

Internship Report

On

“Pre-opening Operations of Biancaffè Bangladesh”

*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*

Submitted by
Md Sabbir Ahmed
192-43-418

Submitted to
Md. Mishkatul Kabir
Senior Lecturer
Department of Tourism and Hospitality Management
Faculty of Business and Entrepreneurship

Daffodil International University

Date of Submission: 22th April, 2025

LETTER OF TRANSMITTAL

Date: 22th April, 2025

Md. Mishkatul Kabir

Senior Lecturer

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

Subject: Submission of Internship Report – “Pre-opening Operations of Biancaffee Bangladesh”

I am pleased to submit my internship report titled "Pre-Opening Operation of Biancaffee Bangladesh". This report has been prepared as part of my internship under your guidance and supervision. The report reflects my learnings, experiences, and analysis of pre-opening tasks undertaken during my tenure as a Shift Manager at Biancaffee Bangladesh.

I therefore, pray and hope that you would kindly oblige me by accepting my internship report. I will be thrilled if you find this report useful on this subject matter.

Sincerely Yours,



Md Sabbir Ahmed

ID: 192-43-418

Batch: 17th

Department of Tourism & Hospitality Management

Daffodil International University

CERTIFICATE OF APPROVAL

This is to certify that the internship report titled "Pre-Opening Operation of Biancaffe Bangladesh" has been prepared by Md Sabbir Ahmed, ID: 192-43-418, under my guidance and supervision. This report fulfills the requirements of the internship program of the Department of Tourism and Hospitality Management, Daffodil International University.

During the program he was sincere proactive and attentive to his work and I wish him every success in life.



Md. Mishkatul Kabir

Senior Lecturer

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

DECLARATION

I Md Sabbir Ahmed, a student at Daffodil International University's Tourism and Hospitality Management Department (ID: 191-43-418), certify that the ideas in this submission are original to me. All outside concepts incorporated into this work are duly acknowledged with citations to the original authors. I have respected academic integrity by following the rules and refraining from fabricating or misrepresenting any facts.

I understand that the University may take disciplinary action against me for violating any of these guidelines.



Md Sabbir Ahmed

ID: 192-43-418

Batch: 17th

Department of Tourism & Hospitality Management

Daffodil International University

ACKNOWLEDGMENT

I would like to express my profound gratitude to everyone who supported me throughout my internship journey and the preparation of this report. First and foremost, I extend my heartfelt thanks to my academic supervisor, Md. Mishkatul Kabir, Senior Lecturer, Department of Tourism and Hospitality Management, Faculty of Business and Entrepreneurship, Daffodil International University, for his invaluable guidance, encouragement, and feedback. His mentorship was instrumental in shaping the direction of this report.

I am also deeply grateful to the management and team of Biancaffe Bangladesh for providing me the opportunity to intern with them. Their support, cooperation, and willingness to share knowledge greatly enhanced my learning experience. A special thanks to the Chairman of Biancaffe Mr. Mir Arman, Operations Manager Mr. Didarul Islam and the entire pre-opening team, whose collaborative spirit made my tasks more manageable and enriching.

Lastly, I am thankful to my family and friends for their unwavering support and encouragement during this internship. Their belief in my abilities motivated me to give my best effort.

Executive Summary

This report summarizes the internship experience at Biancaffe Bangladesh during its pre-opening phase. During the phase primary duties are included managing both Back of House (BOH) and Front of House (FOH) operations, coordinating with vendors, developing Standard Operating Procedures (SOPs), and overseeing staff training.

The pre-opening phase presented several challenges, including vendor coordination, aligning operations with international standards, and preparing staff for their roles. These challenges were addressed through a structured approach, combining theoretical knowledge with practical experience.

The initial chapter referring as introduction of this report, Background of the report, objectives and methodology of the report. The second chapter of this report state the Biancaffe Bangladesh company profile including the mission and vision of the company. The next chapter of this report described briefly is discussion of this report. In the chapter the author described the major activities during the period of internship, the challenges faced by author from the workplace and also the finding limitation for that. The author share recommendation for the overcoming limitations at the 4th chapter.

This internship provided a valuable learning experience, bridging the gap between academic knowledge and real-world application. The challenges and successes encountered during this period will be instrumental in future endeavors within the hospitality industry.

