

Internship Report on
The Operational procedures in the Food & Beverage production Department
At Horizon Resort & Spa

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LETTER OF TRANSMITTAL

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Subject: Submission of internship report on food & beverage production department in horizon resort & spa

Dear sir

I consider myself very fortunate to have had the opportunity to prepare my internship report under your direct supervision. Working under your guidance was pleasure for me. I cannot repay my indebtedness to you. I have tried to follow your instructions in preparing this report on f & B production. I shall be highly obliged if you are kind, enough to receive this report and provide you're valuable. Judgment .it would be my immense pressure. If you find this report useful and informative to have an Apparent perspective on this issue

Sincerely yours

S.M Wazbir Anik

153-43-193

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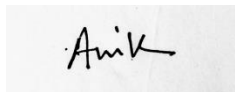
CERTIFICATION:

Department of Tourism and Hospitality Management

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DECLARATION

I am S.M Wazbir Anik, Department of Tourism and Hospitality Management ,Faculty of Business and Entrepreneurship, Daffodil International University. I solemnly declare that the work presented in this internship is an original work done by me under the supervision of MD. Miskatul Kabir, Lecturer ,Department Tourism & Hospitality Management, Daffodil International University.



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CERTIFICATION:

This is to notify that the report on “**Operational procedures in the Food & Beverage Production department Horizon Resort & Spa**” as a partial fulfillment of the requirement of “Bachelor of Tourism and Hospitality Management” degree from “Daffodil International University” by S.M Wazbir Anik, ID: 153-43-193 has been completed under my supervision and assistance.



MD. Miskatul Kabir

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Executive summary

This internship report provides an in depth analysis of the food and beverage department at Horizon Resort & Spa a 5 star luxury resort in China with a focus on food and beverage production. The study explores key areas such as food preparation techniques kitchen management quality control menu planning and guest satisfaction. These elements are essential to understanding how the fob department contributes to the resort reputation and overall success in the competitive luxury hospitality market. Through the report finding highlight the strengths go horizons f&b department. Including its consistent revenue growth high occupancy rates and excellent guest satisfaction. The report also identifies effective managerial strategies such a structured kitchen workflows employee training programs and efficient inventory management which ensure operational efficiency and quality. Quality control measures adherence to culinary standers and a commitment to innovation in Menu planning further enhance the guest dining experience .challenges such as high operational costs seasonal demand fluctuations and limited flexibility in accommodating diverse dietary needs are discussed along with recommendations to address these areas. Suggested improvements include expanding menu options enhancing peak time service efficiency and implementing sustainable sourcing to manage cost. The report concludes that the f & b departments' commitment to quality and guest satisfaction plays a crucial role in resorts performance.by addressing current challenges and leveraging its strength

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CHAPTER 1 Introduction

1.1 Origin of the report

This internship report titled The Operational procedures in the Food & Beverage production Department of Horizon Resort & Spa in China is based on my working experience gained at horizon resort & spa. A world class resort that provides outstanding restaurant facilities. To the academic side of the internship program this report is aimed at discussing the subject of culinary science management in the context of hospitality and particularly the resorts f & b \operations food process course of action kitchen regulation quality management menu development and guest satisfaction. The purpose of this study is to provide knowledge regarding the strategic operational level of culinary.

1.2 Background

Horizon resort & spa a prestigious 5 star hotel in china has established a strong reputation for its sophisticated culinary offerings and high quality service. The resorts f & b department is central to its guest experience providing a range of dining options that reflect both local and international cuisines. F & b production at horizon involves a well-coordinated blend of food preparation techniques kitchen organization quality control measure and meticulous menu planning. Understanding those practices offers insight into the resorts dedication to guest satisfaction and highlights the operational standers required to maintain its 5 star status in a competitive hospitality industry The objective of this report is to gain knowledge about Operational procedures in the Food & Beverage production department horizon resort & spa

1.3 Objectives

1.4.1 Broad Objective

The objective of this report is to gain knowledge about Operational procedures in the Food & Beverage production department horizon resort & spa

1.4.2 Specific Objectives

- To analyze the food safety protocols, assessment hygiene practices and training.
- To learn about proper mise en place for efficient cooking.
- To analysis the food preparation technique

1.4.3 Methodology

Methodology refers to the processes, plans, and techniques used to collect data. The report is descriptive and exploratory in nature.

