

Internship Report

On

**“The Food and Beverage Service Operations at Pan Pacific
Sonargaon Dhaka”**

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**“The Food and Beverage Service Operations at Pan Pacific Sonargaon
Dhaka”**

Submitted By

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Submitted To

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Date of Submission: December 28, 2024

LETTER OF TRANSMITTAL

Date: 28th December 2024

Md. Mishkatul Kabir

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Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

Subject: Submission of Internship Report on The Food and Beverage Service Operations at Pan Pacific Sonargaon Dhaka

Dear Sir,

I am pleased to submit my internship report, titled “The Food and Beverage Service Operations at Pan Pacific Sonargaon Dhaka,” as part of the requirement for completing my Bachelor’s degree in Hospitality Management. This report encapsulates the knowledge, experience, and insights I have gained during my internship at Pan Pacific Sonargaon Dhaka, focusing on the operations and management of its Food and Beverage (F&B) Service Department.

I am grateful for the support and guidance provided by my academic supervisor, my colleagues at Pan Pacific Sonargaon Dhaka, and my peers throughout this journey. I hope this report meets your expectations and provides meaningful insights into the practical aspects of hospitality management.

I would happily answer any questions or provide further clarification regarding the report.

Thank you for your guidance and encouragement throughout this process.

Sincerely,

Shanto Islam Joy

ID:202-43-498

Bachelor’s in Tourism and Hospitality Management

Daffodil International University

CERTIFICATE OF APPROVAL

This serves to confirm that Shanto Islam Joy, with the identification number 202-43-498, has fulfilled the requirements of his internship at “Pan Pacific Sonargaon Dhaka” in the capacity of a Trainee within the e Food & Beverage Service Department. He has completed his impermanent position report, which is under my watch. During my supervision, I found him to be diligent, and sincere. This report is sufficient to the degree of quality and augmentation of the hotel industry and Tourism & Hospitality Management (BTHM) program.



.....

Md. Mishkatul Kabir

Lecturer (Senior Scale)

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

DECLARATION

I am Shanto Islam Joy, bearing ID No: 202-43-498 an understudy of the Bachelor of Tourism and Hospitality Management (BTHM) program under the Tourism and Hospitality Management (THM) at Daffodil International University. I am announcing that this report “The Food and Beverage Service Operations at Pan Pacific Sonargaon Dhaka” has been set up for the satisfaction of my Practicum just as for the prerequisite of BTHM degree.



.....

Shanto Islam Joy

ID: 202-43-498

Department of Tourism & Hospitality Management

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ACKNOWLEDGMENT

First and foremost, I would like to express my heartfelt gratitude to the Almighty for giving me the strength, patience, and determination to complete this internship and the subsequent report.

I am profoundly thankful to my academic supervisor, Md. Mishkatul Kabir, Senior Lecturer in the Department of Tourism and Hospitality Management at Daffodil International University, for his invaluable guidance, encouragement, and constructive feedback throughout this journey. His constant support and insightful suggestions have played a pivotal role in shaping this report and enhancing my understanding of the hospitality industry.

I would also like to extend my deepest gratitude to my internship supervisor, SK. Nasiruddin Hasan, Senior Event Manager at Pan Pacific Sonargaon Dhaka, for his mentorship and unwavering support during my internship. His practical insights, leadership, and willingness to share his extensive knowledge have greatly enriched my learning experience.

Furthermore, I am sincerely grateful to the entire Food and Beverage (F&B) team at Pan Pacific Sonargaon Dhaka for their cooperation and patience in teaching me the practical aspects of F&B service. Their dedication and professionalism have inspired me and contributed significantly to my personal and professional growth.

Lastly, I thank my family, friends, and peers for their continuous encouragement and support throughout this period. Without their motivation and belief in me, this accomplishment would not have been possible.

EXECUTIVE SUMMARY

This report presents the internship experience at Pan Pacific Sonargaon Dhaka, with a focus on the Food and Beverage (F&B) Service operations, highlighting daily restaurant tasks, banquet/event management, and guest interactions, and ensuring customer satisfaction activities. It begins with an overview of regular restaurant operations, including pre-shift preparations such as setting up dining areas, stocking service stations, and reviewing menus. Key elements of customer service, like greeting and seating guests, taking accurate orders, addressing special requests, and ensuring timely delivery, are also discussed. Post-service tasks, including clearing tables, resetting for the next round, and maintaining cleanliness, are emphasized as critical components of operational efficiency.

The report further explores banquet and event management, detailing processes like venue setup, buffet management, plated meal service, and post-event cleanup. It also addresses challenges encountered during service, such as handling demanding customers, managing workflow, and dealing with miscommunication. Lastly, the report highlights the importance of teamwork, communication, and professionalism in delivering exceptional guest experiences and ensuring the success of F&B operations.

In conclusion, the internship provided a comprehensive understanding of F&B operations and their role in hospitality management, laying a strong foundation for a successful career in the industry.

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Chapter 01:

Introduction

1.1 Introduction:

Food and Beverage Service (F&B) is a key sector in the hospitality industry that focuses on preparing, presenting, and delivering food and beverages to guests in various settings such as restaurants, hotels, cafes, bars, and events. Its primary objective is to ensure that guests have an enjoyable dining experience through excellent service and quality offerings.

The food and beverage sector is the hospitality industry's cornerstone, contributing significantly to guest satisfaction and overall revenue. In luxury hotels like Pan Pacific Sonargaon, the F&B department operates as a multifaceted entity encompassing restaurant services, banquet management, and catering for special events. Understanding the operational dynamics of this department provides valuable insights into how hotels maintain high service standards and meet diverse customer expectations (Pizam & Shani, 2009).

The hotel features an extensive range of services, including luxurious accommodations, a state-of-the-art fitness center, a swimming pool, and multiple dining options catering to diverse tastes. Its food and beverage (F&B) department is particularly noteworthy, playing a pivotal role in enhancing guest satisfaction through personalized service and exquisite culinary offerings (Pan Pacific Hotels Group, n.d.). The department includes several restaurants, bars, and banquet facilities that cater to both in-house guests and external patrons attending events, conferences, or special celebrations.

Pan Pacific Sonargaon has been a preferred venue for high-profile events, diplomatic gatherings, and business meetings. The hotel's strategic location and exceptional service standards have solidified its position as a leading player in Bangladesh's hospitality industry (Ministry of Tourism, Bangladesh, 2021).

