

Internship Report

On

Culinary Operational Process of Horizon Resort and Spa, China.

(Department of Food and Beverage)

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(Department of Food and Beverage)

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LETTER OF TRANSMITTAL

Date: 01-01-2025

Mr. Siddiqur Rahman

Assistant Professor & Head

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Daffodil International University

Subject: Submission of Internship Report on Culinary Operational Process in Horizon Resort and Spa, China. (Department of Food and Beverage)

Dear sir,

I am pleased to submit my internship report titled " Culinary Operational Process in Horizon Resort and Spa, China. (Department of Food and Beverage)" as part of the requirements for completing my internship program. This report analyzes the key operational inefficiencies in the Food and Beverage Production Department and proposes measures to improve efficiency.

During my one-year internship, I gained hands-on experience in food production, inventory management, and staff coordination. Based on my observations and research, I have outlined recommendations for improving operational efficiency, reducing waste, and enhancing staff performance.

I would like to express my sincere thanks for your continuous support and guidance throughout my internship. Your feedback has been invaluable in shaping the report.

I hope the findings and recommendations will be beneficial to the department's development. Please feel free to contact me if you need any further information.

Thank you for your time and consideration.

Yours sincerely,



.....

Mahedi Hassan Tomal

ID: 201-43-488

Department of Tourism and Hospitality Management

Daffodil International University

CERTIFICATE OF APPROVAL

This is to certify that the internship report entitled "Culinary Operational Process in Horizon Resort and Spa, China. (Department of Food and Beverage)" submitted by Mahedi Hassan Tomal, ID: 201-43-488, as a student of the Department of Tourism and Hospitality Management, Daffodil International University, in partial fulfillment of the requirements for the completion of the internship program, has been reviewed and approved for submission by the undersigned.

This report has been reviewed for content, quality, and adherence to the academic standards of the Department of Tourism and Hospitality Management.

I confirm that the report comprehensively and profoundly analyzes the operational processes in the Food and Beverage Production Department at Horizon Resort and Spa, China and gives realistic recommendations for operational efficiency improvement.



Siddiquir Rahman

Assistant Professor & Head

Department of Tourism & Hospitality Management

Faculty of Business and Entrepreneurship

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Abstract

This report will be discussing with analysis of the Culinary Operational Process within the Food and Beverage Production Department at Horizon Resort and Spa, China from one year's internship experience. It is the heart of food excellence in the whole resort, fusing traditional Chinese gastronomic art with innovative practices around the world. In this report, a deep analysis will be made regarding different steps involved in work processes: procurement, inventory, meal preparation, and serving, by focusing on sustainability and quality.

Special attention is paid to the adoption of genuinely state-of-the-art technologies, such as AI-driven inventory systems and energy-efficient kitchen equipment that optimize resource utilization and assure consistency. The report also emphasizes that the department is very eager to please its guests through the offering of personalized dining options, live cooking stations, and catering to the plethora of dietary preferences.

These include issues such as staff turnover, seasonality of ingredients, and consistency in operations during peak hours. This report summarizes proposed solutions for those problems and concludes with recommendations based on the key findings to achieve efficiency, innovation, and sustainability to maintain the department as a benchmark in the global hospitality industry.

The report further explores the resort's dedication to guest satisfaction by offering tailored menus, live culinary demonstrations, and accommodating various dietary preferences. Challenges, including peak-hour pressures, staff training, ingredient seasonality, and waste management, are thoroughly analyzed.

The following report points out actionable pathways toward efficiency, innovation, and safety in foodservice operations through detailed findings and strategic recommendations. It extends valuable insights on how the Horizon Resort and Spa can continue to set an example for excellence in the global hospitality and culinary world.

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Chapter: 1

Introduction

1.1: Introduction

Horizon Resort and Spa is a five-star luxury resort located in China, recognized by high-class services and food products. The resort was constructed in 1998 to include a number of facilities within, including signature dining. The F&B Production Department is vital in maintaining the pride of the resort in gastronomic delight as it offers a variety from local Chinese delicacies down to international flavors.

1.2: Topic Context

The title itself says, “Culinary Operational Process”, emphasizing the minute details of the processes in the F&B department, right from procurement to the final presentation of the dish. This research investigates how these functions contribute toward guest satisfaction and operational efficiency.

1.3: Background of the study

The F&B Production Department is the backbone of the hospitality industry. This report discusses how Horizon Resort and Spa maintains a smooth culinary operation, addressing challenges, maintaining quality, and optimizing processes. The hospitality industry globally is experiencing a gradual transformation towards personalization, sustainability, and technology integration. Today, guests would want more than quality food; they would also desire memorable food experiences reflecting health, sustainability, and innovation values. Horizon Resort and Spa has thus responded to these changing contexts by adopting a guest-oriented approach in its F&B operations. The study looks into how the resort has been able to integrate traditional Chinese gastronomic heritage into modern global practice. This report discusses the daily operations of the department and points out the strengths and weaknesses.

1.4: Scope of the Study

The scope of this study is limited to the F&B Production Department at Horizon Resort and Spa, China. This includes all culinary operation processes, from food sourcing and menu planning to food preparation and delivery. The research will also review the safety measures of the department, the training of the staff, the technological tools, and guest feedback mechanisms.

This research will dwell on the following;

- Operational strategies and workflow of the F&B Production Department.
- Quality assurance procedures followed in food preparation.
- Challenges and areas that require potential improvement.

1.5: Objectives of the Study

Study through observation and analysis in terms of procedural operation happening within the F&B; Production Department at Horizon Resort and Spa.

Specific Objectives:

- To explain culinary operational process of Horizon Resort and Spa, China.
- To identify the problems and challenges relates to the culinary operational process
- To develop recommendations based on problems.

1.6: Methodology

The study utilized a qualitative approach. This research is descriptive in nature, aiming to detail and analyze the operational processes in the F&B Production Department in Horizon Resort and Spa. The primary data collected from work place by regular communicate with chefs and other colleagues. And secondary data is collected different authentic sources and self-observation. Such as;

Data collection platform(secondary)

- Online site of Horizon Resort and Spa.
- Industry Publications: Academic journals, hospitality management books, and online resources were reviewed to contextualize the study within broader industry practices.
- Internal Reports: Access to the resort's internal reports and operational manuals provided foundational knowledge of existing protocols.

