

Internship Report On

PRODUCTION PROCESS OF CONTINENTAL KITCHEN OF PAN PACIFIC SONARGOAG DHAKA

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Date of Submission: 18th March, 2025

LETTER OF TRANSMITTAL

18th March, 2025

Mr. Siddiqur Rahman

Assistant Professor and Head
Department of Tourism and Hospitality Management
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Daffodil International University

Subject: Submission of Internship Report on, Production process of continental kitchen of Pan Pacific Sonargoag Hotel Dhaka

Dear Sir,

With due respect, I am pleased to submit my internship report titled 'Production Process of Continental Kitchen of Pan Pacific Sonargoag Hotel Dhaka' to Faculty of Business and Entrepreneurship through the Department of Tourism and Hospitality Management. This report encapsulates the knowledge, skills, and hands-on experience I have acquired during my six months internship at Pan Pacific Sonargoag Hotel Dhaka.

Throughout my internship, I remained dedicated to learning and actively engaging in various production operations, which has significantly enriched my understanding of hotel management and food service practices. Preparing this report has been an invaluable learning experience, and I am grateful for the opportunity to complete my internship with such an esteemed organization.

I sincerely appreciate your guidance and support throughout this process and hope my report meets your expectations.

Thank you for your time and consideration.



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CERTIFICATE OF APPROVAL

This is the report certify that the report titled ' Production process of continental kitchen of Pan Pacific Sonargong Hotel Dhaka , is prepared by Tabiha Hasan Tripti, ID: 193-43-430. The report is based on six month internship at Pan Pacific Sonargong Dhaka. She has completed her internship from Pan Pacific Sonargong Hotel Dhaka as an intern under the Food and beverage production department from October 13th 2023 to April 5th 2024 .She successfully submitted this report under my supervision.

I have reviewed the report several times and provided meaningful corrections and feedback to ensure its accuracy and relevance , facilitating the student's learning and the successful completion of her internship report within the BTHM program.

I extend my best wishes for her future success and prosperity.

Signature



Mr. Siddiqur Rahman

Assistant Professor and Head
Department of Tourism and Hospitality Management
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STUDENT DECLARATION

This is Tabiha Hasan Tripti , ID: 193-43-430, a student of Tourism and Hospitality Management at Daffodil International University , declare that this report titled

“ Production Process of Continental Kitchen of Pan Pacific Sonargoag Hotel Dhaka ” has been solely to fulfill the requirements of my internship course. This report reflects my performance during the internship and is my original work. Any copying or use this report without my permission is strictly prohibited.

Signature

A handwritten signature in purple ink that reads "Tripti". The signature is written in a cursive style with a large, circular initial 'T'.

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ACKNOWLEDGEMENT

It has been a great honor for me to receive support from individuals who have helped me complete this article, whether directly or indirectly. I truly appreciate everyone's contributions, which have made this journey even more successful

Frist of all I would like to thanks my internship supervisor Mr . Siddiqur Rahman Assistant Professor and Head of the Department of Tourism and Hospitality Management, Daffodil International University. I am very grateful for his full support and guidance during my internship.

I also want to thanks all the staff at Pan Pacific Sonargoag Hotel Dhaka. And special thanks to Sukujaman Sarkar (continental kitchen supervisor of PPSH), Md. Earshad Ali (sous chef of PPSH), Md. Jahir Khan (excutive chef of PPSH). Without their support, I couldn't finish my internship report in very early time.

EXECUTIVE SUMMARY

This internship report provides an in-depth analysis of the food production process at Pan Pacific Sonargaon Hotel, focusing on its structured operational flow, quality control, sustainability practices, and coordination with other departments. The report highlights how the hotel maintains culinary excellence through well-defined stages, from procurement and inventory management to food preparation, cooking, and service.

The hotel follows strict ingredient sourcing practices, working with reliable suppliers to ensure freshness and quality. Proper inventory and stock management help minimize waste while maintaining efficiency. The mise en place system streamlines food preparation, allowing for smooth operations during peak hours. Various cooking techniques, including dry heat, moist heat, and combination cooking methods, ensure diverse and high-quality dish offerings.

Quality control measures, including taste tests, hygiene checks, and portion control, help maintain consistency in food presentation and safety. The hotel emphasizes effective service delivery, ensuring prompt order fulfillment for dine-in, takeaway, and room service. Guest interaction is a crucial part of operations, with feedback collection and issue resolution playing a vital role in enhancing customer satisfaction.

The report also explores the challenges faced in the production process, such as dependency on external suppliers, time-consuming prep work, maintaining hygiene standards, and managing food waste. Recommendations include diversifying supplier networks, using digital inventory systems, optimizing workflow, and adopting sustainable practices to reduce waste and energy consumption.

Overall, this internship experience provided valuable insights into large-scale kitchen operations, the importance of teamwork, and strategies for maintaining high culinary standards. By implementing continuous improvements, Pan Pacific Sonargaon Hotel upholds its reputation as a premier dining destination, delivering exceptional food quality and service to its guests.

Table of Contents

No.	Prefatory Part	Page No
1	Cover Page	
2	Title Page	i
3	Letter of Transmittal	ii
4	Certificate of Approval	iii
5	Student Declaration	iv
6	Acknowledgement	v
7	Executive Summary	vi
8	Table of Contents	vii-ix

SerialNo.	Topic Names	Page NO.
Chapter-1	Introduction of the report	1
1.1	Introduction	2
1.2	Background of the study	2
1.3	Scope of the study	3
1.4	Objective of the study	3
1.4.1	Board objective	3
1.4.2	Specific objective	4
1.5	Methodology	4
1.6	Limitations of the report	5

SerialNo.	Topic Names	Page NO.
Chapter-2	Company profile	6
2.1	Introduction	7-8
2.2.1	Mission statement	9
2.2.2	Vision statement	9
2.2.3	Organization chat of the pan pacific sonargong Dhaka	10
2.3	Description of the department	11
2.3.1	Front office department	11

2.3.2	Housekeeping department	11
2.3.3	Food and beverage production department	12
2.3.4	Food and beverage service department	13
2.3.5	Human resource department	14
2.3.6	Sales and marketing department	15
2.3.7	Security department	16
2.3.8	Account and finance department	17

SerialNo.	Topic Names	Page NO.
Chapter-3	Analysis	18
3.1	Introduction of the production process	19
3.2	Operational flow of the production process	19-20
3.2.1	Procurement and inventory management	20-22
3.2.2	Food and beverage preparation	22-23
3.2.3	Cooking processing	23-26
3.2.4	Quality control and plating	26-27
3.2.5	Service and delivery	27
3.2.6	Customer Interaction	28
3.2.7	Cleanup and waste management	28
3.3	Co-ordination with other departments	29-30
3.3.1	Food and beverage service department	29
3.3.2	Front office department	29
3.3.3	Housekeeping department	29
3.3.4	Purchases and stores department	29
3.3.5	Sales and marketing department	29
3.3.6	Human resources department	29-30
3.3.7	Security department	30
3.4	The task and activists performed during the internship programme	30-31
3.5	Lessons Learned	31

SerialNo.	Topic Names	Page NO.
Chapter -4	Findings, Recommendations and Conclusions	32
4.1	Findings	33
4.2	Constraints/challenges of the production process	33-34
4.3	Recommendations	34-35
4.4	Conclusion	35

SerialNo.	Topic Names	Page NO.
	References	36

Chapter-1

Introduction of The Report



1.1 Introduction:

Culinary is an art of cooking. The culinary word is defined as something related or attached to the kitchen. A Culinarian is a person working in the culinary industry. A Culinarian working on restaurants is commonly known as cooking or chef. Culinary artists are responsible for preparing food efficiently, which is as pleasant as the palate of the eye. A chef is cooked and presentable to cook the food through various spices. It is basically a combination of appetizers, main courses and dessert. It is an industry that proves how food should be cooked and can be present in different ways and can be cooked in different ways using the same ingredients, but also chefs must know about chemical action while cooking food. So Chefs should be given freedom so that they can experiment new cooking so they will be able to add new dish. This field is not limited to cooking alone, but also includes aspects of food presentation, nutrition, menu planning and global culinary knowledge.