1.2 Background of the Report

Pan Pacific Sonargaon Dhaka is one of Bangladesh's premier luxury hotels, renowned for its commitment to exceptional service and world-class hospitality. Established in 1981, the hotel is operated under the Pan Pacific Hotels Group, a global chain with a distinguished reputation for luxury and elegance. Conveniently located in the heart of Dhaka, the hotel is a popular choice for both business and leisure travelers, offering a blend of contemporary comfort and traditional Bangladeshi hospitality (Ministry of Tourism, Bangladesh, 2021).

This study focuses on the operational and service aspects of the F&B department at Pan Pacific Sonargaon Dhaka. It aims to explore the strategies and practices employed to deliver seamless

guest experiences, identify the challenges faced during daily operations and special events, and recommend potential areas for improvement. The research highlights the interplay between restaurant services, managing events and banquets, and challenges and possible solutions.

The importance of this study lies in its practical implications for enhancing service quality, streamlining workflows, and addressing customer needs more effectively. It also serves as a valuable learning experience for hospitality students, providing real-world exposure to the challenges and opportunities within the F&B sector.

1.3 Scope of the Report

This study focuses on Pan Pacific Sonargaon Dhaka's food and beverage operations. It examines the daily responsibilities of the F&B staff, including restaurant services, banquet setups, and event management. The study also delves into restaurant services, managing events and banquets, challenges, and possible solutions.

1.4 Objectives of the Report

Broad Statement: To comprehensively understand the overall operational activities and challenges of the Food and Beverage (F&B) Service department of Pan Pacific Sonargaon Dhaka.

Specific Objective: The specific objectives are discussed to fulfill the board objectives.

1. To understand the daily operational activities of the Food and Beverage (F&B) Service department, focusing on restaurant services.
2. To identify the operational procedures of the F&B Service department in managing events and banquets.
3. To identify challenges and propose possible solutions relevant to F&B Service operations.

1.5 Methodology of the Study

This study uses a descriptive and exploratory approach to understand how the Food and Beverage (F&B) department operates and manages customer service.

1.5.1 Source of Data:

This report is based on the use of secondary data.

- Training manuals and operational guidelines from the F&B department.

- Books, articles, and other relevant materials about F&B service management.

1.6 Limitations of the Study

While the study provides valuable insights into the F&B operations of Pan Pacific Sonargaon Dhaka, certain limitations were encountered:

- The short internship duration restricted an in-depth exploration of all aspects of the F&B department.
- Access to confidential data, such as financial records, was limited due to organizational policies.
- As a trainee, challenges in adapting to the high-pressure work environment impacted the ability to observe all operations comprehensively.
- Due to political turbulence, trainees were not being groomed and security is being increased.

Chapter 02:

Company Profile

2.1 Introduction to Pan Pacific Sonargaon Dhaka

Pan Pacific Sonargaon Dhaka is one of Bangladesh's leading luxury hotels, renowned for its exceptional service and commitment to hospitality excellence. Located in the heart of Dhaka, the capital city, the hotel is strategically positioned for both business and leisure travelers, offering easy access to important commercial, cultural, and historical landmarks.

Founded in 1981, Pan Pacific Sonargaon Dhaka has established itself as a prominent player in the hospitality industry. Pan Pacific Sonargaon Dhaka is a flagship hotel of the Pan Pacific Hotels Group, a subsidiary of UOL Group Limited based in Singapore. Known for its impeccable service standards, the hotel has been a prominent name in Bangladesh's hospitality industry for over four decades. The government has 51% share and the Pan Pacific Hotel and Resorts chain has 49% share. Located in Dhaka's bustling business and diplomatic district, the hotel caters to an international clientele, ranging from business travelers and diplomats to local patrons attending high-profile events.

Key features of Pan Pacific Sonargaon include:

- **Accommodation:** Over 277 elegantly designed rooms and suites equipped with modern amenities to ensure guest comfort.
- **Dining Options:** Various restaurants and bars offer global and local cuisines, complemented by exceptional service.
- **Event Facilities:** Grand ballrooms and meeting spaces, equipped with state-of-the-art technology, catering to conferences, banquets, and social events.
- **Leisure Amenities:** A swimming pool, fitness center, spa, and recreational facilities that enhance the guest experience.

2.2 Mission Statement of Pan Pacific Sonargaon

“To deliver enriching experiences with heartfelt hospitality, offering personalized services that exceed guest expectations.”

There exist 3 organizational mission statements of the hotel Pan Pacific Sonargaon. They follow these mission statements to provide a smooth and loyal guest experience. The three mission statements are:

- Graceful luxury: They offer luxurious Brand Signature Experiences.
 - Sincere & gracious.
 - Dependable & resourceful.
 - Passionate for excellence.
- Enlivening Greenscape: They enrich lives with our brand-signature amenities.
 - Creative.
 - Purposeful.
 - Passionate for life.
- Gateway to vibrant locations: They create connections with our Brand Signature Experiences.
 - Vivacious.
 - Genuine
 - Passionate for people and places.

2.3 Vision Statement of Pan Pacific Sonargaon

To be the most trusted hospitality brand in Bangladesh, known for our consistent service excellence, innovative offerings, and contribution to the local community. Their vision statement is “Enrich experiences that recreate the senses and renovate the soul.” There exist four vision blueprints (4Ps):

- People: Build and develop aligned and engaged associates to create memorable experiences for guests, associates, and communities.
- Process: Simple, effective, and innovative.
- Positive Culture: Create a culture of trust through mutual respect, communication, and shared success.
- Profitability: Sustainable business and profitability.

2.4 Service Attributes of Pan Pacific Sonargaon

There are four service attributes as,

- Recognition
 - Engage with name
 - Attend to preference
 - Facilitate positive exchange
- Anticipation
 - Empathise
 - Clarity
 - Be proactive
- Flexibility
 - Know your products and services
 - Be resourceful
 - Provide alternatives
- The extra mile
 - Continuously improve
 - Create surprises
 - Build cherished relationships

2.5 Core values of Pan Pacific Sonargaon:

The employees of Pan Pacific Sonargaon are always guided by five core values, in short TRUST.