1.7: Limitations of the Study

Although the research into culinary operational processes within the Food and Beverage Production Department of Horizon Resort and Spa outlined several facts, there were quite a number of limitations encountered in conducting this work. These should be emphasized because they relate to generalization and the scope of the findings.

Such as; Time Constraints, Language and Cultural Barriers, Technological Limitations, Dynamic Operational Environment, Limited Geographical Scope.

Chapter: 2

Company Profile

2.1: Introduction

Horizon Resort and Spa located at Sanya, Hainan Island in the center of the Chinese growing Tourism Industry is a Luxury five-star Resort recognized by great service, outstanding architecture and world-class facilities. Zone-1 and Zone-2 were built in 1998 and 2005, respectively. Since it has emerged as a leading excellence in the Hospitality industry combining the charm of traditional Chinese hospitality and luxury of modern-day life for its customers in a different way. With a strong focus on sustainability and innovation, Horizon Resort and Spa is consistently rated as one of the premier destinations for travelers in pursuit of comfort, adventure, and unparalleled service.



Figure: 1 - (picture of Horizon Resort and Spa)

2.2: Mission Statement:

To provide an exceptional guest experience by blending luxury, comfort, and authentic cultural heritage, fostering long-term relationships with our guests and stakeholders through sustainable and innovative practices.

2.3: Vision Statement:

To be recognized as a global leader in luxury hospitality, admired for our dedication to excellence, sustainability, and guest-centric services. Construction of another five-star hotel continue at Hitang Bay, Hainan, China.

2.4: Overview of the Company:

Horizon Resort and Spa is an experience far beyond a luxury destination. Against the backdrop of a landscape with rolling hills, the facility spreads over 50 acres of property, replete with lush gardens, scenic views, and state-of-the-art amenities. There are 300 varieties of luxurious rooms,

suites, and villas in the resort, with each touching the traditional Chinese flavor with a bit of modernity.

The property comprises;

1. Accommodation: Comprises deluxe rooms, executive suites, and private villas with personalized butler service; over all, above 800 rooms include 300 zone-1 the other hand 500 plus Zone-2.
2. Dining: There are four signature restaurants with special cuisines of Chinese, Continental, Japanese, etc., and two exclusive bars noted for their selected cocktails and ambient scenery. Moreover, the Sea View restaurant, the Coconut restaurant, and the All-Season restaurant.
3. Spa and wellness: 15,000-sq.-ft. amenities offering rejuvenating spa, yoga classes, and Fitness
4. Event Spaces: various Conference halls, Banquet Halls, and Lawns for weddings and Corporate Events and BBQ (barbecue) party zone at the beach point.
5. Recreational Facilities: Swimming pools, Tennis Courts, Adventure Sports, and kids' zones for family-friendly fun activities.

2.5: Key Milestones:

- 2005: Horizon Resort and Spa was inaugurated with 150 rooms.
- 2010: Expanded to add more luxury suites and a wellness center.
- 2015: Was recognized for the “Best Luxury Resort in China”.
- 2020: Fully obtained sustainability certification, with carbon emissions reduced by 30%.
- 2023: Introduced AI-driven guest personalization services.

2.6: Organizational Structure:

The resort follows a well-structured hierarchy to ensure smooth service delivery. The main departments include;

- Front Office Management: In charge of guest relations, reservations, and check-in/check-out services.
- Food and Beverage Production and Service: Responsible for dining experiences, from kitchen operations down to restaurant services.
- Housekeeping: Clean and maintains guest rooms and common areas.
- Sales and Marketing: Responsible for branding, promotions, and reaching wider markets.
- Finance and Administration: Concerned with budgeting, accounting, and compliance.

2.7: Corporate Culture:

- Horizon Resort and Spa boasts a corporate culture where it is all about team players, innovation, and sustainability. Employees are proud to take ownership of their role and be
- accountable in areas they are responsible for, and this is highly cultivated. Regular training
- sessions, team-building activities, and incentive programs help sustain the morale and
- performance levels high.

2.8: Commitment to Sustainability:

Horizon Resort and Spa incorporates eco-friendly measures into its operations, such as;

- Sourcing its ingredients locally to reduce carbon footprints.
- Implementation of waste management systems: composting, recycling, etc.
- Utility of energy-efficient systems for lighting, cooling, and heating purposes.
- Organization of awareness among guests and staff for the benefits of sustainable
- tourism.

2.9: Awards and Recognitions:

In the span of time, Horizon Resort and Spa has received numerous recognitions such as;

- Best Luxury Dining Experience (2022): Its F& B was recognized for its culinary standards.
- Eco-Friendly Resort of the Year (2020): The resort was marked for its sustainability.
- Top Employer in Hospitality (2019): Its employee-friendly policy earned recognition.

Chapter: 3

Analysis

3.0: Operational processes of F&B Production in Horizon Resort and Spa.

Horizon Resort and Spa's Food and Beverage Production Department does have a structured way of ensuring high quality in service, culinary experience, and guest satisfaction. From the stages of raw material sourcing to receiving feedback, the resort depicts operational efficiency and excellence in the processes. A summarized presentation of such processes is given below in detail. Its scope of operation includes:



Figure: 2 - (A chart of Operational processes in F&B Production at Horizon Resort and Spa)

3.1: Ingredients collection - The F&B Production Department starts with meticulous ingredient sourcing, which is critical for maintaining quality and consistency in food preparation. French culinary phrase that means “everything in its place” or “gather.” It refers to organizing and arranging the ingredients.

