accordance with the predetermined manner of service. Whenever necessary or after each course, clearing and resetting occurs rapidly.

Banquet Service Benefits:

Perfect for big events. Personalize it to match the event's theme. Hotel and restaurant revenue enhancer. Guests are more likely to be satisfied with an organized and expert presentation.

Challenges:

The chef, the service staff, and the event planners must all work together meticulously. Everything depends on when you serve the meal since your guests will be expecting it at the same moment. Being able to swiftly and courteously manage huge groups is crucial.

4.4.3 Buffet Service:

Guests help themselves to a wide assortment of foods presented on a buffet table or station. Guests love this kind of service because they can tailor it to their tastes by selecting from a variety of alternatives and serving sizes. Breakfasts, brunches, and informal dinner parties often include buffets.

4.4.4 Outdoor Catering:

The expert outdoor caterers at Hotel Shuktara can bring their delectable food and friendly service to any event. Quality cuisine, prompt service, and an unforgettable dining experience customized to the client's demands are guaranteed at the hotel for all types of events, including weddings, private parties, and corporate gatherings.

The term "outdoor catering" refers to the process of transporting the food and drink services of a restaurant or hotel to the site of the client's choice, which may be a garden, beach, event hall, or even a private house.

Particularly Recognizable Traits:

It is necessary to relocate everything, including the personnel, the food, the kitchen and the service equipment. The menu and the way in which it is served are determined by the event and the place, and they may vary from buffet to plated to barbecue and even farther. Plans for the

event, the design of seating charts, and the decoration of the venue are often included in the package.

Just a few examples:

Celebrations of birthdays, weddings, business meetings, and festivals have all been held.

Advantages include:

The expansion of the company's activities outside the restaurant. Possibilities for parties that are both individualized and innovative.

Obstacles to overcome:

Important to the economy is the transportation and logistics industry. Taking precautions against inclement weather is very necessary for activities that take place outside. In situations when you do not have access to a full kitchen, it may be difficult to maintain the quality of the food that you prepare.

4.4.5 Takeaway Service:

Customers have the option of placing takeaway orders and either physically picking them up or having them delivered to their homes so that they may consume their food away from the restaurant.

Particularly Recognizable Traits:

During the process of generating menu items, the typical aims are to achieve rapid preparation and packaging.

Places a particular emphasis on packaging that maintains the food's freshness and temperature at the appropriate levels. Collecting is dependent on payment, regardless of whether it takes place in-store or online. The increasing popularity of this product may be attributed to the use of online apps and distribution platforms. There are restaurants that provide fast meals, cafés, food trucks, and other forms of casual dining.

Advantages include:

The convenience of the customer . Facilitates the use of eating places that are more compact. Revenue is increased during periods of high shopping volume.

Obstacles to overcome:

Protecting the food's freshness while it is being transported. In times of high demand, managing the coordination of delivery systems.

4.4.6 Room service

Food and beverage service that is delivered straight to customers' rooms is called room service, sometimes referred to as in-room dining. It provides visitors with the convenience of enjoying meals, snacks, and drinks in the privacy and comfort of their accommodations.

4.5 Hygiene standard for food and beverage service process at hotel**Shuktara:**

The Food and Beverage Service Department of Hotel Shuktara is critical in providing a safe, efficient, and guest-centric dining experience. The department is devoted to maintaining high service standards by ensuring that each meal is prepared with care, delivered on time, and served in a clean, pleasant environment. To ensure professionalism at all touchpoints, service personnel receive extensive training in hygienic measures, proper food handling, and guest commitment



Figure 9: Hygienic procedure

Personal Hygiene:

All staff members must wear clean uniforms, hairnets or caps, and gloves when applicable. Staff must often wash their hands, especially after handling raw food, performing cleaning activities, or using the restroom. Regular health screenings are undertaken to ensure that food handlers are clear of communicable infections.

Clean Equipment:

Equipment and Utensils are clean. Trays, cutlery, and glassware are all thoroughly washed with hot water and food-safe detergent. To prevent cross-contamination, utensils are thoroughly cleansed and kept. Dishwashing machines are serviced on a regular basis and their temperature and cleanliness are checked

Food Handling:

Food Handling Procedures Perishable materials are kept at the proper temperature in designated refrigerators or freezers. Raw and cooked meals are kept separate to avoid cross-contamination. Leftovers are disposed of in accordance with hotel policies and are not utilized for guest service.

Serving Area:

Sanitary conditions in the serving area Tables, seats, and service stations are thoroughly cleaned before and after each use. The floors in the dining and service areas are disinfected on a regular basis. Disposable napkins and tablecloths are used whenever possible to improve hygiene.

