

Internship Report
On
Operational Process of the Food and Beverage Service Department
at Horizon Resort and Spa
Sanya, Hainan

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Letter of Transmittal

Date: 28-04-2025

Mr. Mishkatul Kabir

Department of Tourism and Hospitality Management

Daffodil International University

Subject: **Submission of Internship Report**

Dear Sir,

I am pleased to submit my internship report on the **Operational Process of the Food and Beverage Service Department at Horizon Resort and Spa Sanya, Hainan** part of the requirements for my BTHM program. It has been an enriching experience for me, and I am grateful for the opportunity to complete this internship under your guidance.

During my one-year internship at Horizon Resort & Spa, I had the privilege of working in the Food and Beverage Service Department, where I gained valuable knowledge and hands-on experience in various aspects of hotel operations. This report provides insights into the department's functioning, its challenges, and the operational strategies in place.

I would be honored if you could kindly review the report and provide your valuable feedback. I am confident that your insights will help me further improve and enhance my understanding of the topic.

Thank you once again for your mentorship, and I look forward to receiving your feedback.

Sincerely,



Md. Shazzadul Islam

ID: 181-43-104

Department of Tourism & Hospitality Management

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Certificate of Approval

This is to certify that the report titled “**Operational Process of the Food and Beverage Service Department at Horizon Resort and Spa Sanya, Hainan**” has been prepared by Md. Shazzadul Islam, ID: 181-43-104, as part of the requirements for the Bachelor of Tourism and Hospitality Management (BTHM) degree at Daffodil International University.

The report has been completed under my supervision and reflects the work and efforts put in during the internship period. After thorough review, I hereby confirm that the report meets the necessary standards of quality and scope as required for the completion of the program.

I consider this report suitable for the award of the degree in Tourism and Hospitality Management, and I wish the student continued success and future prosperity in his career.



Signature of the Supervisor

Date: 28-04-2025

Md. Mishkatul Kabir

Lecturer Senior Scale

Department of Tourism and Hospitality Management

Faculty of Business & Entrepreneurship

Daffodil International University

Declaration

I would like to express my heartfelt gratitude to everyone who contributed to making my **internship at Horizon Resort & Spa Yalong Bay** a rewarding and transformative experience.

Firstly, I would like to extend my deepest thanks to the management team for giving me the opportunity to undertake my internship with such a prestigious organization. The invaluable exposure to the operations of the Food and Beverage Service Department has greatly enhanced my professional skills and knowledge.

A special note of thanks goes to my supervisor, **Mr. Mishkatul Kabir**, for their constant guidance, mentorship, and unwavering support throughout my time at the resort. Their patience and willingness to provide constructive feedback played a key role in my growth, both personally and professionally.

Lastly, I dedicate this report to the entire team at Horizon Resort & Spa Yalong Bay for providing me with such an inspiring and enriching learning environment. It was a privilege to be part of a team so dedicated to excellence in hospitality and service.

Thank you for this incredible opportunity, and I look forward to applying everything I have learned in my future career.

Sincerely,



Md. Shazzadul Islam

ID No: 181-43-104

Batch: 13th

Department of Tourism and Hospitality Management

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Acknowledgment

I would like to extend my heartfelt gratitude to all those who have supported me throughout the course of my internship at Horizon Resort & Spa Yalong Bay and contributed to the successful completion of this report. Without their encouragement and guidance, this report would not have been possible.

First and foremost, I thank Almighty Allah for blessing me with the strength, knowledge, and perseverance to successfully complete this internship and report within the designated timeframe. I am truly grateful for His constant support.

I am also incredibly grateful to my internship supervisor & Lecturer at the Department of Tourism & Hospitality Management, Daffodil International University, for his constant guidance and support during the preparation of this report. His valuable advice and constructive feedback have played a key role in shaping this report and enhancing its quality.

Furthermore, I would like to thank Mr. Naylin, Food and Beverage Service Department Supervisor at Horizon Resort & Spa Yalong Bay, for providing me with the opportunity to intern at such a prestigious organization. Their continuous support, expertise, and insightful feedback were invaluable during my internship.

Lastly, I would like to express my appreciation to the entire team at Horizon Resort & Spa Yalong Bay, especially in the Food and Beverage Service Department, for creating such a welcoming and educational environment. Their kindness and willingness to share their knowledge made my internship an enjoyable and enriching experience.