Table of Contents

No	Topic Names	Page No
1	Title Page	i
2	Letter of Transmittal	ii
3	Certificate of Approval	iii
4	Declaration	iv
5	Acknowledgement	v
6	Executive Summary	vi
7	Table of Contents	vii
8	Key Word Teams	1
9	Chapter 01 Introduction	2-5
10	Chapter 02 Company Profile	6-9
11	Chapter 03 Discussions and Analyses	10-17
12	Chapter 04 Major Findings, Recommendations and Conclusions	18-21
13	Chapter 05 Reference	22-23

Key Terms

FOH-	Front of the House
BOH-	Back of the House
RM-	Raw Materials
COG-	Cost of Goods
COGS-	Cost of Goods for Sold
PNL-	Profit and Lose
SM-	Shift Manager
H Chef-	Head Chef
RMC-	Raw Materials Challan
DC-	Delivery Challan
SOP-	Standard Operation Procedure
TM-	Team Member
Ops Man-	Operation Manager
RMRq-	Raw Materials Requisition
RGM-	Regional General Manager
FIFO-	First in First out
SLC-	Shelf-Life Chart
MOD-	Manager on Duty
POS-	Point of Sales
UOM-	Unit of Measurement
MRP-	Maximum Retail Price

Chapter 01

Introduction

1.1 Introduction

The global hospitality industry is a dynamic and rapidly evolving sector, encompassing travel, tourism, and restaurant services. It contributes significantly to the global economy by creating millions of jobs and fostering cultural exchange. With advancements in technology, changing consumer preferences, and a focus on sustainability, the industry has witnessed remarkable innovation and growth. Global players continuously strive to deliver exceptional experiences, making the sector competitive and customer-focused.

In Bangladesh, the hospitality and restaurant industry has been gaining momentum over the past decade. The country's growing middle class, urbanization, and increasing disposable incomes have led to a surge in demand for high-quality dining and hospitality experiences (*Mannan, M .2019*). Dhaka, Chittagong, and other major cities are now home to a variety of international and local restaurants, cafes, and boutique hotels. The rise of food delivery services and culinary tourism has further enriched the industry. However, challenges such as inconsistent service quality, lack of trained professionals, and infrastructural constraints remain prevalent. Despite these issues, the sector shows immense growth potential, driven by an increasing appetite for diverse cuisines and world-class hospitality services.

The internship at Biancaffee Bangladesh, a company dedicated to introducing authentic Italian coffee culture to the country, provided me with invaluable exposure to the hospitality industry. As a Shift Manager during the pre-opening phase, actively involved in operations planning, vendor coordination, and team training. This hands-on experience not only enhanced understanding of the workplace, the industry but also allowed me to contribute meaningfully to the company's mission of delivering excellence in service and product quality.

1.2 Background of the Study

The pre-opening phase is one of the most critical stages in the lifecycle of any hospitality business. This phase is not only about preparing the physical infrastructure but also about laying down the operational framework will ensure long-term success. Biancaffè Bangladesh, as a new entrant in the Bangladeshi market, faced unique challenges and opportunities in this regard. The company's goal of introducing authentic Italian coffee culture required careful planning, resource allocation, and adherence to international standards.

During internship period the aim is to learn and implement several responsibilities that were pivotal to the success of the pre-opening operations. These included vendor management, staff training, and ensuring the readiness of both Back of House (BOH) and Front of House (FOH) operations. Additionally, the development of Standard Operating Procedures (SOPs) played a significant role in standardizing processes and ensuring consistency in service delivery.

The study aims to document these experiences, highlighting the methodologies employed, challenges faced, and strategies implemented. By analyzing the pre-opening phase of Biancaffè Bangladesh, this report provides insights into best practices and areas for improvement, contributing to the broader field of hospitality management.

1.3 Scope of the Study

The scope of this study is confined to the pre-opening activities of Biancaffe Bangladesh, focusing on: BOH operations, including kitchen setup and equipment testing. FOH operations, involving bar setup and recipe development. Vendor management for sourcing and installation of equipment. Staff training and HR management to ensure operational readiness. Development and implementation of SOPs for consistent service delivery.

1.4 Objectives of the Study

1.4.1 Broad Statement

The report aims to understand pre-opening operation of Biancaffe Bangladesh

1.4.2 Specific Objectives

In order to address the aim, the following specific objectives have been identified:-"

- To explore the vendor selection and management process.
- To understand the effectiveness of staff training programs during pre-opening phase
- To understand the development and implementation of SOPs.
- To identify challenges encountered during the pre-opening phase and propose recommendations for improvement.

1.5 Methodology

The methodology of the report is exploratory and descriptive in nature

1.5.1 Source of Data- In the report the author source data from vendor manual, evaluation report, quotation.

1.6 Limitations of the Study

While this study provides valuable insights into the pre-opening operations of Biancaffé Bangladesh, it is subject to certain limitations:

1. **Time Constraints:** The internship period was limited, restricting the scope of activities that could be observed and analyzed.
2. **Data Confidentiality:** Access to certain financial and strategic data was restricted due to company policies.
3. **Inexperience:** Due to the lack of enough experience sometimes the focuses and priority of the work did not match together

Chapter 02

Company Profile

Chapter -02

2.1 Company Profile:

2.1.1 Introduction: Biancaffè Bangladesh, established as the sole distributor of Bianco Coffee in Bangladesh, strives to cultivate an authentic Italian coffee culture. The company imports premium Italian coffee beans and focuses on high-quality service delivery.

