



Daffodil
International
University

Internship Report On

“A Study on the Food and Beverage

Operations: The Westin Blue Bay Resort &

SPA - Hainan, China”

Submitted to

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Letter of Transmittal

Mst. Khadijatul Kobra

Assistant Professor

Department of Tourism & Hospitality Management Daffodil International University

Subject: Submission of Internship Report

Dear Ma'am,

With all due regard I want to express that I have completed my internship at The Westin Blue Bay Resort & SPA and here is the internship report on "A Study on the Food and Beverage Operations: The Westin Blue Bay Resort & SPA - Hainan, China" of the relationship to fulfill my essential on internship. This internship opportunity at The Westin Blue Bay Resort & SPA has offered me to the hospitality division of our framework and has helped me learn and collect vast facts about how the management works.

Right now, I have described the Food & Beverage Service at Seasonal Taste restaurant that I completed at The Westin Blue Bay Resort & SPA. I would be extremely thankful if there are any suggestions or recommendations that will assist me to improve this report.

Much obliged to you for your kind and supportive contribution in supervising me regarding how to set up this report.

Yours Sincerely,



.....
Name: Hasibul Hasan Pranta

ID: 142-43-123

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Certificate of Approval

This is to promise that the internship report on Daffodil International University for the honors of the degree from the Department of Tourism and Hospitality Management, Faculty of Business and Entrepreneurship, Daffodil International University is a personal best of research done by Hasibul Hasan Pranta under my supervision. No piece of this internship report has been submitted for any degree, confirmation title or acknowledgment previously.



.....
Mst. Khadijatul Kobra

Assistant Professor

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

Preface

This internship report is based on my practical learning experience at The Westin Blue Bay Resort and Spa. It fulfills part of the academic requirements set by my university. I am deeply thankful to my honorable supervisor, Mst. Khadijatul Kobra, whose continuous support and thoughtful guidance allowed me to complete this report with ease. Her kind assistance throughout the process has been truly appreciated.

Working on this report gave me the chance to reflect on real-world hospitality practices and how classroom theories are applied in a professional setting. It helped me gain deeper insight into areas such as customer service, workplace communication, and team collaboration within a luxury hotel. The experience was highly enriching and valuable for my career development.

The topic of this report is especially significant, as it focuses on the essential role of practical exposure in the field of Tourism and Hospitality Management. Exploring the operations of a renowned international resort like The Westin provided important perspectives on industry practices, service excellence, and guest satisfaction — all of which are vital components in this sector.



.....
Name: Hasibul Hasan Pranta

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Abstract

The Westin Blue Bay Resort and SPA, located near Jian Lake Blue Bay golf course. It offers rooms with stunning 180-degree views of the South China Sea. Westin, part of Marriott Hotels & Resorts, began in 1930 when Severt W. Thurston and Frank Dupar formed a company to manage their hotels. Today, it has over 226 properties globally. The resort operates smoothly with departments such as Food & Beverage, Front Office, Housekeeping, and Food Production. The Food & Beverage department generates significant income, second only to the front office. Their operations involve preparing, serving, consuming, and cleaning. The internship program enhances knowledge of restaurant management, Chinese hospitality culture, and practical skills in the accommodation industry. The Food & Beverage department plays a vital role in achieving business success, focusing on delivering excellence, meeting customer needs, and contributing to the resort's overall achievements.

Executive Summary

This internship report reflects my professional experience at The Westin Blue Bay Resort & Spa, China, where I worked within the Food and Beverage (F&B) Department. Recognized for its outstanding service and world-class facilities, the resort provided an excellent environment to develop practical hospitality skills.

During my time at the resort, I was responsible for a range of activities, including assisting in daily restaurant operations, setting up event spaces, supporting banquet services, attending to guest needs, and ensuring high standards of cleanliness and service. These tasks offered me valuable exposure to the workings of an international F&B operation and provided me a practical understanding of the importance of teamwork, attention to detail, and prompt service delivery.

Through hands-on experience and continuous learning, I improved my communication abilities, customer service techniques, and understanding of food and beverage management. Working under the guidance of experienced supervisors also allowed me to observe best practices in maintaining service quality and guest satisfaction.

Overall, the internship was a vital part of my professional growth, allowing me to connect academic knowledge with real-world practices. It has strengthened my ambition to build a career in the hospitality industry, equipped with practical skills and a deeper appreciation of international service standards.

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CHAPTER – 01 INTRODUCTION

1.1 Background

Accommodation plays a crucial role in the hospitality industry, significantly contributing to the global economy. This sector primarily consists of two key areas: dining and lodging. Hospitality, at its core, is about fostering a strong connection between guests and the welcoming, round-the-clock service provided by staff. Lodging services ensure guests experience this warmth through seamless interactions, complemented by food and beverage offerings, as well as the dedication of all personnel at The Westin Blue Bay Resort & SPA (Marriott Bonvoy Hotels, n.d.).

China's accommodation industry is rapidly evolving, catering to individuals who need temporary lodging for various reasons. During their stay, guests seek comfort akin to home, along with quality food, beverages, and entertainment. This demand drives them to choose hotels that provide all these elements seamlessly. The Westin Blue Bay Resort & SPA in Hainan, China, is one such establishment, structured to enhance guest management. It operates through several key divisions, including Front Office and Reservations, Food & Beverage Services and Production, as well as the Security Department—all of which play a vital role in ensuring a smooth and enjoyable experience for guests.

Board Objective

The report is prepared bearing in mind two purposes which are mainly objectives.

Primary Objective

The important objective of this report is to give reasonable and dynamic data on the methods and systems of F&B division followed by The Westin Blue Bay Resort & SPA through F&B chief

Secondary Objective

- To define the outline of The Westin Blue Bay Resort & SPA.
- To analyze the F&B process of The Westin Blue Bay Resort & SPA.
- To draw results and deliver crucial recommendations based on that.

1.2 Scope of the Study

The main goal of the study is to focus on the Food Beverage Service of The 'The Westin Blue Bay Resort & SPA' to learn, understand and record the processes and exercises took by The Westin Blue Bay Resort & SPA and link them to get an away from of the degree of the

general awareness and satisfaction.

1.3 Methodology

Firstly, there is a systematic and organized method applied because of the best potential success of this report. The rudimentary section of the report was to differentiate and assemble information; the preparation of that data, examining that material, cracking and presenting that information in an arranged manner is the goal of that methodology.

1.3.1 Sources of Data

Evidence is collected from both primary and secondary sources.

1.3.2 Primary Sources

- **Reflection on the idea of all intentions and purposes:** During my duty in Food and Beverage department, the knowledge I have gained.
- **Communication with the supervisor:** My interaction the the supervisor and other colleagues has enriched me with exclusive informations aligned with the property.

1.3.3 Secondary Sources

- Annual internal insights reports
- Different websites
- The possible data gathered from articles, and some other applicable sources.

1.4 Limitations of the Report

Limitations are a crucial part to discuss. While making the report, I have faced some challenges such as,

- One year is inadequate to understand the general visitor request of The Westin Blue Bay Resort & SPA.
- The scope for research was very limited and restricted

- The strategy of Westin Blue Bay Resort & SPA is not to reveal some information and data for obvious clarification that could be particularly valuable.
- As I was writing such a report for the first time so no previous experience was one of the fundamental obligations of the report.

