

Internship Report
on
Food & Beverage Service Process of Market at
The Sanya Edition (China)

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Submitted by

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Letter of Transmittal

To

Siddiqur Rahman

Assistant Professor & Head

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Subject: Submission of Internship Report

Dear Sir,

I am delighted to submit my internship report titled '**Food & Beverage Service Process of Market at The Sanya Edition.**' This report is the culmination of my internship experience in the department of Food & Beverage Service at The Sanya Edition.

During my internship, I had the opportunity to explore best in managing different aspects of the mentioned department. This report highlights effective strategies of customer satisfaction, enhancing service quality and handling challenging situations with professionalism and tact. Observing these practices firsthand at The Sanya Edition provided me with valuable insights into their role in creating a positive dining experience.

I have devoted significant time and effort to researching and analyzing the process involved in the managing customer feedback and complaints. This experience has been invaluable to my professional development and I am grateful for the opportunity to undertake this study.

I sincerely appreciate your guidance and support throughout my internship and look forward to your feedback on this report.

Your Sincerely

Mehedi hasan

ID: 192-43-407

Department of Tourism and Hospitality Management

Daffodil International University

Certificate of Approval

I hereby confirm that Mehedi Hasan, Student ID: 192-43-407 has successfully completed the internship project under my supervision. The report, untitled “Food & beverage Service Process of Market at The Sanya Edition,” has been prepared in accordance with the prescribed academic standard and requirements of the Bachelor of Tourism & Hospitality Management program.

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

Siddiqur Rahman

Assistant Professor & Head

Department of Tourism & Hospitality Management

Faculty of Business and Entrepreneurship

Signature: 

Preface

I am truly thankful for the support and encouragement I received throughout the completion of this internship report Titled, “Food & Beverage Service Process of Market at The Sanya Edition (China)”. This report reflects both the knowledge I gained and the practical experience I gathered during my internship.

I would like to express my sincere appreciation to Daffodil International University for creating an academic environment that helped me grow both personally and professionally. I am especially grateful to my supervisor, Mr. Siddiquir Rahman for his constant guidance, helpful suggestions and thoughtful feedback which shaped this report in meaningful ways.

I also want to extend my gratitude to the team at The Sanya Edition for their cooperation during my training period. Their openness in sharing knowledge and allowing me to learn from service stations helped me gain a deeper understating of the food and beverage service operation.

Although I had a valuable support throughout this journey, I take full responsibility for any mistakes in this report. I welcome any feedback that can help me improve further.

Sincerely Yours,

..... 

Mehedi Hasan

ID: 192-43-407

Department of Tourism and Hospitality Management

Daffodil International University.

Executive Summery

The report titled, “Food & Beverage Service Process of Market at The Sanya Edition (China)”, focuses on how daily operations are managed at Market, the hotel’s all day dining restaurant. Draw conclusion from my internship experience, this report explores how the restaurant maintains service efficiency, consistency and guest satisfaction across its buffet and a la carte offerings.

However, Market serves a breakfast buffet, a la carte during lunch hour and a combination of buffet and a la carte options at dinner, catering to a wide variety of guests throughout the day. During my internship in the F&B service department, I had the opportunity to observe how staff handled tasks such as order taking, food serving and interaction with the guest. I also observed how the team worked to maintain customer’s satisfaction and smooth service operation. The restaurant operates on a clear and organized process, emphasizing strong teamwork, time to time service and hospitality standard that ensure guests have a satisfied dining experience from the start to finish.

The report emphasizes the importance of staff training, effective communication and attention to detail in enhancing service quality. It also discuss how to maintain service consistency under high pressure conditions is essential for the meeting the expectations of luxury hospitality guests.

The study concludes that an efficient and well-structured F&B service process is critical to a hotels success. By optimizing service operations, hotel can enhance customer satisfaction, improve brand reputation and gain competitive advantages in the hospitality industry.

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Chapter 1

Introduction

1. Introduction

The Sanya Edition, a luxury hotel under the **Marriot International brand**, is renowned for its modern elegance, personalized service and stunning location along the **Riviera of China**. Since its opening, The Sanya Edition has become a preferred destination for both leisure and business traveller, offering world class amenities and exceptional hospitality.

Among its standout features is **Market**, the **hotels all day dining restaurant**, which provides seamless blend of buffet and a la carte experience across breakfast, lunch and dinner. Market designed to cater to the diverse preferences of guest, ensuring an elevated dining experience through its **high quality cuisine, impeccable service and sophisticated ambiance**. With a strong focus on operational excellence, Market upholds the luxury standards of The Sanya Edition, making it the key highlight of the hotel renowned hospitality.

1.1 Origin of the Report

This report, titled “**Food & Beverage Service Process of Market at The Sanya Edition**,” is prepared as partial fulfillment of my **Bachelor of Tourism and Hospitality Management** internship requirement. My training took place at **The Sanya Edition**, a five star luxury hotel brand under **Marriot International**, where I worked in the food and beverage service department.

Through my hands on experience and daily observation at Market restaurant, this report looks into how the team delivers service, maintains efficiency and follows best practices in food & beverage operations. It highlights how both buffet and a la carte service are handled to keep consistency and guest satisfaction.

This internship offered practical insights into the whole F&B operation and these real experiences shaped the analysis and conclusions shared in this report.

1.2 Background

Customer satisfaction is the heart of the hospitality industry, specially in modern luxury hotels. At The Sanya Edition the Market restaurants plays a key role in providing best guest dining experience. Every visitors expect in time service and quality food which makes having a reliable and consistent service process important.

During my internship period, I say how Market maintains smooth operations and keeps guests satisfied through and organized workflow and day to day practices. This report explores these processes and their role in maintaining the hotels high standards.

1.3 Objectives

The purpose of this report is to outline **the food & beverage service process** followed by **Market at The Sanya Edition** to **ensure efficiency, consistency and guest satisfaction**. Such as-

1. To explain the F&B service process at Market restaurant of The Sanya Edition (China).
2. To develop operational challenges and recommendations to overcome the challenges.

1.4 Methodology

This report is based on qualitative research and exploratory in nature. The purpose of this research is to describe and analyze the F&B service process of the Market restaurant. This aims to explore and explain the underlying reasons behind service process challenges and strengths of Market restaurant. The study will also develop the challenges in F&B service process and areas of improvement for those challenges.

Types of data used:

For this research, I primarily utilized **secondary data** gathered from existing sources.

The sources include:

- Standard Operating Procedure (SOPs)
- Daily Shift Reports
- Log books
- Marriot International Service Standard Report
- Guest Feedback in Online Platforms such as Dianping, C-Trip, and Trip Advisor.

1.5 Limitations

This research faced many limitations. Such as-

- **Language Barrier:** Communication challenges arose as most of the guest and colleagues primarily speak **Chinese**.
- **Limited Scope:** The study focused only on F&B service process at Market, excluding other hotel operations.
- **Confidentiality:** Data on financial impact and customer retention were unavailable.
- **Workload Management:** Balancing daily tasks with research made data analysis challenging during duty hours.

Despite these constraints, this report provides key insights into best practices in F&B service management at a luxury hotel.

Chapter 2

Organization Part

2.1 Management Aspects

Located along the stunning coastline of Hainan Island, China, The Sanya Edition is a premium luxury lifestyle hotel within the Marriott International Hotel Chain. Since its opening on December 13, 2016, it has quickly gained recognition for its modern elegance, sustainable design and world class hospitality, attracting discerning travelers from all around the world.

The hotel seamlessly blends sophisticated architecture, innovating amenities and immersive guest experience, redefining luxury through exceptional service and a deep connection to its natural surroundings.