1.4.4 Sources of data

This report has used from secondary sources only . The sources are as followed:

- Hotel website
- Official records
- Online Data Base

1.5 Limitations

1. While conducting this study, certain limitations impacted the depth and breadth of the findings. First, time constraints limit the ability to observe the full range of seasonal or event-specific culinary practices. Second, access to some internal data and strategic documents was restricted due to confidentiality policies, limiting insights into specific management strategies. Additionally, language barriers presented challenges during interviews with staff, study is based on a single property, the findings may not fully represent culinary management practices across different five star hotels or resorts There is a shortage of essential reference materials such as books, articles, butchers, and statistics in the areas where data is recorded.
2. Certain data has been designated as confidential from management, and it is not to be shared.

Chapter 2: COMPANY PROFILE

2.1 Management Aspect

Horizon Resort & Spa, a distinguished five-star hotel in China, has built its reputation on a commitment to quality service and guest satisfaction. Founded with a mission to provide worldclass hospitality, the resort aims to blend luxury with cultural authenticity, creating unique experiences for both local and international guests. The organization's vision centers on becoming a leading name in luxury hospitality, consistently delivering memorable experiences through exceptional culinary and recreational offerings. Its overarching goal is to exceed guest expectations while adhering to sustainable practices that benefit the community and environment. The resort's philosophy is rooted in values of excellence, innovation, and integrity, which drive every aspect of its operations. Horizon Resort & Spa operates under a structured organogram, with key departments such as Food & Beverage, Front Office, Housekeeping, Sales & Marketing, and Human Resources, each contributing to the seamless function of the organization. Within the Food & Beverage department, sections are organized to handle specific functions, such as kitchen operations, dining services, catering, and quality assurance. Management at Horizon Resort & Spa follows principles that prioritize efficiency, employee development, and customer-focused service. Key principles include effective communication, continuous improvement, and team-oriented approaches that foster collaboration across departments. These principles guide decision-making processes, ensuring that each department contributes to the resort's goals. Regular training and development initiatives reinforce these values, helping staff uphold the high standards that define the. Through strategic management and a clear organizational philosophy, Horizon Resort & Spa maintains its standing as a top-tier destination in luxury hospitality.

2.2 Products and service

Horizon Resort & Spa, located in Sanya's Yalong Bay, offers a comprehensive array of products and services designed to provide guests with a luxurious and memorable experience. ➤

Accommodation: The resort features 818 well-appointed guestrooms and suites, including garden-view and ocean-view options, as well as an ocean-view presidential suite. Each room is designed with traditional Chinese furnishings and equipped with modern amenities such as international direct dial telephones, satellite TVs, ceiling fans, mini-bars, and inroom safes. The resort also offers 24-hour room service and rooms for disabled guests. ➤ **Dining:** Guests can enjoy a variety of dining options, including Chinese and Western cuisines, at several on-site restaurants. The resort also features a coffee shop and a bar/lounge, providing ideal places to enjoy a favorite drink or cocktail. ➤ **Recreational Facilities:** The resort boasts multiple outdoor pools, including a Thalassic tonic Pool—the only one in China—offering a large seawater bathing experience. Guests have access to stretches of white sand beach and can participate in various water sports. Families will find a kids' center and numerous activities to engage children. Couples can enjoy the Lanikai Spa, where they will be fully pampered. A fitness center is also open, as well as a shopping arcade for guests to peruse. ➤ **Business Services:** For business travelers, the resort provides a business center ready to assist with any business needs. Other facilities include conference and banquet rooms, each able to fit any host's event. ➤ **Additional Services:** To make stays more convenient and comfortable, the hotel also provides airport transfer services, a currency exchange desk, a post office, internet access, and a travel desk. Through this extensive range of products and services, Horizon Resort & Spa ensures a comprehensive and satisfying experience for all guests

