

Internship Report on Fine Dining Service Process Of The Ritz-Carlton Hotel

Sanya, Hainan.

**"An Internship Report Presented to the Faculty of Business and
Entrepreneurship in Partial**

**Fulfillment of the Requirements for the Degree of Bachelor of Tourism and
Hospitality**

Management"

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Date of Submission: 30/04/2025

LETTER OF TRANSMITTAL

To

Mohammed Nurul Afchar

Lecturer (Senior Scale)

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Submission of Internship Report On "Fine Dining Service Process At The Ritz-Carlton Hotel, Sanya, Hainan"

Dear Sir,

For the Tourism and Hospitality Management Bachelor Program, the internship report titled 'Fine Dining Service Process at The Ritz-Carlton, Sanya, Hainan' has been submitted, and I am pleased to hand it over. This paper presents a luxury hotel's fine dining service process, service quality, guest satisfaction, and smooth operations.

The report explains what happens in the service steps, what is trained for the staff, and how they interact with the guests, making it a good fine dining experience. It also discusses the challenges and ways to improve the service and efficiency.

I would like to thank you for your guidance and support throughout the preparation of this report. It has been a very helpful advice in completing it. I certainly hope that this report can offer some advantageous information about luxury hotels' fine dining services.

I am very interested in your review and advice. If either I or the gifted person needs any adjustments, please inform me.

I want to thank again for your continue and encouragement.

Raihan

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CERTIFICATE OF APPROVAL

This is to certify that Raihan Bhuiyan, Student ID: 192-43-416, has successfully completed a research project under my guidance. The "Fine Dining Service Process at The Ritz-Carlton, Sanya, Hainan" report has been prepared in compliance with the required academic standards and guidelines.

I hereby approve this report for submission as a partial requirement for the Bachelor of Tourism & Hospitality Management program.

Signature

A handwritten signature in blue ink, reading "Nurul Afchar".

Mohammed Nurul Afchar

Lecturer (Senior Scale)

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Student Declaration

I, Raihan Bhuiyan, hereby declare that the internship report titled: "Fine Dining Service Process of the Ritz-Carlton Sanya Yalong Bay, China," presented as a partial fulfillment of the requirements of the Bachelor of Tourism and Hospitality Management at Daffodil International University, is a record of my work.

I also confirm that the report is only prepared for academic purposes as required for completion of graduation, not for any other purposes.

Raihan

Raihan Bhuiyan

ID: 192-43-416

Bachelor of Tourism and Hospitality Management

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Executive Summary

To be more specific, I analyzed the fine dining service operations inside The Ritz Carlton Sanya, Yalong Bay from my practical experiences of a four months' trainee general service in Food and Beverage Department. The Ritz-Carlton is a worldwide leader in the hotel industry, internationally recognized for its uncompromised service and exceeding its every guest's expectations, as defined by the Ritz-Carlton Gold Standards. During my time, I actively participated in and observed critical areas of fine dining service including precise table setting, professional guest reception, sophisticated wine service, proactive guest engagement, all within the realm of their high standards for personalized luxury service.

The report shows every fine dining service protocol in detail which uphold The Ritz-Carlton brand promise. Some of which are the personalized guest handling techniques, respecting the correct sequence of service, readying up the mise-en-place before even service hours, and the perfect coordination between the Food & Beverage Department and other operational units such as the Culinary, Housekeeping, and Front Office. The focus in particular is paid to operational strategies that have been executed at peak service periods, where consistency of service delivery as well as guest satisfaction is a challenge. The challenges are critically analysed and effective methods to overcome these are discussed in terms of enhanced team communication, anticipatory service behaviors, and service recovery techniques.

Additionally, the report critiques the fine dining operations, based on what I have observed and how I have learnt. It reviews the strengths of the existing service model as well as the areas of performance that could be improved upon. Certain findings and suggestions are made to facilitate the efficiency of operations, strengthen the guests' dining experience, and enhance employee engagement and training in the Food and Beverage Division.

As the result of this extreme and intense internship I have managed to get deep insights in the complexities of luxury hospitality service. By doing so, I have built my technical service skills to an incredible level: precision, etiquette, and guest psychology and, most importantly, formed an advanced grasp of professional guest relations management. This hands on exposure has been foundation in preparing me for the future aspirations in global hospitality industry with excellence, detail and an unrelenting and rigid commitment to guest expectation.

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Chapter 1

Introduction

1.1 Background of the Report

An example of well known Ritz-Carlton is The Ritz Carlton Sanya Yalong Bay for its luxurious accommodations and high standards of service. This paper looks at the F&B department of the resort and the fine dining service process. The resort falls under the Ritz-Carlton brand that proves the most careful guest service, excellent cuisine and personalized services to the guests as a prominent feature of fine dining. Reservation to farewell, this report goes into the various steps that go into making an exceptional dining experience.

1.2 Scope of the Report

This paper examines The Ritz-Carlton Sanya Yalong Bay fine dining service process. The focus is on identifying the critical points in the service process: guest reception, menu presentation, order taking, food service and the farewell process. The report also looks at how the service is upheld, roles of staff, acceptance and integration of guest preference with the service. The report omits all hotel business except the fine dining part of the F&B unit.

1.3 Objective of the Report

Broad Objective:

This paper aims to analyze the fine dining service process at The Ritz-Carlton Sanya Yalong Bay. Evaluate and determine the standards and practices followed by the F&B team. This was aimed to identify areas where improvements shall be brought and what measures can be observed to have a better dining experience.