There are several important topics to study culinary arts which are:

- Learn to respect cooking as an art.
- Learn to appreciate different cultures.
- People learn to be self-motivated in their diet routine.
- Networking within the culinary community.
- Lots of career opportunities.
- Show to creativity and innovation.
- People learn about nutrition, food safety and the science behind the cooking.
- Will gather knowledge more about the world.

1.2 Background of the Study :

A trainee chef in the f&B Production department is active in learning various aspects of production and service processes in focus food and beverage operations. Assisting Chefs in cooking dishes as per recipe and standards to Senior Chef and learning cooking and various techniques from them, ensuring cleanliness and hygiene in food preparation, assisting in proper storage and labeling of food items, preparing daily menu and special items Helping to help, observes how food and drinks are presented to customers and served. Help in preparation for special events, buffet and live cooking stations. And to perform with them

so the supervisor can understand how much the trainee is learning and if they have a mistake.

Man needs energy to move and man gets energy from food and it is clear that man cannot survive without food. They focus more on the quality of the food they eat. They want to know about the cooking history of food preparation.

This internship report focuses on how the food operations in the F&B Production Unit of Pan Pacific Sonargaon Hotel Dhaka and the Individual Performance of the Organization

1.3 Scope of the Study:

This report provides detailed analysis of the production processes of Pan Pacific Sonargaon Hotel, where the hotel's food preparation, presentation and kitchen management techniques are highlighted. It specifically explores how the hotel's production superiority helps to improve their reputation. Here the kitchen activities are basically The use of pure and fresh ingredients is ensured, where local and international cooking ingredients are combined. In addition to maintaining the taste and nutritional value of the meal special importance is given on attractive serving. Pan Pacific Sonargaon Hotel's productions activities are not only limited to the preparation and supply of food, but also give special importance to quality control, guest experience and sustainability. These techniques of the hotel help to improve their brand image and ensure world -class services to guests.

1.4 Objective of the Study:

●1.4.1 Board Objective:

The main objectives of this report is to analyze the F&B Production Process of Pan Pacific Sonargaon Hotel. The production process is a structural and continuous activity through which the final product is prepared and supplied from the collection of raw ingredients. This process is discussed in a planned manner how to deliver order the chefs from the Food Preparation to which the chefs complete an operation through the stage.

● 1.4.2 Specific Objectives:

- To analyze the continental kitchen production process of Pan Pacific Sonargoag Hotel, Dhaka.
- To identify Constraints & Challenges of Production Process of PPSH.
- To provide some recommendations based on problems.

1.5 Methodology:

This report is created on the production process of Pan Pacific Sonargoan Hotel Dhaka. This report follows a qualitative research approach with elements of descriptive research. The goal is to provide an in-depth understanding of the food production process, operational flow, and coordination within the Pan Pacific Sonargaon Hotel. By analyzing real-life practices, the research highlights industry standards, sustainable practices, and culinary excellence. Throughout the internship, detailed notes were taken to document each stage of food production, from ingredient sourcing to waste management. These notes helped track patterns, identify areas for improvement, and validate observations through cross-referencing with standard kitchen practices.

The data used in this report is collected from the secondary source, including the following:

Secondary Data:

For this study on Food and beverage service production at Pan Pacific Sonargaog Dhaka Hotel Secondary data collected from this sources:

- Hotel food and safety, and costing sheets.
- Various books of food and beverages production.
- Operational reports from the F&B production department.
- Articles from mainstream media and online publications about the property.
- Necessary Journals of food and beverage production.

1.6 Limitations of the Report:

This report on the production process at Pan Pacific Sonargoag Hotel Dhaka highlights several challenges faced during its preparation.

- Lack of Information on the company website.
- A lot of hotel management information is confidential. Which can be knows difficult for the trainee.
- A key constraint is to depend on the sources of secondary data.
- Due to the constraints of time.

Chapter-2

Company Profile





2.1 Introduction:

Pan Pacific Sonargaon is a oldest five star hotels located in kawran bazar, Dhaka, Bangladesh. Established in 1981,it is owned by “HOTEL INTERNATIONAL LIMITED” a public limited company wholly owned by the government of Bangladesh (HIL).Recently, UOL Group, a Singapore company, acquired all the shares of PPHR Since its opening, the business of Sonargaon Hotel has grown every day and has brought in a significant amount of foreign exchange for the country. By now, the hotel has established a solid reputation for its cleanliness, amenities and service. The most famous and leading five star hotel in the country is Pan Pacific Sonargaon Hotel. It has gone through many changes and difficulties in the last 34 years to meet the needs of its esteemed audience. .Besides being a five-star hotel, Pan Pacific Sonargaon Hotel is an icon of the tourism industry that can project the beautiful image of Bangladesh to theoutside world and its kind and welcoming natureThe foundation of this hotel was laid on October 17, 1977. They started their operations from August 1981. The hotel offers a variety of rooms and suites with contemporary amenities for a comfortable stay. The rooms offer guests a tranquil atmosphere thanks to their

tasteful, modern design. For dining, the hotel has a restaurant that serves a variety of local and international cuisines. In an elegant setting at the hotel, patrons can avail of local and international cuisine along with plenty of beverages, Pan Pacific Sonargoan Dhaka offers a wide range of meeting and event spaces. Due to their well-decorated ballrooms and conference rooms, they are a well-chosen option for business conferences, seminars and social gatherings. Recreational amenities at the hotel include swimming pool, spa, bar, fitness center. The pool side view of this hotel is very popular with the guests especially they like the view after evening.

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Email: enquiry.ppdac@panpacific.com

2.2.1 Mission Statement:

Pan Pacific Sonargaon Dhaka is a prominent luxury hotel in Dhaka, Bangladesh, typically associated with providing world-class hospitality services. The hotel's mission centers on providing exceptional hospitality services, customer satisfaction, providing guests with luxurious accommodation, world-class amenities and a tranquil retreat in the midst of a bustling city. Although the hotel does not publicly disclose a specific mission statement, its operations reflect a commitment to excellence in service, cultural representation and sustainability .

2.2.2 Vision Statement:

The vision of Pan Pacific Sonargaon Dhaka, part of the Pan Pacific Hotels Group, revolves around providing an exceptional hospitality experience with a focus on luxury, comfort and world-class service. While their specific corporate vision statements are not publicly detailed, their overarching goals align with the following principles:

- Guest-Centric Excellence: Providing a personalized and seamless experience to all guests.
- Commitment to Quality: Maintaining the highest standards of facilities, service and food.
- Sustainability: Promoting eco-friendly practices and supporting local communities.
- Cultural Connection: Showcasing Bangladeshi heritage and culture through hospitality