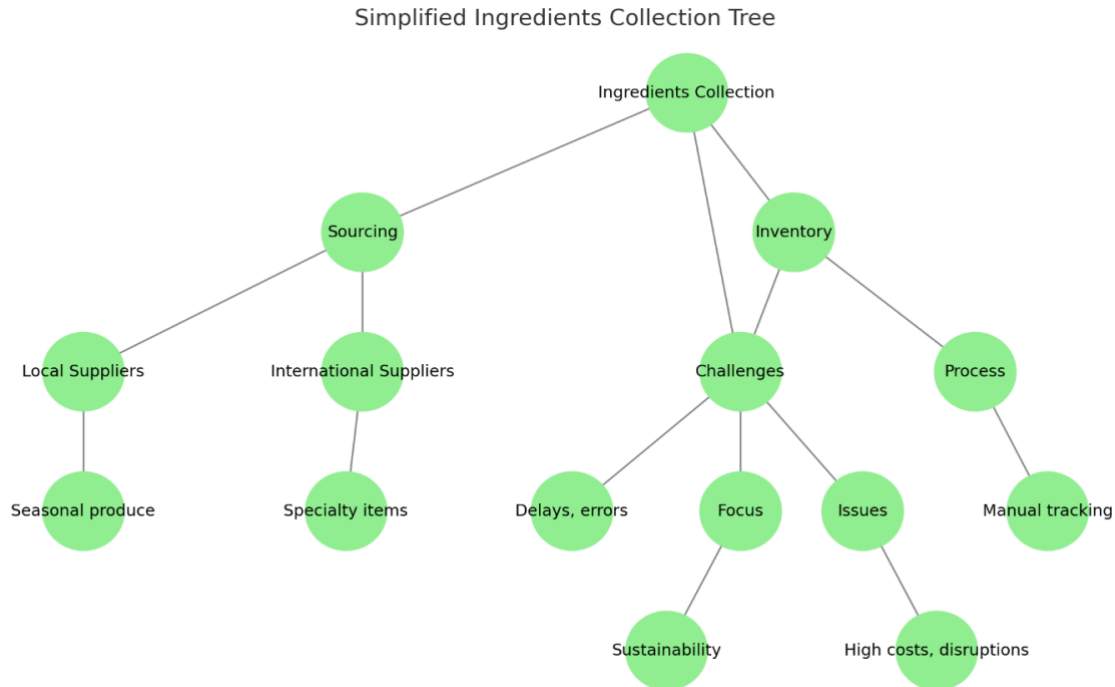


Figure: 3 - (A chart of tree of Ingredients collection)

Sourcing from Trusted Suppliers:

- The resort collaborates with a network of local and international suppliers to procure fresh, high-quality ingredients.
- Local suppliers are favored for seasonal produce, aligning with the resort's sustainability goals, while international vendors provide specialty items that enhance the menu's diversity.

Inventory Management:

- Inventory tracking is performed manually, involving regular stock-taking and monitoring to ensure that resources are neither wasted nor understocked.
- However, challenges such as delays in replenishing inventory and human error highlight the need for implementing an automated inventory management system to streamline operations and improve accuracy.

Challenges in Sourcing:

- While prioritizing sustainability, sourcing seasonal and organic produce occasionally leads to higher costs and supply chain disruptions, requiring effective planning and supplier diversification.

3.2: Menus Planning - At the Horizon Resort and Spa, menu planning is an art entailing a strategy that can reach all kinds of customers;

- **Breakfast:** Breakfast offerings are similar across most healthcare settings, whether using a cyclical or an a la carte menu for main meals.
- **Launch:** At lunch, there has minimum of two courses offered to patients: a main meal and a dessert. Starters are optional. This ensures the two courses with the greatest nutritional value are available for nutritionally vulnerable patients who require more nutrient dense food.
- **Dinner:** The type of meal provided, food storage and ordering procedures need to be carefully considered in these situations. This menu is combined of starter, main menu, snack, drinks and desert.