Specific Objective:

- To analyze the fine dining service process of The Ritz Carlton Sanya Yalong Bay.
- To explain activities of Food and Beverage Services of The Ritz Carlton Sanya Yalong Bay.
- To identify problems and challenges of Food and Beverage services.
- To provide recommendations based on problems.

1.4 Methodology

The research approach employed in the report is qualitative with the use of secondary data from guest reviews, hotel's operational documents and industry report. The gathering of secondary data is also complemented by the internship experience which yielded firsthand observation data. The data analysis includes assessment of guest satisfaction through feedback with industry best practices in the luxury hospitality.

1.5 Limitations

Albeit the internship yielded an invaluable chance to get hands on experience, as well as seeing different aspects of operations of The Ritz-Carlton Sanya Yalong Bay the report's scope however was limited. These limitations are outlined below:

• Divergence Between Theory and Practice

The main challenge faced during the internship was a large discrepancy between the academic theories and their practical implications. Here, academic coursework focused on structured models, standardized protocols, and prescribed service delivery norms, while the practice of business exposed the fact that operational practices are habitually modified to meet the demand of dynamic needs of business, guests' expectation, and situational needs. For example, despite theoretical standardization of service sequence, actual service sequences were often changed instantly for peak service periods or according to individual guest preferences. I saw, however, the value of flexibility, of critical thinking, of contextual judgment, and that theoretical models are helpful but you really need to be flexible and, in fact, intelligent.

• Limited Exposure Across All Departments

Extended time constraints and various department operational assignments did not allow for even exposure to departments. Time spent on the Food & Beverage Division was quite significant, however experiential learning opportunities in other core functional area, i.e. Room Division, Sales & Marketing, and Human Resources was quite limited. A rotational internship program that is broader would have offered them with a more overall knowledge in the entire hotel management practices.

• Language and Cultural Barriers

It was a multicultural environment such as The Ritz Carlton Sanya Yalong Bay and sometimes it brought me language and cultural challenges. Although English was the language that was spoken most, having some fluency in the local language (Mandarin) would have added to guests' interaction, team coordination and also the learning experience. There are instances where cultural nuances have an impact on service style and customer expectation, resulting in a need for some delicacy during adaptation.

• Scope of Responsibility and Decision-Making Authority

Since as an intern, the scope of independent decision making is obviously limited. Many activities and guest interactions had to be overseen or approved in advance by supervisors and department heads. Although this procedure ensured service consistency and quality control, such an approach limited the scope of opportunities for the cultivation of autonomous leadership, initiative taking, and critical problem solving skills in high pressure environments.

• Impact of Peak Seasons on Training Opportunities

The resort's major emphasis was on service execution rather than training especially when there were high levels of guest occupancy for instance national holidays and special events.

Chapter 2

Company Profile



2.1 Introduction to The Ritz-Carlton Sanya Yalong Bay

Ideally situated on the breath taking shores of Yalong Bay, the Ritz-Carlton Sanya Yalong Bay is a premier luxury resort with spectacular service and stunning facilities. This resort is located in the southern coast of Hainan Island, which is why the resort is called the 'China Hawaii.' The Ritz Carlton Sanya Yalong Bay is a renowned name when it comes to the Ritz-Carlton brand, a brand which associates itself with exceptional service and sophisticated luxury.

The resort has been consistently alluded to as one of the best luxury locations in Asia since its launching in 2008, offering an elite dining experience for the most discerning travelers from across the globe. The resort features the best combination of modern luxury elements and traditional Chinese elements to cater to a uniquely refined experience of relaxation, recreation and rejuvenation.

It includes a wide variety of amenities like luxurious accommodation, fine dining restaurants and spa, state of the art event space. The resort, whether it does for international

tourists or corporate guests, is crafted to be suitable for the needs of either international tourists or corporate guests in offering personalized services for the most memorable stay.

2.2 Mission and Vision

Mission:

Ritz Carlton Sanya Yalong Bay is dedicated to create life's most meaningful journeys by making exceptional service truly unforgettable experience. The resort desires to create a sanctuary for guests by providing them with the highest level of facilities and services to the resort guests if want to forget the pressures of the daily life so that they can relax and feel themselves in the most comfort and beauty.

Vision:

Bring the world's best preferences into Singapore to be the leading luxury destination in the Asia, pioneer a legacy of excellence and provide memorable experiences to every guest. As the standard of top-tier resort, The Ritz-Carlton Sanya Yalong Bay has always been dedicating to innovate continuously and exceed the expectations of luxury travellers.

2.3 Organizational Structure



Figure 01, Organizational Structure (Source: The Ritz-Carlton Pacific Place)

Marriott International is one of the world's leading hospitality companies and operates the Ritz-Carlton Sanya Yalong Bay. For the resort's smooth operations and a better guest experience, the organization structure is developed. Each of the key departments at the resort deliver the high standards of service that made up a luxury resort.

This department is Rooms Division and it handles every all guest accommodation aspects like rooms and suites proper maintenance and providing extraordinary service to the guest. The front office, housekeeping and guest relations teams are under the Rooms Division.

F&B Department: This is the department in charge of all dining services within the resort. It has a number of fine dining restaurants, bars, lounges and catering services for events and conferences. Leading the F&B team is a group of individuals determined to offer a diverse, superb taste of various tastes and dietary preferences.

The resort is promoted on the basis of sales and marketing. In addition, the team is busy building up relationships with corporate clients, travel agencies, and event planners to bring in business and leisure guests.

Guest Support: Recreation & Wellness is in charge of elevating guest experiences through the different water sports, spa services, fitness programs and family programming. This department allows guests to relax and rejuvenate by these opportunities.