2.2.3 Organization Chart of The Pan Pacific Sonargaon Dhaka:



Board Director Of Pan Pacific Sonargaon Dhaka



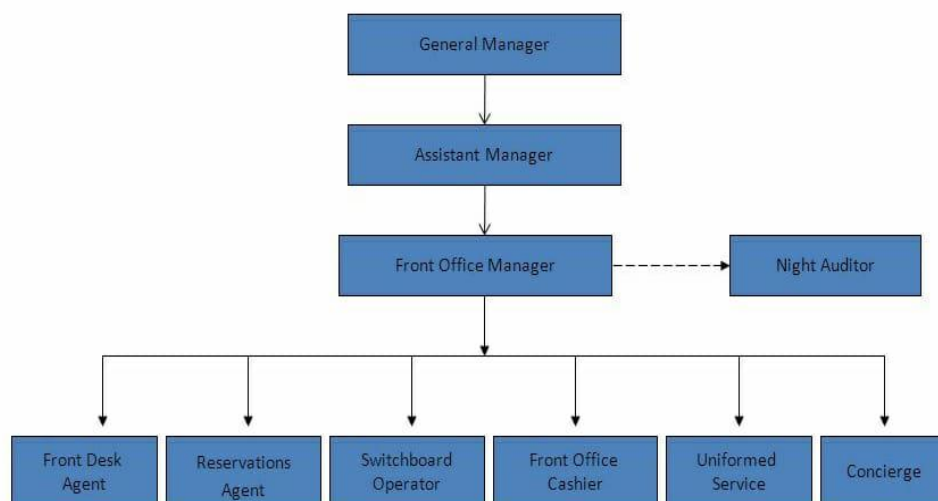
Management Role of Pan Pacific Sonargaon Dhaka

2.3 Description of The Department:

As a five star hotel the Pan Pacific Sonargaon Dhaka take the maximum revenue from rooms. Here is the department description with the organization chat:

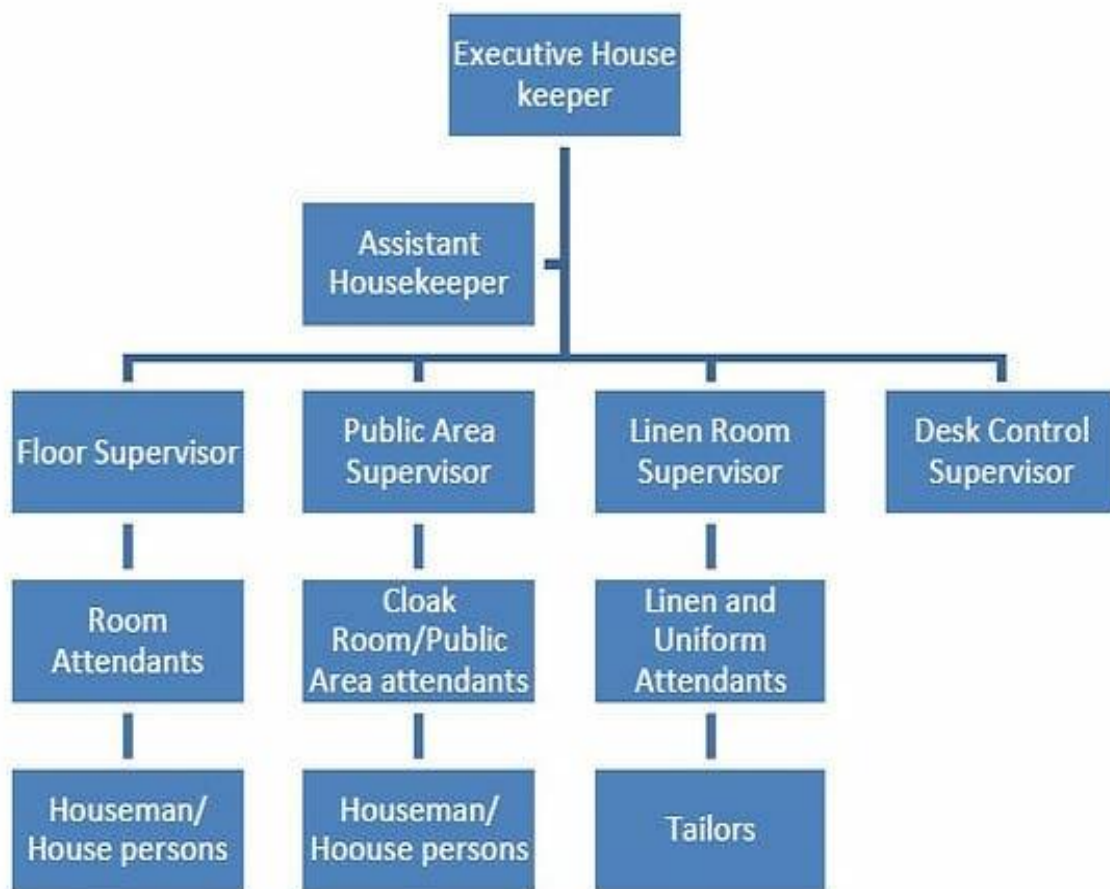
2.3.1 Front Office Department:

Front office is an essential part of the hotel. This department makes direct contacts with the guest arriving at the hotel, Where guest asks for their booking rooms and reservations and can know about the needed information of the hotel. A guest's arrival and departure is cleared out of the front office.



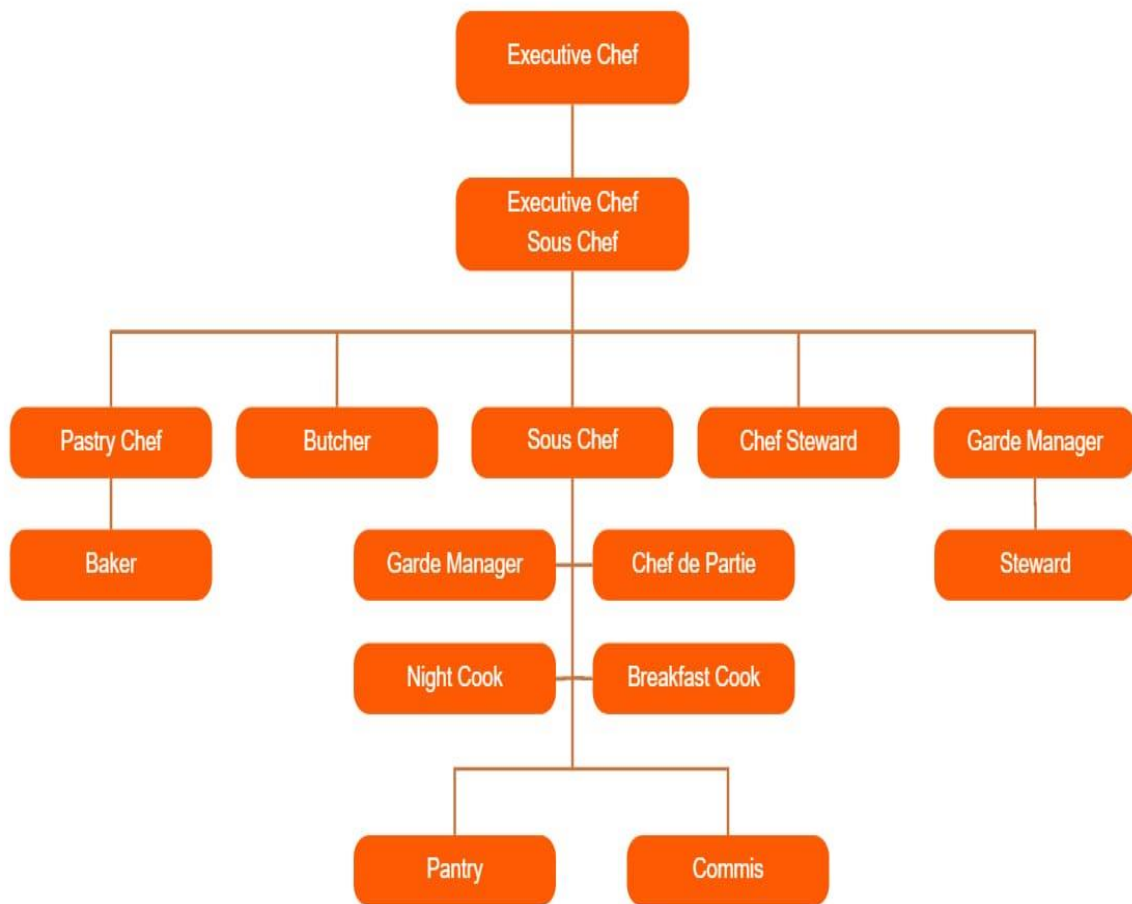
2.3.2 Housekeeping Department:

The housekeeping department is maintaining the cleanliness and hygiene all areas of the hotel. This department is based on the maintenance of guest room, public areas, back area, lobby's, restroom. Housekeeping staff play an important role in creating a positive and healthy environment for guests contributing to their overall satisfaction during their stay at hotel.