2.2 Mission and Vision

2.2.1 Mission: To nurture an authentic Italian coffee culture in Bangladesh.

2.2.2 Vision: To be the leading provider of Italian coffee in South Asia.

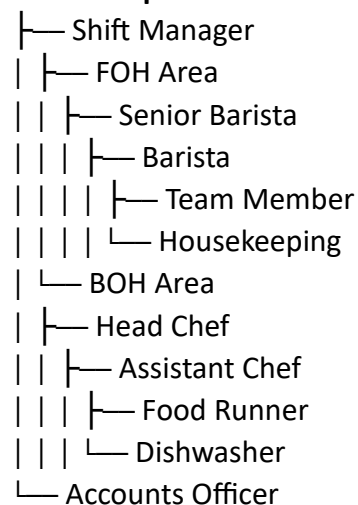
2.3 Company Overview: Biancaffè Bangladesh is an emerging brand in the hospitality sector, striving to introduce and establish authentic Italian coffee culture in the country. As the exclusive distributor of Bianco Coffee, which originated in Salerno, Naples, Biancaffè brings a rich legacy of coffee craftsmanship to Bangladesh. The company is dedicated to offering premium quality coffee products, leveraging its Italian roots to create an unmatched coffee experience for local consumers. The business operations are meticulously planned to align with global standards, ensuring excellence in product quality and customer service. This report delves into the pre-opening phase of Biancaffè Bangladesh, documenting the processes and strategies implemented to prepare for a successful launch.

2.4 Key Milestones:

2.4.1 Organizational Structure:

The organizational structure of Biancaffè Bangladesh during the pre-opening phase is represented below:

Head of Operations



This structured hierarchy ensures effective communication, operational clarity, and delegation of responsibilities, enabling efficient management during the pre-opening phase.