Recruiting and training of staff and manage employee welfare, HR runs the same department for the resort to come up with a good work culture. Without HR being on the job from the service level down, the Ritz-Carlton wouldn't present that layer of high service standards to its guests.

Finance and Accounting: This is responsible for running the financial operations of the resort from budgeting, financial reporting and cost control. Finance in the resort is to work to ensure it has operated within the financial goals while realizing profitability and keeping the costs down.

2.4 Core Values and Company Culture

The Ritz-Carlton is widely recognized as a service excellence company, and has high cultural commitment to this service excellence. The Ritz-Carlton Sanya Yalong Bay holds by its core values centered on brand philosophy across The Ritz Carlton and its commitment to delivering first class service.

Hospitality: The Ritz-Carlton has set the highest standards of hospitality for its guests and perfects every aspect of its operations.

Oxygenated Experiences: The resort deliver genuine, oxygenated experiences, according to the standards of global luxury and oxygenated by the local cultural heritage.

The resort is dedicated to sustainability with energy reducing measures and minimizing garbage and resort to sourcing locally and practicing charity.

Staff empowered to initiate and exceed expectations of guests and with every contact being memorable and meaningful.

Preventive Maintenance: The Ritz- Carlton's reputation of anticipatory service is rooted in its learning how to anticipate the guest's needs before the guest says anything. That's why it makes sense because it gives the sense of personal care beyond the comfort zone.

2.5 Key Milestones and Achievements

2008: The Ritz-Carlton Sanya Yalong Bay opened to usher in the first Ritz-Carlton property in Hainan and furthering its footprint in the country.

In 2015, the resort was voted in front line Chinese luxury resorts in a number of travel awards.

In 2023, The Ritz-Carlton Sanya Yalong Bay achieved several milestones of sustainability as Marriott International implemented preservation efforts across the globe, using energy saving technologies and water conservation methods.

2.6 Departments at The Ritz-Carlton Sanya Yalong Bay

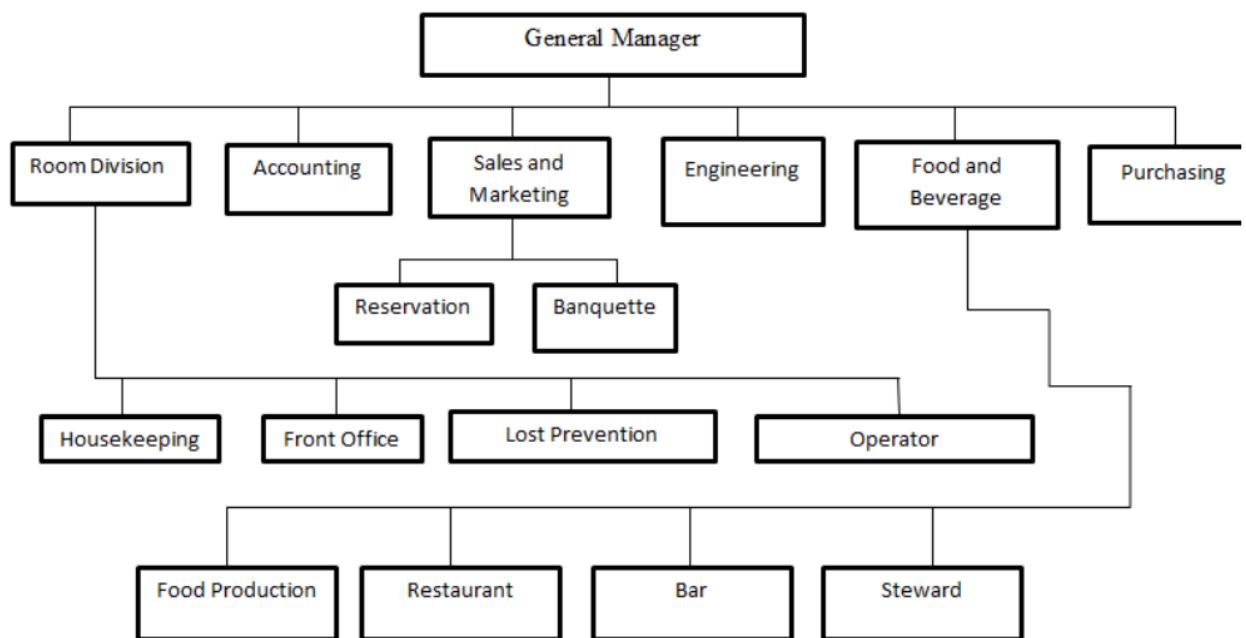


Figure 02, Departments at The Ritz-Carlton Sanya Yalong Bay (Source: Author's Construct, 2025)

Figure 02. Organizational Department

The Ritz Carlton Sanya Yalong Bay Hotel does not have a single departments that plays a crucial role in maintaining the reputation of the resort as a premier destination for high end clientele. On their part, the resort is dedicated to making certain each guest leaves with a cherished experience through collaboration that is seamless and unified with a unified obligation to best service. Below is a detailed look at the important departments, and their critical contribution in the early stage.

General Manager: It is the General Manager who is in charge of the hotel management structure as the top of it. They are responsible for all the operations, to uphold the organization's profitability, to uphold the brand standards, to develop a strategic plan and to provide exceptional guest experience for all departments.

Room Division: The guest accommodation related services are handled in the Room Division. It takes care of the whole experience of the guest for rooms and public spaces as regards the cleanliness, comfort, and service effectiveness. Usually, the division contains Front Office, Housekeeping, Reservations and Lost Prevention.

Housekeeping: Maintains the cleanliness, organization, and overall presentation of guest rooms, public areas, and back-of-house spaces. Their job, among others is to ensure that room is ready, laundry is done and the room has been turndown.