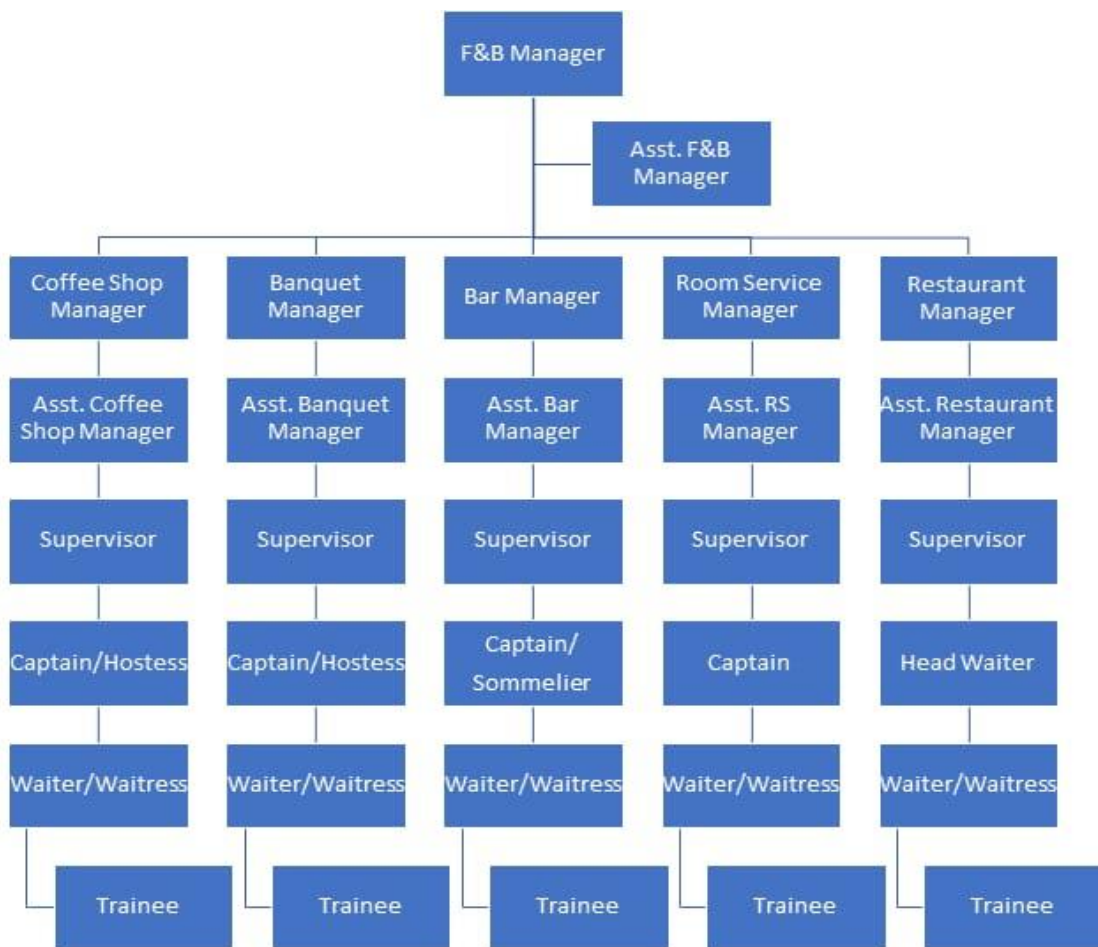
2.3.3 Food and Beverage Production Department:

The food and beverage production department is a department which is involved to preparing food. They are responsible for maintaining the quality of food and services. This department teaches how to plan menus, prepare food and food safety and maintain hygiene. The activities of this department are to help the senior chef to cook their food and learn from them the cuisines and techniques.



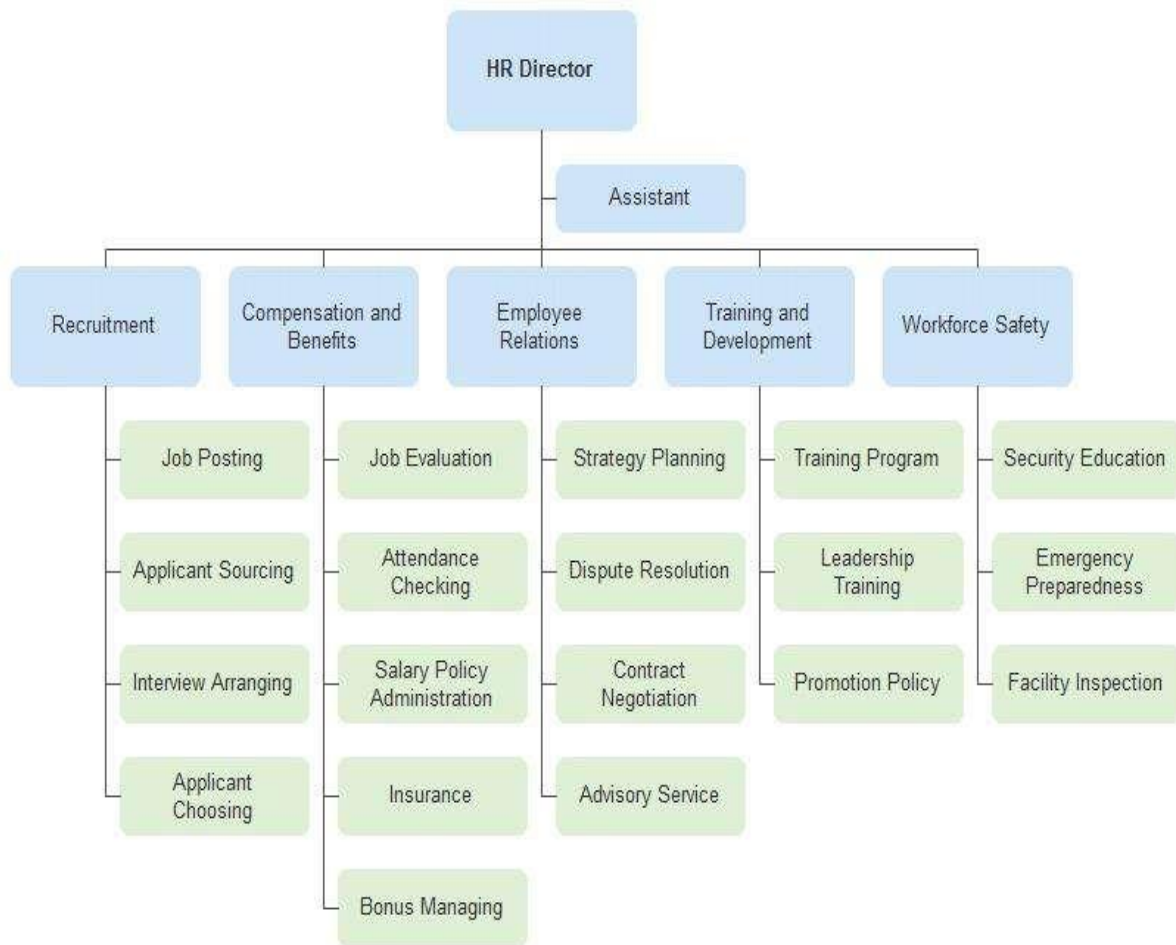
2.3.4 Food and Beverage Service Department:

The food servers take orders, deliver food and drink items to patrons, monitor patron satisfaction levels, process payments from patrons, and respond quickly to any issues or complaints. They work in convention centers, hotels, private clubs, dining rooms, fast food restaurants, and restaurants. They also work on cruise ships. They are knowledgeable about food and beverage products, service methods, and responsible alcohol service procedures.