CHAPTER – 02 AN OVERVIEW OF “THE WESTIN BLUE BAY RESORT & SPA”

2.1 Introduction of the Westin Blue Bay Resort & SPA

Established in an outstanding setup on Hainan Island, China, The Westin Blue Bay Resort and Spa is your road to a tropical-style paradise in Sanya. The Westin Blue Bay Resort and Spa's guests can also enjoy beachside exercises, watersports and Jian Lake Blue Bay Golf Course, just minutes from the popular Nanwan Monkey Island and Lingshui railroad station. One can visit The Westin Blue Bay Resort and Spa which is empowered by all-embracing accommodations



highlight Heavenly Beds, rainforest showers, LCD TVs, massive workout areas and free Wi-Fi. Each room appreciates a gallery with an open air couch and great views on the South China Sea. Moreover, one can dive in lodging's endlessness pool, surf in the wave pool, turn out in our exercise center or stroll on our private sea shore and get a mending massage at our Heavenly Spa by Westin, taste mixed drinks at dusk on the patio of the Lobby Lounge or appreciate the flavorful food at our three well known restaurants. Event organizers will find it worthy like our advanced indoor settings and dynamically green yards. We expect you to visit The Westin Blue Bay Resort and Spa (Marriott, n.d.).

About “The Westin Blue Bay Resort”

The hotel is unique in style at the Hainan Island. The comfort and cousy service provided by The Westin Blue Bay Resort, associating the precious stone waters of the South China Sea. We give an ocean side luxury all-year round at the area. The special service nature, and attentive characteristics of the stuff ensure refreshed, very much energetic and memorable. Welcoming guests to their rooms and ingenious dining options give the ideal opportunity and combining escape from daily hustle and bustle.



An outside pool is there in the property, which makes it more than attractive and cosy. Full furnished rooms with Television and cooler. Besides separated washroom, shower, and hair dryer. Additional items incorporate a scaled down bar.

The Westin Blue Bay Resort and Spa has a private seashore territory and a wellness arrangement. Different places at the property incorporate a common parlor, facility of ticketing, administration table and gear stockpiling. The hotel also has exclusive free shopping offer for certain items. The Westin Blue Bay Resort is nearly 10 minute away from BBM Island and around 35 minute drive from both the Ye Zi Zhou and Wu Zhi Zhou Islands.

Different offers are buffet breakfast is available everyday. Though the 5 Senses offers delectable Chinese menu all around the year. Other feasting alternatives includes Mixer Bar, Noodle Bowl, Pool Bar, and Lobby Bar.

The resort is situated on the one of the top line areas in Lingshui. Tourist take much interest due to it's height as it is higher than other neighbour properties (*The Westin Blue Bay Resort & Spa - With Pool & On-Site Golf Course*, n.d.).

2.2 The Westin Blue Bay Resort & SPA

Address: space C, Qingshui Bay Beach Resort, Lingshui, Hainan 572426, China

Tel: +86 (898) 8338 8666

Fax: +86 (898) 8335 4556

Email: reservation.bluebay@westin.com

Schedule for Check-in: 14:00 HRS

Schedule for Check-out: 12:00 HRS

Express Check-in, Express Checkout Video Review Billing, Video Checkout, Internet Access

Guest rooms: Offers wireless (as amenities), wired lobby, and living space.

Wireless Meeting rooms: Both wireless and wired available.

Vision

The property aims to be the first priority of the tourists with its personalized service, and a cosy memory.

Mission

The mission is to enhance customer's life with satisfaction of a memorable vacation or leisure experience.

Enhance the lives of the customers:

The key to long term success of any service providing company is to offer its customers services of that quality that the customer is left with no other option other than choosing your brand.

2.3 Background of Westin

The company got rebranded as Western International Hotels in January 1963, to expand its operation outside the US. The same year, the organization started its branches around globe. An interval started on November 1, 1965 to 1970, Western International signed MOU with Hotel Corporation of America (today known as Sonesta), under which each of the 72

lodgings of the two chains were together promoted as HCA and Western Hotels (Westin, n.d.). From 1968–1973, Western International had a comparative joint promoting concurrence with

Trust House Hotels, UK. Western International was acquired by UAL Corporation in 1970, with Edward Carlson turning out to be president and CEO of UAL, Inc and United Airlines. In 1975 the New York's famous Plaza Hotel was acquired for \$25 million by the Western International.

2.4 Complimentary Services and Amenities

Complimentary Services

- Smorgasbord Breakfast
- Day by day Newspaper
- Neighborhood Telephone Call
- Welcome Drinks on Arrival/Airport get or drop
- Basic Lobby at Every floor
- Tea, Coffee Making Arrangement in Room
- Howdy Speed Wi-Fi and BroadBand Access in Room
- 02 Bottle of Mineral Water in Room
- Electronic Safety Locker in Room
- Iron and Ironing Board in Room
- Week after week Fruit Basket in Room
- Open air Swimming Pool
- Shower Rod in each Room
- Ticket Reconfirmation
- Reminder Service
- Hair Dryer

Amenities

- Little Fridge
- Offer 24-hour room service
- Full-Service Spa(special Discount)
- Air terminal Pick and Drop
- Hot and Cold water supply

- Cooling with singular Controls
- A versatile LED TV with multi-directional viewing capabilities
- Monstrous Television with unrecorded music in Anteroom
- Rooms with non-smoking facilities are available
- Provide direct international dialing from the room for guest convenience
- Clothing and dry-cleaning administrations
- Electronic key card access to rooms
- City tour facility
- Limousine Service
- Reserve Generator

2.5 Departmental Analysis

The Westin Blue Bay Resort & SPA is where real holidaymakers can get the food, drink and accessibility. The Westin Blue Bay Resort & SPA has various divisions to maintain the business smoothly. Every division has their own obligations and duties to satisfy in a day to day tasks. The divisions in the Westin Blue Bay Resort & SPA are as follows:

- Food & Beverage Department
- Front Office Department
- Housekeeping Department
- Food Production Department

2.5.1 F&B Service Department

Introduction

The department of Food and Beverage is the most crucial part in any hospitality properties as it is responsible for the distinctness and the genuineness of Food and Beverage in front of the guests as per their orders. Each hotel and restaurant has their customized living arrangement and management style that reflects their theme and the way they think. Food or menu they are offering to the guests/tourists. The Food and Beverage administration office undertakes a key job in a fruitful process of the hotel industry. It helps the administration to arrange nourishment, drink in an accommodation to the customer according to their taste. Among all the income generated in the hotels, almost 40% of that reasonably comes out of the food and

beverage operations. The significant of the operation is simply proved as it is the second most eminent income generating department besides the front office department. The major task combines the menu engineering, valued addition, costing management, wastage management policy, and the way of customer relations management (CRM) with staff training.

This department operates across two key areas:

- BAR – Oversees beverage service, ensuring quality and smooth operations.
- RESTAURANT – Manages dining services, delivering excellent food and hospitality.