Vision, Mission and Goals

Vision:

To become Asia's most sought after luxury destination, seamlessly blending nature inspired design with an exceptional guest experience.

Mission:

To provide the best hospitality by understanding each guest's needs, practicing sustainability and offering creative service that leaves lasting memories.

Goals:

- Exceed guest expectations by ensuring consistently high level of customer satisfaction.
- Foster a sustainable, eco-friendly business model to minimize environmental impact.
- Innovate in F&B service, offering guest unparalleled dining experience.
- Cultivate a supportive work culture that enables employees to perform at their best.

Operational Philosophy: The Sanya Edition follows the philosophy of "Luxury Redefined", focusing on personalized experiences that throw back local culture and nature. The hotel plans to create an atmosphere that encourages creativity, relaxation and meaningful connection with the surroundings offering guests a truly immersive luxury stay.

Organogram and Departments: The Sanya Edition follows a clear and organized departmental structure to make sure smooth and efficient workflow. Every department contributes to maintain the hotel's high service standard and plays an important role in providing a seamless guest experience.

Main Departments

1. **Fronts Office:** manages check in, check out, concierge services and guest relations.
2. **Food & Beverage:** Oversees all dining and beverage services, ensuring guest satisfaction and complaint management.

3. **Housekeeping:** Maintains cleanliness and organization in guest rooms and public areas.
4. **Sales and Marketing:** Handles hotel promotions, public relations and client acquisition through marketing campaign.
5. **Finance:** Manages budgeting, financial operations and reporting.
6. **Human Resource:** Handles staff recruitment, training and support overall employee well-being.
7. **Engineering & Maintenance:** Take care of hotels physical infrastructure, ensuring all equipment and facilities are properly maintained and fully functional.

Core Management Principles at The Sanya Edition

1. **Customer Centric Approach:** Focusing on guest satisfaction by providing personalized service and consistently high quality experience.
2. **Employee Empowerment:** Reinforce employees to make thoughtful, guest oriented decisions while promoting a supportive and respectful workflow culture.
3. **Sustainability & Innovative:** Committed to environmental friendly and adopting modern tech that enhances guest comfort and satisfaction level.
4. **Integrity & Accountability:** Making sure honesty and transparency in both internal operations and guest interactions with a strong sense of responsibility at every level.

2.2 Products & Services at The Sanya Edition

The Sanya Edition offers a range of luxury experience tailored to meet the needs of high end travelers including:

- i. **Luxury Accommodation:**
 - Total of 501 rooms including 45 suits and 12 private villas with ocean views blending comfort with elegance.
- ii. **Food & Beverage Outlets:**
 - Four Restaurant:
 - Market (all day dining)
 - Egret (specialty cuisine)
 - Xianhai (Chinese fine dining)
 - Barbacua (grill & seafood)
 - Two Bars:
 - Sky Bar (rooftop lounge)
 - Beach Club (Oceanfront bar)

iii. Recreational & Wellness:

- Luxury spa, fitness center, pools and wellness programs designed for relaxation and health conscious guests.

iv. Event Space:

- Banquet hall venues for business conferences, wedding and social gatherings offering luxurious event planning and catering.

v. Children Program:

- Play land and dedicated children pool with engaging activities for young guests.

vi. Concierge Services:

- Personalized assistance, including local excursions, airport transfers and tailor made guest experiences.

2.3 Financial Stability and F&B Revenue Growth



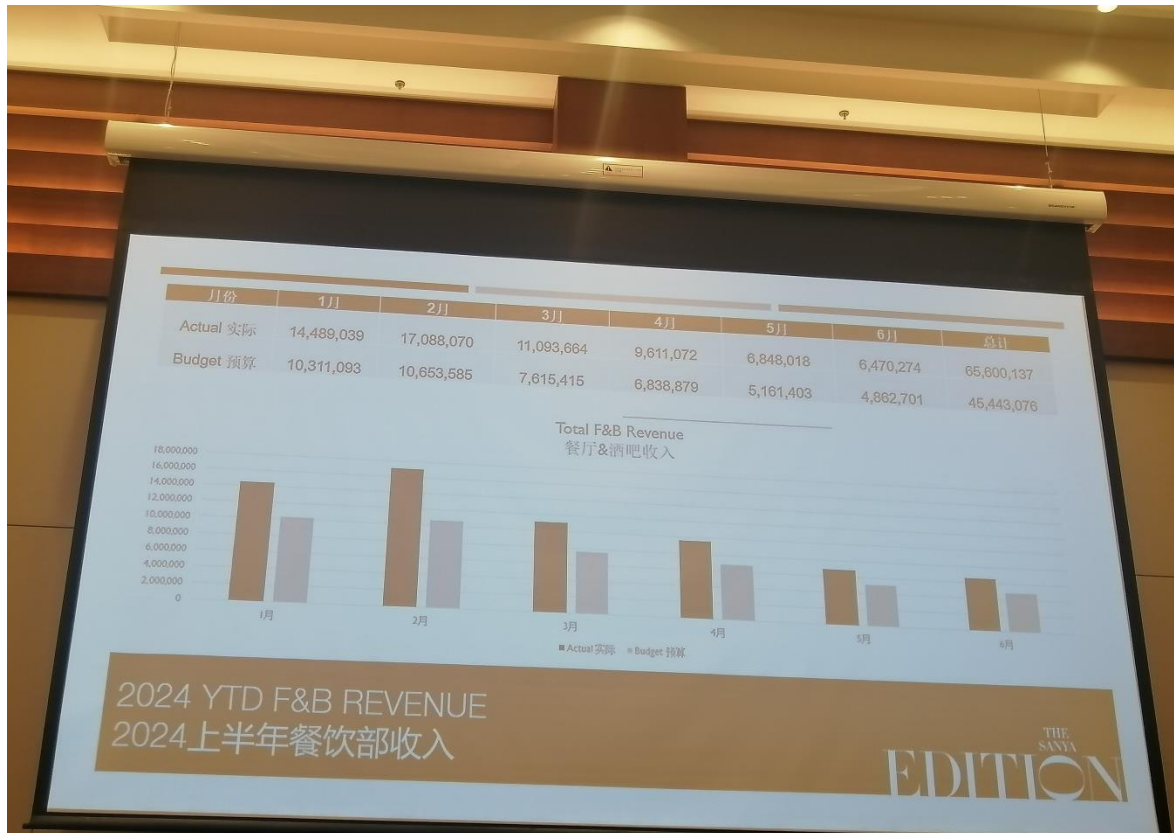
Source: WeChat

Backed by the financial strength and global presence of Marriott International, The Sanya Edition benefits from stability, reputation and operational excellence. It makes sure to maintain high luxury standard and a strong market position.

Additionally, The Sanya Edition plays a key role in Marriott International, driven by high occupancy rates in Asia Pacific region, premium room and service pricing and strong revenue generation from its F&B outlets. The food & beverage operations thrive due to a commitment to quality, innovation and guest satisfaction resulting in a robust financial turnover.

Recognizing its outstanding performance, The Sanya Edition won the, “**Highest Revenue Growth Restaurant & Bar,**” award in Greater China in 2024, further solidifying its reputation as a top tier luxury destination. While specific financial figures remain proprietary, the hotels on going investment in property enhancements, staff development and marketing initiatives reflect its financial strength and long term sustainability.

2.3.1 Year-To-Date (YTD) F&B Revenue



Source: Author.