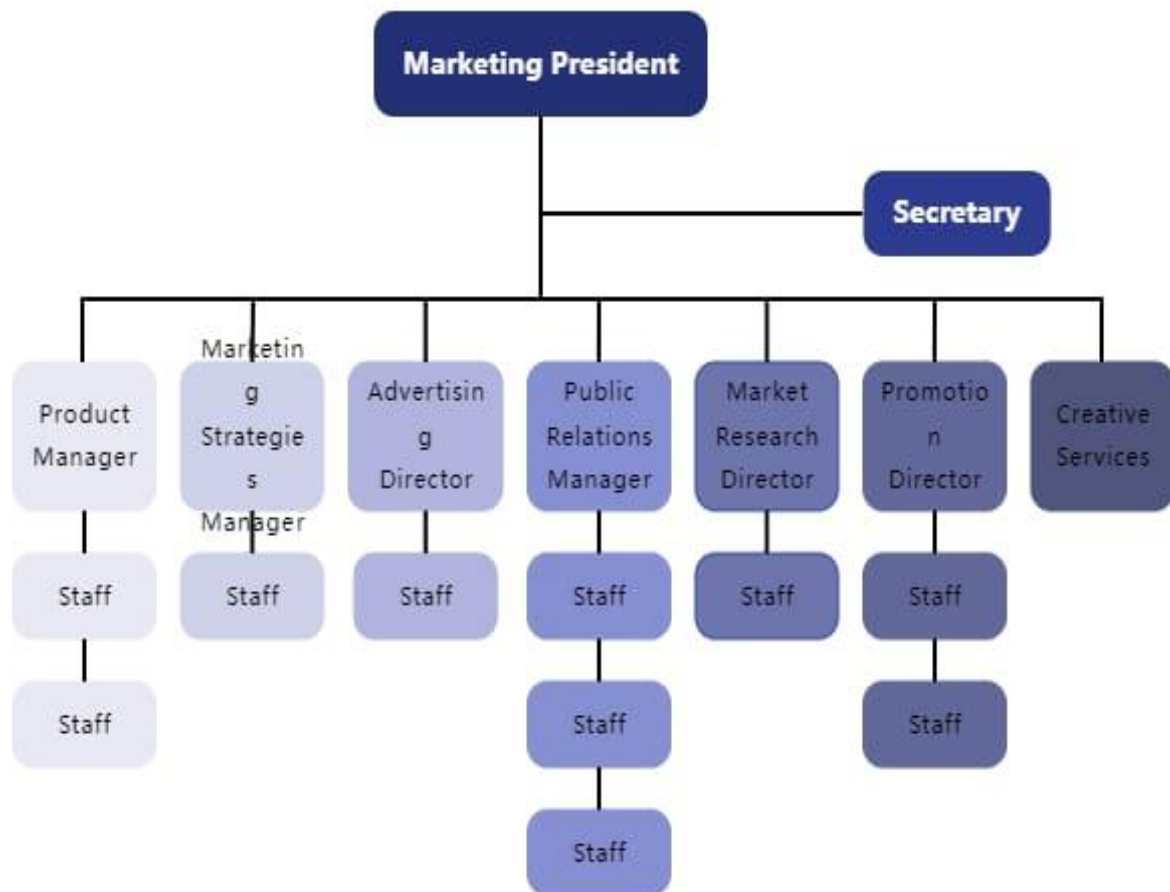
2.3.5 Human Resource Department:

Employees are considered as resources and a system is needed to manage these employees, it's basically called human resource management. The work of this department is to recruit employees of all the departments. This Department is responsible for managing hotels employees, attracting, staff training, developing and recruitment the new employee. This Department also works for staff holiday and salary.



2.3.6 Sales and Marketing Department:

Sales and Marketing department are basically focuses on promoting the hotel. The sales and marketing department of a hotel is undoubtedly one of the most important departments. This category is directly related to the profitability of the hotel business. This sector of the hospitality industry maximizes hotel revenue. They develop strategies and business plans to improve the entire business. They promote hotel products and services in front of guests and sell rooms and events. And create attraction for guests through various discounts so that they come to the hotel and buy service.



2.3.7 Security Department:

The security department is responsible for the overall security of the hotel buildings, guests, staff and visitors. Their primary duties are managing access to restricted areas, checking the identity of guests and visitors. Responding to emergencies such as fire alarms, medical incidents, dealing with guest disputes or problems, ensuring compliance with safety regulations, included fire and evacuation drills. And Investigate reports of stolen or lost items.

Organizational Hierarchy of Security Department



2.3.8 Account and Finance Department:

The work of Accounts and Finance Department is to deal with all types of transactions of the hotel. They check the cash flow and information to the hotel manager or hotel GM. Their main job is to maintain accounts receivable, payroll, financial reporting, accounts payable and financial controls. And the salary of hotel staff is done through this department.