The staff, who are working in this part of the hotels has to be more proficiently qualified regarding management and responsiveness. As we found; the job of the office is nicely parretnd, the staff should be more open minded to deal with the clients. All hospitality staffs should be very much prepared, smart and sparkling.

2.5.2 Front Office Department

Presentation



In the accommodation industry, the front office serves as the initial point of contact for guests, welcoming and assisting them upon arrival. It handles reservation confirmations, room assignments, key distribution, and doorman supervision while also managing client messages and financial records. As the first office guests encounter at check-in, it plays a vital role in lodging sales through structured reservation policies and registration procedures.

This department is the guests' first and last interaction within the hotel, earning its designation as the "Operational Hub" of the property. Additionally, it functions as the "Showcase Window," embodying the hotel's identity and setting the tone for the overall guest experience. Revenue from room sales contributes significantly to overall lodging earnings, with a high profit margin on accommodations. Consequently, the front office is responsible for managing reservations, welcoming and registering guests, assigning rooms, and serving as a continuous source of information throughout their stay. Front office operations fall into three main categories

Non-robotized (operate with the manual processes like; racks, Manual keys, and all pen and paper works)

Semi-robotized (Run with the machines, for example, posting machines, sales register, type author and so forth.)

Automated (Completely operated with present day PC framework)

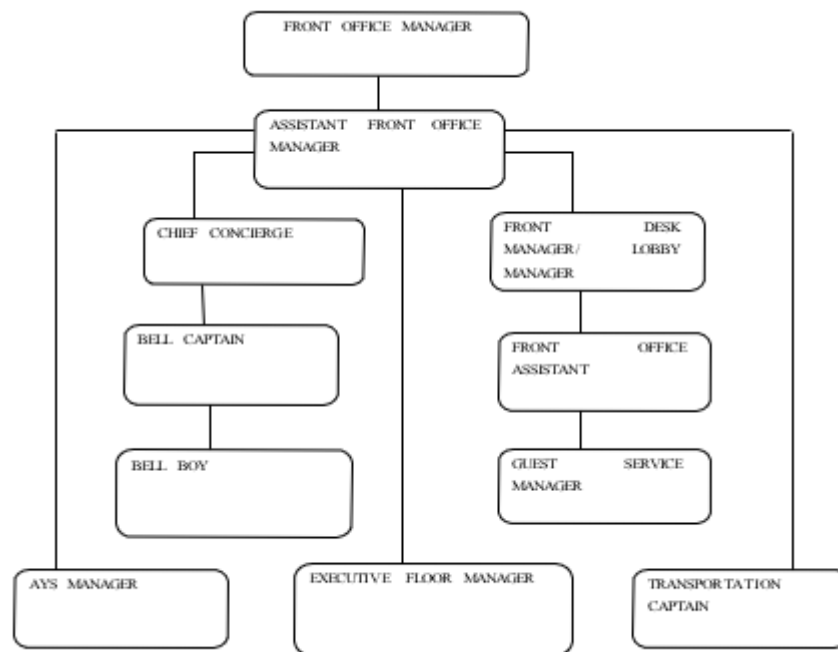
The front office division of a property plays out the accompanying essential exercises:

- Early bookings.
- Registering the guests/visitors
- Room allocation to the guests/visitors
- Handling the baggages
- Managing the room keys
- Providing information
- Handling customer relations
- Communicating like, mail and bundle
- Supervision of telephone utility
- Payments management and accounts settlement
- Check-out process

The Westin Blue Bay Resort & SPA in China features a strategically placed front office counter on the right side of the hotel's entrance. The seating, information, and limousine service area is positioned at the front, while reservations and phone management are handled in the back-office section. The bell service area is situated near the entrance along the hall's edge. To ensure accuracy, the hotel employs an in-house development framework for operational precision.

2.5.3 Organizational Chart

Hierarchy of the Front Office Department



Area of Front Office Department

Within the front office division, several key areas function together. The lobby, accounts, and information desk are typically positioned in a single zone at the front desk. In some hotels, the information desk may be separately placed near the lobby, while phone communication services are located either within or behind the front desk area. Each segment holds significant importance and is structured under specific operational guidelines

Reservation

A negotiation for stay with visitors in a dedicated room/cottage/inn/house for selected duration is known as the reservation. Reservationists are the people who are responsible for accepting or declining reservation related queries those come from potential clients via phone, email, website, social media, and others.

Registration

This segment is liable for the warm and friendly meeting of the whole guests. Staff working right now are known as receptionists. Receptionists are the staff who have immediate contact

with the visitor, in this way should represent a delightful character with a substantial level of reliability.

Information focus

Another key segment of the front office department is positioned within the lobby or integrated with the front desk area. This section provides essential information about available cottages, rooms, and facilities, as well as details about the surrounding city. Additionally, it manages guest inquiries, handles messages, and facilitates the distribution of keys upon arrival and throughout their stay.

Telephone focus

Another segment under the front office positioned around the front work area, which isn't easy to see at the first place. The phone administrator handles all the phone calls.

Uniformed staff (ringer work area)

This section is responsible for handling guest luggage, including identification, transfer, and storage, while maintaining proper records. The staff, commonly known as bellboys, also assist various hotel departments in attending to visitors. Additionally, they manage vehicle logs for arrivals and departures and oversee transport paging services.

Guest Relation

To ensure a positive guest experience, visitor representatives must exhibit cordiality, politeness, and a welcoming smile towards everyone. They are the first point of contact for guests. The location of their workstation, which could be in the lobby or a back office, is determined by the hotel's layout. The primary function of a visitor representative is to communicate effectively and pleasantly with guests, ensuring their comfort. They report to the director on duty.

2.5.4 Housekeeping Department

Introduction

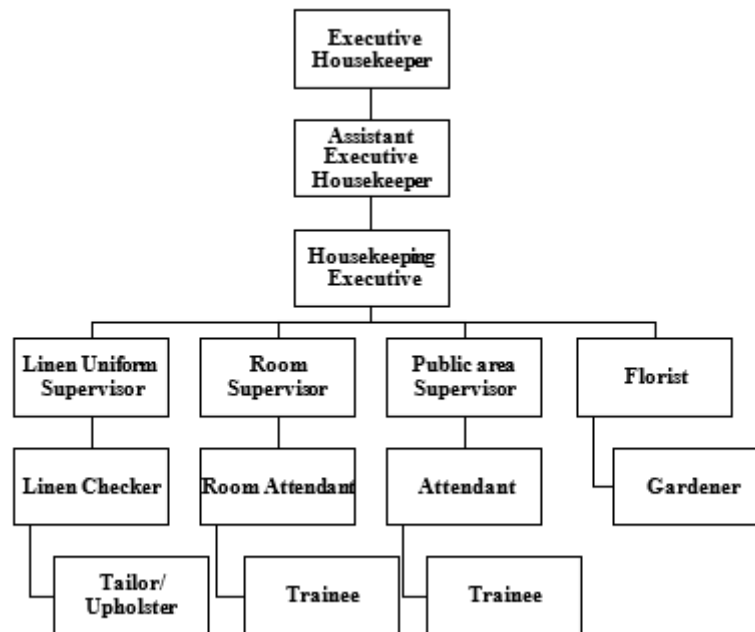
Housekeeping plays a vital role in ensuring the seamless operation of a hotel. This department holds responsibility for every aspect of guest rooms, providing essential supplies and amenities based on guest requests. Additionally, it maintains security for rooms, property, and personal belongings, guaranteeing a safe and comfortable stay.