- Integrity: We are open and honest with one another, and do what is morally right.
- Teamwork: We support and care for each other to achieve our shared vision.
- Results: We aim higher, we do not give up.
- Respect: We show consideration; listen; be kind; and appreciate each other.
- Creativity: We are unafraid to try something different and challenge the norms.

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

The F&B department at Pan Pacific Sonargaon Dhaka is an integral part of the hotel's operations, contributing significantly to guest satisfaction and revenue generation (Davis et al., 2018). It encompasses:

1. Restaurants: Café Bazar, Jharna Grill, Pool Café, and the Lobby Lounge serve a wide variety of international and local cuisines (Pan Pacific Hotels Group, n.d.).

- Café Bazar: An all-day dining restaurant offering a blend of international and local cuisine. It is known for its lavish buffets and live cooking stations.
- Jharna Grill: A fine-dining restaurant specializing in grilled dishes, seafood, and premium steaks.
- Pool Café: A casual dining option by the poolside, serving light snacks and beverages.
- Lobby Lounge: Dhaka's premier meeting place, Lobby Lounge is a luxurious treat accompanied by live flute and table music every evening. It serves drinks and snacks.

2. Bars and Lounges: The hotel features sophisticated bars offering premium beverages and cocktails (Training Manuals, Pan Pacific Sonargaon Dhaka).

3. Banquet and Event Services: Include weddings, corporate meetings, and diplomatic gatherings.

The F&B department is also responsible for managing banquet halls and conference rooms. These venues host various events, including weddings, corporate meetings, and diplomatic gatherings.

4. In-Room Dining: A 24-hour room service menu ensures that guests can enjoy high-quality meals in the comfort of their rooms.

2.7 Organizational Structure of the F&B Department

The F&B department operates under the leadership of an experienced Food and Beverage Manager, who oversees daily operations and strategic planning. The team is structured as follows:

- Restaurant Operations Team: Includes chefs, sous chefs, waitstaff, and supervisors who manage the daily activities of the hotel's restaurants.
- Banquet and Events Team: Responsible for event planning, setup, and service delivery during functions.

- Beverage Services Team: Manages bar operations and beverage preparation.
- Support Staff: Includes kitchen stewards and back-of-house personnel who ensure smooth operations.

This hierarchical structure ensures clear communication, role delineation, and efficient service delivery.

2.8 Role of F&B Services in Hotel Operations

The F&B department plays a pivotal role in shaping the guest experience at Pan Pacific Sonargaon. As one of the primary touchpoints for interaction with guests, it serves as a cornerstone for the hotel's reputation. Key contributions include:

- Enhancing Guest Satisfaction: Through personalized dining experiences and high-quality service.
- Revenue Generation: The department significantly contributes to the hotel's profitability through dining, banquet services, and special events.
- Brand Differentiation: Signature dishes, themed dining events, and cultural showcases help distinguish Pan Pacific Sonargaon from competitors.

2.9 Organizational Structure of Pan Pacific Sonargaon

The flowing Organizational Structure applies to Pan Pacific Sonargaon.

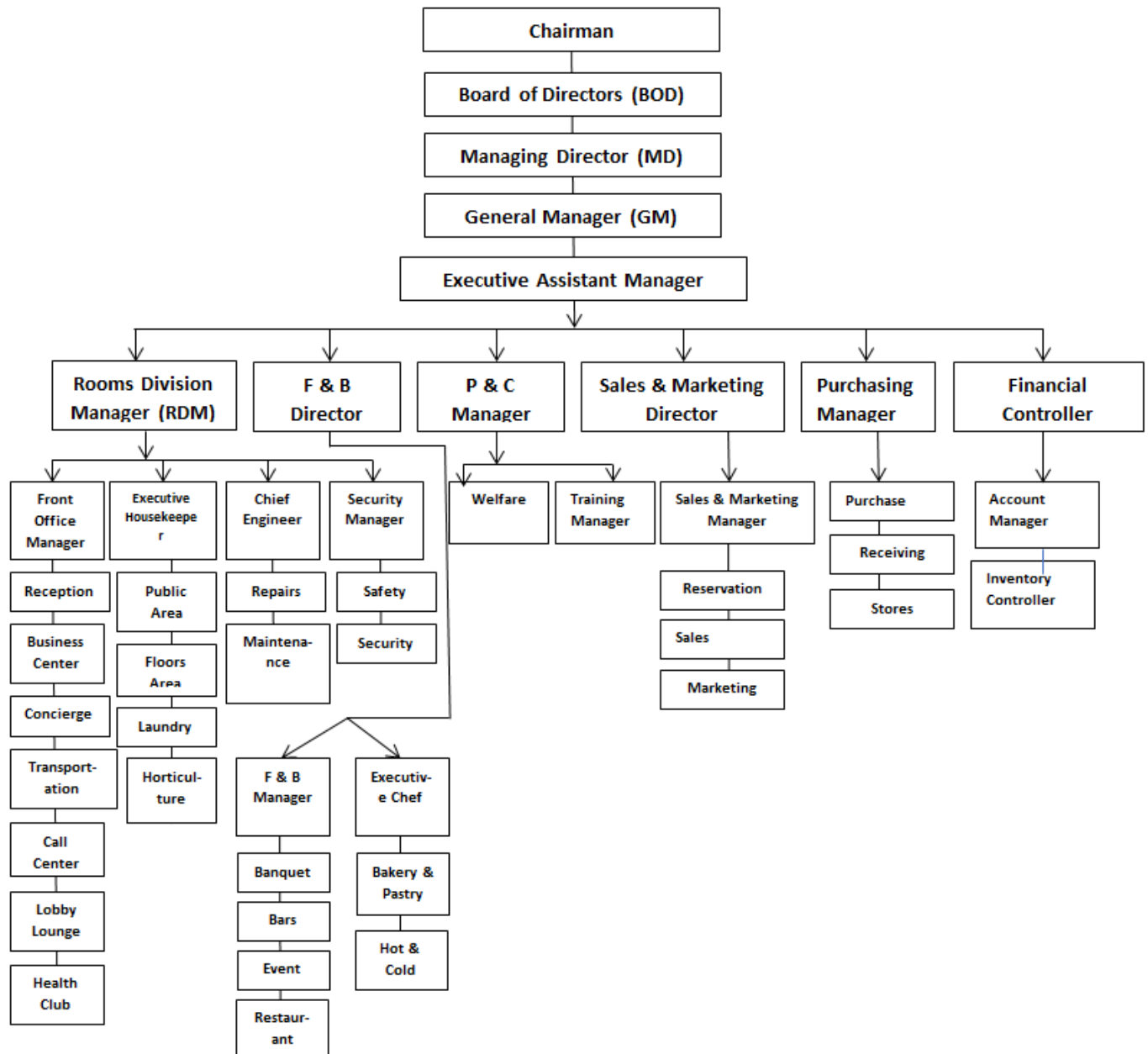


Figure 1: Organizational Structure (Author's Pan Pacific Sonargaon, 2024)