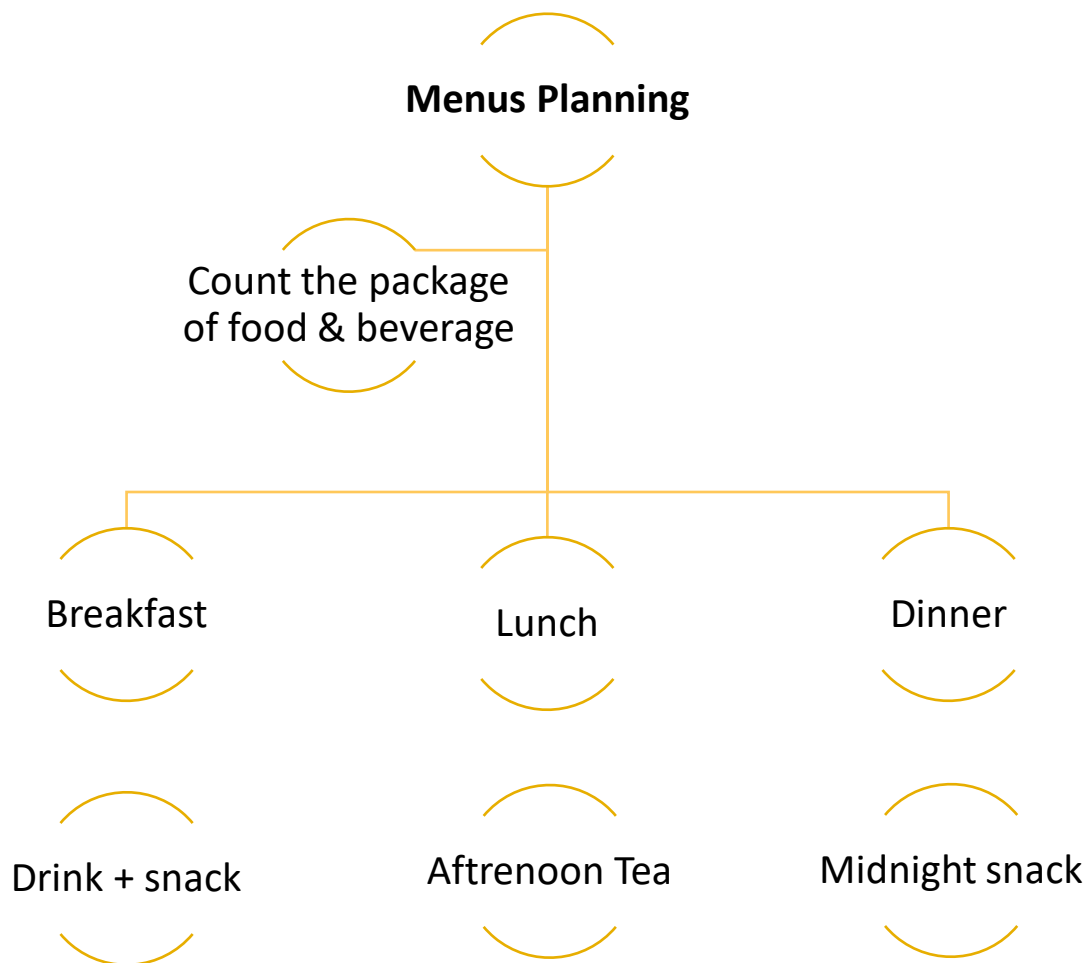


Figure: 4 - (A chart of Menus Planning)

3.3: Preparation of meals using standardized recipes - Standardized recipe usage ensures that the dishes maintain consistency and meet the resort's quality standards.



Figure: 5 - (A chart of Preparation of meals using standardized recipes)

- **Systematic Workflow:** The kitchen is organized into specialized stations, such as appetizers, main courses, and desserts, to enhance workflow efficiency and ensure timely preparation of meals. This division of labor allows chefs to focus on their expertise, improving both speed and quality.
- **Presentation Standards:** The resort places significant emphasis on food presentation. Each dish is plated with precision to match the resort's luxury image. Staff undergo regular training in plating techniques to ensure consistency and visual appeal.
- **Standardization Benefits:** The use of standardized recipes minimizes errors, ensures portion control, and maintains consistency in taste and presentation, which is crucial for guest satisfaction.

3.4: Freezing and Storage Process - The freezing and storage process plays a vital role in preserving the quality and safety of food items in the Food and Beverage Production Department, ensuring that products are safe to consume while maintaining their taste and nutritional value.

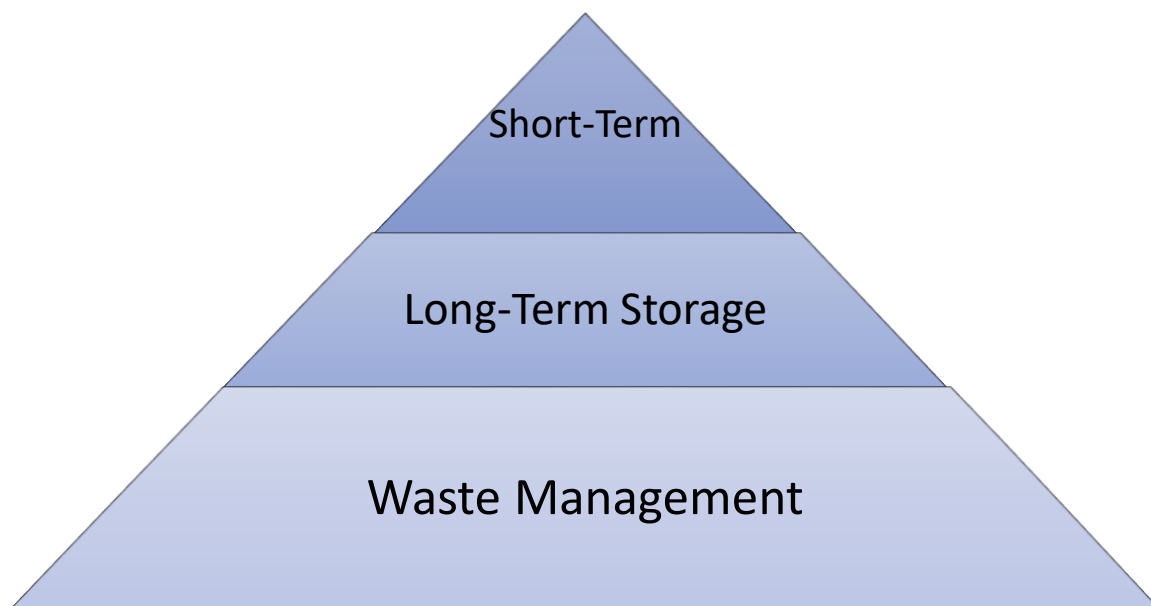


Figure: 6 - (A chart of Freezing and Storage Process)

Short-Term Storage: Short-term storage refers to the period when food is kept in a controlled environment (typically for a few hours to a few days) before it is used or further processed.

- **Temperature Control:** Food is typically stored in refrigerators or chillers at temperatures ranging from 0°C to 4°C to prevent bacterial growth.
- **Packaging:** Products should be stored in airtight containers or wrapped in appropriate materials (such as plastic wrap, foil, or vacuum-sealed bags) to minimize exposure to air and prevent moisture loss.
- **Storage Organization:** Items should be organized by expiration date to ensure that older items are used first (FIFO – First In, First Out).
- **Monitoring:** Regular temperature checks should be performed to ensure the storage area remains within the appropriate range. Any fluctuations should be addressed promptly.

Long-Term Storage: Long-term storage refers to food that needs to be stored for extended periods (weeks to months), requiring freezing to preserve its quality and safety.

- **Freezing Process: Preparation:** Foods are often pre-portioned or divided into smaller servings. For some products, blanching (briefly boiling and then cooling in ice water) is used to preserve texture and flavor.
- **Freezing:** The food is placed in a freezer at a temperature of -18°C (0°F) or lower. Flash freezing is preferred for maintaining texture and appearance, as it prevents large ice crystals from forming in the food.
- **Packaging:** Food should be packaged in freezer-safe materials (like vacuum-sealed bags, heavy-duty plastic wrap, or airtight containers) to prevent freezer burn.

Waste Management: Waste management in the food production process is essential for reducing environmental impact and improving efficiency.