Executive Summary

This internship report presents an overview of my internship experience at Horizon Resort & Spa Yalong Bay in the Food and Beverage Service Department. The report outlines the key aspects of my role, the tasks I performed, and the skills I developed throughout the internship period. It includes a detailed account of the operational processes in the food and beverage service, challenges encountered, and the learning outcomes.

Additionally, the report provides insights into the resort's offerings and its approach to maintaining high standards in guest service. The internship allowed me to interact with a diverse group of guests, which helped refine my cultural awareness and ability to work collaboratively with international teams.

The report concludes with personal reflections on the internship experience and provides recommendations for potential improvements in operational efficiency. This document also reflects the valuable insights gained during my time at Horizon Resort & Spa and serves as a foundation for my future career in hospitality management.

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Chapter 1

Introduction

1.1 Introduction:

In luxury hotels and resorts around the world, food and beverage (F&B) service plays a key role in shaping the guest experience. This internship report was prepared as part of a degree requirements and focuses on understanding the operational challenges within the F&B department at Horizon Resort and Spa. It highlights the experiences, lessons, and practical suggestions gained during the internship.

The title, “Operational Process of the Food and Beverage Service Department at Horizon Resort and Spa Sanya, Hainan” reflects the main goal of this report—to explore how a top resort in one of China’s most popular tourist spots manages everyday challenges in F&B service. With Sanya’s vibrant tourism scene, unique guest expectations, and rich cultural influence, it was the perfect place to learn how F&B teams adapt and succeed in a fast-paced, guest-focused environment. This report presents an overview of the Food and Beverage Service Department at Horizon Resort & Spa, with a focus on its role in delivering high-quality dining experiences across 13 restaurants.

The study emphasizes the importance of operational efficiency, service excellence, and continuous improvement in the luxury hospitality sector. Key areas explored include departmental processes, service challenges, and potential strategies for enhancing guest satisfaction. The aim is to provide practical insights and recommendations that contribute to the optimization of food and beverage operations within the resort. (Journal article: Kandampully, J. 2007)

1.2 Background:

The hospitality industry thrives on creating exceptional guest experiences, and F&B services are integral to this mission. Horizon Resort & Spa Yalong Bay epitomizes excellence in hospitality by combining luxurious accommodations with diverse recreational and dining options. The resort’s F&B Service Department plays a pivotal role, managing operations across its 13 restaurants, which serve a wide variety of cuisines, including seafood, Chinese, Southeast Asian, and Western dishes. By focusing on the resort’s Food and Beverage Service Department, this research contributes to a better understanding of managing complex operations in luxury hospitality settings and offers practical insights for improvement.

1.3 Scope of the Study:

The scope of this study is confined to the Food and Beverage Service Department at Horizon Resort & Spa Yalong Bay Sanya, Hainan, China.

1.4 Objective of the Study:

Broad Statement:

The purpose of this study is to gain and understanding of the operational procedures of the Food and Beverage Service Department at Horizon Resort & Spa Yalong Bay.

Specific Objectives:

- To identify the pre-shift activities of the F&B service department at Horizon Resort and Spa.
- To analyze the during and post shift activities of food and Beverage department.
- To identify the problems and recommend solution of the F&B service department.

1.5 Methodology:

This research is Descriptive and Exploratory in nature.

1.5.1 Sources of data:

This report has used data from Secondary Data Sources which includes:

- Internal reports, service manuals and operational documents from Horizon Resort & Spa.
- Studies and articles related to food and beverage service management, operational efficiency.

1.6 Limitations of the Study:

This study on Horizon Resort & Spa Yalong Bay has a few limitations that may impact the overall scope of the findings:

- Time Constraints:** The research was done in a short amount of time, so it was hard to collect detailed information or see long-term patterns in the Food and Beverage Service Department's work.

- Confidentiality Restrictions:** Access to certain internal documents and operational data was limited due to confidentiality policies, preventing a thorough examination of sensitive business processes or performance metrics.

- Scope of Secondary Data:** The secondary data available may not fully reflect real-time challenges or recent changes within the resort's Food and Beverage Department, affecting the current relevance of some insights.

Chapter 2

Overview of Horizon Resort and Spa

2.1 Company Overview:

Horizon Resort & Spa Yalong Bay is a luxury resort located in the renowned Yalong Bay Tourist Zone, offering guests a truly exceptional experience in one of the most sought-after destinations in China. The resort provides a tranquil yet vibrant setting where guests can enjoy the beauty of the tropical landscape while being surrounded by modern luxury and world-class amenities.