Chapter 03:

Discussion and Analysis

This chapter provides a structured overview of key operational areas in both regular restaurant management and banquet/event management. It also highlights essential tasks such as pre-shift preparation, customer service, post-service duties, banquet setup, event service, and post-event cleanup procedures.

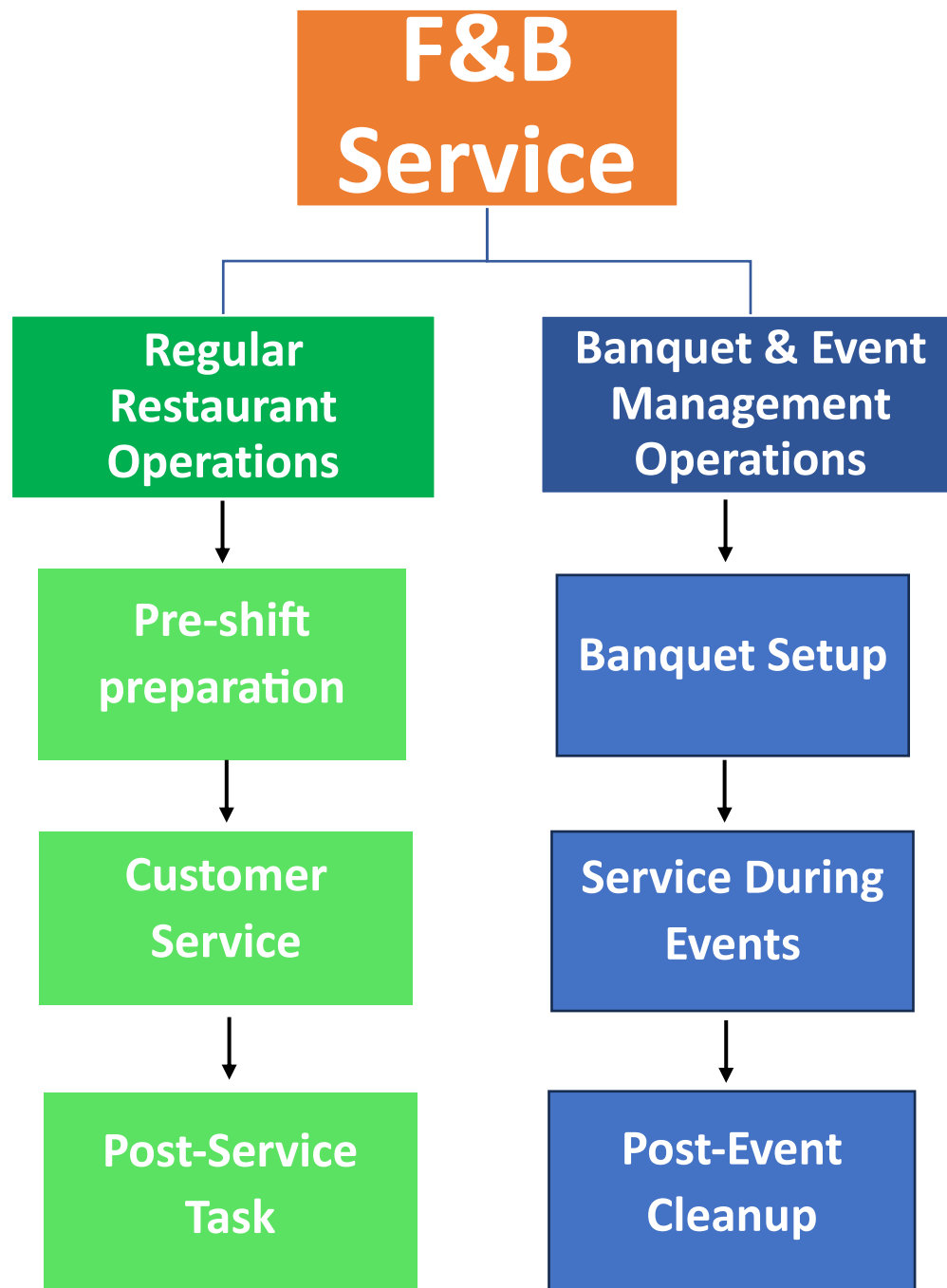


Figure 2: F&B Service (Author's Construct, 2024)

3.1 Daily Operations in Restaurant F&B Service

The daily operations in the Food & Beverage department involve ensuring the smooth functioning of all service and production areas. This includes managing staff assignments, maintaining hygiene and safety standards, monitoring inventory, and providing excellent customer service (Davis et al., 2018). The team oversees food preparation, dining setups, and guest interactions while ensuring financial controls and operational efficiency. From opening preparations to closing duties, the focus remains on delivering high-quality experiences and optimizing workflow (Pan Pacific Hotels Group, n.d.).