The image presents a financial report for The Sanya Edition’s 2024 Year-To-Date F&B Revenue, detailing actual revenue versus budgeted projection for the first six months of the year. Here’s a breakdown of the key points:

2.3.1a Revenue Breakdown by Month

The image compares actual revenue (real earnings) against budgeted revenue (expected earnings) for each month:

- January:
 - Actual: 14,489,039USD

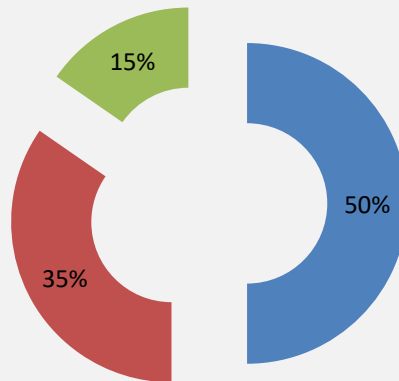
- Budget: 10,311,093USD
 - Variance: +4,177,946USD (higher than expected)
- February:
 - Actual: 17,088,070USD
 - Budget: 10,653,585USD
 - Variance: +6,434,485USD (significantly higher than expected)
- March:
 - Actual: 11,093,664USD
 - Budget: 7,615,415USD
 - Variance: +3,478,249USD
- April:
 - Actual: 9,611,072USD
 - Budget: 6,838,879USD
 - Variance: +2,772,193USD
- May:
 - Actual: 6,848,018
 - Budget: 5,161,403
 - Variance: + 1,686,615
- June:
 - Actual: 6,470,274
 - Budget: 4,862,701
 - Variance: +1.607,573

2.3.1b Total Performance for First Half of 2024

- Actual total revenue: 65,600,137USD
- Budgeted total revenue: 45,443,076USD
- Variance: +20,157,061 (over performance)

Total Revenue

■ Actual Revenue ■ Budgeted Revenue ■ Variance ■



Chapter 3

Theoretical Background & Literature Review

3.1 Introduction

This chapter lays the theoretical foundation for analyzing Food & Beverage service process in the luxury hospitality industry with a focus on The Sanya Edition's Market Restaurant. It explores key concepts, service model and industry benchmarks that contribute to high-end dining experiences. The discussion integrates relevant literature, hospitality management principles and Marriot International's operational standards to contextualize the evaluation of the F&B department.

This review examines fundamental service framework, revenue performance indicators, guest satisfaction model and sustainable hospitality process. These elements provide an essential background for understanding the service efficiency, guest experience and financial impact of Market Restaurant.

3.2 Food & Beverage Service in Luxury Hospitality

Luxury hotels emphasize exceptional dining experience, personalization and service excellence to distinguish themselves in a competitive market. According to Kotler et al. (2020), premium hotel dining is driven by a combination of:

- **Ambience & Atmosphere:** Elegant interiors, comfortable seating and well curated lighting enhance guest experience.
- **Culinary Excellence:** High quality ingredients, innovative recipes and skilled chef contribute to superior dining.
- **Seamless Service Execution:** Efficient coordination between front of house (service staff) and back of house (kitchen) ensures smooth operations.

At Market restaurant, these principles are evident in its diverse cuisine offerings, guest oriented service and meticulous attention to detail. The restaurant serves mix of western and Chinese cuisine catering to both local and international guests aligning with global best practices in luxury hospitality.

3.3 Service Process Frameworks

Understanding service model is crucial in assessing the efficiency and effectiveness of Market restaurant's F&B operations. The following frameworks are commonly using in high end hospitality settings:

3.3.1 The Five-Step Service Process (Johns & Pine, 2019)

This model outlines the essential steps in delivering a structured and professional dining service:

1. **Greeting & Seating:** Guests are welcomed warmly and their seating preference is accommodated.
2. **Order Taking & Recommendations:** Staff takes orders efficiently, offers recommendations and ensures dietary needs are met.
3. **Food Preparation & Coordination:** The kitchen team prepares dishes with precision, while service staff coordinate timing.
4. **Delivery & Presentation:** Food is served promptly with attention to plating, temperature and presentation.
5. **Post-Dining Service & Feedback:** Bills are presented professionally and staff collects feedback for continuous improvement.

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

A widely applied model in hospitality, SERVQUAL measures service quality based on five dimensions:

1. **Reliability:** Consistently delivering promised services.
2. **Assurance:** Building trust and confidence through professional services.
3. **Tangibles:** Maintaining a clean, well-designed environment.
4. **Empathy:** Understanding and catering to individual guest needs.
5. **Responsiveness:** Addressing guest requests and complaints promptly.

At Market Restaurant, these principles guide training programs, service protocols and quality assurance measures ensuring a high standard of service.

3.4 Revenue and Performance Indicators in F&B

F&B performance is measured through various key performance indicators (KPIs) to evaluate financial success and operational efficiency. A study by Hemmington (2019) highlights the following important metrics:

- **Revenue Per Available Seat Hour (RevPASH):** a critical measure of how efficiently restaurant space is utilized.
- **Guest retention Rates:** Analyzing repeat business from satisfied customers.
- **Average Spend per Guest:** Monitoring guest spending patterns to optimize menu pricing.
- **Profit Margins:** Ensures cost-effective operations while maintaining service quality.

As indicated in Chapter 4, The Sanya Edition has achieved notable financial growth, earnings recognition for the highest revenue growth among restaurants and bars in Greater China (2024). The commitment to culinary innovation and service excellence has played a significant role in these achievements.

3.5 Guest Satisfaction and Complaint Management

Effective guest complaint management is essential in luxury hospitality, as it directly impacts brand reputation and customer loyalty. Davis et al. (2021) suggest that well-handled complaints can turn dissatisfied guest to loyal customers.

At The Sanya Edition, complaint management follows a structured process:

1. **Active Listening:** Staff attentively listens to guest concerns with empathy.
2. **Immediate Acknowledgment:** Complaints are acknowledged without delay and guests are reassured.
3. **Problem Resolution:** Solution are provided promptly whether its service correction, compensation or alternative options.
4. **Follow-Up & Guest Recovery:** Managers ensures that guest leave satisfied, sometimes offering discount or personalized gestures.
5. **Feedback Utilization:** Complaints are documented and analyzed to improve service strategies.

The hotel leverages guest feedback platforms such as Guest Voice, Dianping, C-Trip, WeChat Mini Programs etc.

3.6 Sustainable Operations

Modern luxury hotels increasingly focus on sustainable dining practices, ensures eco-friendly and responsible hospitality. According to Smith & Wiliams (2022), sustainability efforts in F&B include:

- **Local Sourced Ingredients:** Reducing the carbon footprint and supporting local farmers.
- **Food Waste Management:** Implementing portion control, donation programs and composting
- **Energy-Efficient Kitchens:** Utilizing advanced kitchen equipment to minimize energy consumption.
- **Eco-Friendly Packaging & Recycling:** Reducing plastic waste and promoting biodegradable alternatives.

3.7 Summary and Transition to Analysis

This chapter has established the theoretical framework for evaluating Market Restaurant's F&B service process. The integration of service process models, performance indicators and guest satisfaction strategies high lights key operational strength and areas for improvement. In the next chapter, these theoretical insights will be applied to practical observations and data analysis, offering a comprehensive assessment of The Sanya Edition's F&B service effectiveness.

Chapter 4

Discussion & Analysis

4.1 Introduction

This chapter presents a comprehensive analysis of the Food & Beverage service process at Market, the all-day dining, restaurant at The Sanya Edition. As a central component of the hotel's guest experience, Market delivers both buffet and a la carte service across breakfast, lunch and dinner. The objective of this chapter is to provide an in-depth understanding of how the restaurant operates on daily basis from initial preparations and guest reception to personalized service and post meal procedures.