Types of Waste:

- **Organic Waste:** Includes food scraps, peels, stems, bones, and other plant-based or animal-based waste.
- **Packaging Waste:** Includes plastic, cardboard, glass, and other non-food waste from containers and packaging materials.
- **Chemical Waste:** Includes cleaning agents and other chemicals used in food preparation and storage.

Waste Minimization:

- **Inventory Management:** Proper inventory controls (like FIFO) reduce waste by using products before they expire or spoil.
- **Repurposing:** Leftover ingredients or food items can be repurposed into other dishes or used in composting.

- **Portion Control:** Proper portioning and recipe scaling ensure that the right amount of food is prepared to meet demand without excess.

Waste Disposal:

- **Composting:** Organic waste can be composted and used for gardening or as a natural fertilizer.
- **Recycling:** Packaging materials such as plastic, metal, and glass should be sorted and sent for recycling.
- **Hazardous Waste:** Chemicals should be disposed of in accordance with local environmental regulations to minimize contamination.

3.5: Quality check prior to serving - Delivering high-quality meals is a priority, and quality checks are embedded throughout the production process.



Figure: 7 - (A chart of Quality check prior to serving)

- **Rigorous Quality Assurance:** Before serving, meals undergo a thorough quality check for food's color-smell-taste, presentation, and temperature. Chefs and kitchen supervisors ensure that each dish aligns with the resort's standards.
- **Personalized Service:** Front-of-house staff are trained to provide personalized service, such as accommodating last-minute requests and offering pairing suggestions. This attention to detail enhances the overall dining experience.
- **Time-Sensitive Delivery:** The coordination between the kitchen and serving staff ensures that meals are delivered promptly, maintaining optimal taste and freshness.

3.6: Feedback Collection

That is indispensable in the operational process and aids the resort in realizing strong and weak points.



Figure: 8 - (A chart of Feedback Collection)

- **Feedback on food served:** Guests' feedback after every meal should be sought through forms or any digital media. To understand their preferences, observations are to be studied regularly.
- **Continuous Improvement:** Feedback is used to inform menu planning, staff training, and service protocols to keep the resort in line with the expectations of guests. The F&B department gains loyalty and enhances its overall reputation through regular action on guest feedback.

3.7: Safety and Security of F&B Production

Safety and security in the Food and Beverage Production Department at Horizon Resort and Spa are critical to its operations. By implementing robust protocols and fostering a culture of safety awareness, the department ensures the well-being of its guests and staff, while upholding the

resort's reputation for excellence. Continuous improvement in these areas will further solidify its position as a leader in the hospitality industry.

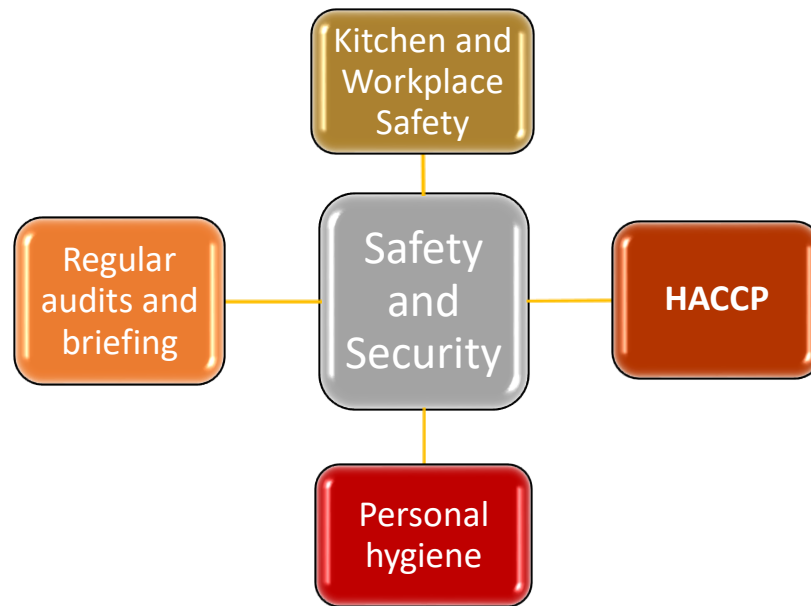


Figure: 9 - (A chart of Safety & Security)

3.8: Kitchen and Workplace Safety

Ensuring the safety of staff is essential for smooth operations and employee well-being.

Key Practices:

1. Personal Protective Equipment (PPE): Staff are required to wear gloves, aprons, and non-slip shoes while working.
2. Equipment Maintenance: Regular inspections and maintenance of kitchen equipment minimize risks of malfunction.
3. Fire Safety: Fire extinguishers and fire suppression systems are installed in kitchen areas, with staff trained in fire safety protocols.
4. Hazard Signage: Warning signs are displayed near wet floors, hot surfaces, and sharp equipment to prevent accidents.

3.9: HACCP (Hazard Analysis Critical Control Point)

HACCP system followed in Horizon Resort and Spa is an integrated approach of food safety in the Department of Food and Beverage Production, which covers every step a food ingredient passes through during procurement, storage, preparation, cooking, cooling, and serving with a

profound hazard analysis that identifies any potential biological, chemical, or physical risk. Critical Control Points are then identified to effectively control these risks, which include but are not limited to temperature control in storage, appropriate cooking and cooling temperatures, and hygiene during serving. Critical limits are established, such as keeping cold storage at $\leq 5^{\circ}\text{C}$, cooking poultry to $\geq 75^{\circ}\text{C}$, and cooling food to $\leq 5^{\circ}\text{C}$ within two hours. In support of these limits, regular monitoring procedures are done, such as checking thermometers, temperature logs, and infrared thermometers. Corrective actions for deviations may include reheating the food to temperature or discarding unsafe foods. There will also be verification methods-internal audits, lab testing of food items, and training for employees-to ensure effectiveness of the HACCP system. This is again supported with detailed record-keeping in the form of temperature logs, audit reports, and supplier certifications. This system ensures that Horizon Resort and Spa protects its guests, enhances its reputation, abides by food safety regulations, and minimizes waste, reinforcing its commitment to delivering exceptional and safe dining experiences.