To supervise housekeeping division effectively and fruitfully the supplementary emphases must be considered as:

- Ensure tidy and well-maintained lodgings, public spaces, banquet halls, and F&B outlets.
- Wash and maintain visitor linens and clothing.
- Handle the distribution and collection of materials efficiently.
- Manage the distribution and collection of materials across various outlets efficiently.
- Employee capable and skilled labor.
- Estimate spending plan.
- Ensure effective collaboration with others to maintain seamless operations.
- Pinpoint the presentation standard.
- Plan and compose the work efficiently.
- Implement bug control exercises in all the zones of the hotel.

Hierarchy of the Housekeeping Department



Kinds of Room at “The Westin Blue Bay Resort and SPA” Hotel

The Westin Blue Bay Resort and SPA Hotel allocates 308 rooms, including all type of villas, suites, and cottages. The room types includes;

- Deluxe Sea see Room
- Executive Sea see Room
- Premier Sea see Suite
- Premier Sea see Room
- Luxury Sea see Room
- Presidential Suit
- Executive Family Room
- Chairman Suite
- Executive King Suite
- Family Room
- Deluxe Sea see Suite
- CEO Suite

Deluxe Sea see Room

The lodging's typical standard room, known as the "exclusive room," is an economical option providing a comfortable space with all necessary basics in one private area. Its decor combines traditional furniture with soothing neutral colors and touches of bright hues, offering a refined and secure environment. Guests can choose from three exclusive room types: a single room with a spacious king or queen bed, a twin room with two individual twin beds, or a triple room with three twin beds.

Presidential Suite room

This type of suite offers an array of luxury facilities, providing guests with an expansive living space that includes multiple rooms, a kitchen, and office areas. As the most expensive accommodation in any hotel, it is equipped with modern amenities designed to cater to VVIP guests seeking exceptional comfort and exclusivity.

Club choice room

The club choice room is on the ninth floor of the West wing. It costs more than a standard room because it is fully equipped. The size matches that of the deluxe room. Guests can choose between an extra-large bed or two single beds. These rooms offer access to the club, which includes various facilities and services like pre-dinner beverages and meals with formal tableware.

Club suite Service room

This room is preferred by high-profile guests. It is about 64 square meters, making it larger than a club choice room. Due to its size and elegance, the rate is typically higher. The room features lavish decor, creating a luxurious atmosphere. It includes two restrooms—one positioned at the entrance and another attached to the bedroom for added convenience.

Connecting Room

This room has a singular hallway entrance all things considered and an interfacing entrance between, so guests can move between rooms without going through the lobby.

Room Amenities and Supplies in Organizer:

- Clothes hanger
- Ironing board with iron
- Laundry bag and price list for services
- Carlton shopping bag

- Secure lock and storage compartment
- Pair of shoes

Inside the Mini Bar:

- Chilled soft drinks (Pepsi, Coke, 7Up)
- Bottled mineral water
- Alcoholic beverages (wine and beer)

On the Mini Bar Cabinet:

- One bottle of water
- Coffee cups with spoons
- Tea bags, coffee powder, and sugar
- Water kettle
- Mugs with disposable tea and coffee covers

Writing Desk:

- Ballpoint pen and notebook
- Hotel promotional materials, including tent card
- Brochure detailing hotel services
- Room service menu
- Guest feedback card
- Telephone
- Waste bin
- Envelope
- Sewing kit
- Ashtray with matchbox

On the Bedside Table:

- Telephone with hotel services directory and local phonebook
- Master light control remote
- Breakfast menu
- Bedside lamps
- Television with remote

At the Entrance:

- Peephole for security
- Emergency exit map
- Signage/cards such as “Do Not Disturb” or “Make Up Room”

2.5.5 Food and Beverage Production**Presentation**

The term kitchen comes from the French word "cooking" which truly involves skills of preparing food and readiness in the kitchen. Be that as it may, in the advanced idea of providing food the cooking does not just refer to the specialty of cooking food in the kitchen, it additionally exhibits the style of management offered to serve the food (Andrews, 2020).



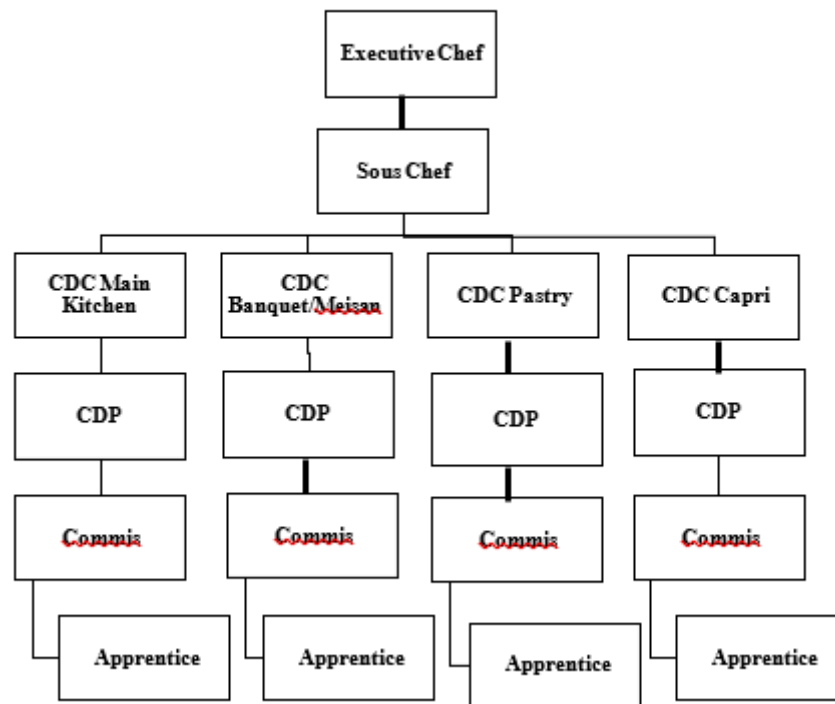
At Westin, the food preparation process begins with central or pre-prepared ingredients that are then cooked and distributed to guests through various service points. Consequently, the kitchen staff plays a key role in customizing dishes according to guest preferences. An Executive Chef oversees all kitchen operations and is responsible for the entire department. The kitchen itself is a well-organized space where food is prepared and quality-checked to ensure guest satisfaction. Skilled and semi-skilled culinary professionals handle the diverse food preparations. The main kitchen, centrally located within the hotel, is thoughtfully designed and managed to encompass all stages of food handling, including receiving, storing, preparing, cooking, serving, and dish creation. The principal job of creation is to turn inputs

into yields (Arduser & Brown, 2005).