Through observation and practical experience gained during the internship, this section explores the service flow, staff coordination, guest engagement and complaint handling system that defines the restaurants service standards. Particular emphasis is placed on the structured approach used to manage both high-volume buffet periods and more personalized a la carte dining.

By aligning with the report's broader goals, this chapter not only documents the service flow but also evaluates its efficiency, guest satisfaction impact and potential areas for improvement. In doing so, it highlights how Market maintains its reputation for excellence while navigating the demands of dynamic luxury hospitality environment.

4.2 Market Prelude

Located within The Sanya Edition, Market restaurant serves as the property's signature all day dining venue offering a vibrant, welcoming atmosphere and a versatile culinary experience. With its open and contemporary layout, Market is designed to provide a seamless blend of comfort and sophistication. The ambiance is warm yet elegant, featuring natural lighting during the day and soft, ambient tones in the evening to suit the mood of each meal period. The restaurant's spacious design allows it to comfortably seat over 1000 guest at a time making it ideal for both casual and large group dining experiences.

Market operates on a rotational service model, accommodating a buffet-style breakfast and dinner and a la carte service during both lunch and dinner. Its live cooking stations and food counters are strategically placed to ensure smooth guest flow while creating an engaging visual experience. The thoughtful layout helps staff navigate efficiently, especially during high occupancy periods.

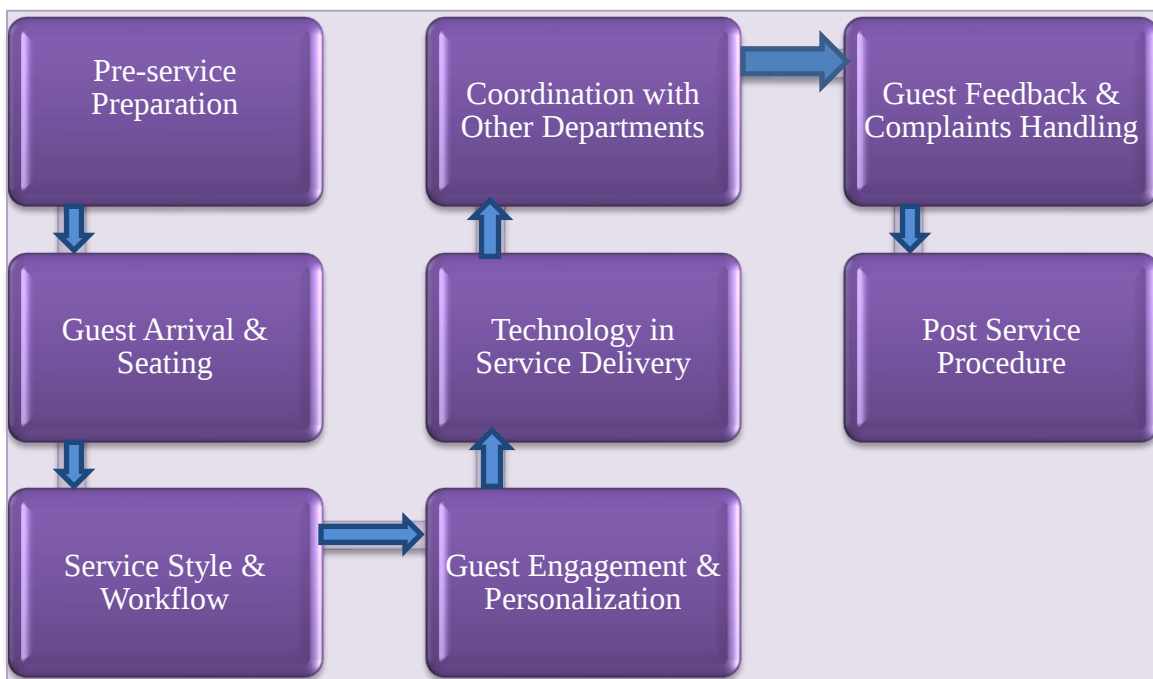
The restaurant's menu reflects a fusion of western and Chinese cuisine, tailored to meet the diverse preferences of its guests. From dim sum to noodle station to European style eggs benedict, fresh seafood and artisan desserts, Market combines regional flavors with international flavors. This hybrid menu concept ensures that both local and international guest feel welcomed and well catered.

The guest demographic at Market is as diverse as its menu. The restaurant regularly serves international travelers, family vacationers and business guests attending meetings or events at the hotel. Market is designed to meet a variety of guest expectations whether it is a quick breakfast before a busy day or a relaxed family dinner in the evening. The ability the restaurant has to offer both consistency and flexibility throughout different meal periods in all day has been a key factor in its effectiveness.

As the heart of The Sanya Edition's F&B operations, Market plays an important role in catering memorable dining experiences that reflects the hotel's core values of luxury and service excellence.

4.3 F&B Service Process of Market

Market Restaurant follows a structured food & beverage service process to ensure seamless operations and the best dining experience for both in house and walk in guests. The process divided into 8 key stages:



F&B Service Process

Source: Author

4.3.1 Pre-Service Preparation

Providing a smooth and high-quality dining experience at Market restaurant starts well before guests walk through the door. Pre-service preparation is a vital part of the F&B department's daily routine, making sure that both the setting and the team are fully ready to deliver consistent,

efficient, and personalized service. This stage usually begins with morning preparations that set the tone for the day ahead.

Providing a smooth and high quality dining experience at Market restaurant starts well before guests walk through the door. Pre-service preparation is a vital part of the F&B department daily routine, making sure that both setting and the team are fully ready to deliver consistent, efficient and personalized service. The stage usually starts with morning preparations that set the tone for the day coming.

- i. **Morning Briefing:** Everyday Market starts with a team briefing led by the supervisor. These sessions help align the team, outline service goals for the day and cover any important operational updates. A major focus during the meeting is reviewing reservation details and special guest information including VIP arrivals, group arrivals, group bookings and special guest needs such as dietary and allergy restrictions and any other special occasions such as birthdays. These information's helps the team to prepare for high expectations and assign tasks accordingly. Allergen awareness is also emphasized during these briefings. In line with Marriot's safety standard, staff is routinely reminded to take food allergen seriously. Servers are expected to communicate clearly with guests about the ingredients and chefs are notified when special meal preparations are needed. Overall, the morning briefing sets the tone for a well-coordinated shift that ensures every team member is informed, prepared and focused on delivering guest centered service.
- ii. **Mise en Place (Setup):** Following the briefing, staff proceed with mise en place, a French culinary term meaning, "everything in its place". This refers to all physical and logistical preparations required before guests are welcomed. For breakfast service, this involves the full setup of the buffet line, which includes organizing warmers, placing dishware and utensils, setting up serving stations and ensuring food safety equipment is functioning. Each section of the buffet such as the egg station, noodle bar or salad counter is checked for cleanliness and readiness. For a la carte service during lunch and dinner, servers focus on table setup, ensuing cutlery, glassware, napkins and condiments are placed correctly based on the menu offerings. The ambiance is also adjusted for the time of day, for instance, natural lighting and soft music for lunch versus dimmed lighting and elegant table décor for dinner. Another vital component of mise en place is ensuring the POINT-OF-SALE (POS) system is fully operational. This includes logging into staff accounts , checking table numbers, confirming reservation and updating menu changes if necessary. Reservation system are cross-checked to confirm guest preferences, seating arrangements and special instructions for service flow. Proper mise en place ensures that the dining area is not only visually appealing but also operationally efficient allowing staff to focus fully on guest interaction once service begins.