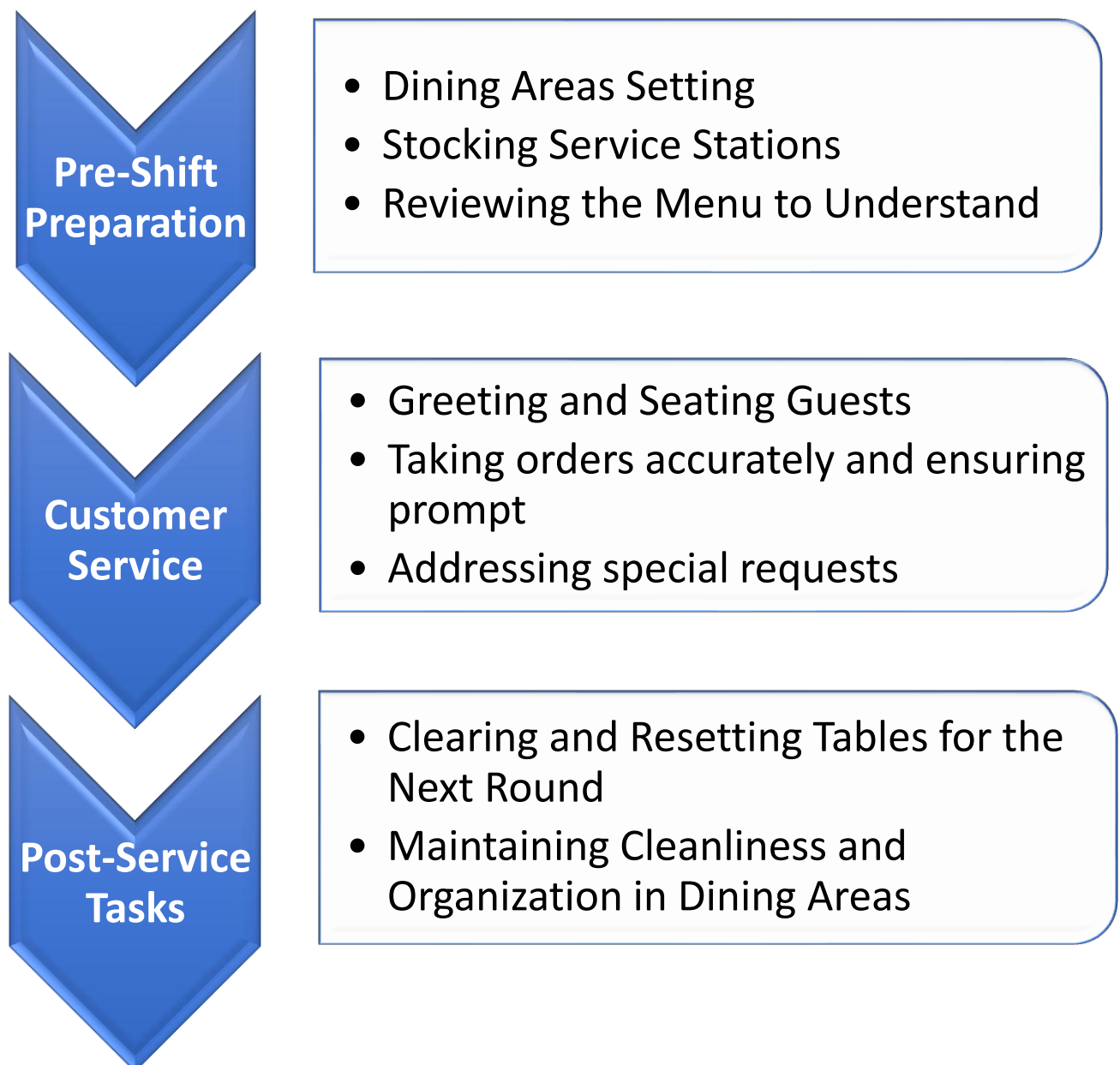


Figure 3: Daily Operations in Restaurant F&B Service (Author's Construct, 2024)

3.1.1 Pre-Shift Preparation in F&B Service

Pre-shift preparation is essential to Food and Beverage (F&B) service to ensure smooth and efficient operations during service hours. It involves a range of activities aimed at getting the dining area, service stations, and staff ready to provide excellent service to guests. Here is an elaboration of the key tasks:

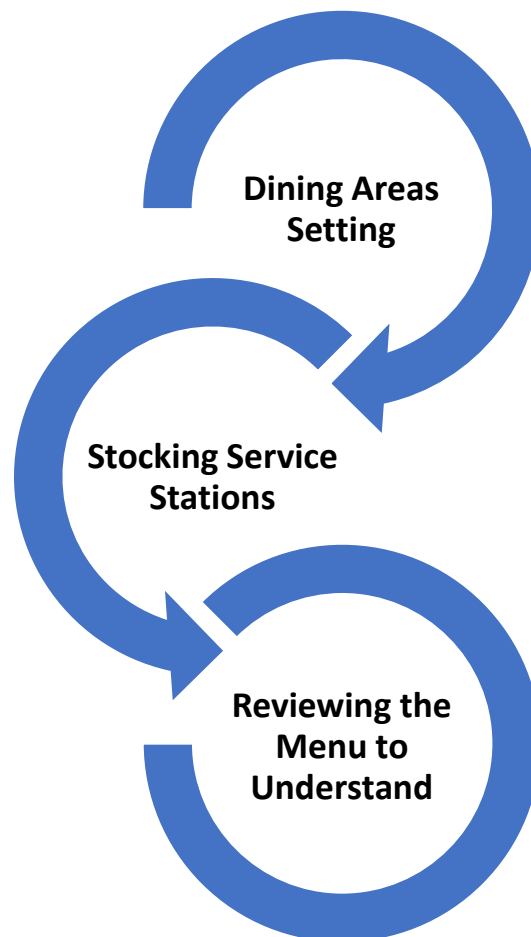


Figure 4: Pre-Shift Preparation in F&B Service (Author's Construct, 2024)

A. Setting Up Dining Areas and Arranging Utensils

This step focuses on preparing the restaurant or event venue for guest arrivals. It includes:

➤ **Table Arrangement:**

Proper table arrangement is critical to Food and Beverage (F&B) service operations, ensuring a welcoming and functional dining environment. Tables are carefully aligned with the seating plan to optimize space and accommodate the expected number of guests. Additionally, table distances are adjusted to provide guests with comfort while maintaining

ease of movement for both diners and staff. This meticulous attention to detail enhances the overall dining experience and supports smooth service operations.

➤ **Table Settings (Mise en Place):**

Table settings, or mise en place, play a vital role in creating an elegant and organized dining experience. This involves placing tablecloths, runners, and centerpieces according to the theme or standard of the event or restaurant. Cutlery, including forks, knives, and spoons, is arranged in the correct order to match the menu and service style. Plates, glasses, and napkins are set up neatly and aligned to maintain a polished and professional appearance. Special setups are also prepared for VIP guests, special occasions, or to accommodate specific dietary preferences, ensuring that every guest receives a personalized and memorable experience.