The creation division is answerable for ensuring quality in everything delivered. They have to complete assessment and actualize reasonable quality activities. It is the significant obligation of the kitchen to maintain the consumer loyalty. This eventually influences the income generation of the lodging or any association.

Hierarchy of Food & Beverage Production Department



2.6 Various Types of Kitchen

Food production in catering primarily involves nourishment, preparation, and quality control. It encompasses various food and beverage divisions, as seen at Westin, which operates multiple kitchens specializing in continental, Chinese, and Indian cuisine. Throughout the food preparation process, these kitchens receive core or pre-processed ingredients, refine them through cooking techniques, and serve them to customers via different outlets (Cousins & Weekes, 2020). This sub-kitchen is structured with separate sections for preparation, cooking, storage, and cleaning, ensuring efficient workflow for diverse menu offerings. The culinary concept of "mise en place" refers to the meticulous preparation of ingredients in precise quantities and quality before cooking. As an essential part of the hotel's Food & Beverage department, this unit plays a vital role in revenue generation for the food service industry.

There are various kinds of kitchens in The Westin Blue Bay Resort and SPA Hotel. They are recorded below:-

Main Kitchen

The Main Kitchen at The Westin Blue Bay Resort & Spa is a high-capacity culinary hub, managing meal services across all outlets. As one of the busiest kitchens in the hotel, it ensures smooth operations for breakfast, lunch, and dinner, maintaining quality and efficiency in large-scale food production

Local Kitchen

This kitchen primarily focuses on Chinese cuisine, preparing a variety of local dishes. It also specializes in broader Asian flavors, featuring popular meals like "Nasi Goreng," ensuring authenticity and quality in every preparation.

Western kitchen

The kitchen prepares a variety of dishes, including barbecue chicken with mushroom or black pepper sauce, fish sticks with French fries, grilled tenderloin, assorted soups, ribs, and meat or chicken burgers. The menu is designed to offer a diverse selection, catering to different tastes and preferences.

Cold Kitchen

The cold kitchen prepares dishes like salads, club sandwiches, and smoked salmon. In addition to that, it also handles salad arrangements and dressings, such as mayonnaise and vinaigrette.

Pastry and bread kitchen

The bakery and pastry section of The Westin Blue Bay Resort & SPA serves a variety of baked goods in its Western café for breakfast, lunch, and dinner. This kitchen prepares different types of cakes, pastries, and confectionery items. It is located near the West Café Kitchen and also supplies bakery items for the coffeehouse

Banquet Kitchen

The Banquet Kitchen at The Westin Blue Bay Resort & Spa is one of its largest culinary spaces, dedicated to preparing large-scale meals for banquet events. It plays a crucial role in handling bulk food production, ensuring efficiency for grand gatherings. Due to frequent events, this kitchen generates significant revenue for the

hotel.

Kitchen Safety Rules

Maintaining hygiene, sanitation, and a sterile environment is crucial in the kitchen. Any accident can be a major setback for both staff and guests. A safe workspace enhances efficiency and ensures peace of mind. The kitchen is a high-risk environment with various hazardous equipment like fire sources, gas cylinders, pressure cookers, steamers, and sharp knives, all requiring careful handling. Even a minor oversight can lead to serious mishaps. Risks also stem from faulty equipment, poor installation, incorrect usage, inexperience, safety lapses, lack of attention, or excessive speed while working. Implementing proper safety measures and staff training is essential to prevent accidents and ensure a secure kitchen operation (Cousins & Weekes, 2020).

2.7 Other Facilities and Service

The Westin Blue Bay Resort & Spa offers a variety of recreational activities for guests to enjoy during their stay. These include options designed for relaxation, entertainment, and physical well-being, ensuring a memorable experience. Here are some of the activities available:

GYM



“The Westin Blue Bay Resort and SPA” Hotel likewise offers the support of an exercise room with a skilled instructor, so guests can work out and remain fit and sound all through their remaining stay.

Area: First Floor of the west side of the inn building Opening Hour: 24 hours

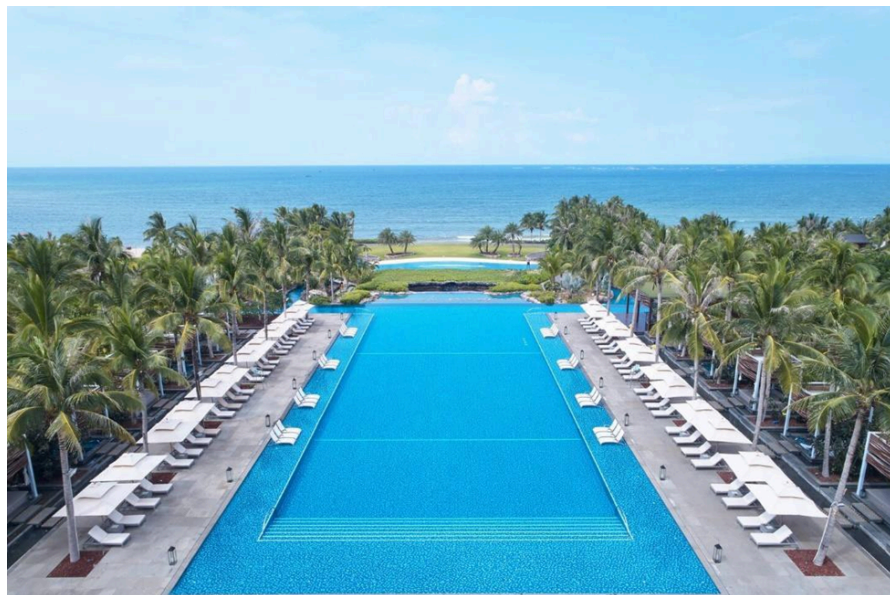
Swimming Pool

Outdoor Swimming Pool

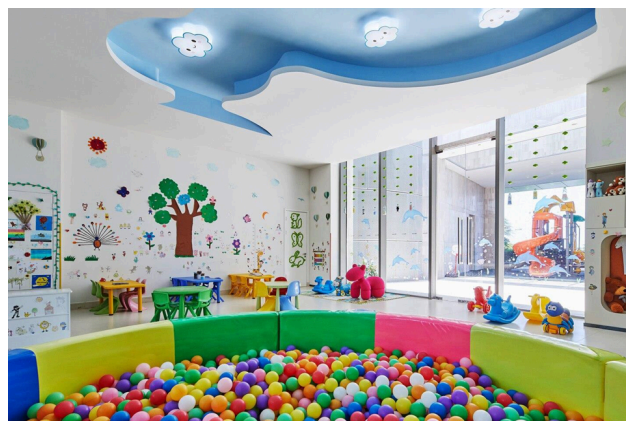
Guests can enjoy swimming in the outdoor pools of the hotel. There are two pools available, one located on the east side and another on the west side of the hotel.

Location : Outside the first floor of both the east and west wings.

Opening Hours : 7:00 AM to 11:00 PM.