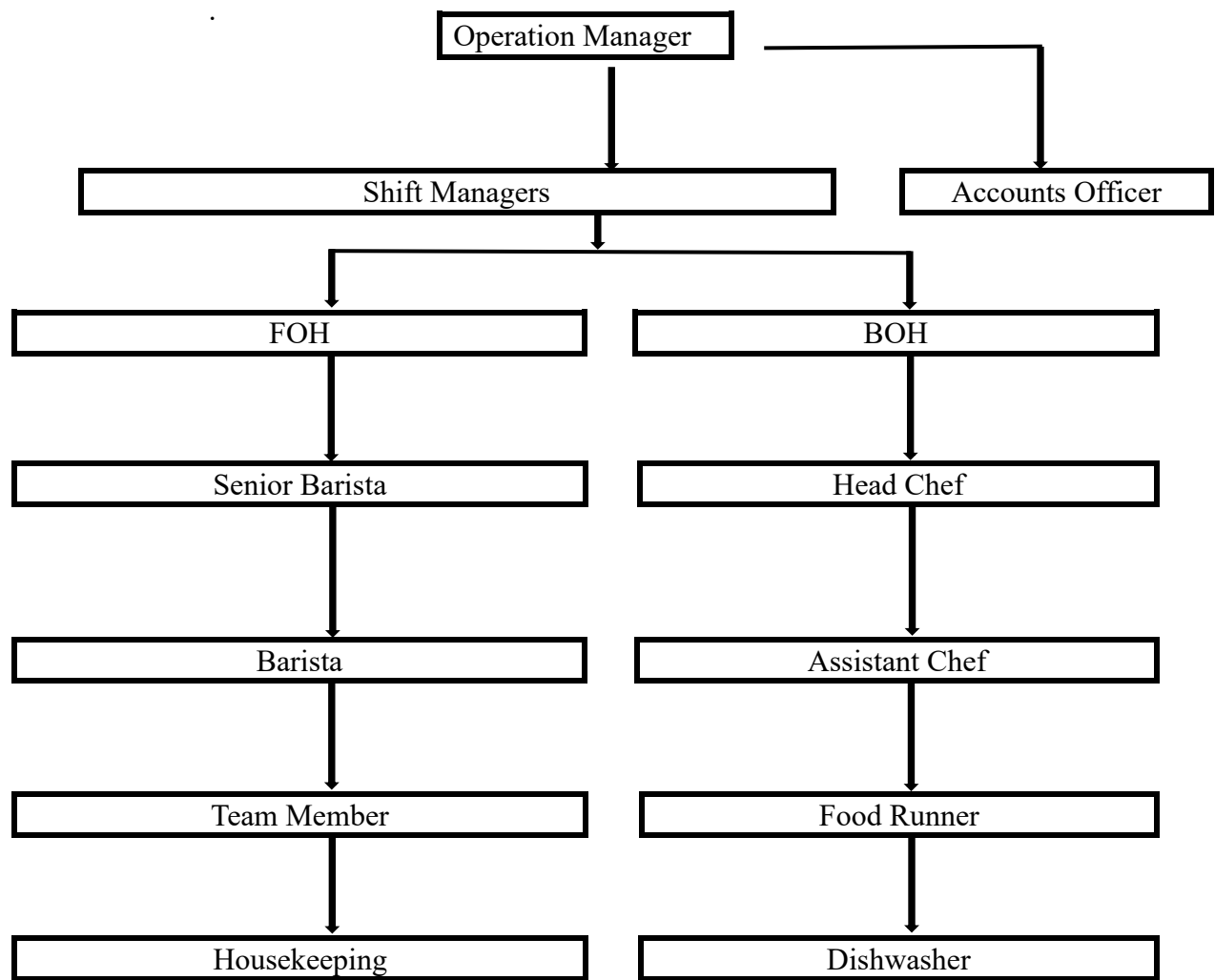


Figure 01- Organizational Chart of Biancaffè Bangladesh (Author's Construct, 2025)

The following provides a brief description for every position within Biancaffe Bangladesh:

- **Head of Operations:** Oversees all operations, ensures alignment with the company's goals, and manages strategic decision-making for the organization.
- **Shift Manager:** Acts as the primary liaison between the head of operations and team members; supervises FOH and BOH activities.
- **Accounts Officer:** Manages financial transactions, payroll, and compliance with company policies.
- **FOH Area:** Focuses on customer service and beverage preparation:
 - **Senior Barista:** Leads the barista team, develops drink recipes, and ensures quality control.
 - **Barista:** Prepares and serves coffee and beverages while engaging with customers.
 - **Team Member:** Assists baristas and maintains the customer area.
 - **Housekeeping:** Ensures cleanliness and orderliness in the FOH area.
- **BOH Area:** Handles kitchen operations and food preparation:
 - **Head Chef:** Directs kitchen operations, oversees recipe development, and maintains food quality.
 - **Assistant Chef:** Supports the head chef with food preparation and kitchen tasks.
 - **Food Runner:** Delivers prepared dishes from the kitchen to the service area.
 - **Dishwasher:** Ensures cleanliness of all kitchen equipment and utensils.