Chapter-3

Analysis

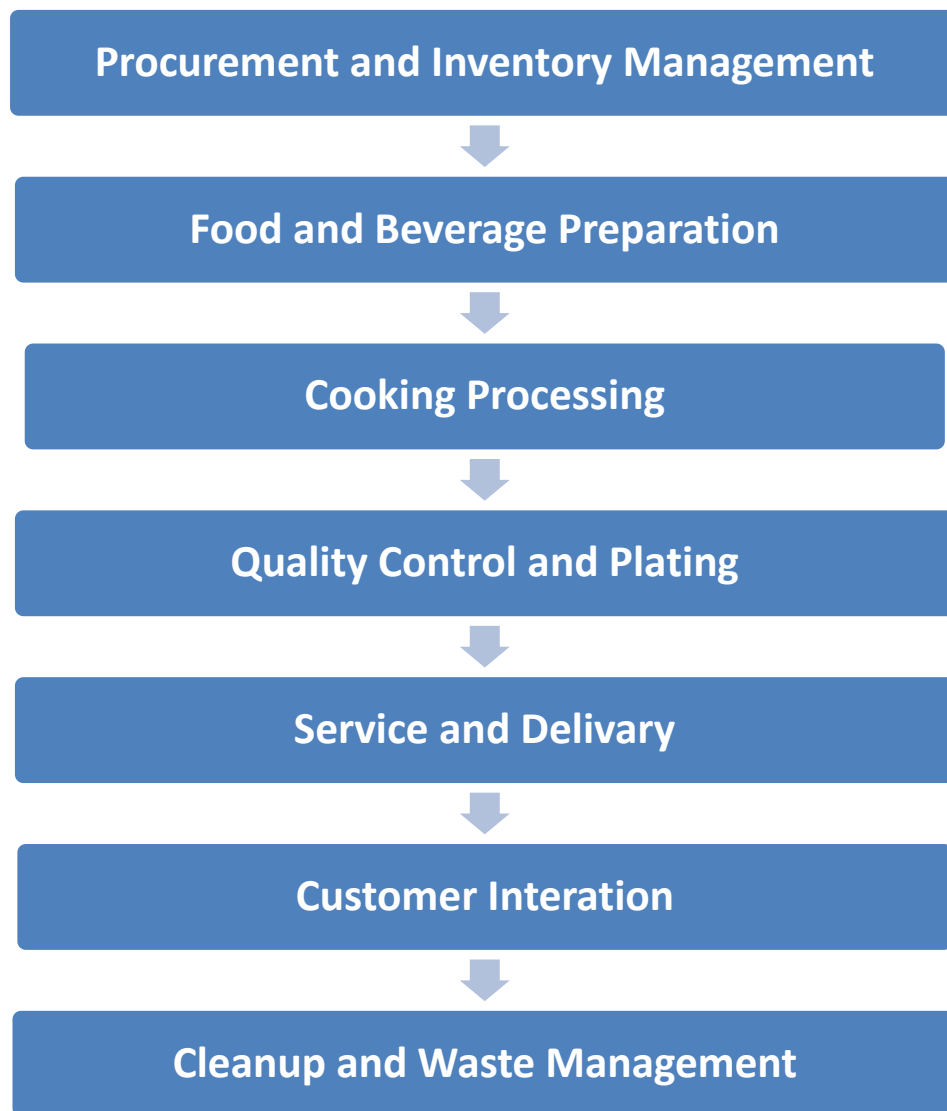


3.1 Introduction of the Production Process:

Production process is a structured and consistent activity through which the final product is prepared and supplied from the collection of raw ingredients or ingredients. This process is planned in a planned manner so that quality, efficiency and time management can be ensured. In the Pan Pacific Sonargaon Hotel, the production process is considered as a key element of culinary superiority, where each stage is carefully observed and implemented with accuracy. It ensures that the serving food not only fills the guest expectations. The process includes a number of main stages: collecting strict criteria to collect ingredients, processing, preparation, cooking, presentation and serving - all to reduce waste, increase productivity and provide the highest quality foods. The team adheres to internationally recognized food security and hygiene protocols, as well as include sustainable practices to support environmental responsibilities. Regular training sessions and continuous improvements enable kitchen workers to refine their strategies and adapt to cooking cuisine trends. The ultimate goal is to create a unique and memorable dining experience for each guest. Special foods are made in a combination of international flavors and local ingredients, which reflect the rich cultural heritage of the region when providing various palates. This thoughtful balance of the tradition of the tradition and innovation not only delights guests but also helps to create a hotel's reputation as a premiere destination for gastronomy. Each stage in the production process plays an important role in the hotel's overall success, contributes to the guest's satisfaction and encourages repeat philosophy. Pan Pacific Sonargaon Hotel is setting up a standard for the culinary superiority and hospitality, keeping the relentless focus on quality control, creativity and personalized services.

3.2 Operational Flow of the Production Process.

The production process in the continental kitchen of Pan Pacific Sonargaon Hotel follows a well-structured operational flow to ensure seamless service, high-quality dishes, and an exceptional dining experience for guests. Each stage of the process is interconnected, contributing to the overall efficiency and success of the kitchen.



3.2.1 Procurement and Inventory Management:

Procurement and Inventory Management ensures two close related business activities that achieve and maintain the ingredients, products and supplies needed to manage any hotel efficiently. Procurement is the process of achieving goods, services or raw ingredients from the collection to the suppliers. And to ensure the best levels for inventory operations are involved in tracking, ordering, storing and control stock. Pan Pacific Sonargoan Hotel ingredients are only purchased from credible shops to get fresh and quality foods. For

regular cultivated products, group sources from local producers and distributors; Otherwise, food is imported as needed.

Continental kitchen products names and productions ratios:

- **Main Dishes and Proteins — 30%**
 - Grilled Steaks (Beef, Lamb, Chicken)
 - Roasted Chicken, Duck, and Turkey
 - Seafood (Grilled Salmon, Prawns, Lobster)
 - Pasta Dishes (Carbonara, Alfredo, Bolognese)
- **Soups and starters – 10%**
 - French Onion Soup, Cream of Mushroom
 - Lobster Bisque, Seafood Chowder
 - Bruschetta, Garlic Bread
 - Stuffed Mushrooms, Croquettes
- **Vegetables & Side Dishes — 15%**
 - Grilled Vegetables (Zucchini, Bell Peppers, Asparagus)
 - Mashed Potatoes, Dauphinoise Potatoes
 - Buttered Rice, Herbed Couscous
 - Sautéed Spinach, Ratatouille
- **Salads & Cold Items — 10%**
 - Caesar Salad, Greek Salad
 - Caprese Salad, Nicoise Salad
 - Cold Cuts & Charcuterie
 - Cheese Platters with Accompaniments
- **Sauces & Condiments — 10%**
 - Hollandaise, Béarnaise, Aioli
 - Red Wine Reduction, Peppercorn Sauce
 - Pesto, Tapenade, Chimichurri
 - Vinaigrettes and Cream-Based Dressings
- **Breads & Pastries — 10%**
 - Dinner Rolls, Baguettes, Ciabatta
 - Puff Pastries and Savory Tarts
 - Focaccia, Breadsticks
 - Croissants and Danish Pastries
- **Desserts — 10%**
 - Tiramisu, Crème Brûlée
 - Chocolate Mousse, Panna Cotta
 - Fruit Tarts, Eclairs
 - Cheesecakes

- **Beverages & Light Refreshments — 5%**

Freshly Brewed Coffee and Teas

Mocktails and Fruit Punch

Lemonade, Iced Tea

Smoothies and Milkshakes

- **Sourcing Ingredients:** The sourcing is a key aspect of the collection for the production process. These include looking for reliable suppliers, ensuring continuous quality and availability. This process usually works on an operation to cook the suppliers according to what materials are needed for cooking, informed the suppliers and order the product. The credible supplier plays a very important role in this step. Because cooking quality and hotel reputation on good quality.
- **Receiving and Inspection :** Ingredients may be tested by sous chefs and kitchen staffs before using the ingredients, quantity and freshness before using the ingredients. In this way any substandard product is returned so that appropriate quality input can be used in production.
- **Storage and Stock Management:** Keeps appropriate storage items in good condition, preventing looting or damage and ensuring easy access if needed. After receiving the ingredients from the supplier, these should be preserved in storage. Properly storing perishable and non-perishable items separately.

3.2.2 Food and Beverage Preparation:

Before starting cooking, All the ingredients and equipment needed to be collected, cut in advance, cut and part of the ingredients, various stocks and sauce will be prepared. Pre heat oven, grill and cooking equipment should be ready to advance. Mise en place is the main word for the team. Basically Mise en Place is the pre-cooking preparation of the foods. It is very important to cut the vegetables before cooking most. Therefore, it is important to prepare whatever ingredients needed for cooking.

The raw ingredients is cleaned , processed, provided for cooking or serving. This step is important to ensure efficiency, hygiene, and consistency in food service operations.

- **Food Preparation:** Food preparation includes all the work performed before actual cooking.
 - Checking raw ingredients for freshness and quality.
 - Cutting and chopping all raw ingredients based on recipe requirements.
 - Increase the taste by marinating meat, seafood or vegetables.
 - Blanching, boiling or roasting certain ingredients before final cooking.

- **Beverage Preparation:** Beverage preparation involves mixing, brewing, or blending drinks to serve the customers.
 - The ingredients are measured and collected.
 - Making coffee , tea, cocktails and fresh juice.
 - Use of ice or refrigeration to maintain the temperature of the ideal beverage.
 - Adding some garnish items for well presentation.