Pest control and waste Management:

Pest Control & Waste Management The hotel uses a recognized agency to undertake routine pest control inspections. Waste is divided and disposed of in sealed containers that are emptied on a regular basis to avoid health concerns.

Training and Monitoring:

Regular training sessions are provided to staff members on proper handling techniques, food safety regulations, and cleanliness standards. Supervisors make sure that hygienic regulations are regularly observed, and any violations are promptly corrected.

4.6 HACCP (Hazard Analysis and Critical Control Points)

HACCP (Hazard Analysis and Critical Control Points) is an internationally recognized food safety management method that ensures the safety of food from production to consumption. Implementing HACCP in the Food and Beverage (F&B) department is critical to preventing foodborne diseases, maintaining cleanliness standards, and ensuring that guests receive safe and high-quality food.

4.6.1 HACCP objectives for the food and beverage department:

1. To determine and evaluate possible hazards in the food handling process.
2. To implement preventative steps to ensure food safety.
3. To maintain by food safety rules and industry requirements.
4. To increase consumer trust through constant food quality and hygiene.

SEVEN Core Principles of HACCP Implementation**1. Hazard analyses :**

Each step of the food preparation process, from acquiring ingredients to presenting the completed dish, is checked for any biological, chemical, or physical dangers.

2. Identification of Critical Control Points (CCPs)

Cooking, refrigeration, and food storage are examples of specific areas where control is essential to prevent or eliminate hazards.

3. Establishment of Critical Limits

To maintain food safety, each CCP has a critical limit (for example, the minimum internal temperature for cooking meats).

4. Monitoring Procedures

Regular monitoring efforts are carried out to ensure that crucial limitations are constantly met. This includes temperature checks, visual inspections, and hygiene inspections.

5. Corrective Actions

When crucial limitations occur, quick action is taken to remedy the problem and prevent hazardous food from reaching customers.

6. Verification Procedures

Periodic reviews, internal audits, and equipment calibration are performed to ensure that the HACCP system is working properly

7. Documentation and Record Keeping

All monitoring, corrective action, and verification operations have been recorded properly. This provides traceability and accountability.



Figure 10: HACCP Principles

Chapter 5

Findings, Recommendations and Conclusions

5.1 Major Findings

This chapter summarizes the significant findings I discovered during my internship in the Food and Beverage Service process of Hotel Shuktara. The findings indicate both strengths and places for improvement in everyday operations, service quality, and hygiene standards.

1. Service quality and guest interaction:

The service staff is generally friendly, responsive, and well-versed in dealing with visitor demands. Standard processes such as welcoming customers, taking orders quickly, and properly serving food are followed. However, on a few occasions, orders were delayed or served incorrectly due to a misunderstanding between the serving crew and the kitchen. Improving coordination could assist to mitigate such complications.

2. Staff Performance:

The employees in the Food and Beverage Service Department at Hotel Shuktara were generally regarded as kind, professional, and well-trained. However, service efficiency was observed to decline during peak hours due to a shortage of staff

.

3. Table setup and dining presentation:

Tables are set out, with silverware, glassware, and napkins placed appropriately. Attention to detail in presentation improves the whole dining experience. However, slight variations in setup were noted during busy shifts, indicating the need for improved checklist-based monitoring.

4. Hygiene and Cleanliness:

The food and beverage service areas of Hotel Shuktara are maintained to a high standard of cleanliness. Service staff wear clean clothes and follow to proper grooming standards. Service stations, tables, and seats are routinely cleaned. Nevertheless, delays in table cleaning were noted during busy times, suggesting the need for additional support personnel or improved time management.

5. Beverages services:

The beverage service division runs smoothly, providing both hot and cold drinks with appropriate presentation. Staff is trained to conduct beverage service in accordance with regular operating procedures. Occasional supply shortages were observed, highlighting the need for improved inventory planning, particularly during peak demand period.

6. Staff coordination and work flow:

The department shows effective coordination and teamwork. Junior staff members are actively guided by their supervisors. However, during peak hours, the workflow may become overloaded, leading to slower service. Efficiency and consistency could be increased with proper staff scheduling and pre-shift briefings.

.

5.2 Recommendations

1. Expand Menu Variety and Health Options

The cuisine at Hotel Shuktara is well regarded for its flavor and quality, but it could be even better if the menu included more variety and healthier alternatives so that guests could choose something that suits their tastes. Vegetarian, vegan, and gluten-free options might appeal to customers who are watching their diets or have special dietary requirements.

2. Improve Accessibility and Signage

Guests would have a better experience if Hotel Shuktara had additional elevators or improved the signs to show them the way. This would make the facility more accessible. This would make the hotel more efficient, especially at busy times, and minimize waiting times and confusion.