Chapter 03

Discussions and Analyses

Discussions

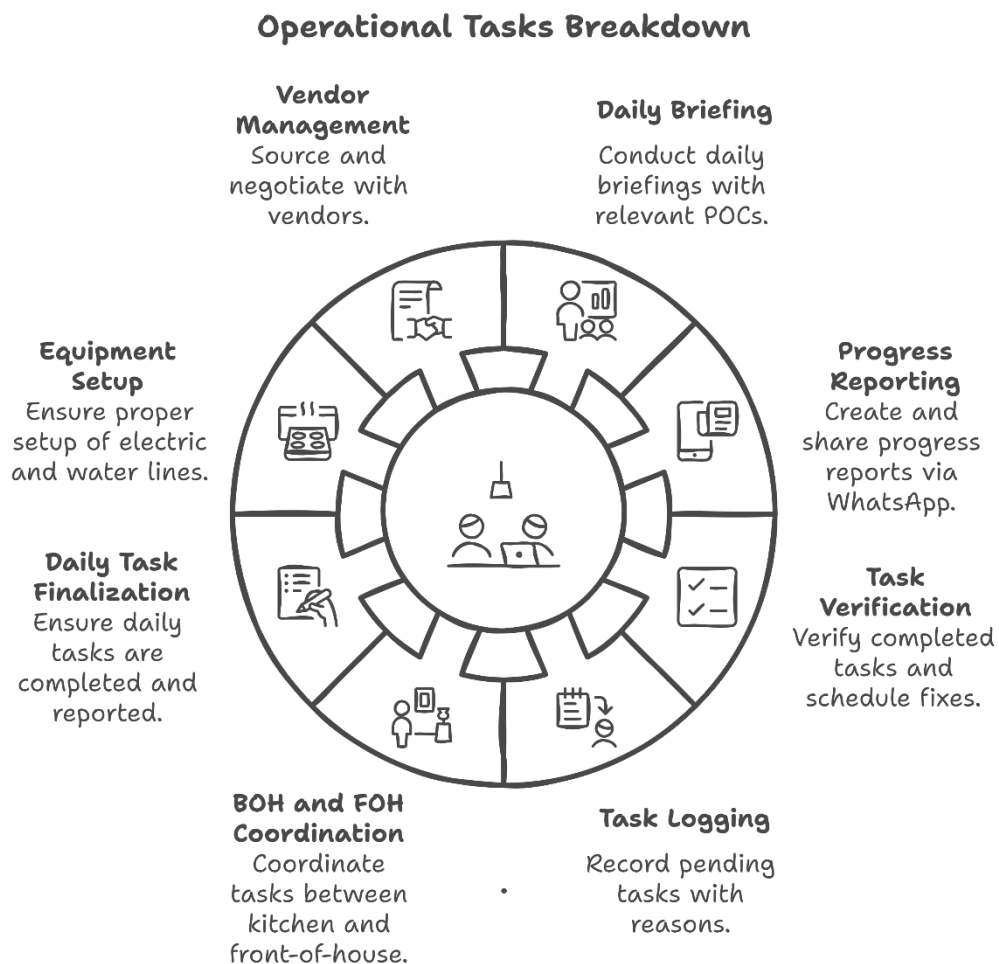


Figure 02- Operational Task of Pre-opening (Author's Construct, 2025)

Kitchen Operations Management Cycle

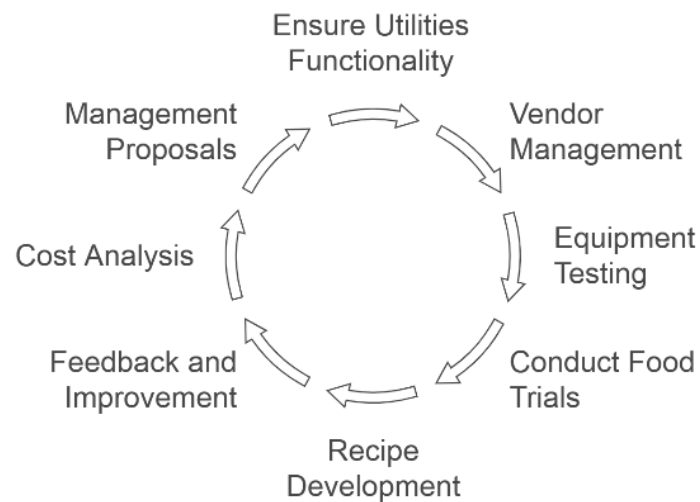


Figure 03 - Kitchen Operations Phase of Pre-opening Phase (Author's Construct, 2025)

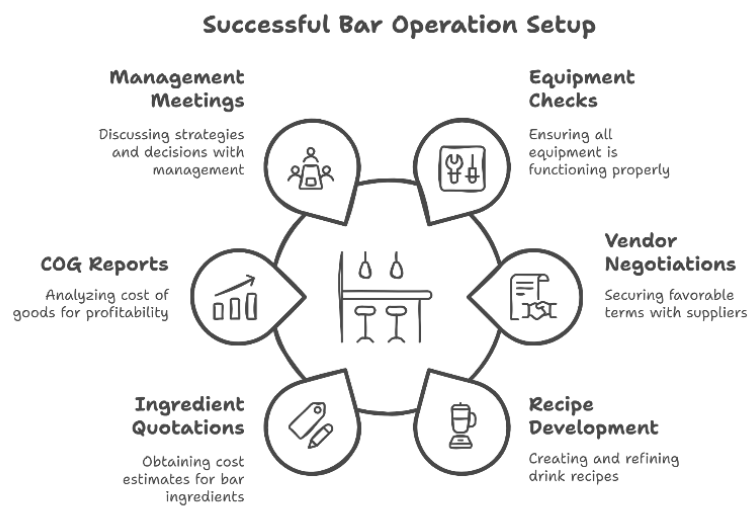


Figure 04- BOH Operations of Pre-opening Phase (Author's Construct, 2025)

3.1 Key Learning and activities for the pre-opening at Biancaffè Bangladesh

SL	Task/Action	Details
1	Daily briefing	Take briefing from the Operation Manager and communicate with relevant Points of Contact (POCs).
2	Report progress	Create a progress report and share it via WhatsApp as per company policy.
3	Test completed work	Verify all tasks, report issues, and schedule fixes with technicians.
4	Log pending tasks	Record pending tasks with reasons and share the report.
5	Coordinate BOH and FOH tasks	Hold daily briefings with the Head Chef and Senior Barista for respective areas.
6	Finalize daily tasks	Ensure task completion and submit a Daily Work Report to the Operation Manager.
7	Electric and water setup	Ensure compliance with equipment manuals for electric and water lines.
8	Kitchen equipment	Source vendors, negotiate prices, place orders, and test functionality.
9	Conduct trials	Run food and equipment trials, and address issues with vendors.
10	Food preparation	Develop recipes, conduct trials, and create SOPs with the Head Chef.
11	Costing and pricing	Analyze costs, propose pricing, and finalize in management meetings.
12	Staff onboarding	Welcome orientation, create files, and arrange training sessions.
13	Payroll and attendance	Manage payroll, attendance, and monthly quizzes for staff.
14	Communication	Coordinate daily with accounts and create reports like P&L and rosters.
15	Organize facilities	Prepare storage and arrange PA, fire alarm, and fire-fighting systems.
16	Operational setup	Arrange POS systems, digital banners, and guest payment methods.
17	Vendor arrangements	Secure vendors for raw materials, packaging, and equipment, and finalize agreements.
18	Security and signage	Install CCTV and set up outlet signage.

