

**Production Process of the Flower & Sea View Kitchen
at ‘Horizon Resort & Spa’**

**Internship Report On
Production Process of the Flower & Sea View Kitchen
at ‘Horizon Resort & Spa’**

Prepared by

Md Mehedi Hasan Bhuyain

ID: 201-43-475, Batch: 19th

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Supervised by

Ms. Farhana Yeasmin Lina

Lecturer (Senior Scale)

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

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LETTER OF TRANSMITTAL

Ms. Farhana Yeasmin Lina
Lecturer (Senior Scale)
Department of Tourism and Hospitality Management
Faculty of Business and Entrepreneurship
Daffodil International University

Subject: Submission of the Internship Report

Dear Ma'am,

I am pleased to submit my internship report titled "Production Process of the Flower & Sea View Kitchen at Horizon Resort & Spa" as part of the requirements for completing my Bachelor's program. During my internship, from November 2023 to November 2024, I had the opportunity to engage actively in the operational processes of the Flower & Sea View Kitchen at Horizon Resort & Spa.

This report highlights the insights gained during my internship, focusing on the kitchen's production process, including food preparation, sustainability practices, and strategies to ensure guest satisfaction. I believe the findings and recommendations provide valuable insights both academically and within the hospitality industry.

Thank you for your guidance and support throughout this internship period. Please find the report attached, and I hope it meets the program's expectations.

Sincerely Yours,



Md Mehedi Hasan Bhuyain
ID: 201-43-475, Batch: 19th
Department of Tourism & Hospitality Management
Faculty of Business & Entrepreneurship
Daffodil International University

CERTIFICATE OF APPROVAL

This is to certify that the internship report titled "Production Process of the Flower & Sea View Kitchen at Horizon Resort & Spa" submitted by Md Mehedi Hasan Bhuyain ID: 201-43-475, a student of the Department of Tourism and Hospitality Management at Daffodil International University, has been approved as part of the requirements for completing the Bachelor's degree in Tourism and Hospitality Management.

I have personally assessed this report and found it to meet the necessary standards of quality and comprehensiveness required for the Bachelor of Tourism and Hospitality Management (BTHM) program. I extend my best wishes to him for a successful and prosperous future.

Signature



Ms. Farhana Yeasmin Lina
Lecturer (Senior Scale)
Department of Tourism & Hospitality Management
Faculty of Business & Entrepreneurship
Daffodil International University

STUDENT DECLARATION

I, Md Mehedi Hasan Bhuyain, bearing ID No: 201-43-475, am a student in the Bachelor of Tourism and Hospitality Management (BTHM) program under the Tourism and Hospitality Management (THM) Department at DIU—Daffodil International University. This is to inform you that the report titled:

Production Process of the Flower & Sea View Kitchen at ‘Horizon Resort & Spa’ has been prepared solely to fulfill the requirements of my Practicum and the BTHM degree. It is not intended for any other purpose.

This report presents the practicum activities I personally conducted. I confirm that it has not been submitted elsewhere for other purposes. Any duplication, reproduction, or use of this report without prior consent is strictly prohibited.

Yours Sincerely,



Md Mehedi Hasan Bhuyain

ID No: 201-43-475

Program: Bachelor of Tourism and Hospitality Management
Daffodil International University

ACKNOWLEDGMENT

The successful completion of this report is the result of the support and encouragement of several individuals. I would like to express my heartfelt gratitude and appreciation to each of them.

First and foremost, I am deeply thankful to the Almighty Allah for granting me the strength and ability to successfully complete this report. I would also like to extend my sincere gratitude to my family, whose unwavering support, encouragement, and confidence have been my foundation throughout this journey.

I am especially grateful to **Ms. Farhana Yeasmin Lina**, Lecturer (Senior Scale) of the Department of Tourism and Hospitality Management at Daffodil International University, for her invaluable guidance and mentorship in preparing this internship report. His support and direction have been instrumental in successfully completing this project.

Furthermore, I would like to express my profound gratitude to the entire Production Team at **Horizon Resort & Spa**, particularly my colleagues and supervisors, for their constant support, advice, and encouragement throughout my internship program. Their insights and expertise have not only enhanced my learning experience but also created a nurturing environment that allowed me to grow both personally and professionally.

To everyone who has contributed to the successful completion of this report, I am truly thankful.

EXECUTIVE SUMMARY

This report highlights the production process at the Flower & Sea View Kitchen of Horizon Resort & Spa, Sanya, China. Renowned for its luxury and guest satisfaction, the kitchen delivers high-quality meals using fresh, local ingredients while prioritizing food safety, sustainability, and efficient operations.

First the Introduction Chapter of the Study introduces Horizon Resort & Spa, emphasizing its focus on food safety, efficiency, and guest satisfaction. It outlines the report's objectives, scope, and methodology, relying on qualitative research approach and secondary data sources.

Then Company Profile Provides an overview of Horizon Resort & Spa, located in Yalong Bay, Sanya, China. The resort combines luxury, and premium guest services. It highlights the mission to offer exceptional hospitality, the vision to be a global leader in luxury resorts, and key milestones such as sustainability initiatives. Facilities include diverse dining options, recreational activities, and well-designed accommodations.

In Discussions & Analyses chapter describes the Flower & Sea View Kitchen's production process, focusing on food safety, hygiene protocols, pest control, and operational challenges. The chapter outlines steps from ingredient sourcing to post-service cleanup and highlights practices like FIFO (First In, First Out), staff training, and sustainable waste management. Best dining experiences through meticulous production process, customer-focused practices, and innovative technologies, all while prioritizing food safety, sustainability, and guest satisfaction.