Spanning a large area with over 903 rooms, Horizon Resort & Spa caters to the diverse needs of its international clientele by offering various room types, including Suites, Family, Twin, and Double rooms, all designed with a combination of comfort, style, and elegance. Each room offers breathtaking views of the surrounding gardens, mountains, or the sea, and is equipped with state-of-the-art facilities to ensure an unforgettable stay.

The resort is home to 13 dining establishments, featuring a broad range of cuisine options that include fresh seafood, Chinese, Southeast Asian, and Western fare. Guests can indulge in fine dining experiences or casual meals, with each restaurant and bar carefully designed to offer a unique ambiance and culinary experience. Whether guests are looking for an exquisite meal or a laid-back spot for drinks and snacks, Horizon Resort & Spa has something to suit every taste and occasion.

Guests can enjoy an extensive variety of leisure and recreational activities, with options like snorkeling, cycling, diving, and windsurfing right on the resort's doorstep. The two swimming pools, spa and wellness center, and fitness facilities provide ample opportunities for relaxation and rejuvenation, while the water park, tennis courts, and kids' club ensure that families have plenty of activities to keep everyone entertained. For those seeking relaxation, the resort also offers a steam room, sauna, and massage services, making it the ideal place to unwind and recharge.

Strategically located just 50 meters from the beach and only a short distance from local attractions like the Yalong Bay Golf Club and Sanya City Center, Horizon Resort & Spa is the perfect destination for both adventure and relaxation. Whether for business or leisure, the resort is designed to cater to the needs of every guest, offering them a seamless experience of luxury, comfort, and exceptional service.

2.2 Mission Statement:

To provide an exceptional and unforgettable experience for the guests by offering luxurious accommodations, world-class dining, and a wide range of recreational activities, all set in the serene and scenic beauty of Yalong Bay. They are committed to excellence, innovation, and personalized service, ensuring every guest enjoys a memorable stay while promoting relaxation, adventure, and well-being.

2.3 Vision Statement:

To be the leading luxury resort in the region, renowned for our commitment to exceptional hospitality, innovation, and sustainable practices. They aim to provide unparalleled experiences, blending relaxation, adventure, and world-class service, making Horizon Resort & Spa Yalong Bay the first choice for travelers seeking a memorable and transformative getaway.

2.4 Organizational Structure of Horizon Resort and Spa Sanya, Hainan

The flowing Organizational Structure applies to Horizon Resort and Spa.



Figure 1: Organizational Structure and Senior Management team of Horizon Resort and Spa.

(Source: Horizon Resort & Spa Internal Report, 2024)

2.6 Overview of Food and Beverage (F&B) Services

Horizon Resort's culinary offerings cater to a wide range of guest preferences, featuring cuisines such as seafood, Chinese, Southeast Asian, and Western dishes. Each outlet has a distinct identity, from beachfront dining experiences to formal indoor setups, enabling the resort to attract both domestic and international guests. For example:

- Fine Dining Restaurants:** Focused on providing an upscale experience, these venues emphasize precision in presentation, ambiance, and personalized service.
- Casual and Thematic Outlets:** These cater to families and adventure-seekers with options such as poolside snacks or barbecue evenings.
- Buffet Services:** A popular choice for guests, offering variety and flexibility, particularly for families and large groups.

Managing these varied outlets requires the department to maintain high standards while ensuring operations align with the unique goals of each location. The flexibility to cater to cultural diversity, dietary needs, and evolving culinary trends is a key challenge and opportunity.

2.6.1 Health and Safety Compliance:

Maintaining food safety and hygiene standards is a non-negotiable aspect of operations. Compliance with local and international food safety regulations is critical for a resort of this scale. Staff undergo regular training in areas such as food handling, allergen awareness, and sanitation. Regular inspections of kitchen facilities and adherence to HACCP (Hazard Analysis and Critical Control Points) principles further underscore the department's commitment to guest health and safety. (World Health Organization. Geneva: WHO Press. 2006)

2.6.2 Integrating Dining with Recreation:

The resort's proximity to recreational areas such as the beach, swimming pools, and water park creates opportunities for integrating dining services. Poolside snack bars, beachfront BBQ events, and themed dinners are popular among guests, enhancing their overall experience. However, these services require logistical efficiency in transporting food and managing outdoor setups, particularly during peak periods or adverse weather conditions.