Front Office: Acts as the first point of contact for guests. Performs check in, check out, guest services, concierge support, room assignment etc.

Lost Prevention: Focuses on guest safety and asset protection. Hotel security is monitored, emergency responses are handled, and safety regulations are adhered to by hotel security personnel. It includes the handling of internal and external communication for the hotel, for example, phone call routing, wake up calls for the guest and services of the message delivery.

Accounting: All the hotel's financial activities are in the control of the accounting department. Budgeting, Financial Reporting, Cost Control, Payroll Management, Revenue Tracking and Compliances of Financial Regulations are its duties. Without these people, the hotel wouldn't be financially healthy nor profitable.

Sales and Marketing: The role of Sales and Marketing is to promote the hotel's brand, increasing occupancy rates and bringing new bookings generating via events. It makes revenue through marketing campaigns, relationship with corporate clients, public relations, and works hand on hand with travel agencies.

Reservation: Works under the Sales and Marketing Department. Bookings inquiries handling, room availability management, reservations coordination with guests and pre arrival experience smooth.

Banquette: Also, part of Sales and Marketing. It is responsible for the management of the planning and the execution events, such as the weddings, the conferences and the corporate meetings, in order to ensure the full implementation of banquet services and paved guest ways to follow.

Engineering: Physical facilities of the hotel are maintained by the Engineering department. Preventive maintenance, energy management, HVAC systems, plumbing, electrical repairs, and emergency intervention are some of the items included in this. They are key to the safe and comfortable keeping of guests and maintaining the property in its excellent shape.

Food and Beverage (F&B): All the operations related to dining and catering operations are helped by the hotel's Food and Beverage department. It operates restaurants, bars, banquets and room service, along with kitchen, to offer guests a wide choice of food with high standard.

The Executive Chef has a kitchen and culinary team handling food production which includes preparing, maintaining food safety standards and menu development.

Manages sit-down dining services, quality food service, meet guest satisfaction, ambiance in breakfast, lunch and dinner periods.

Beverage services offer between bar and what other refreshments can be brought. The bar creates a welcoming social environment for the guest.

Kitchen steward's: responsibilities are dishwashing, sanitation, and kitchen cleaning. Kitchen utensils, cooking equipment and their respective food preparation areas are all cleaned and hygienic by stewards.

Purchasing: The hotel suffers from inadequate sourcing, ordering, managing of inventory of all supplies that are required in the hotel — from kitchen ingredients, housekeeping amenities to engineering tools. They ensure the relationships with the vendors, handle negotiation for pricing and manage the procurement costs to support operational efficiency.

Chapter 3

Service Process Of a Fine Dining Restaurant



3.1 International Fine Dining Service Process:

Following is a rundown of the process that The Four Seasons Hotel, for its world class service and culinary experiences is noted for. This allows every guest's dining experience to be nothing short of extraordinary.

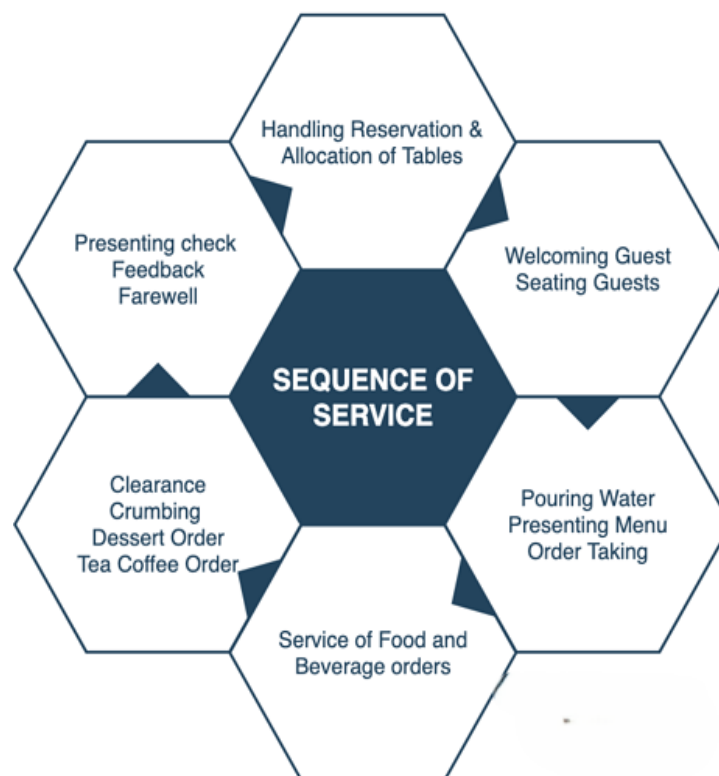


Figure 03. International Sequence of Fine Dine Service (Source: Hotel Talk.app).

The International Fine Dining Service Process can be seen in Figure 03

3.2. Reservation & Allocation of the Tables

The restaurant team manages reservations in phone, email, website, and concierge before guests arrive. Diet and seating requests like (in or outside, window side), or occasion notes (celebrity birthdays or anniversaries), are taken down. Reservations are then exploited to socially seat guests so as to achieve optimal seating, guest comfort, and effective operational flow.

3.3. Welcoming Guests and seating Guests

When guests arrive they are warmly greeted and directed to their own table, preferably by their name. At the entrance, hospitals starts from professional but friendly interaction. They help with seating, the pulling of chairs, managing coats or handbags where necessary, being able to be around and make the guests feel welcome and appreciated straight away.