3.10: - Personal hygiene

Personal hygiene in food and beverage service is critical to ensure food safety, maintain a positive guest experience, and comply with health regulations. Here's a breakdown of the key aspects;

Hand Hygiene

- Washing hands with soap and water before handling food, after using the restroom, touching waste, or handling raw ingredients.
- Use of hand sanitizers when soap and water are not available, though they should not replace regular handwashing.

Proper Uniform and Attire

- Clean uniforms to avoid contamination and maintain a professional appearance.
- Hair restraints (hairnets, hats, or other coverings) to prevent hair from falling into food.
- Avoid wearing jewelry like rings or watches, which can harbor bacteria.

Health Practices

- Stay home when sick: Staff with contagious illnesses, especially gastrointestinal issues, should not work to prevent contaminating food.
- Regular health checks: Employees should undergo regular health assessments to ensure they are fit to handle food.

Personal Cleanliness

- Daily showers and clean clothing to ensure no bodily odors are transferred to food.
- Nails should be short, clean, and free from nail polish to prevent contamination.

Proper Use of Gloves

- Gloves should be worn when handling ready-to-eat food, particularly for those with allergies or sensitivities.
- Gloves must be changed frequently and not reused.

Food Handling Practices

- Avoid cross-contamination: Staff should ensure that food is stored, prepared, and served in a way that prevents the transfer of harmful bacteria from raw to ready-to-eat food.
- Sanitization of surfaces and tools: Regular cleaning and sanitizing of equipment, utensils, and workstations to prevent contamination.

Professional Behavior

- Maintain an attentive and respectful demeanor toward guests to create a welcoming atmosphere. Cleanliness is often associated with the quality of service.

3.11: Regular audits and briefing

Regular audits and staff briefings play a pivotal role in ensuring consistency and safety in the department. By proactively monitoring operations and fostering open communication, Horizon Resort and Spa maintains its reputation for excellence in food and beverage production. These measures not only ensure guest satisfaction but also contribute to a safer and more efficient working environment for staff.



Figure: 10 - (A picture at briefing time)

- Team Collaboration: There is great coordination amongst chefs, kitchen staff, and service people, which helps in smooth operations. Regular team meetings ensure communication and alignment of goals.

- **Quality Standards:** Following strict food safety and hygiene policies helps maintain the reputation of the resort. High-quality ingredients with innovative recipes contribute to customer satisfaction.
- **Commitment to Sustainability:** The use of locally sourced ingredients reduces the carbon footprint. Composting and recycling fall within the purview of global sustainability standards for waste management.

3.12: Sustainability and Environmental Impact

Sustainability is at the heart of many modern hospitality operations, and Horizon Resort and Spa is no exception. The resort places a strong emphasis on integrating environmentally responsible practices into its operations, particularly within the Food and Beverage (F&B) Production Department. This chapter explores the sustainable practices adopted by the resort, evaluates their effectiveness, and assesses the overall environmental impact of the F&B operations.

The department actively incorporates sustainability initiatives to align with global trends;

Sustainability and Environmental Impact Process



Figure: 11 – (A chart of Sustainability and Environmental Impact process flow)

Zero-Waste Kitchens:

- The resort has implemented a nose-to-tail and root-to-stem approach, using every part of ingredients to minimize waste.
- Leftover scraps are composted or repurposed for low-impact meals for staff.

Hydroponic Farming:

- A small hydroponic garden within the resort provides fresh herbs and vegetables, reducing reliance on external suppliers.
- Guests are invited to participate in farm-to-table experiences, offering a deeper connection to their meals.

Green Packaging:

- Use of biodegradable and compostable materials for takeout containers and utensils.

Current Practices:

- Food Waste Reduction: Leftover food is composted or donated to local charities, where applicable.
- Energy Efficiency: Use of energy-efficient appliances and LED lighting in the kitchen.

Challenges:

- Limited access to eco-friendly packaging for takeaway orders.
- High initial costs of adopting advanced green technologies.

Proposed Initiatives:

- Partnering with suppliers to procure biodegradable packaging.
- Investing in renewable energy sources, such as solar panels, for long-term cost savings and environmental benefits.

3.13: Operational Innovations

Integrated Kitchen Operations:

- The department employs a multi-zone kitchen system, where each zone specializes in a specific cuisine or technique, ensuring precision and efficiency.
- Centralized ingredient preparation reduces redundancy and speeds up the cooking process during peak hours.

AI-Powered Solutions:

- Use of AI-driven inventory software predicts ingredient usage trends based on guest preferences, significantly reducing waste.
- Smart sensors installed in cold storage units monitor temperature fluctuations in real time, ensuring food safety.

Live Cooking Theaters:

- Live cooking stations for breakfast, lunch, and dinner provide interactive guest experiences, enhancing satisfaction and showcasing chef expertise.

3.14: Future Opportunities

Unique Culinary Philosophy, Horizon Resort and Spa adopts a culinary philosophy that emphasizes a blend of tradition, innovation, and sustainability. It also plans to improve the guest experience through the adoption of new, cutting-edge technologies such as AI-powered in-room services and virtual concierge systems. Other expansion plans include eco-friendly lodges and the expansion of the wellness center, keeping in mind the growing demand for holistic health experiences.

Traditional Excellence:

- Incorporation of authentic Chinese cooking techniques like steaming, stir-frying, and braising ensures the preservation of local flavors.
- Use of traditional spice blends and handmade noodles sets the resort apart from competitors.

Modern Innovation:

- Introduction of molecular gastronomy techniques, such as spherification and foams, adds a contemporary flair to signature dishes.
- Fusion concepts like “Dim Sum with a Twist” (e.g., truffle-infused dumplings) and matcha-infused desserts create a distinctive dining experience.

From the analysis, the department is in a better position to enhance operations more by;

- Adapting technology to facilitate easier ways of inventory management and tracking.
- Increase the training programs to enhance staff efficiency and morale.
- Offer a greater range of personalized menus to meet the increasing varieties of guest tastes and preferences.