Kid's Club



Location: 1st Floor of the west wing of the hotel building near Gymnasium Opening Hour:
9am to 8pm

Other Administrative Department in Hotel Are

Human Resource Department

The job or the elements of the HR division are:-

- Represent the HR Manager or Officer at gatherings and help organize staff events
- Organizing events and activities for hotel associates while also gathering payroll and absence data
- Managing and organizing HR dashboards and statistical data to track employee metrics and workforce trends
- Organizing staff food festivals and entertainment programs to foster engagement and team bonding
- Helping coordinate daily staff transportation to and from their accommodations
- Provide support in addressing and resolving inquiries or concerns raised by hotel staff and management, ensuring smooth communication and effective solutions
- Updating pay and advantages data.

Fund Department

The primary elements of the records office are as per the following:-

- Expenses Management – Handling payments and ensuring bills are settled on time.
- Revenue Processing – Managing incoming payments efficiently.
- Payroll Administration – Ensuring timely compensation for employees and government obligations.
- Financial Reporting – Preparing essential documents like P&L statements, balance sheets, and budgets.
- Fraud Prevention & Security – Implementing financial controls to prevent errors, fraud, and theft.

Deals and Marketing Department

The primary elements of this division are as per the following:-

- Sell room nights and event facilities to various clients.

- Offer room nights to individual guests for holiday purposes.
- Build the hotel's brand image in the market.
- Act as a hotel agent and provide updates on changes.

Building Department

- Key functions include
- periodic inspections
- determining maintenance frequency
- controlling costs

Misfortune Prevention Department

This office is additionally answerable for the lost and discovered strategy (Foundation, 1998).

The fundamental elements of this division are:-

- Maintains the wellbeing and the security of the visitor.
- To keep record of development of fixed resources of property

**CHAPTER – 03 OVERVIEW OF THE F&B SERVICE
IN “THE WESTIN BLUE BAY RESORT & SPA – HAINAN, CHINA”**

3.1 Introduction to the Department

The Food and Beverage Service Department is a critical operational division within hospitality, ensuring guests receive meals and beverages with attentive service tailored to their preferences (Lastthe Art Institutes, 2007).

In five-star hotels, guest requests are a top priority, and exceptional service is fundamental to building strong relationships. The F&B division is typically divided into two primary sections; (i) Restaurant (Dining Service) and, (ii) Bar (Beverage Service).

The essence of service is reflected in its core values:

S - Smile for everyone

E - Excellence in all aspects

R - Reaching out to every guest

V - Viewing every detail carefully

I - Inviting guests to return

C - Creating a warm atmosphere

E - Establishing eye contact

Smile for Everyone

Every employee should maintain a smile at all times. When interacting with guests, staff must be courteous and display a friendly demeanor to enhance service management. A smile plays a crucial role in fostering connections with visitors.

Excellent in Everything

Every employee must excel in their daily responsibilities while fostering strong teamwork. Apprentices should learn to deliver exceptional service to guests, following the example set by their senior colleagues (Lillicrap et al., 2002).

Reaching Out to Every Guest

As part of the management workforce, once service is provided, employees should move throughout the café. Simultaneously, they must observe guests' needs, ensuring timely assistance and engaging with each visitor whenever they require something.

Viewing Everything

Every employee must see everything in the eatery. Surveying all guests needed at the eatery. At an eatery any visitor faces any sort of issue, attempts to explain it in a split second or enlighten the chief.

Inviting Guest to Return Again

Every employee must welcome the visitor to come back again to their eatery for that visitor needs great service and warm welcoming. Supervision is significant for returning guests over and over in the café (Mill, 2007).

Creating a Hospitable Environment

All employees should maintain a welcoming atmosphere in the restaurant. When guests arrive, the supervisor must greet them warmly and arrange a table for their meal. Every F&B staff member should remain attentive and carefully listen to guest requests.

Eye Contact

Eye contact is a crucial tool for management staff in overseeing visitor interactions. When employees present the menu to guests, every F&B staff member should establish direct eye contact.

Management consistently ensures this practice is upheld, reinforcing verbal and visual engagement with guests. Proper guest supervision is vital in every restaurant for effective visitor management

3.2 Background of the Department

Westin Hotels & Resorts is a prestigious American luxury hotel chain under the ownership of Marriott International. As of June 30, 2020, the Westin brand boasts 226 properties with 82,608 rooms worldwide, including 58 hotels with 15,741 rooms across Asia and the Pacific. “THE WESTIN BLUE BAY RESORT & SPA – HAINAN, CHINA” sets a new benchmark for efficiency, offering guests a refined experience with uncompromising service. Established in 1930, Westin embodies a relentless commitment to providing premium hospitality (Marriott Bonvoy Hotels, n.d.).

Dedicated to ensuring guests depart feeling rejuvenated, THE WESTIN BLUE BAY RESORT & SPA is a newly launched five-star hotel in Hainan, China, equipped with state-of-the-art amenities befitting a top-tier establishment. Architecturally striking and meticulously designed, it stands among the world’s most captivating resort destinations.

The outlets in THE WESTIN BLUE BAY RESORT & SPA are retail locations of food and beverage things. Food and Beverage outlets change contingent on the size of the inn, the quantity of rooms, kinds of the offered and the gauges of clients' desire. There are different various outlets which are recorded beneath:-

- Seasonal Tastes (INTERNATIONAL)
- The Noodle Bowl (CAJUN)
- Five Sen5es (CHINESE)
- Treats
- Splash
- Banquet

3.2.1 Mission

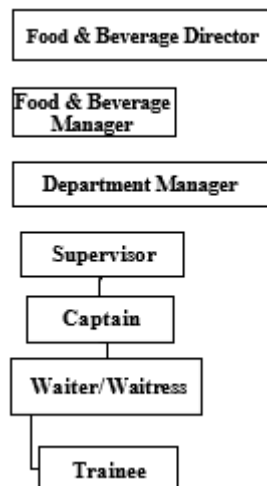
The mission statements of THE WESTIN BLUE BAY RESORT & SPA are:-

- We aim to please customers with tasty, high-quality food and great service at an affordable price.
- We strive to recognize customer needs as they evolve and continually enhance their experience.
- We work to improve employee skills, growth, and overall happiness.

3.2.2 Vision

The company aims to bring joy to customers with high-quality food and an exceptional dining experience while supporting employees, the community, and the environment.

3.3 Hierarchy of Food and Beverage Department



3.3.1 Food and Beverage Assistant Manager:

In the “The Westin Blue Bay Resort & SPA” Hotel, the food and beverage director is the person who is capable of dealing with all the outlets. He is liable for the general working of the food and beverage division. The F & B administrator ought to guarantee quality control as far as productivity in all regions by determining that the staff are prepared enough with regards to the stewards of the unit. He ought to keep up the nature of the relationship and:

- Develop and keep up with all workplace control methods.
- Responsible for choice, leftovers, preparation, advancements, moves, and rejections in

the workplace.

- Conducts regular meetings with section heads to ensure smooth daily and planned operations.
- Regularly evaluate systems and keep senior management informed.
- Attends supervisor meetings and communicates the organization's rules to subordinates.
- The F&B director is also responsible for budgeting, and ensuring financial efficiency
- Ensures outlets' operations, performance, and goals are effectively aligned.
- Help plan the menu and determine pricing..