Chapter 3 Discussion

The operational process in Horizon Resort’s Food & Beverage department is meticulously organized to ensure efficient service delivery and maintain culinary excellence. The process begins with daily planning and preparation, where chefs, sous chefs, and kitchen staff prepare

ingredients according to the planned menu and ensure all necessary supplies are in place. Quality control checks are conducted at each stage, from ingredient selection to final presentation, ensuring high standards are maintained. The department operates with a streamlined workflow, where specific tasks, such as cooking, plating, and garnishing, are assigned to specialized team members. The service team coordinates with kitchen staff to deliver dishes in a timely manner, ensuring they arrive fresh and at the desired temperature. The department also emphasizes waste reduction through careful portioning and inventory management, which not only lowers costs but also supports sustainability goals. Overall, the operational process is a seamless system where each team member plays a vital role in creating a cohesive dining experience for guests.

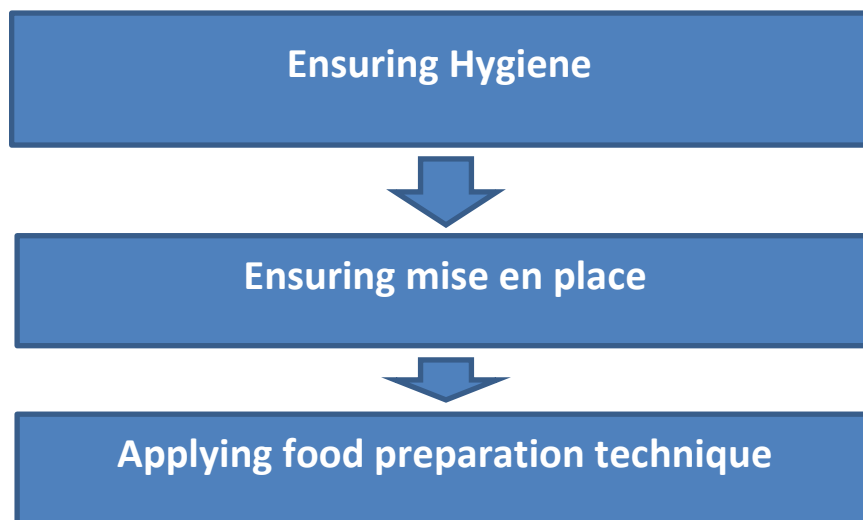


Figure 1: F& B production operations (Author’s construct, 2025)

3.1 Ensuring Hygiene

Maintaining food hygiene is a top priority at Horizon Resort & Spa. To ensure the highest standards, all kitchen surfaces and utensils are sanitized regularly, while chefs and kitchen staff wear gloves, masks, and aprons to minimize contamination. Refrigerators and freezers are monitored consistently to maintain optimal temperatures for perishables, and hot holding equipment is used to keep cooked food at safe temperatures. Additionally, effective waste management practices, including waste segregation and timely disposal, are implemented to reduce the risk of contamination. To maintain quality, the kitchen is thoughtfully designed to ensure seamless workflow and reduce the risk of cross-contamination. Separate zones are allocated for raw ingredient preparation, cooking, and plating, enabling staff to work efficiently while upholding hygiene standards. Regular demonstrations of food preparation techniques are conducted to enhance staff expertise and ensure consistency in execution. These demonstrations also reinforce the resort's commitment to delivering high-quality dishes that meet guest expectations. The emphasis on kitchen design and training reflects the resort's goal of creating an environment where culinary excellence thrives, supported by a focus on safety, hygiene, and continuous improvement.