➤ **Lighting and Ambience:**

Lighting and ambience are essential for creating a warm and inviting dining environment. The lighting is carefully adjusted to set the right mood, ensuring a balance between brightness and coziness that enhances the guest experience. Additionally, décor elements such as candles or flowers are inspected for quality and placement, ensuring they complement the overall aesthetic and contribute to a visually appealing atmosphere. These details play a significant role in elevating the dining experience and leaving a lasting impression on guests.

➤ **Cleanliness:**

Cleanliness is a fundamental aspect of providing a high-quality dining experience. Tables, chairs, and floors are thoroughly inspected to ensure they are spotless, reflecting a commitment to hygiene and professionalism. Maintaining overall cleanliness and hygiene throughout the dining area is essential to creating a safe and welcoming environment for guests. Additionally, utensils and tableware are carefully polished to ensure they are clean and free of smudges, enhancing the visual appeal and ensuring a high standard of service.

B. Stocking Service Stations with Necessary Supplies

Service stations act as hubs where servers can quickly access tools and items needed during service. Proper stocking helps minimize delays and ensures efficiency. Key tasks include:

➤ **Refilling Essentials:**

Refilling essentials is a crucial part of pre-service preparation to ensure smooth and uninterrupted operations during service hours. This involves stocking necessary items such as napkins, coasters, straws, toothpicks, and condiments like ketchup, mustard, salt, pepper, and sugar or sweetener packets. Additionally, plates, bowls, glassware, and cutlery are replenished to ensure an adequate supply is readily available for seamless service. Properly restocking these items not only supports efficient operations but also ensures guests receive timely and complete service throughout their dining experience.

➤ **Beverage Preparation:**

Beverage preparation involves restocking essential drinks such as coffee, tea, juices, and other beverages to meet guest needs. For establishments with a bar, it includes ensuring an adequate supply of both alcoholic and non-alcoholic drinks. This ensures efficient service and enhances guest satisfaction.

➤ **Checking Equipment:**

Checking equipment is essential to ensure smooth operations. This involves verifying that coffee machines, soda fountains, and other service equipment are functioning correctly. Additionally, trays and service trolleys are stocked and organized for quick access, allowing staff to provide efficient and uninterrupted service.

➤ **Backup Supplies:**

Backup supplies involve keeping extra tableware, utensils, and menu cards on hand to quickly replace used items. This ensures uninterrupted service and maintains efficiency during busy periods.

C. Reviewing the Menu to Understand the Day's Offerings

To provide seamless service, all team members need to have in-depth knowledge of the menu. Reviewing the menu involves familiarizing oneself with the day's offerings, including special items, ingredients, and preparation methods, to provide accurate information and recommendations to guests. This involves:

➤ **Accommodate with the Menu:**

Accommodating the menu involves familiarizing oneself with the day's specials, any modifications to the regular menu, and ongoing promotions or combo offers. It also includes understanding the ingredients, preparation methods, and portion sizes for each dish to provide accurate information to customers. Additionally, learning about appropriate beverage pairings or recommendations enhances the guest experience by guiding them in selecting complementary drinks for their meals.

➤ **Dietary Accommodations:**

Dietary accommodations require knowledge about vegetarian, vegan, gluten-free, and allergy-friendly options available on the menu. It also involves preparing to answer guest inquiries about ingredients or cooking methods to ensure their dietary needs are met.

➤ **Communication with the Kitchen:**

Effective communication with the kitchen involves discussing unavailable or limited-stock items and understanding the preparation time required for complex dishes. It also includes rehearsing the pronunciation of foreign or intricate menu items for confident interactions. Additionally, sharing menu updates with the team during briefing sessions ensures smooth and consistent service.

3.1.2 Customer Service:

Customer service is the support and assistance provided to customers before, during, and after a purchase. It involves addressing inquiries, resolving issues, and ensuring a positive customer experience.

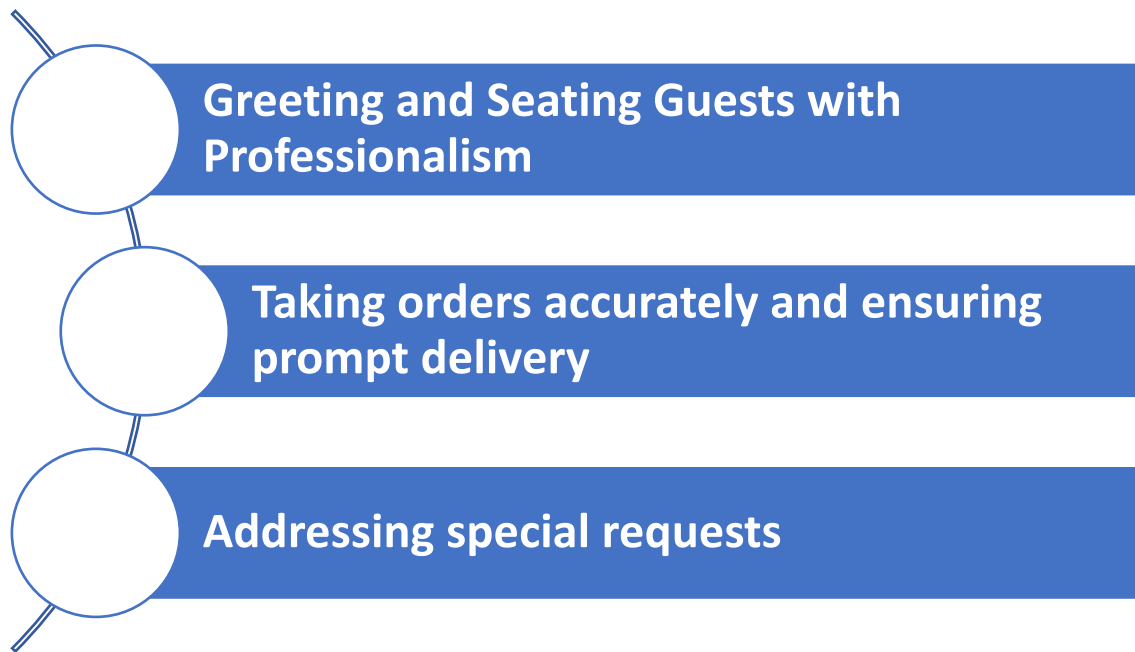


Figure 5: Customer Service (Author's Construct, 2024)

➤ **Greeting and Seating Guests with Professionalism**

Greeting and seating guests professionally involves offering a warm welcome through a smile, polite greeting, and maintaining eye contact to make them feel valued. It also includes guiding guests to their preferred table, such as a window view or quiet area. A professional appearance and friendly demeanor are essential for creating a positive first impression.