3.3.2 Manager/Captain

- Deputies manage the restaurant smoothly in the absence of the café supervisor.
- Keep the station clean and sanitized.
- Address guest complaints promptly to ensure satisfaction..
- Request needed supplies on time, check stock regularly, and maintain a steady inventory.
- Welcome guests, guide them to their seats, present the menu, and take their orders efficiently.
- Monitor guest payments regularly and ensure all collection processes are properly handled.
- Coordinate with kitchen and bar staff to ensure smooth and efficient service.
- Give a quick briefing to servers before service begins to ensure smooth operations.
- Ensure all hardware and furniture are in working condition.
- Verify that all equipment and furniture are in proper working order.

3.3.3 Server/Waitress or Trainee

- Ensure the instructions are met during the service.
- Arrangement and setup of the service outlet for smooth operations.
- Clean and make the premises “alright” for next guest
- To make a table functional on schedule.
- To get extraordinary and seat the visitor.
- Take the request for nourishment and drink.

- Provide the requested food and beverages to guests.
- Clear tables after each course.
- Ensure workplace safety and security, preventing accidents.
- Receive and exchange outlet supplies with the housekeeping department.
- Maintain a thorough understanding of food and beverage management and menu offerings

3.4 Food and Beverage Outlets at “The Westin Blue Bay Resort & SPA” Hotel



3.4.1 Seasonal Tastes (International)

Disregarding our Hainan lodging private beachfront, Seasonal Tastes serves flavorful Chinese, Western and Super Foods choices for the duration of the day which can be relished in our café lounge area or on the general patio with South China Sea seas.

Reservations required

Open for breakfast, lunch and supper

Dress code: Casual

Limit: 180 seats and 3 private rooms

Opening Time: 6am to 11pm



3.4.2 The Noodle Bowl (CAJUN)

Investigate the numerous flavorful varieties of one of China's well known dishes at The Noodle Bowl, a lively and Mediterranean-styled claim to fame eatery in Hainan.

Open for lunch and supper

Dress code: Casual

Limit: 88 seats

Opening Time: 12 PM to 12 AM

3.4.3 Five Sen5es (Chinese)

Five Sen5es eatery joins imaginative Hangzhou and Shanghainese food with contemporary Chinese structure to make a bona fide feasting involvement with a casual retreat setting on

Hainan Island.



Reservations required

Open for lunch and supper

Dress code: Casual

Limit: 150 seats and 10 private rooms

Opening Time: Lunch 11:30am to 2:30pm, Dinner 5:30 pm to 11:00pm

3.4.4 Treats

In Treats, contemporary workmanship and figures make an easygoing, open to feeling. Appreciate a scope of espresso, bread shop things, signature chocolates, heavenly baked goods, roused mock tails and drinks. Likewise accessible for takeaway.



Location 2nd floor

Cuisine: serving a variety of Pastries, Coffees, Ice creams, Cocktails and Mocktails.

Capacity: 50 (approximately)

Operation Hours: 07:00 HRS to 00:00 HRS in 7 day

3.4.5 Sprinkle

A Lifestyle Poolside Restaurant and Bar. It has a pleasant present day looking pool. This region will likewise be utilized for little BBQ and standing open air mixed drinks. Sprinkle doesn't have its own kitchen.



Area: 1st Level swimming pool area

Cuisine: Snacks and Drinks

Capacity: 10 to 15 (around)

Opening Hours: 08:00 hrs to 20:30 hrs

3.4.6 Banquet

Dinners are exceptional capacities sorted out for expert, social or state events. Banqueting is the management for these capacities and is not the same as the typical support offered in cafés. Regularly such capacities are composed when the quantities of individuals included are at least fifteen. The Westin Blue Bay Resort and SPA has five gathering rooms, a board room, a VIP lobby, Grand Ballroom (A, B, C)



Area: Level 1

Limit contingent upon the occasion Move 09:00 hrs-18:00 hrs

3.5 ROOM SERVICE

The Westin Blue Bay Resort & Spa offers over 4,000 square meters of event space, featuring an elegant, column-free Grand Ballroom and expansive beachfront lawn accommodating up to 800 guests. This venue is ideal for weddings, conferences, and special events, with flexible arrangements tailored to suit different styles and requirements (Nelson, 2000).



3.5.1 Coordination with other Departments

The F&B department must collaborate with other hotel divisions to ensure seamless operations. Team members across outlets should work together to maintain strong relationships and efficient service. This interconnected approach fosters smooth functionality, enhancing overall guest experience and business success (Westin, n.d.).

Food and Creation Office

The food production office is responsible for preparing meals based on guest preferences, working closely with the café staff to ensure quality service.

Sales Division

The business division attracts customers to utilize available facilities for conferences, meetings, and events. The F&B department collaborates with the sales division to market, promote, and enhance visibility for food and beverage offerings across outlets.

Purchases Division

All the important orders for the F&B office are given by stores and buy offices.

Account Division

The F&B division works with the accounts office to resolve any discrepancies in billing and sales summaries. It manages city records and handles all cash transactions after the outlet closes for the day. Additionally, it is responsible for processing staff salaries.

Housekeeping Office

The housekeeping department is responsible for maintaining cleanliness across all hotel outlets. Additionally, they assist in arranging VIP amenities, replacing soiled or used linens, managing uniform services, and ensuring hygiene in various areas. Housekeeping also oversees the upkeep of restaurant premises and restrooms.

Front Office Division

This division handles room reservations, promotes new products, and informs guests about the hotel's restaurant. It also collaborates with the Front Office to share details about VIPs, room status, and the type of arrangements for the guests' stay (Wood, 2017).

3.5.2 SWOT Analysis of the Department

SWOT is the acronym for Strengths, Weaknesses, Opportunities and Threats. It is an analytical framework to help summarize in a quick and concise way the risk and

opportunities for any company across the value chain. Based on my observation of internship period the inner strength, weaknesses and the external opportunities and threats of the Westin Blue Bay Resort & SPA of the Food and Beverage department are:-

Strengths

- Marriott Brand
- Restaurants with innovative dining concepts
- High-Class customer service
- Restaurants with innovative dining concepts

Weaknesses

- Parking facilities for a big function

Opportunities

- China's booming economy
- Continuous growth in the garment industry
- Improved relationship with locals, businesses, and media
- Strong partnerships with local travel agencies
- Developing the wedding market

Threats

- New hotels and resorts are coming into the competition
- Low price and penetrative pricing strategies of new competitors
- Rapid growth and popularity of boutique hotels and hospitality services

3.6 Conclusion

Food and Beverage Services begin after meal preparation, ensuring a smooth dining experience. Most hospitality businesses operate this as a support function. At The Westin Blue Bay Resort & Spa, the process follows a structured approach:

- Preparation – Setting up for service with required items.
- Serving – Delivering meals efficiently to guests.
- Consumption – Guests enjoying their meals.
- Post-Service Cleaning – Clearing and maintaining cleanliness after dining.

When guests come into the café then F&B faculty invite them and take requests from them.

Once a request is placed, the F&B service staff relay it to the kitchen, where chefs begin the preparation process. During this time, the service staff arrange the necessary equipment for meal service.

When the food is ready, the chef hands it over to the supervisory staff, and the F&B team serves it to the guests.