3.4. They do Pour Water, Present Menu and Order Take.

The service team then prompt us once seated and offers us water (still, sparkling, or tap), and pours water readily when asked. Chefs special/seasonal recommendations are presented and briefly explained in menus. Managing servers listen and take orders while confirming dietary restrictions, they even make suggestions if necessary to make the guest's visit as enjoyable as possible.

3.5. Service of Food and Beverage Orders

After placing trolleys in position, the food is served according to the correct service sequence, which is meals, beverages and then appetizers, main course and side dishes. Dishes are delivered with detailed introductions, and the important ingredients or the way things are prepared are generally given details. Timing and synchronization is critical for large tables, and especially when maintaining a clean service flow (elegant smooth).

3.6. Clearance, Crumbing, Dessert Order, and Tea/Coffee Order

The used plates, glasses and cutlery are cleared discreetly after each course. Between courses, crumbing is done (removing crumbs from the table by using a silver crumber) to keep table clean. After main courses, these menus will follow with dessert, tea and coffee menus used to change the guests from the final stage of eating to the next stage.

3.7. Presenting Check, Feedback, and Farewell

After the end of dessert and drinks, they are presented with the check politely upon request or at a time suitable to them inside an exquisite bill folder. Guests will be kindly addressed by staff who will invite them to share feedback regarding their dining experience verbally or through a short survey about how it went. This concludes and sometimes there will be saying a warm farewell with the guest's name using this, staying in the mind of the guest and giving an urge of visiting again.

Chapter 4

Analysis of Service Process

4.1 Fine Dining Service Standards

From meal preparation to guest interaction, fine dining services at The Ritz-Carlton, Sanya Yalong Bay, China, meet very high standards. Staff are so well trained that they know exactly what batch to choose and they deliver the highest level of service with precise and detail.



Figure 04, Fine Dining Service Standards (Source: Trip Advisor, 2019)

4.2 The Ritz-Carlton's Gold Standards and Three Steps of Service

As part of the brand philosophy of The Ritz-Carlton, these are the Three Steps of Service:

A Warm and Sincere Greeting

Anticipation and Fulfillment of Each Guest's Needs

A Fond Farewell

Through these steps, each guest will be catered to and feel valued, heard, and appreciated throughout the whole dining experience.

THREE STEPS OF SERVICE 1 A warm and sincere greeting. Use the guest's name. 2 Anticipation and fulfillment of each guest's needs. 3 Fond farewell. Give a warm good-bye and use the guest's name.	MOTTO WE ARE LADIES AND GENTLEMEN SERVING LADIES AND GENTLEMEN.	EMPLOYEE PROMISE At The Ritz-Carlton, our Ladies and Gentlemen are the most important resource in our service commitment to our guests. By applying the principles of trust, honesty, respect, integrity and commitment, we nurture and maximize talent to the benefit of each individual and the company. The Ritz-Carlton fosters a work environment where diversity is valued, quality of life is enhanced, individual aspirations are fulfilled, and The Ritz-Carlton Mystique is strengthened.	 THE RITZ-CARLTON CREDO The Ritz-Carlton is a place where the genuine care and comfort of our guests is our highest mission. We pledge to provide the finest personal service and facilities for our guests who will always enjoy a warm relaxed, yet refined ambience. The Ritz-Carlton experience enlivens the senses, instills well-being, and fulfills even the unexpressed wishes and needs of our guests.
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 THE RITZ-CARLTON SERVICE VALUES I AM PROUD TO BE RITZ-CARLTON 1 I build strong relationships and create Ritz-Carlton guests for life. 2 I am always responsive to the expressed and unexpressed wishes and needs of our guests. 3 I am empowered to create unique, memorable and personal experiences for our guests.	4 I understand my role in achieving the Key Success Factors, embracing Community Footprints and creating The Ritz-Carlton Mystique. 5 I continuously seek opportunities to innovate and improve The Ritz-Carlton experience. 6 I own and immediately resolve guest problems. 7 I create a work environment of teamwork and lateral service so that the needs of our guests and each other are met.	8 I have the opportunity to continuously learn and grow. 9 I am involved in the planning of the work that affects me. 10 I am proud of my professional appearance, language, and behavior. 11 I protect the privacy and security of our guests, my fellow employees and the company's confidential information and assets. 12 I am responsible for uncompromising levels of cleanliness and creating a safe and accident-free environment.	MYSTIQUE  FUNCTIONAL
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Figure 05. Credo Card (Source: The Ritz-Carlton)