3.2 Vendor Selection and Management

Vendor selection was a critical component of the pre-opening phase at Biancaffe Bangladesh. The process involved evaluating suppliers to ensure the delivery of high-quality equipment and materials within strict timelines. Key steps in this process included developing criteria such as cost efficiency, product quality, and supplier reliability. Potential vendors were shortlisted based on these factors, and thorough negotiations were conducted to secure favorable terms.

Once vendors were selected, consistent communication was maintained to monitor progress and address potential delays. Each delivery underwent rigorous quality checks to ensure compliance with company standards. This systematic approach minimized errors and streamlined the installation process for both FOH and BOH areas.

Delays in delivery posed significant hurdles due to supply chain issues. Additionally, discrepancies in equipment specifications required immediate resolution to avoid operational disruptions.

A backup vendor list was prepared to mitigate delays, and quality checks were made mandatory before acceptance. Regular follow-ups with vendors ensured adherence to deadlines and specifications.

This strategic approach to vendor management played a vital role in achieving operational readiness and maintaining the quality standards that define Biancaffe Bangladesh.

3.3 Staff Training Programs

Preparing the team for operational readiness was a pivotal focus during the pre-opening phase at Biancaffe Bangladesh. The training process followed by **ADDIE** method.

The ADDIE method stands of	A	=	Analysis
	D	=	Design
	D	=	Development
	I	=	Implementation
	E	=	Evaluation

3.3.1 Training Modules: For FOH staff, the sessions covered customer service excellence, beverage preparation techniques, and operational protocols. BOH staff training included kitchen equipment handling, food safety, and hygiene practices. These modules were aligned with global hospitality standards, enabling the team to deliver high-quality service.

Sl	Day	Modules
1	Day 01	Orientation & Brand introduction
2	Day 02	Product knowledge & Menu training
3	Day 03	Customer service skill & Café etiquette
4	Day 04	Barista Skills- Basic coffee & Beverage preparation
5	Day 05	Food Safety & Kitchen Basic Task
6	Day 06	POS System & Order Management, Till & Cash
7	Day 07	Cleanliness, Hygiene Standards & Final Assessment

Training Manual for staff (Author's Construct, 2025)

3.3.2 Practical Sessions: In addition to theoretical training, hands-on practical sessions were conducted. These included mock service scenarios for FOH staff and trial runs of recipe preparation for BOH staff. This dual approach ensured that employees were confident and competent in their respective roles.

The limited timeframe for training posed significant challenges. Additionally, the varying skill levels of staff members required tailored approaches to maximize learning outcomes.

To address these challenges, essential skills were prioritized, and experienced team members were designated as mentors. This mentorship program allowed new staff to receive personalized guidance, fostering a collaborative learning environment.

Ultimately, the staff training programs established a strong foundation for operational readiness, equipping the Biancasse Bangladesh team with the skills and knowledge required for a successful launch.

3.4 Development and Implementation of SOPs

Standard Operating Procedures (SOPs) are vital for ensuring consistency, efficiency, and quality in hospitality operations. At Biancasse Bangladesh, the development and implementation of SOPs played a central role in establishing a structured operational framework during the pre-opening phase.

3.4.1 Development Process: The creation of SOPs involved collaboration with department heads and team leaders. Key areas addressed included customer service protocols, kitchen operations, and maintenance schedules. Each procedure was documented in detail, ensuring clarity and ease of understanding for all staff members.

3.4.2 Implementation Strategies: To integrate SOPs into daily operations, training sessions were conducted to familiarize staff with the procedures. Visual aids, such as flowcharts and checklists, were distributed to reinforce learning. Regular practice sessions allowed team members to apply these procedures in simulated scenarios.

Resistance to adopting new procedures emerged as a significant hurdle. Some staff members found it challenging to adjust to the standardized processes, citing previous experiences with less formal systems.

Staff engagement was prioritized during the development phase. Their feedback was incorporated to make the procedures more practical and user-friendly. Continuous updates to the SOPs, based on operational feedback, ensured relevance and effectiveness.