3.2 Ensuring mise en place

Effective kitchen management is a cornerstone of Horizon Resort & Spa's culinary success, ensuring smooth operations, minimal waste, and timely service delivery. The kitchen is designed with an ergonomic layout that enhances productivity and minimizes movement. It is organized into distinct workstations, each designated for specific tasks, such as pastry, grilling, frying, and plating, and strategically positioned to ensure a seamless flow of ingredients and dishes. For instance, the cold storage area is located near the preparation stations, while the plating section is adjacent to the service counter, facilitating smooth transitions during food preparation and service. This division of labor, supported by the well-thought-out design, enables specialized teams to focus on their strengths, resulting in efficient workflows and faster service during peak hours. The kitchen's layout also incorporates wide aisles and adequate ventilation to provide a safe and comfortable environment for staff. Modern kitchen technology, such as temperature

controlled storage units and advanced cooking equipment, is strategically placed to support both efficiency and food safety standards. To maintain efficiency, the resort follows a daily routine of kitchen prep and inventory management. Ingredients are prepared in advance based on anticipated guest numbers, and inventory is carefully monitored to avoid overstocking or shortages. Regular staff meetings and briefings allow the culinary team to communicate effectively, aligning everyone on daily goals and addressing potential challenges before service begins. Hygiene and cleanliness are prioritized throughout the kitchen, with staff members trained to follow strict hygiene protocols, ensuring the workspace remains clean and safe for food preparation. This organized structure, combined with the thoughtful kitchen design, ensures that operations run seamlessly and adapt quickly to unexpected demands or issues.

3.3 Applying food preparation technique

Horizon Resort & Spa's Food & Beverage department is known for its unique culinary practices that combine traditional Chinese flavors with contemporary techniques, offering guests a distinctive dining experience. Chefs at the resort emphasize the use of fresh, locally sourced ingredients, ensuring both quality and sustainability. Traditional Chinese cooking methods, such as steaming and stir-frying, are complemented by modern techniques like sous-vide, enhancing the flavors and textures of each dish. The department also follows strict hygiene protocols and quality assurance measures, from ingredient sourcing to food handling and storage. A focus on presentation is evident, with each dish crafted as a visual delight, resonating with the luxury standards of the resort. Special menus are prepared for seasonal and cultural events, providing guests with a taste of authentic local cuisine and immersive culinary experiences. Through these practices, the Food & Beverage department reflects the resort's commitment to delivering memorable dining experiences that are both innovative and culturally rich. Horizon Resort & Spa's Food & Beverage department excels in delivering high-quality culinary experiences through strategic practices in food preparation, kitchen management, quality control, menu planning, and guest satisfaction. Each of these elements contributes to the overall excellence and reputation of the resort's dining offerings, playing a vital role in the success of the department and the satisfaction of its guests.

Food Preparation Techniques:

The culinary team at Horizon Resort & Spa employs a variety of food preparation techniques, blending traditional and contemporary methods to create a rich dining experience. This section provides a detailed analysis of these techniques, with a focus on equipment used, processes followed, hygiene maintenance, and quality control measures.

The resort's kitchen is equipped with advanced tools and appliances that cater to both traditional and modern culinary needs. Key equipment includes: •

Steamers and Woks: Essential for traditional Chinese techniques like steaming and stir frying.

Sous-Vide Machines: Used for precise temperature control, ensuring enhanced flavor and texture.

Braising Pans: Ideal for slow-cooked dishes that retain moisture and depth of flavor

Food Processors: Assist in efficient ingredient preparation, such as chopping and blending.

Process Flow and Preparation Methods The food preparation process follows a structured flow to ensure consistency and quality. Below is a simplified flowchart of the process



1. Ingredient Selection: Ingredients are sourced daily from local suppliers to ensure freshness. • Seasonal produce and seafood are prioritized for authenticity.

2. Cleaning and Sanitizing

Vegetables and fruits are washed in sanitized water

Meat and seafood undergo thorough inspection and cleaning to remove

3. Pre-Cooking Preparation: • Ingredients are prepped based on the dish requirements, such as marinating, chopping, or blending. • Standardized measurements are followed for consistency.

4. Cooking: • Traditional techniques include steaming (preserves nutrients), stir-frying (enhances flavor), and braising (deepens taste). • Modern techniques like sous-vide ensure cooking and superior texture.