2.7 Effectiveness of Service Delivery and Operational Efficiency:

The effectiveness of service delivery is integral to Horizon Resort's reputation as a luxury destination. Below is an analysis of how the F&B Service Department meets guest expectations while maintaining operational efficiency:

2.7.1 Guest-Centric Dining Experience:

The resort's commitment to exceptional hospitality is evident in its attention to detail across dining services. From menu customization for special dietary requirements to multilingual menus for international guests, the department places the guest experience at the forefront. Scenic dining locations, such as beachfront setups, add a unique dimension to the resort's appeal.

- However, maintaining consistently high service standards during peak times, such as weekends or holiday seasons, can be challenging.

2.7.2 Operational Workflow:

Efficient workflows are essential in a resort with 903 rooms, accommodating families, couples, and business travelers. The F&B Service Department employs a systematic approach to meal preparation, kitchen operations, and table service. Observations from my internship reveal:

- Effective use of Point-of-Sale (POS) systems to streamline order management.
- Coordination between the kitchen and front-of-house staff for seamless service delivery.

Efficient inventory management processes to minimize waste and avoid stock shortages.

- While these systems generally work well, certain bottlenecks such as delays during large scale events or insufficient staffing occasionally disrupt service quality.

2.7.3 Staff Performance:

The resort employs a multicultural workforce to cater to its diverse clientele. Staff are trained in hospitality, communication, and cultural sensitivity, ensuring a positive guest experience. However, high staff turnover, common in the hospitality industry, sometimes impacts team cohesion and service consistency.

CHAPTER 3

DISCUSSION

DISCUSSION:

This chapter provides a structured overview of the key operational areas involved in delivering breakfast service at Horizon Resort & Spa, Sanya. It focuses on both the regular restaurant operations during the breakfast period and the handling of any group or banquet-style morning events. Essential tasks such as pre-shift setup, guest service during breakfast, clearing and resetting tables, as well as buffet setup, replenishment, and post-service cleanup procedures are thoroughly examined.



Figure 2: F&B Service Operation's (Author's Construct, 2024)

3.1 Activities of the F&B Service Department:

The Food and Beverage (F&B) Service Department at Horizon Resort & Spa Yalong Bay is a cornerstone of the resort's operations. It manages a wide variety of culinary and service tasks through 13 diverse dining outlets. The operational scope includes high-end dining experiences, casual options, and event catering. The day-to-day responsibilities within the Food & Beverage department are centered around the efficient coordination of both service and kitchen operations. Key tasks include organizing staff roles, upholding cleanliness and safety protocols, supervising stock levels, and maintaining a high standard of guest service (Davis et al., 2018). The department manages all aspects of food production, dining area arrangements, and customer engagement while also maintaining financial accountability and operational consistency. From the initial setup in the morning to end-of-day procedures, the goal is to ensure seamless service delivery and a superior guest experience.