3. Hire Additional Staff in the F&B Department

To maintain service efficiency during busy hours, it would be helpful to hire more people to work in the food and beverage service sections. Proper personnel levels guarantee that customers are attended to quickly and that the general service quality is maintained at a high standard, even during busy, eating periods.

4. Increase staff training

To ensure that service employees are prepared to deal with peak times, it is important to provide them with regular and focused training. Improvements in worker self-assurance, service quality, and patron happiness may be achieved via ongoing professional development opportunities.

5. Promote Food Better:

In order to attract more customers, the hotel should actively promote its meals and events. This can be accomplished through social media, lobby posters, or brochures in guest room. Showing photographs and posting updates can help business attract more attention.

6. Improve Pest Control Measures

Guest safety and enjoyment depend much on the hotel remaining clean and free of pests. Pests like bugs and rodents can show up in places where food is stored or near the kitchen, which is not good for cleanliness. Hotel Shuktara should improve its pest management by undertaking frequent inspections and using safe pest control solutions

7. Improve Food Safety and Hygiene Practices

To improve overall service quality, Hotel Shuktara should focus more on food safety and hygiene. Staff should always need to wear aprons, and head covers while handling food. Food must be stored at the correct temperatures and checked frequently to avoid degradation. The kitchen and service places should be cleaned and sanitized regularly to maintain a hygienic

5.3 Conclusion:

Over all, it can be said that the internship at Hotel Shuktara was a valuable learning experience through which much was learned about the inner workings of a high-profile hotel. The potential and challenges faced by hotels in their pursuit of delivering exceptional guest experiences were observed firsthand through active participation in various service departments, particularly in the food and beverage division. The dedication displayed by the staff at Hotel Shuktara in providing excellent service and ensuring complete guest satisfaction was clearly demonstrated and sets the hotel apart from its competitors.

However, several areas for improvement were identified based on observations and suggestions provided. A more diverse and nutritious menu could be introduced to better cater to a health-conscious and varied clientele. Furthermore, service quality could be maintained at a consistently high level by ensuring adequate staffing during peak hours and by offering continuous staff training. Hotel Shuktara could also be positioned as a destination for both accommodation and exceptional culinary experiences through the implementation of digital marketing strategies, interactive dining events, signature dishes, and an enhanced focus on its food offerings.

Additionally, to remain competitive in the evolving hospitality industry, a stronger emphasis should be placed on offering healthy food alternatives along with clear nutritional information. By considering these recommendations, the hotel would be able to uphold its strong reputation while enhancing the overall guest experience. Throughout the internship, valuable insights into the complexities of the hospitality sector were gained, and the significance of innovation and attention to detail in ensuring a hotel's long-term success was truly understood.

5.4 References

- Hotel Shuktara Official Website: If you used information directly from the hotel's website, cite it as follows:
- Hotel Shuktara Pvt. Ltd. (Year). *[Page title or section]*. Retrieved from [URL]
- Example: Hotel Shuktara Pvt. Ltd. (2024). *About Us*. Retrieved from <https://hotelshuktara.com/>
- Booking Website:
- Booking.com. (n.d.). *Hotel Shuktara Dhaka*. Retrieved from <https://www.booking.com/hotel/bd/shuktara-dhaka2.html>
- MakeMyTrip Website:
- MakeMyTrip. (n.d.). *Hotel Shuktara BOOK Dhaka Hotel with FREE Cancellation*. Retrieved from https://www.makemytrip.com/hotels-international/bangladesh/dhaka-hotels/hotel_shuktara-details.html
- Government of the United Kingdom. (1931). *Hotels and Restaurants Act 1931*. <https://www.legislation.gov.uk/ukpga/1931/4>
- Wikisource. (n.d.). *Statute of Westminster 1931*. Retrieved May 11, 2025, from https://en.wikisource.org/wiki/Statute_of_Westminster_1931
- Hotel Shuktara. (n.d.). *Official website of Hotel Shuktara Pvt. Ltd.* Retrieved May 11, 2025, from <https://hotelshuktara.com>
- National Restaurant Association. (n.d.). *ServSafe food handler guide*. Retrieved May 11, 2025, from <https://www.servsafe.com>
- World Health Organization. (2006). *Five keys to safer food manual*. <https://www.who.int/publications/i/item/9789241594639>
- Food Standards Agency. (2021). *HACCP: A practical guide*. Retrieved May 11, 2025, from <https://www.food.gov.uk/business-guidance/hazard-analysis-and-critical-control-point-haccp>
- International Organization for Standardization (ISO). (2018). *ISO 22000:2018 – Food safety management systems*. Retrieved from <https://www.iso.org/standard/65464.html>