The implementation of SOPs at Biancaffè Bangladesh streamlined operations, minimized errors, and enhanced service quality. This structured approach laid the groundwork for achieving excellence in every aspect of the company's operations.

3.5 Challenges During the Pre-Opening Phase

The pre-opening phase at Biancaffè Bangladesh presented a range of challenges that required strategic planning and proactive problem-solving. These challenges spanned across multiple areas, including resource management, team coordination, and operational readiness.

3.5.1 Coordination Issues: Aligning the schedules and responsibilities of various departments proved to be a major challenge. The overlapping tasks of vendor coordination, staff training, and infrastructure setup often led to delays and miscommunication.

3.5.2 Resource Constraints: Limited financial and time resources added to the complexity of the pre-opening activities. Budget allocations had to be meticulously planned to balance quality and cost-effectiveness.

3.5.3 Infrastructure Readiness: Ensuring the timely delivery and installation of equipment was another significant challenge. Delays in supply chains and discrepancies in equipment specifications caused setbacks.

3.5.4 Team Preparedness: Variability in staff skill levels posed difficulties in achieving uniform operational readiness. New hires required additional training, which strained the available resources.

3.5.5 Approaches to Overcome:

- A centralized communication platform was established to streamline information flow and reduce miscommunication.
- Backup plans and alternate vendor lists were developed to mitigate supply chain delays.
- A phased training approach was adopted, prioritizing critical skills and gradually expanding to advanced competencies.
- Resource allocation was optimized through detailed budgeting and prioritization of essential tasks.

Addressing these challenges required collaboration, adaptability, and a commitment to maintaining high standards. The lessons learned during this phase provide valuable insights for improving future pre-opening processes.

3.6 Recommendations for Improvement

Based on the analysis of the pre-opening operations at Biancaffè Bangladesh, several recommendations are proposed to enhance efficiency and address the challenges encountered during this phase:

- 3.6.1 Strengthen Vendor Relationships:** Developing long-term partnerships with reliable suppliers can mitigate delays and discrepancies in equipment delivery. Establishing clear contracts and performance metrics will ensure accountability and consistency.
- 3.6.2 Comprehensive Training Programs:** Allocate additional time for staff training to address varying skill levels. Incorporating a mix of theoretical knowledge, practical sessions, and mentorship programs can enhance staff readiness and confidence.
- 3.6.3 Dynamic SOPs:** Regularly update Standard Operating Procedures to reflect operational feedback and changing business needs. Engaging staff in the revision process will increase adherence and improve practicality.
- 3.6.4 Enhanced Communication Systems:** Implement advanced communication tools to streamline coordination among departments. A centralized system for tracking tasks, deadlines, and updates can minimize miscommunication and delays.
- 3.6.5 Proactive Resource Management:** Optimize resource allocation by creating detailed budgets and contingency plans. Prioritize essential tasks and allocate buffer resources for unexpected challenges.
- 3.6.6 Team Building Initiatives:** Foster a collaborative work environment through team-building activities and open communication channels. Encouraging cross-departmental collaboration will improve overall efficiency and morale.

By implementing these recommendations, Biancaffè Bangladesh can enhance its pre-opening processes, ensuring a smoother and more successful launch. These strategies not only address current challenges but also establish a robust foundation for future operational excellence.

Chapter 04

Major Findings, Recommendations and Conclusions

Chapter 4: Major Findings, Recommendations, and Conclusions

4.1 Major Findings

1. Vendor Selection and Management:

Biancaffe Bangladesh has faced challenges in ensuring reliable vendor relationships, which directly impact the quality and consistency of raw materials. Vendors often fail to meet expectations regarding timeliness, pricing stability, and product quality. These inconsistencies lead to operational disruptions and difficulties in maintaining high service standards. Furthermore, the absence of a structured vendor evaluation mechanism prevents the identification and elimination of underperforming suppliers. Limited negotiation of long-term contracts leaves the company vulnerable to frequent price fluctuations and shortages, especially during peak seasons. Effective vendor management is critical to reducing procurement risks and maintaining product quality. A more strategic approach to vendor relationships, including detailed contracts and regular performance reviews, is essential to establish a dependable supply chain.

2. Staff Training and Management:

A major finding is the lack of sufficient and consistent training for both FOH and BOH employees at Biancaffe Bangladesh. This gap results in skill disparities that affect service delivery, beverage preparation, and overall customer experience. In FOH, the high turnover rate among baristas and team members disrupts operations, requiring frequent recruitment and onboarding efforts. Additionally, inadequate training programs contribute to inconsistent adherence to company standards, particularly during busy hours. In BOH, chefs and food runners often lack adequate coordination, which hampers food preparation and delivery efficiency. The company needs to prioritize regular, structured training sessions to address these issues. Role-specific workshops and mentoring programs can enhance staff capabilities while fostering a sense of job satisfaction and retention.