4.3.2 Guest Arrival & Seating

The guest arrival and seating process at Market restaurant plays a critical role in shaping the first impression of the dining experience. As the first point of contact, the host or hostess must exhibit hospitality, professionalism and efficiency ensuring guests feel welcomed and prioritized. Whether managing reservations, handling walk-in guests or accommodating VIP's and guest with special needs, the goal is always to deliver a personalized and seamless experience. This part is usually divided into two parts. They are,

- i. **Host/Reception Process:** Upon arrival, guests are warmly welcomed by the host team stationed at the reception near the restaurant entrance. Staff are trained in both verbal and non-verbal greeting techniques to convey attentiveness and professionalism. A standard greeting might include a warm smile, a gentle bow or nod (in line with local cultural practices) and a personalized verbal welcome such as, "Good evening, welcome to Market. May I assist you with your reservation?". The host immediately proceed to verify the reservation in the restaurant's POS system, confirming he guest's name, table request (e.g., window seating or private corner, outside or inside), number of guests and any special notes such as, allergies, birthdays or dining preferences. If the guest is part of a group, coordination with the group leader or hotel guest relations team may be involved. For walk in guests, the host quickly assesses availability of tables. If tables are open guests are courteously seated, if restaurant is at capacity the host manages a waitlist system and offers estimated waiting times with beverage options or alternate dining suggestions (e.g., lounge seating). Communication remains key, guests should feel attended to even if they must wait. Seating is strategically planned. For individual guests, quieter tables with good lighting are preferred. Families are seated near food stations for convenience and larger groups are given extended tables or semi-private sections. Every decision reflects attention to comfort, privacy and operational flow.
- ii. **Handling Special Cases:** At a luxury property like The Sanya Edition, it is essential to have well-defined procedures for handling special cases, ensuring every guest feels valued and cared for.
 - a) **VIP Guest Welcoming:** VIP guests often repeat visitors, celebrities or corporate executives. They are identified in advanced through coordination with hotel guest service or front office. Their preferences are often recorded in the system allowing staff to personalized greetings such as addressing by name, assigning preferred tables or offering welcome offering (e.g., a complementary drink or signature dish). In some cases, a supervisor or restaurant manager will personally welcome the guest and check in throughout the meal to ensure satisfaction.
 - b) **Guest with Special Needs:** Guests requiring wheelchair access are escorted through barrier free pathways and tables are arranged to accommodate mobility aids. Staff are trained to assist discreetly and respectfully. For guests with dietary restrictions or

food allergies, advanced notifications through reservation notes or on-site communication allow the kitchen team to prepare customized dishes. The host confirms these needs discreetly upon arrival, ensuring the dining experience is both safe and satisfying. These accommodations are not just about meeting needs, they reflect Market's commitment to delivering inclusive and thoughtful service to every guest in every situation.

4.3.3 Service Style & Workflow

The service process at Market restaurant is carefully designed to offer flexibility, efficiency and guest satisfaction across different meal periods. AAs in all-day dining outlet, Market operates under two primary service models, BUFFET SERVICE (primarily for breakfast and dinner) and A LA CARTE SERVICE (mostly for lunch and partial dinner). Each service style follows a structured workflow to maintain consistency, ensure timely delivery and enhance the overall dining experience.

- i. **Buffet Service Process:** Buffet service is most prominent during breakfast and dinner hours, when the restaurant accommodates a high volume of guests including in house families and tour groups. The buffet at Market is known for its variety, live sections and visual appeal requiring precise coordination and active floor presence by the service team. The responsibility includes,
 - a. **Guest Greeting & Introduction:** Once guest are seated a server promptly approached with a warm greetings and introduces themselves. They provide a short and clear overview of the buffet layout, pointing out the main buffet line, live cooking stations and available beverage selections. Any seasonal dishes and special items of the day are also mentioned to help guest make informed choices.
 - b. **Beverage Service:** While guests help themselves to food, all beverage service is handled by the staff. Servers quickly take orders for tea and coffee or any other juice and attentive in offering timely refills. This hybrid service model combines self-service efficiency with a touch of personalized care.
 - c. **Guest Flow and Monitoring:** Throughout the meal, staff actively monitors the dining area to keep the tables clean, refill drinks and assist guest as needed. Close communication with the kitchen ensures that hot items are replenished and empty trays are replaced. Extra support is given to elderly guests or children who may need help navigating the buffet.
 - d. **Clean-Up and Table Reset:** As soon as guests leave, the tables are cleared and reset quickly. It is very important job especially during rush hours. Staff maintains high standard of hygiene and presentation, preparing the space for next group of guests.

- ii. **A La Carte Service Process:** During lunch hours and quieter evenings, Market switches to a la carte format. In this setup, guests are seated and served with more formal service etiquette. Servers introduce the menu, recommend dishes and take detailed orders with attention to preferences and dietary needs.
- a. **Menu Presentation and Introduction:** Upon seating, guests are provided with elegantly designed menus or offered QR codes based digital menus. The server presents daily specials, recommends signature dishes and answers any questions regarding ingredients or preparation.
 - b. **Order Taking:** Orders are taken using MACROS (POS) , ensuring speed and accuracy. Staff members reconfirm dietary restrictions and cooking preferences (e.g., meat doneness, spice level) before transmitting the order to the kitchen.
 - c. **Courses Timing and Service:** Food is served in a coordinated manner with attention to timing between courses. Starters, mains and desserts are paced according to guest preference and table context (e.g., business lunch vs. leisure dining). Dishes are presented with a brief explanation by the server.
 - d. **Interaction and Anticipation:** Throughout the meal, servers check on guest satisfaction without being intrusive. Refills, condiments and special requests are handled promptly. Napkin folding, plate clearance and crumbing down are practiced according to the fine dining standard.
 - e. **Final Touches and Billing:** Once the meal concludes, dessert options and hot beverages are offered. Billings handled promptly upon request with options for room charge, card pay, Alipay or WeChat pay or cash payment. Guests are thanked sincerely and any notable feedback is discreetly noted for future service personalization.

This dual service system allows Market to meet the diverse expectations of its guests while upholding the brand's luxury service standards. It also allows for smooth transitions between meal periods and staff shifts ensuring uninterrupted, high quality service throughout the day.

4.3.4 Guest Engagement and Personalization

At a luxury dining venue like Market, delivering good food is only one part of the equation. The guest experience is equally shaped by the attentiveness, emotional intelligence and personalization provided by the service team. Market restaurant places a strong emphasis on engaging with guests in meaningful ways to ensure each visit is memorable, comfortable and reflective of the hotel's world-class service culture. This includes,

- i. **Reading Guest Needs:** One of the most essential soft skills practiced by Market's service team is the ability to anticipate guest needs. Staff are trained to observe subtle cues such as body language, eye contact and tone of voice to determine how much attention a guest wants. For instance, a solo business traveler may prefer quiet service with minimal interaction while a family on vacation might enjoy more engagement, recommendation and conversation. The non-verbal communication skill allows to deliver a personalized experience without being intrusive. Observing when a guest finishes their drink or appears to be looking for something often leads to faster and more thoughtful service.
- ii. **Multilingual Support and Menu Accessibility:** Given the diverse international guests at The Sanya Edition, Market ensures smooth communication by employing multilingual staff and offering translated menus. This helps reduce confusion and allows guests to order comfortably. Digital menus accessed through QE codes also features photos of dishes which is especially helpful for nonnative speakers. Servers are trained to clearly explain menu items and suggest culturally appropriate alternatives when needed.
- iii. **Personalized Recommendations and Upselling:** Personalization at Market is taken seriously. Staff is trained to suggest dishes based on guest preferences, past visits and dietary requirements. Upselling is approached respectfully. Servers might suggest a signature cocktail to pair with a seafood dish or recommend a house made dessert after the meal. These suggestions aim to enhance the guest experience without applying pressure and at the same time it helps increasing revenue.
- iv. **Recognizing Returning Guests:** Loyal guests are warmly welcomed at Market. Regular visitors are often greeted by name especially by supervisors or senior staff. Their preferences such as favorite dish or drinks are often recorded in the system. This allows staff to personalize the service and make repeat visits feel special.
- v. **Special Occasions and Celebrations:** Guests celebrating birthdays, anniversaries or honeymoons receive special attention. The team may prepare a complimentary dessert, decorate a table or write a personalized message on the dessert plate. These thoughtful touches create lasting memories and often encourage guests to share their positive experience online that helps increasing Market Reputation as well as the hotel.