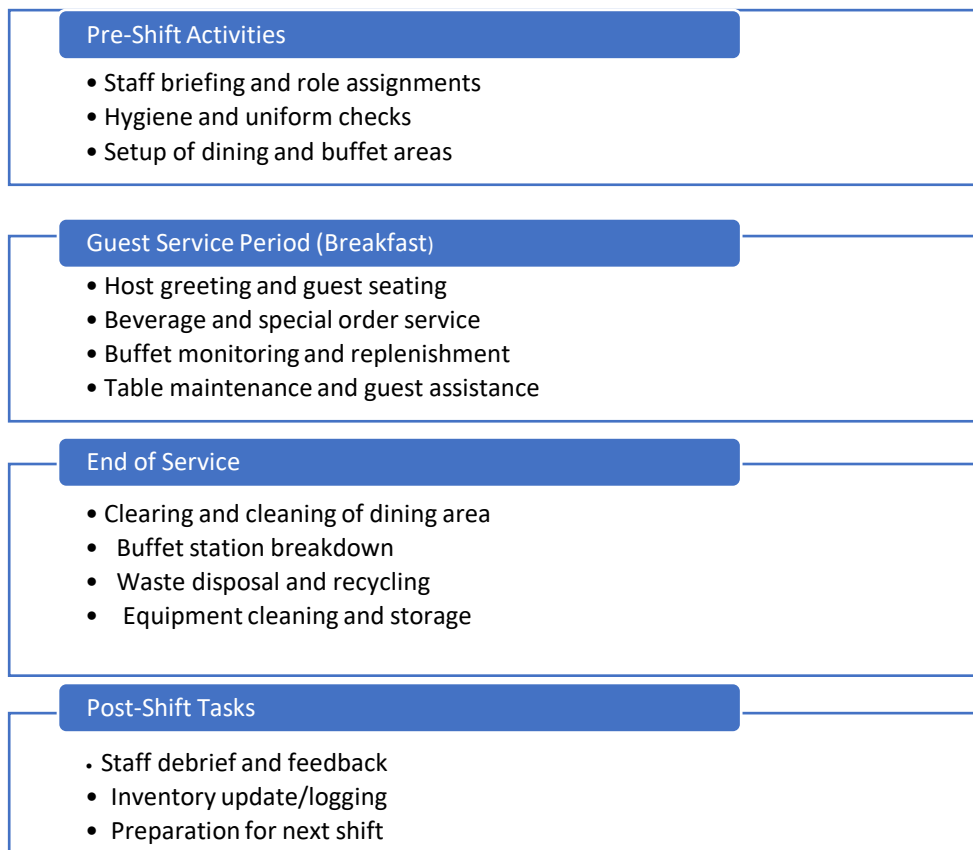


Figure 3: Activities of the F&B Service (Pantelidis, I. S. 2018)

3.1.1 Pre-Shift Preparation in F&B Service

Preparing before the start of service is a crucial aspect of Food and Beverage (F&B) operations, as it lays the foundation for smooth and effective service delivery. This phase includes a variety of tasks focused on readying the dining space, organizing service stations, and ensuring staff are fully equipped to deliver high-quality guest experiences. Here is the key tasks:

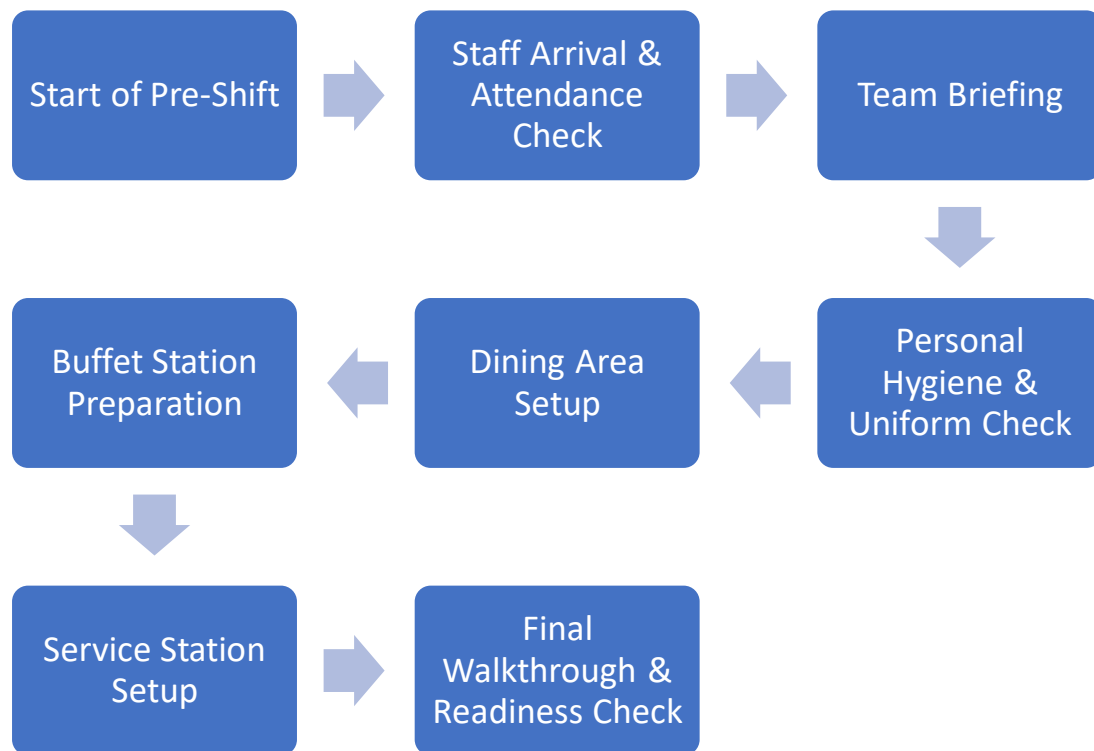


Figure 4: Pre-Shift Preparation in F&B Service (Davis ,2018)

A. Organizing the Buffet Table and Table Setting

- **Buffet Table Setup**

Breakfast buffet tables should be arranged in a manner that provides traffic flow with minimal congestion and disorientation. Food stations must be arranged by sections as hot foods, cold foods, baked items, and beverages. This obvious separation of areas enables guests to move easily along the buffet line in choosing their offerings.

- **Guest Table Setting**

Although the guests are serving themselves from the buffet, their tables must still be set:

Place tablecloths or placemats neatly.