3.2.3 Cooking Processing:

Cooking processes in food production are associated with multiple steps to convert raw material into finished products. These processes can be classified on the basis of production stages:

- ❖ **Pre-Processing** : Pre-processing is the preparation stage before actual cooking. This stage improves food safety by removing harmful substances, increases skills by reducing cooking time, ensures food texture and taste, reduces waste using only edible parts. Below is an short analysis of a flowchart of continental kitchen's Pre-Processing Stage:

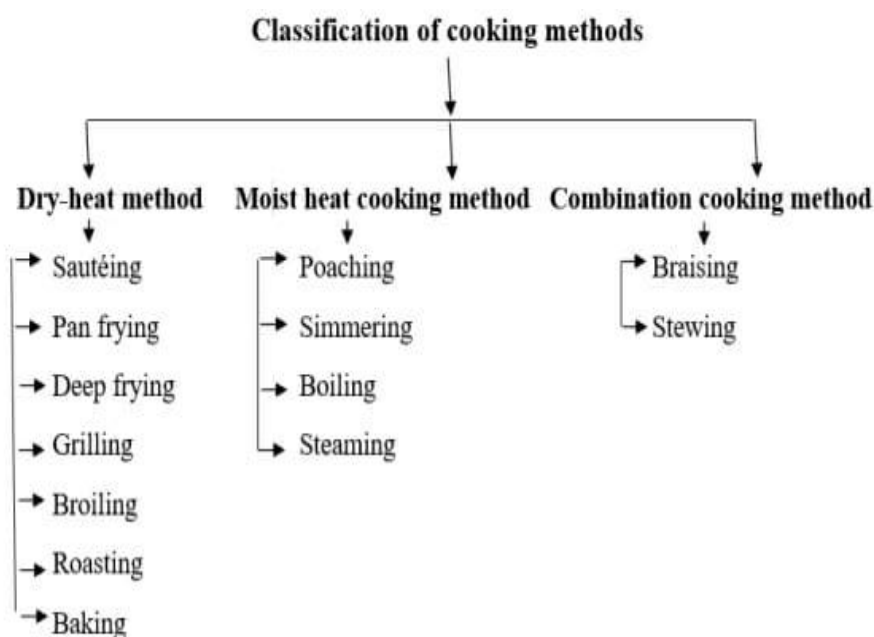


- **Cleaning & Washing:** Chefs on the pre-processing stage before cooking all the vegetables, fruits, bring it to chiller to the first to remove dirt, debris, pesticides or contaminants. This is very important by Depending the safety of food on a stage.
- **Peeling, Shelling or Trimming :** In this stage the chef is to remove the unnecessary or unwanted parts (fruit peels, shells , skins). This work can be done mechanically or manually.
- **Cutting, Chopping& Slicing:** Preparations for successful cooking of the Continental kitchen are made step by step. Vegetables are an important part of cleaning and cutting, preparing meat and fish, making sauce, and marining. Each

step of cooking is followed by certain cutting styles, such as Julien, Brunez, etc., which makes the food presentation more attractive.

- **Marinating or Seasoning:** An important step in marinating or seasoning food production is where the ingredients are tasty, soft or stored before cooking or packaging. In the marine of the liquid mix (marinated) the food is soaked and the tastes are involved in infecting the tastes and changing the texture.

❖ Cooking Methods:



- **Dry Heat Cooking:** Food Cooked without using water or liquid.
 - **Baking:** Cooking food an oven typically breads, cookies.
 - **Roasting:** Cooking with dry heat ,often in an oven.(meats, vegetables)
 - **Grilling and Boiling:** Direct heat application from above (boiling) or below (grilling) burgers, kababs, steaks.
 - **Sauteing and stir Frying:** Cooking with light oil/butter at high temperatures (vegetables, nuggets).
- **Moist Heat Cooking:** Using water and Steam .

- **Boiling:** Cooking food in Water (noodles, pasta, soups).
 - **Simmering and Poaching:** Cooking food in hot liquid (egg,fish).
 - **Steaming:** Cooking food in steam (dumpling , seafood, veggies).
- **Combination Cooking:** This methods use both dry and moist heat to prepare food. These methods help develop complex flavors and tenderize tougher cuts of meat or hearty vegetables.
 - **Braising:**First of all searing food then simmering in a small amount of liquid. (short ribs, pot roast)
 - **Stewing :** Cooking small pieces of food slowly in liquid (beef stew).
 - **Pot Roasting :**A mix of roasting and braising usually with a large cut of meat.
- ❖ **Post-Cooking Processing:** The steps taken after cooking the meal are to increase its quality, protection or presentation. Fast cooling to prevent food bacteria growth, Used in vacuum ceiling or airtight containers to maintain the refreshing part of the cut part for serving or packaging. Re -heating the food at the right temperature before serving. To add garnish, sauce or final seasoning.

3.2.4 Quality Control and Plating:It is necessary to ensure high food quality and appealing plated for customer satisfaction and brand reputation. Proper quality control ensures that the food consistently meets the values, when the plating is apparently appealing and inviting it.

- **Taste and Hygiene Check:** Food is both delicious and safe to ensure that any food production process is important.The taste checks maintain the continuity and quality, while hygiene checks prevent contamination and ensure the food safety.
- **Proper Cooking :** The chef's food should be cooked in the right temperature and texture and the food will be well done (no overcook).

- **Plating and Presentation:** In order to increase the visual application of a dish, to affect the dining experience and to reflect the brand style, the plated and presentation is essential. Proper plating combines art, balance and techniques to create an attractive and hungry food.
- **Potion Control:** It is important to control the production of food to ensure continuity, expenditure skills and customer satisfaction while reducing waste. The appropriate part ensures that each plate meets the quality and provides a balanced food.
- **Final checks:** This work is usually done by senior chefs. The dish is passed through the expending station where the final quality control check is managed for presentation, temperature, and potion.

3.2.5 Service and Delivery: It's ensure customer satisfaction, operational success and a strong brand reputation. It helps to provide a quick, accurate and highquality experience of a well-integrated approach, a consistent approach, a consistent approach .

- **Dining Service:** It's about creating an exceptional experience for guests through skills, hospitality and presentation. Aneffectively effective dining service enhances the customer's satisfaction and ensures smooth activities.
- **Takeaway and Delivery Packaging:** Proper takeaway and delivery packaging ensures that the food is fresh, protected and visually applied when preventing spill, contamination and temperature reduction. Right packaging increases customer experience and brand reputation
- **Timely Order Fulfillment:** A well-structured order is served quickly, accurately and with consistent quality, causing customer satisfaction and better efficiency.

3.2.6 Customer Interaction: Effective customer interaction is the basis of a great dining experience. It creates loyalty, satisfaction and a strong brand fame when ensuring smooth service .

- **Feedback Collection:** It is necessary to collect customer feedback to improve service, menu quality and overall food experience. A structural reaction helps to identify the power of restaurants, solve problems and increase customer satisfaction .
- **Issue Resolution:**It is necessary to handle the customer's complaint and operational problems efficiently to maintain customer confidence, smooth operation and positive reputation. A structural issue ensures the resolution process that the problems have been resolved quickly, professionally and effectively.

3.2.7 Cleanup and Waste Management:Efficient clean-up and waste management is important to maintain a safe, healthy and sustainable food service environment. Proper practices help to adhere to hygiene rules, reduce environmental effects and ensure smooth kitchen operations.

- **Hygiene and Sanitation:** Maintaining food safety, hygiene and sanitation are the basic to ensure the protection of customers and the health regulations. Implementing proper hygiene practices help prevent foodborne illness, maintain a clean and safe environment and ensure the continuous quality of the service.
- **Minimizing Waste:**In order to reduce the waste, the list of parts and parts of the part has been well tested by the production team. The wastes have been reduced as far as possible, for example use vegetables peels, bones and meat scraps to make flavorful stocks.
- **Sustainable Practices:**In the sustainability of food production involves reduce waste, reserve resource, sourcing with responsibility and reduce environmental effects at each stage of the process.
- **Waste in a continental kitchen :**Food waste (leftovers buffet , expired ingredients) vegetables, meat and sea food waste, oil waste, energy waste.