In summary, at Market the guest engagement is more than polite service. It is about understanding individual needs and going the extra mile. The restaurant's ability to personalize each dining experience plays a big role in setting it apart from others in the luxury hospitality space.

4.3.5 Technology in Service Delivery

In today's competitive luxury hospitality industry, technology is becoming an important part of the service process. It helps improve speed, accuracy and guest personalization. At Market various tech tools support the smooth operations. From managing reservation to collecting guest feedback, these systems help the team to deliver more efficiency, responsiveness and consistent service throughout the day.

They includes,

- i. **POS (Point-of-Sale) System Integration:** The core of Markets operational technology is its centralized POS system, which allows real time communication between the service floor and the kitchen. Servers input orders through handheld devices which are immediately routed to the correct kitchen station. This minimizes the delays, reduces errors in order taking and allows chefs to begin preparation without verbal relay. The system also manages billing, table status tracking and item availability ensuring that guests are informed instantly if a menu item is out of stock. In addition, it stores guest preferences for future visit which enhances personalized service for returning diners.
- ii. **QR Code and Digital Menus:** To streamline the menu browsing and ordering process, especially in post pandemic dining environments, Market has implemented QR code based menus. Guest simply scans the code at their table to access a multilingual, image rich digital menu. This is not only enhances convenience but also allows for live updates (e.g., daily special or removed item) which eliminates the needs to reprint physical menus. It is particularly useful for international guests who benefits from visual cues and translations when selecting dishes.
- iii. **Reservation and Seating Management System:** Reservations are handled through an integrated digital system that tracks guest bookings, preferences and special requests. Hosts use this system to manage seating plans, reduce wait times and ensure that the guest flow is evenly distributed throughout the restaurant. For walk-in guests, the system provides real time table availability, estimated waiting time and alerts for upcoming VIP bookings, supporting a smoother front of house operation.
- iv. **Real-Time Service Monitoring:** Managers and supervisors use table tracking dashboards to monitor service progress including how long a guest has been seated whether drinks or food have been served and if the table is ready to be turned over. This data driven approach helps avoid delays and maintain consistent service timing across all tables.
- v. **Guest Feedback Collection:** After the dining experience, Market utilizes both digital surveys and in room feedback tools to gather guest impressions. These are typically linked to the hotel's PMS and include options to rate food quality, staff attentiveness and overall satisfaction. Management reviews this feedback daily to organize top performing employees, address service gaps and track long term trends in guest expectations. In

some cases, guest complaints are flagged in real time allowing managers to respond before the guest leaves the property.

Technology in market is not used to replace human hospitality but to enhance and support it. By integrating efficient system into everyday service, the restaurant achieves a balance between traditional hospitality values and modern operational excellence.

4.3.6 Coordination with Other Departments

In a luxury hotel environment like The Sanya Edition, delivering excellence F&B service is not an isolated function. It is the result of close and constant coordination between the restaurant and various other hotel departments. Market restaurant's ability to maintain high levels of guest satisfaction and operational efficiency is largely dependent on this cross-functional collaboration. Whether it's the kitchen, the concierge or engineering each team contributes to the seamless flow of service that guest experience at the restaurant.

This coordination between the departments is explained below:

- i. **Coordination with the Kitchen (Back-of-House):** The kitchen and service team must work in harmony to ensure that every dish is served with the correct presentation, temperature and timing. This collaboration begins with the POS system which transmits guest orders from service floor to the appropriate kitchen station. However, beyond the digital interface, real-time verbal communication is just as critical especially during busy periods when orders are high in volume and varied in complexity. Servers often communicate directly with chef regarding customization, dietary restrictions or allergen sensitive dishes. While supervisors monitor the overall food preparation pace to ensure all guests at a table are served simultaneously. The kitchen team also support the buffet setup by preparing and replenishing items in real time, coordination with floor staff to avoid delays or empty trays. Without this tight coordination, the quality and rhythm of service would be significantly disrupted.
- ii. **Communication with Front Office and Concierge:** The front office and concierge team serve as the first point of contact for guests and their communication with Market is vital for delivering personalized service. When guest make reservations through the front desk or in room calls, those details are instantly updated in the restaurant's system. Additionally, the concierge informs the restaurant about any special occasions such as birthdays or anniversaries allowing the team to prepare celebratory setup or complimentary gestures in advance.
- iii. **Support from Housekeeping and Engineering:** While they do not interact with guests during the dining experience, the housekeeping and engineering departments play a behind the scenes but crucial role in maintaining the restaurants appearance and functionality. Housekeeping ensures that lines, napkins and uniforms are cleaned and

delivered on time while maintaining the cleanliness of nearby public areas and the restaurants too. Engineering, on the other hand, is responsible for maintaining equipment critical to daily restaurant operations. This includes kitchen appliances, food warmers, lighting system, refrigeration units, dishwashers and many more. If any equipment fails during service hours, it can impact food quality or guest comfort directly. Beside all of this, during the peak hours Market needs extra staff to carry on the service quality and in those peak hours Market take support from these departments.

- iv. **Partnership with Events and Banquet Team:** At times, the demands of the hotel's banquet and events department overlap with those of Market, particularly during large wedding's, corporate functions or special hotel wide promotions. When such events take place, Market may assist in managing overflow guests or share its resources such as staff, equipment or kitchen space with the banquet team. Same assistance Market also takes from banquet when Market have overflow of guests. This partnership is important during high season when the hotel operates at full capacity. Advance planning between these department helps avoid scheduling conflicts and ensures that guest flow is balanced across all outlets.
- v. **Coordination with Guest Relations and Management:** The guest relations team acts as the voice of guest within the hotel and serves as a key link between guest feedback and operational improvement. When guest provides a compliment, concern or complaint whether through a face to face conversation or digital survey or online review platform, guest relation ensures that the restaurant management is notified immediately. This coordination allows Markey to act swiftly in resolving service issues or enhancing experiences for the returning guests.

In conclusion, Market's service process is supported by a finely tuned network of interdepartmental relationship. These connections allow the restaurant to function not as isolated venue but as dynamic part of The Sanya Edition's guest experience ecosystem.

4.3.7 Guest Feedback and Complaint Handling:

In the luxury hospitality industry, the voice of guest is not only welcomed but also essential. At Market restaurant, guest feedback and complaint management are treated as integral parts of the service process, playing a key role in maintaining service excellence and driving continuous improvement. The way feedback is collected and acted upon reflects the restaurants commitment to personalized experience and operational transparency.