➤ **Taking orders accurately and ensuring prompt delivery**

Taking orders accurately and ensuring prompt delivery requires active listening to understand guests' preferences and confirming orders by repeating them for accuracy. A solid knowledge of the menu is essential for offering suggestions or explaining dishes to help guests make informed decisions. Additionally, timely service is achieved by coordinating with the kitchen to ensure orders are delivered promptly and at the ideal temperature.

➤ **Addressing special requests, such as dietary restrictions or allergies**

Addressing special requests, such as dietary restrictions or allergies, involves actively inquiring about guests' specific needs or preferences when taking orders. It includes

coordinating with the kitchen to customize dishes as required while ensuring all modifications are accurately implemented. Clear communication with guests is crucial to reassure them that their dietary needs will be carefully accommodated, enhancing their dining experience.

3.1.3 Post-Service Tasks in F&B Service

Post-service tasks in F&B include clearing tables, cleaning service areas, resetting for the next shift, updating inventory, and reviewing guest feedback to improve service quality.

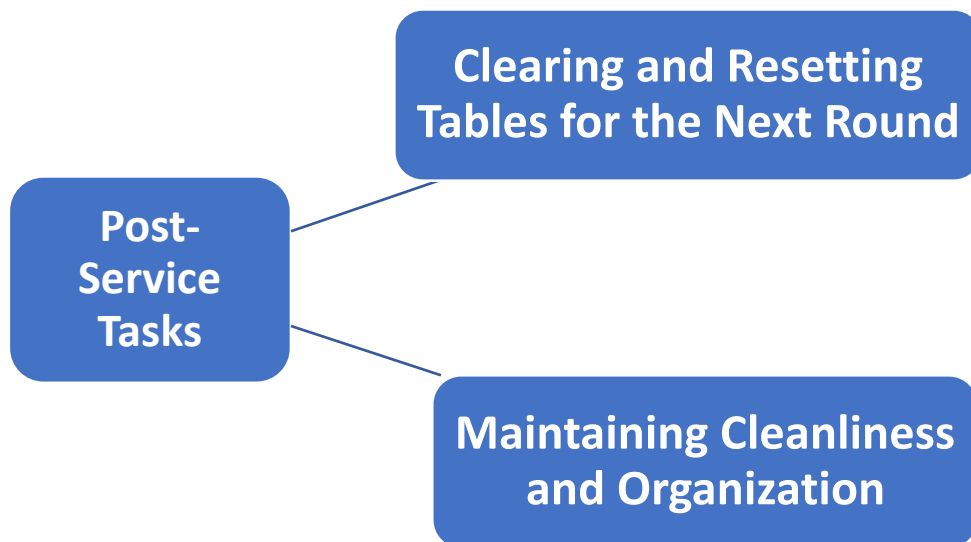


Figure 6: Post-Service Tasks in F&B Service (Author's Construct, 2024)

A. Clearing and Resetting Tables for the Next Round of Guests

➤ Efficient Clearing:

Efficient clearing involves promptly removing all used plates, cutlery, glasses, and napkins from the table once guests leave, ensuring the area is tidy. Used items should be placed carefully in the designated tray or station to avoid noise or disruption. Additionally, leftovers and waste must be handled following hygiene and waste management protocols to maintain cleanliness and professionalism.

➤ **Table Resetting:**

Table resetting involves thoroughly wiping down tables and chairs with disinfectant to ensure cleanliness and sanitation. It includes replacing tablecloths, napkins, and centerpieces as needed and arranging table settings—plates, cutlery, and glasses—according to the restaurant’s standard or guest-specific requirements. A final check of alignment and presentation ensures a polished, professional appearance that meets the establishment’s standards.

B. Maintaining Cleanliness and Organization in Dining Areas

➤ **Continuous Cleanliness:**

Continuous cleanliness involves sweeping or mopping floors to remove crumbs, spills, or debris promptly. High-touch areas, such as menus, chair arms, and condiment containers, should be regularly inspected and cleaned to maintain hygiene and a welcoming environment.

➤ **Organization:**

The organization involves restocking service stations with essential supplies such as cutlery, napkins, and condiments to ensure smooth operations. Chairs and tables should be arranged neatly to maintain the layout and prepare for upcoming guests or events. Additionally, garbage bins must be emptied regularly and kept out of sight to uphold cleanliness and a pleasant dining environment.

➤ **Final Check:**

A final check involves performing a thorough walkthrough to ensure all dining areas are spotless and fully prepared for new arrivals. It also includes coordinating with the team to address any overlooked tasks or areas requiring attention.

3.2 Event Management & Banquet in the F&B Department

The F&B department is critical in successfully executing events, and ensuring that food and beverage services meet or exceed client expectations. This requires detailed planning, seamless coordination, and teamwork. Below is an elaboration of the key responsibilities:

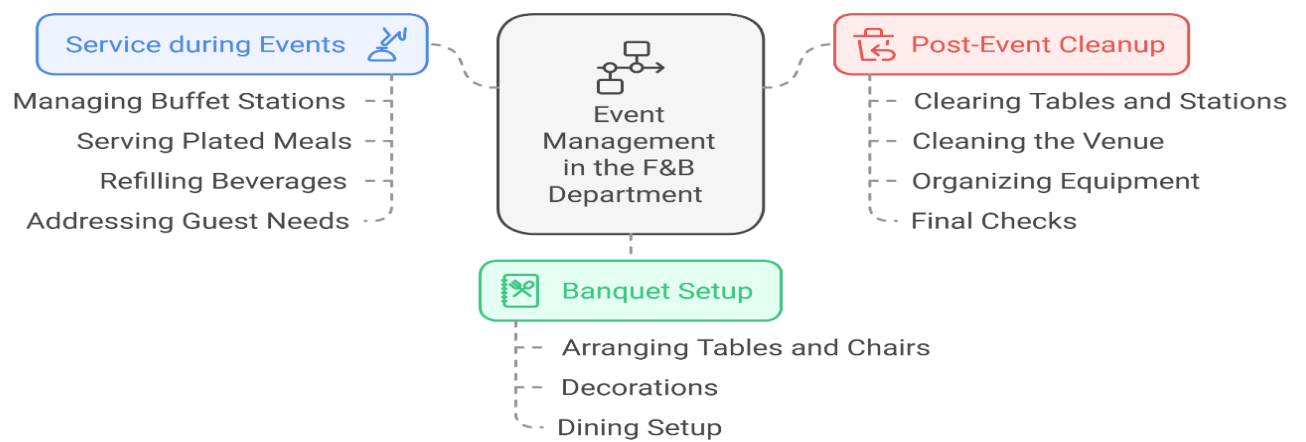


Figure 7: Event Management in the F&B Department (Author's Construct, 2024)