Chapter: 4

Major Findings & Recommendations

4.1: Major Findings_

This chapter presents the significant insights and observations derived from the operational study of the Food and Beverage Production Department at Horizon Resort and Spa, China. The findings highlight the department's culinary operational processes, Hygienic and Safety Standards, Sustainability and Environmental Impact, Seasonal and Local Sourcing of Ingredients, and Challenges in Peak Seasons;

1. Ingredients Collection:

- **Trusted Suppliers-** The resort's collaboration with local and international suppliers ensures a steady supply of high-quality ingredients.
- **Sustainability Focus-** The preference for seasonal and locally sourced produce supports the resort's commitment to environmentally friendly practices.

2. Menus Planning:

- **Diverse Offerings-** The menu caters to varied guest preferences, balancing traditional Chinese and international cuisines.
- **Nutritional Adaptability-** Seasonal ingredients enhance healthcare dish quality and freshness.

3. Preparation of Meals:

- **Standardized Recipes-** Consistency in taste and presentation is achieved through the use of standardized recipes.
- **Specialized Workflow-** Dedicated kitchen stations enhance operational efficiency and reduce preparation times.

4. Freezing and Storage:

- **Temperature Control-** Rigorous adherence to temperature standards ensures food safety.
- **FIFO Practices-** Proper stock rotation minimizes waste and enhances resource utilization.

5. Quality Check Prior to Serving:

- **Rigorous quality assurance-** Checks ensure dishes meet high standards of taste, presentation, and freshness.

6. Feedback collection:

- **Guest Engagement-** Collecting feedback after meals highlights the resort's commitment to continuous improvement and guest feedback informs menu adjustments and service enhancements.

7. **Safety and Hygiene:**

- Regular training and health checks maintain high hygiene standards among staff.
- Robust safety measures, including HACCP systems, ensure food safety and compliance with health standards.

8. **Regular Audits and Briefings:**

- Regular audits ensure adherence to quality and operational standards.
- Briefings foster open communication and alignment among team members.

9. **Sustainability and Environmental Impact:**

- Initiatives like hydroponic farming and zero-waste kitchens position the resort as a leader in sustainable hospitality.
- The use of biodegradable materials reflects the resort's commitment to reducing its environmental footprint.

4.2: Identified Problems_

While the food and beverage production operations are generally smooth, the following challenges were identified;

1. **Ingredients Collection:** The reliance on manual stock-taking processes increases the risk of human error and inefficiencies.
2. **Menu Planning:** Frequent menu changes require additional coordination between departments.
3. **Preparation of Meals:** High staff turnover necessitates regular training to maintain standards. Over-reliance on specific tools may disrupt operations if they fail.
4. **Freezing and Storage:** The disposal of perishable items still accounts for a significant portion of operational waste.
5. **Quality Check Prior to Serving:** Delays in coordination between the kitchen and service staff can affect food freshness.
6. **Feedback Collection:** Manually analyzing feedback is time-consuming and prone to oversight.
7. **Safety and Hygiene:** Limited advanced hygiene tools impact efficiency. Occasional lapses in following safety protocols.
8. **Regular Audits and Briefings:** Ensuring full participation in briefings can be challenging during peak hours.
9. **Sustainability and Environmental Impacts:** Dependence on external vendors for eco-friendly materials can lead to supply chain issues.

4.3: Recommended Solutions_

These recommendations aim to streamline operations, enhance efficiency, and improve guest satisfaction while maintaining high standards of sustainability and quality.

1. **Ingredients Collection:** Implement an automated inventory management system to streamline stock tracking and reduce errors. Invest in modern inventory software that can integrate with supplier systems to ensure real-time updates on stock levels.
2. **Menu Planning:** Create a standardized process for introducing seasonal menus to ensure smoother transitions. Improve a rolling calendar for menu updates, involving all departments in planning to avoid last-minute challenges.
3. **Preparation of Meals:** Introduce cross-training programs to equip staff for multiple roles. Implement rotational training plans to improve flexibility. Establish a predictive equipment maintenance schedule to minimize disruptions. Use predictive tools to address potential equipment issues proactively.
4. **Freezing and Storage:** Expand waste reduction initiatives by donating surplus food or increasing composting efforts. Partner with local charities or food banks to redirect surplus food, aligning with the resort's sustainability goals.
5. **Quality Check Prior to Serving:** Appliance digital order tracking systems to improve kitchen-to-service communication. Use kitchen display systems (KDS) to streamline order updates and reduce delays.
6. **Feedback Collection:** Use analytics software to process feedback data efficiently and identify trends. Leverage AI-driven tools to categorize and prioritize feedback for quicker action.
7. **Safety and Hygiene:** Invest in advanced hygiene equipment to elevate standards. Acquire automated sanitizing stations and UV sterilization tools. Conduct surprise audits to reinforce safety compliance. Engage third-party agencies for unbiased inspections.
8. **Regular Audits and Briefings:** Develop a rewards program to encourage staff engagement in operational discussions. Recognize outstanding performance with incentives like gift cards or additional leave.
9. **Sustainability and Environmental Impact:** Increase in-house production capabilities, such as expanding hydroponic farming, to reduce reliance on external suppliers. Invest in larger-scale vertical farming systems to boost output and further integrate farm-to-table practices.

4.4: Conclusion

The Food and Beverage Production Department at Horizon Resort and Spa stands out as a well-organized and efficient division, crucial to the resort's overall operations. The culinary team operates with precision and dedication, ensuring a memorable dining experience for guests. With a structured setup comprising the Hot Kitchen, Cold Kitchen, and Pastry Kitchen, each section plays a pivotal role in delivering a wide range of dishes tailored to guest preferences. The adherence to international food safety standards, such as HACCP, reflects the resort's commitment to quality and safety, which is critical in maintaining guest trust and satisfaction.