5. Plating and Serving: • Dishes are plated with attention to aesthetics, enhancing the overall dining experience

To maintain quality, the kitchen is thoughtfully designed to ensure seamless workflow and reduce the risk of cross-contamination. Separate zones are allocated for raw ingredient preparation, cooking, and plating, enabling staff to work efficiently while upholding hygiene standards. Regular demonstrations of food preparation techniques are conducted to enhance staff expertise and ensure consistency in execution. These demonstrations also reinforce the resort's commitment to delivering high-quality dishes that meet guest expectations. The emphasis on kitchen design and training reflects the resort's goal of creating an environment where culinary excellence thrives, supported by a focus on safety, hygiene, and continuous improvement. workflows and faster service during peak hours. The kitchen's layout also incorporates wide aisles and adequate ventilation to provide a safe and comfortable environment for staff. Modern kitchen technology, such as temperature controlled storage units and advanced cooking equipment, is strategically placed to support both efficiency and food safety standards. To maintain efficiency, the resort follows a daily routine of kitchen prep and inventory management. Ingredients are prepared in advance based on anticipated guest numbers, and inventory is carefully monitored to avoid overstocking or shortages. Regular staff meetings and briefings allow the culinary team to communicate effectively, aligning everyone on daily goals and addressing potential challenges before service begins. Hygiene and cleanliness are prioritized throughout the kitchen, with staff members trained to follow strict hygiene protocols, ensuring the workspace remains clean and safe for food preparation. This organized structure, combined with the thoughtful kitchen design, ensures that operations run seamlessly and adapt quickly to unexpected demands or issues.

Chapter 4: Findings, Recommendations and Conclusion

The analysis of Horizon Resort & Spa's Food & Beverage (F&B) department revealed key insights into its managerial strategies, operational processes, and culinary practices, providing a all rounded view of its strengths and areas needing improvement.

Findings

This chapter provides a detailed overview of the significant findings from the analysis of the production process at the Flower & Sea View Kitchen, Horizon Resort & Spa. While several strengths were observed, certain challenges and gaps were also identified, which require attention for improvement.

Recommendations

The report makes it evident that Bangladesh's Radisson Blu Dhaka Water Garden has established itself as a five-star chain hotel. Radisson Blu Dhaka Water Garden has established itself via constant innovation. Additionally, the property has consistently set itself apart from its rivals. Thus, it may come as no surprise that the Radisson Blu Dhaka Water Garden has been a huge success.

But since the future is so unpredictable, the property must always be on guard to take advantage of any opportunities that may arise or to avoid potential threats. Analysis reveals a few recommendations that can increase the Radisson Blu Dhaka Water Garden's efficacy.

- The recruitment can be based on hospitality and tourism educational background.
- The Food production and service can be more fast and efficient.
- The Food menu can update regularly.
- Regular training and development program can arrange for staffs.

Conclusion

Horizon Resort & Spa's Food & Beverage department has demonstrated commendable performance through its strong revenue growth, high customer satisfaction, and efficient operational processes. The department's commitment to delivering high-quality culinary experiences has bolstered its reputation and contributed significantly to the resort's success. However, challenges such as high operational costs, seasonal demand fluctuations, limited menu flexibility, and reliance on skilled staff present areas for improvement. The proposed recommendations—enhancing menu flexibility, implementing seasonal promotions, optimizing peak-time service, adopting sustainable sourcing practices, and strengthening employee development—could help the F&B department address these challenges. By adopting these strategies, Horizon Resort & Spa's F&B department can further enhance its appeal, profitability, and resilience. In conclusion, the F&B department's ongoing dedication to quality, efficiency, and guest satisfaction positions it as an asset to the resort. The ability to adapt to changing market trends and guest preferences, while managing costs and sustaining high standards, will be critical to the department's continued success. Horizon Resort & Spa's F&B department is well-positioned to capitalize on growth opportunities, and by addressing the identified challenges, it can ensure a thriving future in the competitive luxury hospitality market.