A. Banquet Setup:

Setting up the venue is the first and most critical step in event preparation. It includes:

- **Arranging Tables and Chairs:** Setting up tables and chairs according to the event layout, such as banquet style, theater style, or U-shape. Ensuring proper spacing for guest comfort and smooth movement (Training Manuals, Pan Pacific Sonargaon Dhaka).
- **Decorations:** Incorporating themes, color schemes, or specific décor elements requested by the client (e.g., floral arrangements, table runners, or chair covers). Setting up centerpieces, lighting, and additional decorative elements as per the event plan.
- **Dining Setup:** Preparing table settings, including cutlery, plates, glassware, and napkins. Ensuring tables are polished and set symmetrically for a professional look. Setting up food and beverage stations, such as buffet lines, drink counters, or carving stations.

B. Service During Events:

Efficient service during the event ensures guests enjoy a seamless dining experience. This involves:

- **Managing Buffet Stations:** Keeping food trays full and attractive throughout the event. Assisting guests at the buffet line, especially during peak times. Replacing empty trays with fresh food promptly.
- **Serving Plated Meals:** Coordinating with the kitchen for timely serving of courses, such as starters, main courses, and desserts. Delivering meals directly to guests with professionalism, ensuring correct dishes are served to the appropriate guests.
- **Refilling Beverages:** Offering water, tea, coffee, or other beverages at regular intervals. Attending bar service or special drink stations (if applicable).
- **Addressing Guest Needs:** Being attentive to guests' special requests, such as dietary restrictions or additional servings. Resolving any concerns or issues promptly and courteously.

C. Post-Event Cleanup:

Ensuring the venue is restored to its original state after the event. After the event, the F&B department ensures the venue is cleaned and reset for future use. This includes:

- **Clearing Tables and Stations:** Removing used plates, cutlery, glasses, and decorations from tables. Clearing buffet stations and bar areas, including leftover food and drinks.
- **Cleaning the Venue:** Wiping down tables, chairs, and service areas. Sweeping, mopping, or vacuuming the floor to remove any spills or debris.
- **Organizing Equipment:** Returning chairs, tables, and service items to their designated storage. Ensuring all catering equipment is cleaned and stored properly.
- **Final Checks:** Inspect the venue to restore it to its original condition. Reporting damages or maintenance needs to the management team.

Chapter 04:

Major Findings and Recommendations

4.1 Major Findings

During the internship at the Pan Pacific Sonargaon Dhaka, the following findings were observed:

- During mise en place in a banquet or restaurant, employees can perform their tasks in a calm and professional manner, as management often employs skilled external workers for large events.
- The hotel offers banquet facilities with a capacity to host approximately 1,900 guests, providing ample tables, chairs, and napkins, while the restaurant can accommodate up to 120 guests.
- Most restaurant tables are elegantly decorated, with some made of bronze. Fine dining restaurants use exclusively bronze tables and Banquet tables feature high-quality imported fabrics, creating a refined ambiance and boosting guest satisfaction.
- The bronze furniture in the hotel is not regularly polished in a timely manner.
- The Hotel has well-defined SOPs for the service sector; however, these are not effectively communicated to trainees and external workers.
- Large-scale events frequently generate significant food waste, which cleaning staff struggle to manage effectively, occasionally raising concerns about the hotel's cleanliness standards.
- The hotel lacks sufficient equipment for themed setups at large events; however, they collaborate with event management companies to organize the event, ensuring maximum guest satisfaction.
- There are some miscommunications with the kitchen during food setup often leads to improper arrangements, causing challenges in restaurant and banquet services and occasionally resulting in guest complaints about the food presentation.

4.2 Recommendations

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

- The Pan Pacific Sonargaon Dhaka could improve communication of its SOPs by conducting detailed training sessions for trainees and external workers, ensuring consistent service quality across all operations.

- To enhance the efficiency of mise en place during large events, the hotel may consider assigning clear responsibilities to both in-house and external workers, enabling a smoother workflow and a more professional environment.
- The hotel could invest in additional equipment for themed setups, reducing dependency on external event management companies and ensuring greater flexibility in meeting guest expectations.
- The hotel may implement a robust food waste management system, such as composting or partnering with local organizations for surplus food donations, to improve cleanliness and sustainability during large-scale events.
- To minimize miscommunication between the kitchen and service teams, the hotel could introduce a digital communication system or regular coordination meetings, ensuring proper food setup and reducing guest complaints.

Chapter 05:

Conclusion

Conclusion:

In conclusion, this report has provided a comprehensive overview of the Food & Beverage (F&B) service operations at Pan Pacific Sonargaon Dhaka, highlighting the intricate balance required to deliver exceptional customer experiences. The daily operations, including pre-shift preparations, efficient customer service, and post-service tasks, underscore the importance of attention to detail and operational efficiency in maintaining high standards. Additionally, the report emphasizes the role of teamwork, communication, and professionalism in handling challenges such as demanding customers, workflow bottlenecks, and miscommunication.

The exploration of banquet and event management reveals the meticulous planning and execution necessary for successful events, from venue setup and themed decorations to seamless service and post-event cleanup. These experiences have reinforced the value of adaptability, problem-solving, and guest-focused service in achieving operational success.

Overall, this internship offered invaluable hands-on experience, bridging theoretical knowledge with real-world applications. It has significantly enhanced my technical and interpersonal skills, preparing me for future roles in the dynamic hospitality industry.

CHAPTER- 06

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