As guests begin their meal, they dine politely while the F&B staff remain attentive, ensuring any additional requests are promptly addressed.

After guests finish their meal, the service team clears the table. Once the guests depart, the F&B staff reset the table for the next service

CHAPTER – 04 CHALLENGES AND LESSON

4.1 Activities Undertaken

The eatery has some particular activity assignments that we have to act in each move. We have three movements. Every one of the three movements have diverse occupational errands.

Morning Shift

The morning shift begins from 06.00 HRS consistently. Our smorgasbord breakfast begins at 06.30 HRS. So I need to set up everything for breakfast. Clean the tables and help the visitor during breakfast. At the point when the morning meal is finished, we have to close the smorgasbord and clear all the tables and set up for lunch. In the wake of eating we need to clean all the glasses and cutleries, tidy up the refreshment room, convey room administrations, and convey foods grown from the ground floor.

Evening Shift

The evening move begins from 15.00 HRS consistently. The evening is an unusual shift since it generally doesn't offer a supper buffet each day, just Friday and Saturday has a supper buffet. Each unique event has an uncommon buffet. Rest of the standard days we provide the A-la-Carte menu. Constantly, we for the most part need to finish a similar responsibility, for example, cleaning cutleries, room administration, clean floor, serve nourishment and set up tables.

Night Shift

Night Shift begins from 23.30HRS consistently. Night move has some exceptional errands, for example, getting ready new natural product juice, espresso, dark tea and sweltering milk for morning breakfast. Room administration and arrangement of eateries for morning breakfast is in addition to their obligation.

4.2 Observed the Errand and Obligations in the Organization

Charging, for a gathering reservation. This bill generally is finished by Chinese partners in light of the fact that more often than not guests can't convey in English with the goal that I was unable to do that paperwork.

Gathering Reservation for marriage and different occasions. This occasion is likewise dealt with by Chinese partners as I was unable to communicate in familiar Chinese language however I am certain I can deal with that now.

Call Receive, as I was unable to communicate in a familiar Chinese language and the vast majority of the guests couldn't communicate in English with the goal that I was unable to play out that management.

Other Important Exercises

As different initiates I may cover that I worked for Banquette ordinarily. Banquette consistently has huge occasions and they need more associates to support. So I could learn a banquette full of administrations and errands, for example, banquette arrangement, management of guests, clean the arrangement and plan for the following day.

Challenges

- As an outsider, I confronted language boundaries
- Excessive work pressure
- Multiple duties one after another

4.3 Observed in the Organization

1. They are not masters in food service.
2. The whole visitor can't get a similar help.
3. They don't give legitimate data to partners.

4.4 Academic Preparation

I confronted some miss-coordination between our instruction and genuine work. In books, we don't learn additional work we may need to perform separated from our assigned work obligations. That may incorporate our instruction.

Any missing information and abilities that should be learned in the college which is significant to the organization or to oneself as a future expert:

Our college may incorporate more common sense classes than scholarly information. That may assist us with performing amazingly better in our work life.

Lessons Learned from the Internship Program

- The Internship program has shown me different things, for example,
- Increase the most elevated number of information about eatery administration.
- Increase the comprehension of Chinese assistance culture.
- Increase my down to earth operational abilities in the lodging.
- I figured out how to have the option to adapt up and make due in a spot where I have extraordinary social contrasts.

- I figured out how to be progressively quiet about everything.
- I figured out how to live in an alternate nation.
- Most critically I have taken in the Chinese language.
- My individual comprehension of working in an inn is that the hotelier must have three things. Those are Positive Attitude, Acceptance and Ready to serve.

CHAPTER – 05 FINDINGS, RECOMMENDATIONS & CONCLUSIONS

5.1 Findings of Food and Beverage

5.1.1 *During this internship period there are some positive View of My Side:*

Helpful Management: The director, manager, and supervisor provided valuable support during the internship.

Good Staff Food: The staff meals are sufficient and served on time, the food quality is good and tasty.

Positive Reviews: Guests have shared many positive reviews about the restaurant at Westin Blue Bay Resort & Spa.

Variety of Cooking: The restaurant at Westin Blue Bay Resort & Spa offers diverse cuisines, attracting guests promptly.

Visitor Demand: The Westin Blue Bay Resort & Spa consistently ensured guest satisfaction.

Good Position: The location is very near Hainan Airport.

5.1.2 *Few drawbacks were observed during the internship*

Lack of leadership: There were notable weak communication, poor teamwork, and staff lacking punctuality during the internship.

Work pressure: During my internship, I found the tasks unsuitable for learners, as they required hard and challenging work.

Lack of Standard Operating Procedure: As an intern, I observed that The Westin Blue Bay Resort & Spa did not maintain its standard operating procedures (SOP) or adhere to five-star standards and guidelines effectively.

Lack of hygiene: The kitchen is not cleaned thoroughly, according to the rules and trainings.

5.2 Recommendation

Recruit Skill Associate: The Food & Beverage department requires more staff.

Training: The kitchen staff requires further training in food safety and hygiene.

Timing Accuracy: The Westin Blue Bay Resort & Spa faces timing issues, with administration trying to ensure staff leave on time.

Apply SOP: The Westin Blue Bay Resort & Spa must follow proper SOP standards, as every five-star hotel relies on them for smooth operations.

Flexibility to Work: The workload at The Westin Blue Bay Resort & Spa is heavy. Some flexibility allows F&B staff to rest and recharge.

5.3 Conclusion

Food and Beverage service is an essential part of the hotel industry. It not only ensures quality but also meets the needs of employees. The F&B department serves as a critical support system for the hotel's operations. This report focuses on the key activities carried out in the department where I worked during my practicum. I have outlined the important traits required to effectively manage the department and discussed how the various tasks are organized. Working in a globally oriented hotel in China was a highly rewarding and educational experience for me. The assigned tasks provided me with valuable insights into the operations of the F&B department and its systematic activities. My practicum at this prestigious five-star hotel has significantly enhanced both my theoretical knowledge and practical skills, equipping me to excel in my future responsibilities. It was undoubtedly an exceptional opportunity that has prepared me to perform my duties with greater confidence and proficiency.

The success of “The Westin Blue Bay Resort & SPA” largely depends on the quality of service provided to guests. Findings from the report highlight both positive aspects and areas requiring improvement to enhance employee performance. Management quality is determined by the skills and professionalism of the workforce. Therefore, leadership must be diligent in selecting the right individuals for each role.

To maximize organizational efficiency, an effective and dynamic Food & Beverage service is crucial. The F&B department at “The Westin Blue Bay Resort & SPA” is now expected to extend beyond standard contracts and policies, contributing directly to operations and overall success. If the hotel acts on these insights, it can effectively turn its challenges into strengths.

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Acronyms

ADD: All Day Dining

IRD: In-Room Dining

SWOT: Strength Weakness Opportunity & Threat

HR: Human Resource

GM: General Manager

OS & E: Operating Supplies & Equipment

IT: Information Technology

BTHM: Bachelor of tourism and hospitality management

F&B: Food and Beverage

MOU: Memorandum of Understanding.