- I. Ensure there is the proper number of sets of cutleries (knives, forks, teaspoons) on each table, as well as plates and napkins.
- II. Water glasses or juice glasses may be pre-filled or set within comfortable reach. Staff-assisted service may be offered to special guests (e.g., guests who have dietary or mobility needs) to make them feel more comfortable (Walker, 2017).

- **Lighting and Ambience**

Since breakfast usually takes place in the morning, natural lighting ought to be utilized to its fullest potential to create a bright and welcoming space. Soft music in the background, flowers, or decorative themes (tropical or local theme) may be incorporated to contribute to the early-day atmosphere and enhance the experience for guest

- **Cleanliness**

All buffet counters, surfaces, and tables must be spotless. Cutlery, plates, and glasses must be polished and cleaned thoroughly. Staff must check buffet stations regularly and clean them so that spills or messes are addressed immediately, upholding presentation as well as hygiene standards.

B. Stocking Breakfast Buffet Service Stations

- **Backup Supplies**

Forks, plates, mugs, serving spoons, and trays must be accessible in the event of a quick change. Due to the nature of breakfast service usually having quick guest turnover, having supplies in easy reach makes quick restocking possible without disrupting the process.

- **Beverage Preparation**

Popular breakfast drinks like fresh juice, milk, coffee, and tea must be prepared before opening the buffet. Clean cups, lids (in case of takeaway), stirrers, and sweeteners should be available in self-serve drink stations. In case special drinks (like cappuccino or herbal teas) have been ordered by customers, there must be staff who are trained to prepare them speedily.

- **Inspection of Equipment**

Before breakfast service begins, staff members need to inspect all equipment like:

- i Juice machines
- ii Coffee brewers
- iii toast makers or waffle irons
- iv Hot plates or chafing dishes

Having all the equipment in operating condition avoids service delays. Standby trays, tongs, and utensils must be accessible for quick changes in case of something being dropped or becoming dirty.

- **Refilling Essentials**

Staff must ensure that products like condiments (butter, jam, honey), napkins, salt and pepper, and sugar/sweetener packets are replaced. Equipment for the typical breakfast buffets, including toast machines, syrup stations, and cereal dispensers, must be clean and in good working order. Plates, cups, and utensils must be restocked regularly to meet heavy turnovers, especially during peak periods.

C. Reviewing the Breakfast Menu and Specials

- **Knowing the Menu**

Employees need to be knowledgeable about every food item on the breakfast buffet, especially rotating or seasonal options. They should know:

Important ingredients, Preparation styles (e.g., scrambled versus poached eggs), Portion suggestions This enables them to guide guests and respond to questions competently (Ninemeier, 2013).

- **Dietary Adjustments**

Employees should know which foods can be adapted for vegetarian, vegan, gluten-free, or lactose-intolerant clients. For example:

- i Soy or oat milk substitutes
- ii Egg-free pastries

- iii Sugar-free jams

They also need to be informed of where allergen details are displayed or how to contact the kitchen in a hurry for guests who have extreme dietary needs.

- **Kitchen Communication**

During morning briefings, staff must inspect:

- i What products are low or out of stock
- ii What products are prepared to order (e.g., pancakes, omelets)
- iii Special order cooking or waiting times
- iv This keeps the guests highly informed and provides smooth service.

3.1.2 Guest Service at restaurant:

Guest service is the heart of delivering a satisfying and memorable experience. Superior support before, during, and after each guest interaction makes all the guests feel welcome, comfortable, and valued. This part elaborates on the key practices embraced by the guest service team to deliver high standards and guest satisfaction.



Figure 5: Guest Service at restaurant (Author's Construct, 2024)

- **Greeting and Seating Guests with Professionalism**

The first impression is critical. Staff members are taught to warmly welcome each guest with a smile, respectful greeting, and cheerful but assertive eye contact. Guests are guided to their destination of choice—such as near the window, quiet area, or near conveniences—consistent with their preference. Business-like dress and respectfulness create an easy and warm environment upon entering.

- **Order Taking in Proper Fashion and on Time**

Correct order-taking and the effective serving of meals are at the core of guest satisfaction. Active listening and rewording orders verbally for verification, in addition to good menu knowledge to offer suggestions and answer questions requested, are done by the staff. Restaurant-to-kitchen coordination facilitates the efficient serving and delivery on time along with the right temperature of the meal to reinforce the dining process.