The full process is discussed below,

- i. **Collection of Guest Feedback:** Feedback is gathered in multiple ways. Servers are encouraged to take verbal comments during the meal and supervisors often check in with guests to assess satisfaction. In house guests may also receive digital surveys through the hotel's mobile application after dining. These formal and informal interactions give staff real time understanding of guest experiences. Online platforms like diangping, c-trip, wechat or alipay mini program are also monitored regularly. Guests commonly use these platforms to share both praise and criticism. Management analyzes these feedbacks to identify patterns and determine areas where service or menu offering may need improvement.
- ii. **Handling Complaints During Service:** When a guest voices a concern, the immediate priority is to respond with empathy and professionalism. Minor issues such as a delayed order or mix up are usually handled by the service staff. On the other hand, serious issues or matters are referred to the supervisors or manager. The focus is always on resolving the issue quickly and in a way that satisfied guest. Staff is trained to stay calm and listen carefully to the guest while handling the complaint. This thoughtful approach often helps turn an unhappy moment into a positive and memorable experience.
- iii. **Documentation and Follow-Up:** Every guest complaints are carefully recorded in a centralized log including the nature of the issue, the guest details and how it was resolved. This recorded keeping allows management to identify recurring problems and take preventive actions.
- iv. **Role of Management and Service Culture:** The F&B management team plays an active role in turning feedback into positive change. Complaints and guest comments are reviewed during team briefings and real life examples are used in the training sessions. By fostering culture where feedback is welcomed, Market helps staff view complaints not as criticism but as opportunity to improve.
- v. **Using Feedbacks for Service Excellence:** At its core, Market's feedback process is built around continuous improvement. By tracking patterns in guest responses and acting on them quickly, the restaurant maintains consistent service quality and adapts to evolving expectations. This structured, guest focused approach allows even small challenges to become valuable lessons.

4.3.8 Post Service Procedures

The conclusion of a guest's meal does not mark the end of service responsibilities at Market restaurant. In fact, the post service stage is just as critical as the moments leading up to and during the dining experience. These procedures ensure the restaurant remain clean, efficient and ready for the next round of service. Whether it's the next seating within the same shift or preparation for the following meal period. Market follows a detailed, organized post service routine that emphasizes hygiene, efficiency and team accountability. The responsibilities are as follow,

- i. **Table Clearing and Resetting:** As soon as guest depart, the service team immediately begins clearing the table. Used dishes, cutlery, napkins and glassware's are removed in a discreet and efficient manner. Staff are trained to follow a systematic method of clearing from right hand side of the guest and transporting items to the dishwashing area without disrupting other diners. After clearing, tables are thoroughly cleaned and sanitized using food safe cleaning agents. New linen, fresh tableware are placed as per the restaurants mise en place standard. The goal is to have each table fully reset within few minutes especially during peak service times when quick turnover is essential.
- ii. **Section Cleanup and Equipment Maintenance:** Each server is responsible for their designated section which includes cleaning up floors, wiping down servers stations and organizing side stands. Condiment trays, bread basket and beverage stations are refilled cleared depending on the shift end. In addition to front of house cleanup, coordination with the kitchen team ensures that food stations are shut down safely. Buffet equipment's are turned off and cleaned, leftover food is discarded according to hygiene regulations and utensils are sanitized. Hot and cold equipment's are checked for proper shutdown or reset and any maintenance needs are reported to engineering.
- iii. **End-of-Shift Reporting and Communication:** At the end of each shift, the supervisor leads a short meeting to review the day performance, address any service challenges and share guest feedback. Team members can report lost items, guest complaints or anything unusual that happened during the shift. This information is documented and handed over to the incoming team to ensure smooth communication and service continuity
- iv. **Preparation for the next Service Period:** Once cleaning and reporting tasks are completed the team shifts focus to getting the restaurant ready for the next service period. This includes restocking service stations, checking inventory and reviewing any upcoming reservations. If there are any menu updates the kitchen team communicates them to the service staff and guest preferences are updated in the reservation system accordingly. By the end of shifts, the restaurant is fully reset everything from the lighting to the background music is reviewed to ensure a smooth transition into the next dining experience.

4.4 Conclusion

The analysis in this chapter provides a clear understanding of how Market functions as a well-organized and high performing part of the F&B department. Each section has explored a key part of the service process from early shift preparations and service execution to the guest interaction, complaint handling and coordination with other department. Together, these elements show Market's ongoing commitment to delivering smooth, consistent and personalized service in a luxury hotel setting.

Based on direct observations and day to day experience, it is clear that Market maintains strong operational discipline and a service culture focused on guest satisfaction. The tea manages both buffet and a la carte formats effectively, even during busy periods without sacrificing quality. In addition, the thoughtful use of technology, personalized guest interactions and attention to details all contribute to a well-rounded and memorable dining experience.

While the restaurant displays many best practices such as multilingual service, clear SOPs and excellent team communication. Challenges do exist, particularly during peak periods or in managing special request under pressure. These gaps along with insights gathered from guest feedback and internal operations create the way for identifying strategic improvements.

Ultimately, the chapter reaffirms that well-structured F&B service process is essential not only for satisfying guest but also for supporting the broader reputation and profitability of the hotel. The findings from this discussion lay a strong foundation for the next chapter where major issues will be identified and specific recommendations for improvement will be proposed.

Chapter 5

Major Findings, Recommendations & Conclusion

5.1 Major Findings

During my internship period a number of best practices were observed at market restaurant that significantly contributed to the delivery of exceptional service, operational efficiency and guest satisfaction. These practices reflect not only adherence to hospitality standards but also proactive and thoughtful approach to luxury dining. They serve as benchmarks for how F&B operations in five star hotels can be structured to deliver consistently high performance.

The findings and observations are discussed below:

- **Daily Briefings and Mise En Place:** This allows staff to begin service shifts with a clear understanding of their roles, menu updates and reservations. This contributes to a smoother service flow.
- **Host Follow a Standard Greeting & Seating Process:** Verifying reservations and accommodating walk-ins effectively during operational hour is an important step of the service process. Seating is generally well organized and layouts cater to different group sized and guest type.
- **The Restaurant Operates a Hybrid Service Mode (Buffet & a La Carte):** Staff follows a structured workflow to manage both formats simultaneously maintaining service sequence and quality, especially during busy hours.
- **Coordination with Kitchen, Front Office, Housekeeping and Others:** It helps the most during rush hours. These interdepartmental interactions are key to providing seamless and high standard service.
- **Use of POS System & Reservation Tools:** This helps streamline order processing, table assignments and billing. However, technology usage is mostly limited to basic operational support.
- **Friendly and Respectful Interactions:** Staff personalizes the experience by remembering returning guests and acknowledging special occasions such as birthdays and anniversaries.
- **Professional and Immediate Act:** When guest arises minor concern during the service staff give their soul effort to handle the situation on spot. However, major concerns are driven to manager or supervisor when necessary. Guests generally feel heard and respected.
- **Quick Reset and Clean:** Tables are reset quickly and side stations are cleaned thoroughly once guest leave the dining. This ensures readiness for next seating without any delay. End of shift briefings helps staff reflect on performance and prepare for the following service period.

5.2 Key Problems Identified (Based on 8 Service Steps)

While Market restaurant maintains strong service standard and operational discipline, several challenges became noticeable during the internship period. These issues offer real opportunities to improve guest experience, efficiency and team performance.

- **Pre-Service Preparation:** Important details such as allergy notices special guest requests are occasionally missed during the busy and peak hours.
- **Guest Arrival & Setting:** During the peak hours, walk in guest often wait without clear updates due to the lack of a digital queuing or table tracing system.
- **Service Style & Workflow:** Managing both buffet and a la carte service at the same time at dinner distracts staff very often. This causes slower service and uneven guest attention.
- **Coordination with Other Departments:** Miscommunication with kitchen, front desk or events team can result in delayed order, overlapping bookings or missed special arrangements.
- **Technology in Service Delivery:** Although POS and reservation system are in place there is little integration of advanced tools such as guest history tracking, table tracing system. Real time concern logging, which could improve responsiveness.
- **Guest Engagement and Personalization:** During the peak hour, staffs are often too busy to offer personalized attention. This makes it harder to maintain consistent and meaningful guest interaction.
- **Guest Feedback & Concern Handling:** There is no unified system for recording guest complaints or feedback which limits the ability to track recurring issues or ensures proper follow-up between shifts.
- **Post Service Procedure:** At peak hours, some guests leave without receiving proper farewell as staff focuses more on clearing and resetting tables than on final guest interactions.