3. Operational Challenges:

Biancaffe Bangladesh faces several operational inefficiencies that hinder overall productivity. One significant issue is the lack of advanced technology for inventory and sales management, which leads to manual errors and delays. For instance, stock shortages during peak times result from inadequate inventory tracking systems. Additionally, communication gaps between FOH and BOH staff create delays in fulfilling orders, particularly during busy periods. Incomplete and inconsistently implemented SOPs further contribute to operational inefficiencies, as staff often rely on ad hoc solutions instead of standardized procedures. These challenges not only affect day-to-day operations but also compromise customer satisfaction. Addressing these issues requires adopting modern technology, such as integrated POS systems, and streamlining communication through digital order management tools. Regular SOP compliance checks and staff training are also crucial to ensure uniformity in operations.

4.2 Recommendations

1. Vendor Relationship Improvement:

- Biancaffe Bangladesh could develop strong, long-term partnerships with reliable vendors. This will ensure consistent quality and fair pricing of raw materials, reducing supply chain disruptions. A stable vendor base can also provide the foundation for a trust-based relationship that supports business growth and quality maintenance.
- Negotiate contracts offering benefits like bulk discounts, consistent supply, and stable pricing. Introduce a periodic vendor evaluation process based on key metrics such as delivery timeliness, product quality, and pricing stability. Feedback sessions with vendors can foster collaboration and continuous improvement.

2. Staff Training Enhancement:

- Biancaffe Bangladesh may implement structured, role-specific training programs for all employees, including FOH and BOH staff. Training will improve employees' technical and interpersonal skills, boosting customer satisfaction and team productivity. It will also address skill gaps, ensuring consistency in service delivery and operational performance.
- Design comprehensive training modules tailored to each role, covering skills like customer interaction, coffee preparation, and kitchen operations. Schedule monthly training sessions and workshops led by senior staff or external experts. Establish a mentorship program to support new hires in adapting quickly.

3. Operational Efficiency:

- Finalize and enforce SOPs for all operational areas and adopt modern technology for better inventory and sales management. SOPs will standardize operations, while technology will reduce errors and improve efficiency.
- Create a detailed SOP manual, distribute it to all staff, and conduct training to ensure understanding and adherence. Invest in an advanced POS and inventory management system to automate tracking processes. Integrate FOH and BOH communication tools like order management software to enhance coordination and minimize delays.

4.3 Conclusion

The internship at Biancaffe Bangladesh as a Shift Manager has been a transformative learning experience that bridged academic knowledge with practical application. It provided me with the opportunity to understand the dynamics of managing operations in a fast-paced hospitality environment, particularly in the coffee industry. Throughout the internship, I was able to actively participate in critical processes such as pre-opening tasks, vendor management, staff training, and operational oversight, which significantly enhanced my professional competencies.

One of the most valuable aspects of this internship was gaining firsthand experience in managing both the Front of House (FOH) and Back of House (BOH) areas. Supervising and collaborating with baristas, chefs, and other team members provided insights into teamwork, leadership, and the importance of maintaining communication and coordination between departments. The role also highlighted the significance of adhering to Standard Operating Procedures (SOPs) to ensure consistency and quality in service delivery.

Despite the enriching experience, the internship revealed several operational challenges, such as communication gaps between FOH and BOH, inconsistent adherence to SOPs, and occasional inventory management issues. Addressing these challenges required strategic problem-solving, which further developed my critical thinking and decision-making skills.

The internship has solidified my understanding of the hospitality industry's nuances and equipped me with the skills and confidence to pursue a career in this field. It underscored the importance of continuous improvement, teamwork, and adaptability in achieving professional success.

In conclusion, this internship was an invaluable part of my academic journey, providing practical exposure, strengthening my managerial abilities, and aligning my career aspirations with real-world expectations. The knowledge and experience gained at Biancaffe Bangladesh will undoubtedly serve as a strong foundation for my future endeavors in the hospitality sector.

Chapter 05

Reference

References-

1. **Mannan, M., Chowdhury, N., Sarker, P., & Amir, R. (2019).** Modeling customer satisfaction and revisit intention in Bangladeshi dining restaurants. *Journal of Modelling in Management*, 14(4), 922–947. <https://doi.org/10.1108/jm2-12-2017-0135>
2. **Al-Rifat, A, & Tasnim, R. (2019).** Factors influencing customers' selection of restaurants in Dhaka, Bangladesh. *The Business and Management Review*, 10(5).
3. **Biancaffe Bangladesh Operation SOP**
Sabbir, Didarul Islam. Biancaffe Bangladesh Operation SOP. Version 2, Biancaffe Bangladesh.