- **Special Requests and Dietary Needs**

Guests have special needs, including food allergy, dietary restrictions, or special needs. Service staff are taught to inquire about the needs upon ordering and inform the kitchen appropriately. It is essential that each modification is met with accuracy to ensure guest comfort and safety can be assured. Reassurance communication establishes the feeling of trust from the guests and reflects Horizon Resort's commitment to customization in service for the guests.

- **Efficient Trouble Shooting and Problem Resolution**

Whenever there are problems in service or guest complaints, staff are instructed to respond in a professional manner and with composure. They are encouraged to listen carefully, apologize genuinely, and act forthwith to repair the problem themselves or with manager support. Resolution of issues done promptly and courteously turns into positive stays potentially negative ones.

- **Fond Farewells and Lasting Impressions**

As with the first greeting, so also is the farewell. Employees thank guests sincerely for visiting and invite them to return. A positive last encounter cements a guest's total experience and creates repeat business and word-of-mouth.

3.1.3 Post-Service Procedures in F&B Operations

Horizon Resort Restaurant post-service responsibilities play a crucial role in maintaining high standards of hygiene and effective service. Post-service tasks typically comprise clearing and resetting tables, cleaning service areas, preparing for the next service cycle, reconciling stock accounts, and translating guest feedback to enhance overall service delivery.