4.3 The Fine Dining Service Process at The Ritz-Carlton Sanya Yalong Bay.

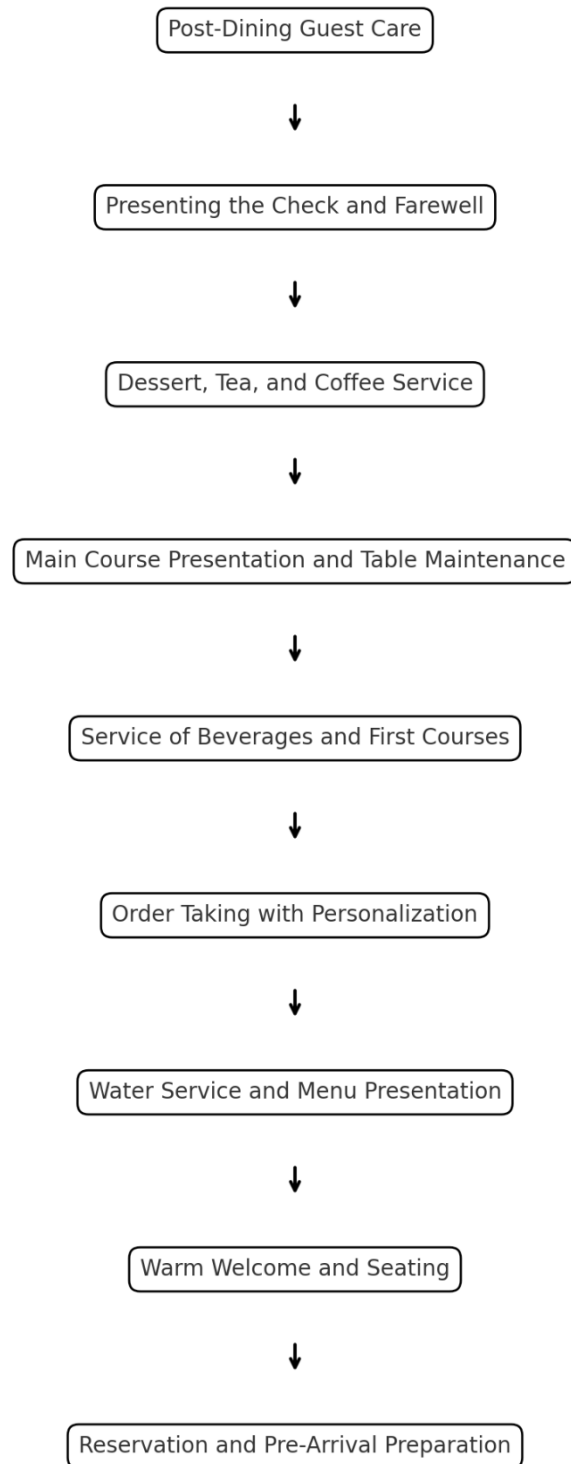


Figure 06. The Fine Dining Service Process at The Ritz-Carlton Sanya Yalong Bay (Source: The Ritz-Carlton)

➤ **Reservation and Pre-Arrival Preparation**

Even before the arrival of the guest, the fine dining experience begins. Reservations are taken in a careful and thoughtful way — the specifics such as guest names, dietary restriction, allergies, special occasion, etc are captured together with the seating preference. In return to customers, the experience is personalized further by reviewing previous preferences of the returning guests. It is planned in advance and the owner or the chef will make special arrangements of personalized menus or for celebration setup.

➤ **Warm Guest Welcome and Seating**

The Ritz Carlton boasts of treating guests as 'Ladies and Gentlemen' and guests are greeted with an air of cordiality as soon as they arrive. The guest is escorted or directed to a reserved seat and seated, treated to coat or bag management off to the side for as little discomfort as immediately possible. Seating unfolds elegantly, eyes locked and polite communication, and it becomes most proficient when shared.

➤ **Water Service and Menu Presentation**

Within moments of being seated, guests are welcomed with water (still, sparkling, or tap) and provided accordingly. Menus are presented with grace, bearing short explanation of seasonal and choice, signature, and tasting menu options on the page. Beverage recommendations that form part of the dining experience are offered by the server or sommelier and the guest engages with the server or sommelier to arrive at a proper recommendation.

➤ **Order Taking with Personalization**

Working at The Ritz-Carlton, order taking is a well managed interaction. Dietary need and special requests are noted by servers in attendance to guests who listen attentively. They make recommendations carefully, considering the guest's taste, the occasion, and the history of previous dinings. To avoid repeating any errors and to clearly communicate personalized orders in the kitchen in the form of reorders, the server repeats the order for confirmation.

➤ **Service of Beverages and First Courses**

First, beverages are served, with proper glassware, temperatures and how it should be presented taken into consideration. The food items are received in crumb bakes with a word that contains their ingredients, sourcing (local or foreign) and method of preparation. Left courses are presented, right courses are cleared, using classical fine dining etiquette.

➤ **Main Course Presentation and Table Maintenance**

All of the guests at the table are served main courses simultaneously. In the cases of larger group, the synchronized service method is used, where multiple servers are providing plates simultaneously. Servers continue table maintenance throughout the meal without interrupting the guest experience by refilling water and wine, adjusting napkin, clearing plates. Dessert comes after crumbing the table (removing crumbs).

➤ **Dessert, Tea, and Coffee Service**

The dessert menus are presented following the main course. Signature desserts, paired dessert wines, specialty coffees and teas are also recommended. It would be a nice idea if special occasions are celebrated and personalized desserts or small gestures (such as putting a dessert plate with a written message) are offered for the surprise of the guest.

➤ **Making the Check and how the Farewell to the Guest.**

The check is only presented, or a natural polite is, upon the guest's request, or a natural, polite cue. At the same time, it goes discreetly inside a leather or fabric bill folder. Guests settle the bill and are thanked personally by name, invited to return. A personalized note, or farewell gift is given to the VIPs or for the guest who just visited.

➤ **Post-Dining Guest Care**

Feedback is obtained upon departure, via immediate or post-visit email. The system is also updated with notes on guest preferences, compliments, complaints, or special events that would allow for future customized experiences. Considering service recovery is also taken up internally to continue continuously improving dining standards.

4.4. The Standards and Practices Followed by the F&B Team.

➤ **Gold Standards and The Ritz-Carlton Service Values**

The Ritz-Carlton Gold Standards are rigorously followed by the Food & Beverage team, which is the foundation of their service philosophy. Such commitment to comfort and care and producing memorable experiences for each guest is simply called the Credo. Consistently, a guest receives a warm and sincere welcome with a guest's name, the guest's most important needs are anticipated and met even ahead of a request and then that guest experience is wrapped up with a fond farewell using that guest's name and expressing sincere appreciation for supposed time taken and service provided. The team also subscribes to the 12 Service Values of responsibility, innovation, problem solving and improvement at all interactions.