3.3 Co-ordination with other Departments:

The food and beverage production department and other department relation are very smooth and well managed of a hospitality organization. Coordination with other departments is essential to ensure non-stop service supply. Here is how the Food and Beverages Production Department works with different sections:

3.3.1 F&B Service Department:

The production team are prepares the food and the service team delivers it to guests. They serve the food and take a review from guest and they send the feedback to the production team for quality improvement.

3.3.2 Front Office Department:

The front office team informs the production team about guest bookings, meal plans and special requirements. Ensures smooth planning and execution of events like banquets or conferences. Helps in understanding occupancy levels to prepare appropriate food quantities.

3.3.3 Housekeeping Department:

The Housekeeping department ensures hygiene maintenance on linen, dining zones and F&B outlets. Provides clean tablecloths, napkin and uniforms for employees. Cooperates for the themes or special room services setups.

3.3.4 Purchases and Stores Department:

F&B Production department sends daily requirements for raw materials, which collects the purchase team. Works closely to maintain stock levels and avoid waste.

3.3.5 Sales and Marketing Department:

The marketing department promotes F&B events like food festivals or special offers. The menu helps to attract customers in designs and pricing techniques. Provides market insights to refine food offers.

3.3.6 Human Resources Department:

HR conducts the appointment, training and performance assessment of the kitchen workers. Assists in food protection and hygiene training programs.

3.3.7 Security Department:

Observe the distribution of raw materials and prevents unauthorized access to the storage region. Ensures a secure dining environment for the guests.

3.4 The task and activities performed during the internship programme:

A trainee chef works under the senior chefs to learn culinary skills and kitchen activities. Their task and activities are depend on the kitchen.

- **Team Work** : Worked with different chef in different part of the kitchen, Such as:-
 - Chopping, peeling and slicing ingredients.
 - Preparing basic sauces, dressings and stock.
 - Assisting in the preparation of fish, meat, vegetables.
 - Helping plating & presentation.
 - Washing utensils and equipment.
 - Assisting in inventory checks and restocking suppliers.
- Time learning different cuisine from different chefs during the Internship Period. Learning Chinese from Chinese chefs, learning Thai cooking from Thai chefs, learning the process of Sauce from Sauce chef.
- As an A LA-CARTE order provider in IRD (in room dining) and to help senior chef and doing mise en place to make dish for Buffet restaurant at Café Bazar.
- During working in Café Bazar At noon, I had to stand at the live station and show how to make different kebabs. And the hot soup is to serve.
- Maintaining Live Station: Working at a live station of the buffet restaurant at any time to serve the guest at any time, one of the best customer service was to take the order of food from them and serve it well in time.
- Worked as a vegetables cutter and pre-cooking preparation.
- Worked at cold kitchen learned some salad and carving.
- Worked at cake and pastry learned some cake and cookies.

- Preparation of all the mise en place in all places I have worked and cleaning the kitchen.
- Set up buffet at Café Bazar and Live Station.
- Duty in banquet operations.

3.5 Lessons Learned :

As a trainee chef, though the challenges come out and these types of challenges come when the primary skills are enhanced and a lot of learning is a trainee, these operation or challenges were really difficult for me, but these challenges gave me the strength to run big buffet. How to give them the order deliveries in the Hush Hours as per the guests. It makes Self motivated to run a big operation. This kind of situation has created multiple experiences for me such as:

- Make the mise en place before opening the operation.
- Given orders like the amount of all the ingredients from the store.
- Taken Multiple Menu Preparation at the same time
- To calculate the correct portion of the required food.
- Suitable time to refill food for the guest at café bazar.
- Waiting to serve hundreds of guests while running a live station. Delivery according to what is giving their order and who is giving the order.
- In heavy rush hours, the food should not be raw make sure the food is well done.

Chapter-4

Findings, Recommendations &Conclusions



4.1 Findings

- The hotel sources ingredients from credible suppliers to maintain quality and freshness. Proper storage and stock management prevent spoilage and ensure ingredients availability.
- The team follows strict mise en place practices to ensure smooth cooking operations. Ingredient pre-preparation increase the kitchen efficiency and consistency.
- Different cooking methods produce different types of dishes. Pre- and post-cooking steps help maintain food safety and quality.
- Sous chef conduct final quality checks for taste, presentation, and portion size. Proper plating techniques enhance visual appeal and dining experience.
- Dining service focuses on hospitality and creating memorable experiences. Proper packaging preserves food quality for takeout and delivery.
- Collecting feedback helps the kitchen refine dishes and improve service. Quick issue resolution preserves customer satisfaction and loyalty.
- The kitchen follows hygiene protocols to maintain cleanliness. Waste is minimized through ingredient repurposing (e.g., making stocks).

4.2 Constraints/challenges of the production process:

Production process analysis at Pacific Sonargoan Hotel Focuses on sourcing ingredients, cooking, presentation, hygiene standards and guest feedback.

- Trust on external suppliers can lead to delays or supply chain break. Risk of cross-contamination if proper hygiene isn't maintained.
- Time consuming prep work can cause bottlenecks during peak hours. Risk of cross-contamination if proper hygiene isn't maintained.
- Managing different cooking methods together can cover staff. Inconsistent cooking times or temperatures may affect dish quality.
- High pressure to deliver perfect dishes can slow down service. Subjective taste tests might lead to inconsistencies.
- Coordinating kitchen and service staff for timely order fulfillment. Food quality may degrade during transport for deliveries.
- Negative reviews or complaints can impact reputation. Limited channels for real-time customer feedback.
- High food waste from buffet leftovers and expired products , energy and water consumption can be excessive in large kitchens.

4.3 Recommendations

- Build relationships with multiple suppliers as backups for emergencies. Implement a digital inventory system with predictive analytics to manage stock more precisely.
- Schedule prep work during off-peak hours and use batch processing. Kitchen staff regularly on food safety protocols and use color-coded cutting boards.
- Assign chefs to specialized cooking stations to streamline processes. Use digital thermometers and timers to standardize cooking precision.
- Develop a clear plating and portioning guide for faster, standardized presentation. Use tasting panels and customer feedback to refine recipes over time.

- Use kitchen display systems (KDS) to synchronize kitchen and service timing. Invest in insulated, eco-friendly packaging to maintain food temperature and quality.
- Kitchen staff in conflict resolution and empower them to address issues immediately. Use digital feedback tools (e.g, QR codes on receipts) to gather instant reviews.
- Track waste to identify patterns and adjust production quantities. Adopt energy-efficient appliances and water-saving techniques.

4.4 Conclusion

By analyzing the Pan Pacific Sonargaon Hotel,s Production process, this reports highlights the hotel that is making relentless efforts to satisfy the quality food, innovative cooking and, above all, guests. At each stage, the hotel follows effective strategies to ensure high standard, which is in line with its five -star quality and reputation. However, like any other larger hospitality organization, the production activities of Pan Pacific Sonargaon Hotel also face various challenges, such as complexity of collecting quality ingredients , maintaining food quality, and changing customers with changing interests and expectations. To solve these challenges, the hotel can implement the supply system, efficient staff training, use of modern technology and taking sustainable environmentally friendly initiatives. Through this they will be able to improve their culinary services and ensure maximum satisfaction of the guests. In conclusion, research shows that the culinary expert team of Pan Pacific Sonargaon Hotel has achieved significant progress in achieving excellence. Their attention and innovative view to meet the needs of the guests further enriched the hotel's dining experience. In the future, the hotel can improve its cuisine service, by learning from experience and in line with the modern hospitality industry. As a result, Pan Pacific Sonargaon Hotel will not only retain its five -star status, but will also create a stronger position in the competitive hospitality industry.

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