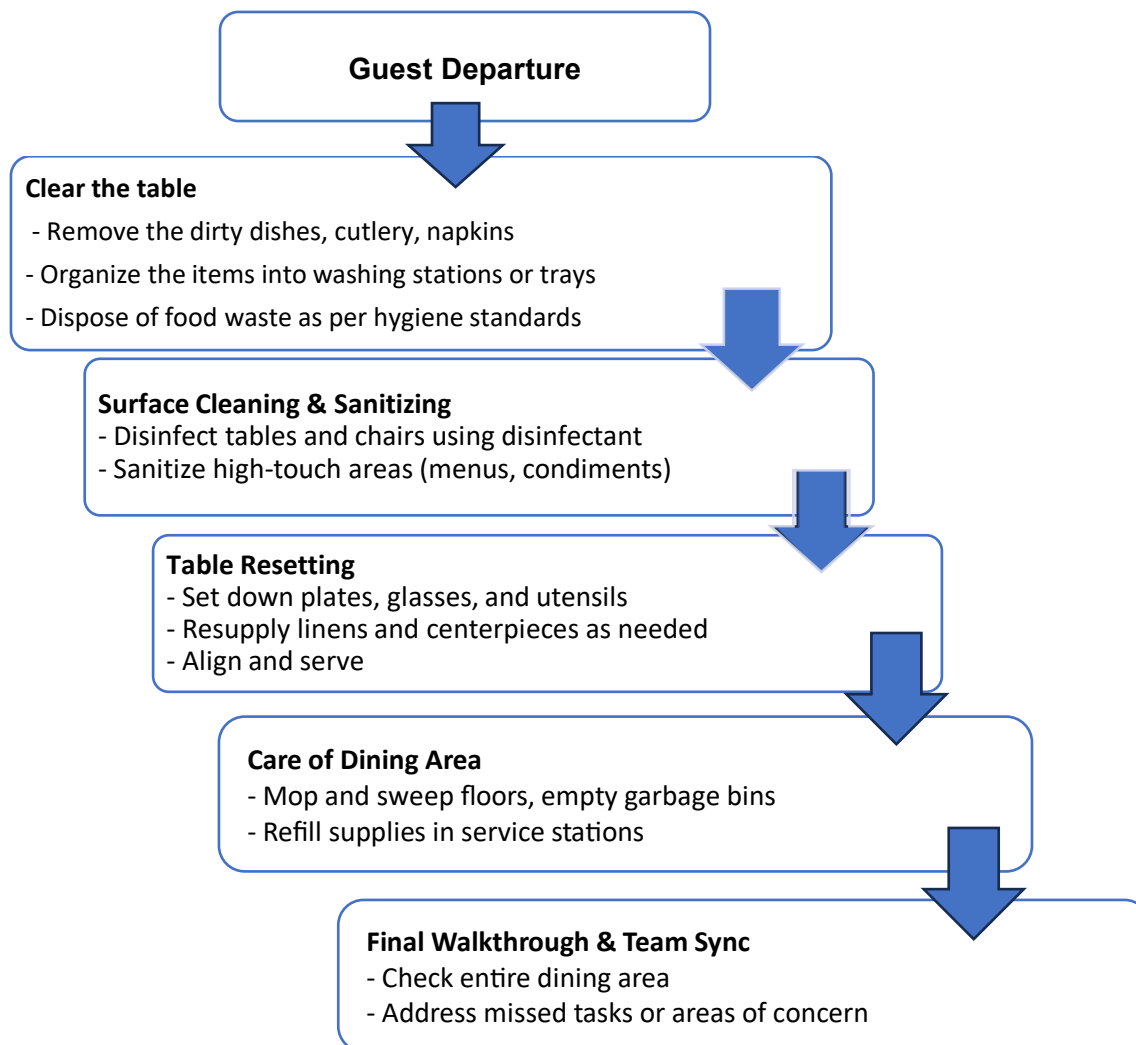


Figure 6: Post-Service Tasks in F&B Oparetion's (Author's Construct, 2024)

3.1.4 Clearing and Preparing Tables for New Guests

- **Rapid Table Clearing:**

Rapid table clearing consists of clearing all plates, glasses, cutlery, and napkins from the table as soon as guests depart. They should all be stacked quietly and carefully onto the right tray or storage area without disturbing other individuals. Wasted food and leftovers must be treated based on sanitation protocols to maintain cleanliness and build a professional environment.

- **Re-Setting of the Table**

Table resetting requires sanitizing chairs and surfaces to ensure cleanliness. It also requires exchanging table linens, centerpieces, and napkins, if necessary, and putting cutlery, plates, and glasses in the restaurant's typical or specified by special guests. A final inspection is done to ensure the arrangement is orderly, aligned, and pleasing to the eye.

Chapter 4

Major Findings & Recommendations

4.1 Major Findings:

Horizon Resort & Spa's buffet breakfast is a guest favorite, well-known for its wide variety of international and local dishes, relaxing self-serve style and scenic setting. Overall, it offers a strong dining experience that reflects the resort's luxury image. While there are some areas that need improvement, such as service consistency and handling busy times, the buffet remains a highlight for many visitors. With the right changes, it has great potential to become even more efficient, sustainable, and enjoyable for guests.

- Maintaining a proper Standard Operating Procedure (SOP)

Ensures consistent, efficient, and high-quality service by providing clear guidelines for all operational tasks and ensuring staff adherence to best practices.

- Timely Buffet and Dining Area Setup

Early-arriving staff's set-up all areas efficiently contribute to a peaceful and smooth service start.

- Routine Cleaning and Hygiene Procedure

Clean stations, sparkling cutlery and prompt spill cleaning provide a safe and welcoming environment.

- Strong Communication with Team and Kitchen

Workers who report guest requests immediately, verify availability, and coordinate with colleagues make the whole shift smoother.

- Improper Use or Mishandling of Equipment

Employees who don't clean or use machines (like juice dispensers or toasters) correctly can damage equipment or cause delays

- Lack of Initiative

Staff who wait to be told what to do instead of actively checking for needs or stepping in to help teammates reduce team efficiency.

4.2 Recommendations:

Based on the findings mentioned above the following Recommendations can be implemented.

- Horizon resort can implement regularly review and update SOPs to reflect changes in service standards, equipment and operational needs.
- Horizon may Provide equipment handling training and ensure regular checks on machines to avoid mishandling or breakdowns.
- Horizon resort can Encourage a proactive work culture by setting expectations for staff to take ownership of tasks and assist their colleagues without waiting for instructions.
- Horizon resort can implement Intelligent Technology Solutions

Chapter 5

Conclusion

Conclusion:

The Horizon Resort & Spa Food and Beverage Service Department is a critical component of delivering memorable dining experiences that maintain the resort's luxury standards. Through its extensive range of gastronomic treats, friendly service, and picturesque dining establishments, the department has managed to make itself a key driver of guest satisfaction and the resort's overall appeal.

However, a review of its operations has likewise shown some areas that should be addressed strategically. Inconsistency of service between outlets, tension during peak hours, staff turnover, and sustainability concerns—particularly food waste and environmental impact—are risks to both efficiency and brand value in the long term.

To maintain its competitive edge and continue meeting the evolving expectations of guests, it is imperative that the department is proactive and innovative in its approach. Implementation of the recommended steps—standardizing procedures for service, enhancing training modules, leveraging smart technologies, and embracing sustainable methodologies—will significantly improve the performance of the department. Food and Beverage Service team can make guests happier and help Horizon Resort & Spa become one of the top luxury resorts in Hainan. Because the team focuses on doing great work, being flexible, and caring for the environment, they are ready to help the resort grow and succeed for a long time

Chapter 6

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