➤ **Personalized and Anticipatory Service**

All services touch upon one another through placing personalization at the core of every service interaction. Before arrival the guest profiles are reviewed and dietary restrictions, preferred seating arrangements and other preferences. The concept of anticipation services is practiced by staff who can anticipate guest's needs and fulfill them before a guest even asks, giving them a smooth and pleasing experience.

➤ **Mise-en-Place Excellence**

Flawless dining operation is considered a matter of meticulous attention to mise-en-place. Pristine linens, polished silverware and immaculate glassware are used to table. Full stocking of all the server stations and systematic organization of the same before each service period will ensure that there is no lapse or release in the service flow at various points in the dining experience.

➤ **Standardized Service Sequences**

The guest journey has a defined sequence in order to be consistent and excellent. Within 30 seconds, guests will be greeted, followed very quickly by water offerings and aperitif recommendations. Orders are taken accurately, and menus lean toward elegantly presented to the eyes of users. Synchronized professionalism accords meals, quality checks are discreetly performed, and so are tables reset between courses. Graciously it finally presents desserts, digestive and the final check, ending on a personalised good bye.

➤ **Professional Grooming and Behavior Standards**

In other words, the staff always has a perfect grooming and the professional behavior. The uniforms are neat, clean and properly worn. They have minimal pedage now, light fragrance, and polished feet. You have: staff with sophisticated posture, on sight gestures, and courteous, professional communication that announces the presence of a cultivated level of hospitality.

➤ **Wine and Beverage Knowledge**

The talent on the team continuously trains to become associated with a strong beverage expertise. Wine professionals in Food & Beverage have gotten the best of their education in various varietals of wine, wine and food pairings, and the correct decanting methods. Bartenders and servers are conversant in crafting signature cocktails and are conversant with details in beverage menus. To be precise, it is about proper glassware selection as well as accurate pouring etiquette so as to provide better dining experience.

➤ **Attention to Hygiene and Safety**

Food safety and hygiene is an operation tenet. Hands are always washed by staff on a regular basis as well as when gloves are required. The proper temperature controls in storage practices ensure meeting safety standards, while the international hygiene standards are equally met with the constant sanitization of all the equipment and guest contact areas.

➤ **Team Coordination and Communication**

The effective internal communication assures the smooth operation of service. Pre service briefings held daily, they're called line ups, keep the team up to date regarding VIP guests, menu changes and special events. Eye contact and subtle gestures are used during service but to keep persons from noticing, they are used to co-ordinate actions discreetly without disturbing guests.

➤ **Problem Resolution: Immediate Recovery**

Throughout the team, there is a strong culture of immediate service recovery. Any one staff member that is met with the issue is mandated the power to take ownership and resolve it as soon as possible. Guest satisfaction is duly apologized to sincerely and corrective actions are taken immediately along with thoughtful compensations to make up for the inconvenience caused.

➤ **Continuous Training and Learning**

Continuous improvement is important to The Ritz-Carlton. They regularly go through training sessions related to the luxury service behavior, the operational excellence, and brings it to the brand values. Through cross training opportunities, you have flexibility in food & beverage outlets such as fine dining, banquet, and in room dining services. Cultural sensitivity as well as language training helps team members provide better service to the resort's foreign clientele.

4.5 Guest Feedback and Service Recovery

Guest feedback lies at the center of service improvement and operational excellence at The Ritz-Carlton Sanya Yalong Bay. Feedback is being collected by the resort, actively encouraging and reading from multiple channels such as, online review platforms to post stay surveys and in person conversations, to personalised follow up communications. All feedback, regardless of whether it is positive or not, is looked upon as a fantastic insight to where guests experience falls short, and a chance for improvement.

Hotel leadership team and department heads diligently monitor the feedback trends for positives and negatives so that they can better enhance themselves. No details are provided during daily briefings and departmental meetings regarding insight as all staff are constantly informed about the insight and kept aligned to their approach for service delivery.

The Immediate Service Recovery philosophy is brought into action when guests express dissatisfaction or are inconvenienced. The staff members are empowered enough and trained enough that when problems need resolving, they can do so on their own, with sincerity and promptly. As such, employees are prompted to take 100 percent responsibility when things go wrong—offering quick apologies, sober responses, and thoughtful solutions, and they should not resort to escalating unnecessarily unless it is urgent. The goal is to make it complete fail for our customer so he leaves with a not so memorable experience and then recover from it and turn it into a recovery moment, something to talk about later.

Also, formal service recovery protocols are documented and themselves are reviewed on regular basis. Service failures are logged in a systematic way to improve operational improvements and proactive training before service failures happen.

The Ritz-Carlton's customer centric mission is reflected in this commitment to guest feedback and immediate service recovery, as much as to delivering expected service, which is transcended wherever possible toward meeting and exceeding the expectations of guests, resulting in repeat business.

4.6 Guest Preferences and Customization

It is important to The Ritz-Carlton Sanya Yalong Bay to understand, and respect, guest preferences and to deliver the personalized luxury experience. From reservation to stay, there are few things staff take note of on an individual basis: dietary restrictions, preferred room types, pillow preference, celebration dates and any special service requests.

All such recorded preferences are stored by the central guest profile system in the hotel's centralized guest profile system. This database makes vital information accessible to staff across departments including Front Office, Food & Beverage, Housekeeping, and Recreation in order for staff to use this information and provide returning guests with a seamless tailored experience without saying the same things again and again.