Throughout this report, several strengths have been identified, including the creativity of the culinary team, the focus on guest satisfaction, and the ability to innovate with dishes that celebrate both local and international flavors. However, like any organization, challenges exist. Issues such as staffing shortages during peak seasons, occasional supply chain disruptions, and the need for greater technological integration have been highlighted as areas requiring attention. Furthermore, while the resort has taken steps toward sustainability, there is room for further improvement to minimize environmental impact.

The recommendations outlined in this report—ranging from addressing staffing challenges and adopting advanced technology to enhancing sustainability practices—aim to address these challenges and unlock greater potential for the Food and Beverage Production Department. By implementing these strategies, the resort can ensure smooth operations, maintain its culinary excellence, and continue to meet and exceed guest expectations.

Ultimately, Horizon Resort and Spa's Food and Beverage Production Department embodies the essence of a well-rounded culinary operation. It demonstrates how teamwork, innovation, and adherence to high standards can combine to create exceptional dining experiences. As the resort continues to evolve and adapt to changing trends and guest preferences, its commitment to excellence will undoubtedly solidify its reputation as a premier destination for culinary indulgence.

Chapter: 5

Appendices

The appendices are supplementary materials which provided subsidiary details, daily work schedule, or information that supplements the ideas presented in the report proper. This appendix includes photographic images, charts, videos, or other relevant documentations portraying the operational process of F&B Production at Horizon Resort and Spa, China.

5.1: Sample Daily Workflow Schedule

Day shift	Nigh shift
Full day include Xe or AE; • Xe means: 8:00 am – 5:00 pm • AE means: 7:00am – 4:00 pm Half day (HD); • 8:00am – 12:00pm	Full night; 12:00 am – 8:00 am
1 st 4 hours is operation time at a specific restaurant.	1 st 4 hours is cocking time at main kitchen.
2 nd 4 hours work at main kitchen.	2 nd four hours is operation time at a specific restaurant.
Event/Barbeque shift	
Time: 1:00 pm – 9:00pm • 1st four hours prepare time at main kitchen • 2nd four hours is operation time at place of event.	

Figure: 12 - (Table of Daily Workflow Schedule)

5.2: Guest Feedback Form

Horizon Resort and Spa - Food and Beverage Department

We value your feedback and strive to improve our services. Please take a few moments to share your experience with us.

Guest Details (Optional)

Name: _____

Room Number: _____

Date of Visit: _____

Contact Information (Email/Phone): _____

Feedback Question:

Would you recommend our restaurant to others?

Yes

No

How would you rate your overall dining experience?

Excellent

Good

Average

Poor

Suggestions for Improvement

Please provide any comments or suggestions to help us enhance your experience:

.....

.....

.....

.....

Additional Information

Did you encounter any issues during your visit?

Yes (Please specify): _____

No

Would you like to be contacted for follow-up regarding your feedback?

Yes

No

Thank you for your time! Your feedback helps us serve you better.

5.3: Videos and photos Gallery

Videos _

Event: https://drive.google.com/file/d/1iyCQTjlm-xysvWxAV_JWvy_JSxmxpLme/view?usp=drivesdk

Figure: 13 - (This video shows the live event)

Cutting Skills: <https://drive.google.com/file/d/168BzcmP2y58-GSb449aTTF2Hxu-JIpDN/view?usp=drivesdk>

Figure: 14 - (This video shows the working performance)

Photos_



Figure: 15 - (Two pictures at a BBQ Event)



Figure: 16 - (A picture in work time)



Figure: 17 - (A picture at Sea View restaurant)



Figure: 18 - (A picture in a Chines restaurant)

Chapter: 6

Reference

References are a critical component of this report, as they acknowledge the sources of information, data, and theoretical frameworks utilized throughout the study. The following list provides a comprehensive catalog of all referenced materials, formatted in accordance with APA guidelines. These references include books, journal articles, online resources, and internal documents from Horizon Resort and Spa.

6.1: Books

Malhotra, N. K. (2010). *Marketing Research: An Applied Orientation* (6th ed.). Pearson Education. This book was referenced for guidance on research methodology, data collection techniques, and sampling strategies. Walker, J. R. (2016). *Introduction to Hospitality* (7th ed.). Pearson Education. Used to understand the fundamentals of hospitality management and operational processes in the food and beverage sector.

6.2: Journal Articles

Kim, H. J., McCahon, C., & Miller, J. (2003). Assessing service quality in Korean casual-dining restaurants using DINESERV. *Journal of Food Service Business Research*, 6(1), 67-87. Referenced to explore quality assessment tools and customer satisfaction in dining experiences. Sulek, J. M., & Hensley, R. L. (2004). The relative importance of food, atmosphere, and fairness of wait: The case of a full-service restaurant. *Cornell Hotel and Restaurant Administration Quarterly*, 45(3), 235-248. Used for insights into factors influencing guest satisfaction in full-service restaurants. Lee, S., Kim, Y., Hemmington, N., & Yun, D. (2004). Competitive service quality improvement (CSQI): A case study in the fast-food industry. *Food Service Technology*, 4, 75-84. This article provided a framework for analyzing service quality in fast-paced food and beverage operations.

6.3: Online Resources

National Restaurant Association. (2023). Food Safety and Sanitation Best Practices. Retrieved from www.restaurant.org Consulted for updated best practices in food safety and sanitation protocols. World Health Organization (WHO). (2022). HACCP Principles and Food Safety Guidelines. Retrieved from www.who.int Used to understand HACCP principles and their application in food production environments.

6.4: Internal Documents

Horizon Resort and Spa. (2023). Annual Operational Report. Internal company document. Utilized for information on the resort's organizational structure, mission, and operational achievements. Horizon Resort and Spa. (2023). Employee Training Manual. Internal company document. Referenced to understand the training programs and skill enhancement initiatives for staff. Horizon Resort and Spa. (2023). Guest Feedback Report. Internal company document. Provided data on guest satisfaction trends and insights into service improvement areas.

6.5 Additional References

Bond, M. A., & Pyle, J. L. (1998). The ecology of diversity in organizational settings: Lessons from a case study. *Human Relations*, 51, 589-623. Retrieved from www.humanrelations.html.