In summary, most of these challenges are tied to daily operations and service delivery. Addressing them through better communication, stronger team coordination and improved use of technology would allow Market to further strengthen its position as a standout venue within the hotel.

5.3 Recommendations

Bringing from my internship experiences, staff input and guest feedback collected during the service process at Market restaurant, several practical recommendations are outlined below. These suggestions aim to improve workflow efficiency, enhance guest satisfaction and promote continuous improvement while staying aligned with the luxury service standards of The Sanya Edition.

- i. Pre- Service Preparation**
 - Important details such as VIP arrivals, allergy information or special requests should be written on a whiteboard in the staff area. This helps ensure everyone stays informed throughout the shift even if they miss the part during the morning briefing.
- ii. Arrival & Seating**
 - Implement a digital queue management or waitlist system to handle walk in guests efficiently. This will provide real time updates and enhance guest satisfaction by reducing perceived waiting time.
- iii. Service Style & Service Flow**
 - Assign staff especially to either buffet or a la carte service during peak hours. This division of responsibilities will help balance workload and maintain smoother and faster service flow.
- iv. Coordination with Other Department**
 - Use a shared communication platform or shift update board accessible to all departments. This will improve alignment and reduce delays caused by miscommunication during busy service periods.
- v. Technology in Service Delivery**
 - Introduce smart dining tools such as table's menus, guest preference tracking and real time guest concern and feedback logging. These innovations will improve personalization, accuracy and operational efficiency.
- vi. Guest Engagement & Personalization**
 - Designate at least one floor staff member per shift to focus on guest interaction and personalization. This ensures guests feel attended to even when service pressure is high.
- vii. Guest Feedback & Concern**
 - Implement a digital feedback log accessible across shifts. This allows for better tracking, analysis of reoccurring issues and consistent follow up to improve service recovery.

viii. Post Service Procedure

- Assign one team member per shift to focus on guest farewell during peak times. A warm, personalized goodbye strengthens guest loyalty and reflects the standard of luxury hospitality.

5.4 Conclusion

Chapter 5 has outlined the core findings and improvement areas within the service process at Market restaurant, derived from direct observation, staff interactions and guest behavior during the internship period. While the restaurant exhibits best in class practices in guest engagement, hygiene and structured workflow, it also faces operational challenges such as communication gaps, workload management and underutilized technology.

The major findings emphasize the importance of interdepartmental coordination, proactive service culture and flexibility among staff to meet the evolving expectations of luxury hospitality. The recommendations provided aim to address these challenges with practical, sustainable strategies ranging from cross training and multilingual support to enhance guest feedback tracking and smart service technology.

Chapter 6

Appendices

Appendix-1

A comparison table of competitive positioning of The Sanya Edition's F&B services with other luxury hotels in Hainan:

Feature/Aspect	The Sanya Edition	Ritz-Carlton Sanya	Atlantis Sanya	Rosewood Sanya
Number of Restaurants	4 (Market, Egret, Xian-Hai, Barbacoa)	3 (Senses, Xin, Sand)	7 (Including underwater restaurant)	5 (La Patisserie, Chinese & Western)
Cuisine Variety	Fusion of international & local cuisines	Western & Chinese	International and Asian	Mediterranean, Asian, Chinese
Special Dining Experience	Beachfront dining, private villas, fusion menus	Signature dining, exclusive events	Underwater dining experience	Private and themed dining experiences
Awards/Recognitions	Highest Revenue Growth Restaurant and Bar in Greater China 2024	Best Luxury Dining Experience in Asia	Best Themed Dining in Asia	Best Sustainable Dining Restaurant
Signature Dining	Barbacoa - Balinese BBQ experience	Senses - Fusion cuisine	Underwater restaurant Atlantis	La Patisserie - Signature desserts
Focus on Guest Customization	High attention to guest preferences and dietary needs	Personalized services & catering	Personalized service in luxury setting	Focus on cultural experience
Ambiance	Elegant, modern, beachside, and open-air experiences	Contemporary luxury with views	Unique, aquatic-themed dining areas	Elegant, culturally rich settings

This table offers a concise yet comprehensive look at how The Sanya Edition compares to its competitors in terms of F&B services. The award section highlights its recent recognition for the Highest Revenue Growth Restaurant and Bar in Greater China 2024, underscoring the hotel's success and standing in the market.

Appendix-2

Employee Turnover Rate (2020-2022)

Year	Turnover Rate (%)	Key Observation
2020	35%	High due to pandemic related layoffs and resignation
2021	28%	Moderate improvement as industry recovery
2022	22%	Enhanced employee retention through better training and benefits

Analysis:

- The turnover rate has shown a decreasing trend indicating better employee retention strategies.
- Factors contributing to the decline include improved staff benefits, training programs and career development opportunities.

Appendix-3

Guest Feedback Summery on Market Restaurant

Survey Conducted (2022-2023)

Sample Size: 250 guests

Aspect Evaluation	Satisfaction Level (%)	Key Comments
Food Quality	92%	Guest praised the freshness and presentation
Service Speed	85%	Some delays during peak hours
Staff Attitude	90%	Friendly and professional service
Cleanliness	95%	High standards maintained

Key Takeaways:

- Overall satisfaction is high with food quality and cleanliness receiving the most praise.
- Improvement is needed in service speed especially during peak hours.

Appendix-4

Sustainable Initiatives in F&B Service Process

Initiative	Implementation Details	Impact
Locally sourced ingredients	70% of ingredients are sourced from local suppliers	Reduce carbon footprint and support local farmers
Waste Management	Food waste reduction program in place	30% decrease in food waste over two years
Sustainable Packaging	Use of biodegradable and recyclable materials	Minimize plastic waste in F&B operations
Energy Efficient Equipment	Smart kitchen appliances implemented to optimize energy use	20% reduction in energy consumption
Guest Awareness Programs	Sustainability messaging integrated into menus and dining areas	85% of guest appreciate eco-friendly practices

Appendix-5

F&B Discount Exclusion Dates

Holiday	Date's
New Year's Day	January 1
Chinese New Year	February 9-17
Lantern Festival	February 24
Qingming Festival	April 4-6
Labor Holidays	May 1-5
Dragon Boat Festival	June 8-10
Mid-Autumn Festival	September 15-17
National Holidays	October 1-7

Christmas	December 24-25
New Year's Eve	December 31

Appendix-6

Operating Hours

Food & Beverage

Restaurant & Bar	Operating Hour	Notes
Market (Breakfast)	07-10:30	Buffet
Market (Lunch)	11:00-22:00	A La Carte
Market (Dinner)	17:30-21:00	Sea Food Hotpot Buffet
Sky Bar (Afternoon Tea)	14:00-17:00	
Sky Bar (Bar)	17:00-00:00	Adults Only
Barbacoa	17:30-22:00	
Egret	17:30-22:00	
Xianhai (Lunch)	12:00-14:00	
Xianhai (Dinner)	17:30-22:00	
Beach Club	12:00-21:00	Adults Only
Room Service	24 Hours	

The above information is subject to adjustments based on operational needs. For the most up to date details guests are advised to contact the hotel at **0898-8835-9999**.

Chapter 7

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