To give an example, if a guest requested gluten free dining options or asked to be placed in a room on a certain floor, these preferences are automatically prepared for on the guest's future stays. Personalized welcome amenities, preferred beverages served in custom room setups (so the guest is comfortable and seated early), and even the guest favoring the seat in the restaurant are all arranged well in advance to make the guest feel special and at home.

This is a service enhancement and a key feature to what The Ritz-Carlton stands for 'memorable experiences that stays with guests long after they have left.' The hotel pays close attention to each details and creates emotional connection, increase loyalty and reaffirms itself as one of the world's best luxury hospitality provider.

Chapter 5

Findings, Recommendations, and Conclusions

5.1 Findings

During my internship at The Ritz-Carlton Sanya Yalong Bay, I had the opportunity to closely observe and evaluate various aspects of fine dining operations, administration, and service delivery. Based on my practical experience, the following key findings were identified:

- **Exceptional Food and Beverage Service Process:**

The Ritz-Carlton Sanya Yalong Bay delivers a seamless food and beverage service. Each step is executed precisely from the initial reservation process to the final farewell. Guests consistently praised the resort's professionalism, attentiveness, personalized recommendations, timely delivery, and high-quality culinary offerings crafted from fresh, seasonal ingredients.

- **Outstanding À la Carte Dining:**

The resort's à la carte service stood out due to its diverse menu offerings that catered to a wide range of tastes and dietary preferences. Guests appreciated the personalized attention received from servers, the careful pairing of wines by sommeliers, and the availability of local and international culinary delights.

- **High-Quality Buffet Service:**

The buffet service at The Ritz-Carlton Sanya Yalong Bay received acclaim for its variety, freshness, and presentation. Guests enjoyed an extensive selection of local delicacies and international favorites, emphasizing quality, hygiene, and visual appeal.

- **Elegant Banquet and Event Services:**

The resort demonstrated excellence in handling banquets and large-scale events. The seamless coordination between the culinary and service teams ensured impeccable service, timely course deliveries, and an elegant atmosphere, leaving an impression on guests celebrating special occasions.

- **Efficient and Hassle-Free Payment Process:**

The resort's payment process was smooth and efficient, supported by reliable payment systems. Guests could complete transactions quickly, enhancing overall satisfaction with the dining experience.

- **Breathtaking Location and Ambiance:**

The picturesque setting of Yalong Bay provided stunning ocean views and a tranquil atmosphere. Dining with the backdrop of the beach and enjoying the serene sunsets significantly enriched the guest experience, adding to the resort's appeal.

- **Supportive Work Environment:**

I was particularly impressed by the professionalism, cooperation, and kindness demonstrated by my colleagues. The supportive and positive work environment fostered learning and encouraged collaboration, enriching my internship experience.

5.2 Recommendations

As already established as excellent in many respects, the following fine dining improvements would only be needed to further The Ritz-Carlton Sanya Yalong Bay's success:

Besides that add expand Menu Options for Special diets.

Though the featured menu was varied, the ability to expand on offerings including more vegetarian, vegan, gluten free and health conscious choices would meet a need for guests wishing to dine like that.

Variety in Buffet can be improved with local flavors.

More traditional Hainanese dishes and seasonal specialties can be added to the buffet for the benefit of guests to enjoy a more colourful cultural and culinary experience.

Use of Staff Training During Peak Hours for Strengthening:

Refresher training programs relating to peak hour efficiency, communication skills, and multitasking can keep service quality at its best although vast number of guests.

Signatures in Dishes and Experiences are introduced.

Resort's culinary offerings can be highlighted if unique locally inspired signature dishes are featured as well as themed dining nights (seafood evenings or cultural nights).

Boost Digital Engagement and Promotions:

Digital marketing efforts like promoting seasonal menus, chef's specials, and interactive dining experiences on social media and the resort's website would truly bring in-house guests and local visitors.

Focus on Wellness and Sustainability:

With an intention to spice it up in terms of global sustainability trends and further attract health conscious travelers, such services would promote healthy eating options with nutrition information, source ingredients locally and introduce eco friendly dining practices.

5.3 Conclusion

I finished my internship at The Ritz-Carlton Sanya Yalong Bay, one of China's best luxury resorts, which has been an eye opening and neat initiation when it comes to what academic education in hospitality is offering. I worked directly in the fine dining sector so that through my job, I could communicate with international guests to understand cultural nuances, develop my professional communications skills and service etiquette skills.

During my internship, I learned firsthand how operations of the short luxurious hospitality worked, what is the importance of the brand's philosophy and the role of attention to detail and personalized service, that shaped the guest experience. I am fortunate to have been working in a place where the people are very good and respect each other and value excellence, professionalism, work that is completed to the best of your abilities, continuous learning, high performance.

I was deeply resonated by the Ritz Carlton's "Gold Standards" and "Ladies and Gentlemen serving Ladies and Gentlemen" service philosophy that strongly influenced my way of delivering superior service. I have observed the dedication, guest satisfaction, anticipatory service culture and commitment for creating memorable moments to the extent that I reached the conclusion that I should be working in the luxury hospitality industry.

On my visit to the The Ritz-Carlton Sanya Yalong Bay, I found out that luxury hospitality is not just about serviced accommodation or food but about creating life experiences for each of the guests. Operating this internship will prove to be a strong foundation for my future career because I will have learned lessons regarding teamwork and operational excellence, guest-centric service and more.

Finally, I appreciate this first time I am privileged to intern in such an iconic landmark. Having acquired knowledge, skills and values that are measurable in terms of increase in

income during my internship can be assured to lead to growth in a professional life in the hospitality industry.

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5.4 References

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