Last Findings & Recommendations, This chapter identifies the kitchen's strengths, such as food safety protocols, and quality control measures. Weaknesses include reliance on single suppliers and operational inefficiencies during peak times. Recommendations suggest automation for cleaning, diversification of suppliers, digital systems for inventory, and seasonal staff recruitment.

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CHAPTER- 01

INTRODUCTION

1.1 Introduction

Horizon Resort & Spa, located in the beautiful coastal city of Sanya, China, is a top luxury destination known for its amazing views and warm hospitality. Since opening in 1998, the resort has focused on new ideas and putting guests first to ensure they have a great experience. One of the resort's highlights is the Flower & Sea View Restaurant, famous for its local flavors, eco-friendly practices, and excellent service. Over time, the restaurant has grown from serving simple meals to offering a wide variety of dining options, from casual to fine dining. Every dish is made with fresh, locally sourced ingredients to ensure quality and support the community. During my internship, titled "Production Process of Flower & Sea View Kitchen at Horizon Resort & Spa," I learned how the restaurant runs smoothly and keeps guests happy. This report looks at the daily operations of the kitchen and how the team works together to provide great dining experiences. It explains how the staff listens to guest feedback, improves their processes, and uses sustainable practices to protect the environment. The report also focuses on how the kitchen keeps food safe, manages supplies, and maintains high standards for every meal. This experience taught me how the team balances quality, efficiency, and guest satisfaction. This report shows how their hard work creates a dining experience that every guest will remember.

1.2 Background

An internship report helps students share their practical experiences and connect their studies with real-world work. After completing my academic courses for a Bachelor of Tourism and Hospitality Management degree, I joined Horizon Resort & Spa in Sanya, China, for a year-long internship in the Flower & Sea View Kitchen. This report focuses on my experiences and what I learned about kitchen operations, including food preparation, hygiene, quality control, and guest satisfaction. By observing and taking part in daily activities, I gained valuable insights into how the kitchen maintains high standards and handles challenges in a luxury resort setting.

1.3 Scope of the Study

This study examines the production process of the Flower & Sea View Kitchen at Horizon Resort & Spa. It focuses on food preparation techniques, hygiene and safety standards, inventory management, teamwork, and how these factors contribute to achieving guest satisfaction. The research provides insights into how the kitchen operates efficiently while maintaining the high standards expected at a luxury resort.

1.4 Objectives of the Study

The primary objective of this report is to fulfill the requirement of BTHM degree and to provide a complete overview about the production process of Flower & Sea View Kitchen at Horizon.

Specific Objectives:

1. To examine the food safety measures and hygiene Standards in the Flower & Sea View Kitchen.
2. To analyze the production process of Flower & Sea View Kitchen.
3. To identify major findings related to the production process.
4. To provide recommendations based on the findings.

1.5 Methodology

This report uses a qualitative research approach, relying on observational methods and secondary data to analyze the Production process at the Flower & Sea View Kitchen.

Secondary Data Sources:

1. Standard Operating Procedure (SOP) of Horizon Resort & SPA,
2. Company Website and Internal Documents,
3. Industry Publications and Articles,
4. Tourism and Hospitality Journals.

This combination of observation and secondary resources ensures a comprehensive analysis of the restaurant's production process strategies.

1.6 Limitations of the Study

The study faced several limitations:

- ✓ Time constraints posed a significant challenge, as the internship duration was limited, restricting the ability to conduct long-term observations and analyses. This hindered the opportunity to capture seasonal variations or trends in the production process.
- ✓ Restricted access to certain types of information, such as financial records and proprietary data, created barriers to a more comprehensive analysis. Confidentiality policies limited the ability to explore some operational aspects in detail.
- ✓ The study relied heavily on secondary data sources, including company SOPs and internal documents, which limited the scope for primary data collection. This made it difficult to verify findings through direct methods such as staff or guest surveys.
- ✓ Lastly, the report only focused on the Flower & Sea View Kitchen and did not include other departments at Horizon Resort & Spa. This limited understanding of how different departments work together and affect operations.

Despite these limitations, the study provides valuable insights into the production process and operational practices of the Flower & Sea View Kitchen.

CHAPTER 02:
COMPANY PROFILE OF
HORIZON RESORT & SPA

2.1 Introduction

Horizon Resort & Spa, located in the breathtaking Yalong Bay of Sanya, Hainan Island, is a premier destination that combines luxury, comfort, and the beauty of nature to create an unforgettable retreat for its guests. Nestled in the same tropical latitudes as Hawaii, the resort enjoys a warm and inviting climate throughout the year, making it an ideal escape for travelers seeking both relaxation and adventure. The resort is strategically situated within walking distance of Seabed World and near the Yalongwan National Tourism Holiday Resort Central Square, offering guests the perfect blend of serene natural surroundings and easy access to popular attractions. With 365 beautifully designed rooms and suites, the resort caters to diverse preferences, ensuring each guest enjoys a comfortable and elegant stay. Horizon Resort & Spa is well-equipped with world-class amenities, including an indoor swimming pool, a fitness center, tennis courts, and a games room for those who enjoy staying active, while the spa, steam bath, sauna, and Jacuzzi provide ample opportunities for relaxation and rejuvenation. Guests seeking adventure can explore outdoor activities like cycling, fishing, and diving, while those looking for leisure can enjoy the tranquil environment and luxurious wellness services. The resort's culinary offerings are equally remarkable, featuring several on-site restaurants that serve a wide array of cuisines, from fresh seafood and Chinese specialties to Western buffets and Southeast Asian delicacies. Whether for a family trip, a romantic escape, or a solo retreat, Horizon Resort & Spa provides exceptional hospitality, top facilities, and a prime location for a memorable experience.

2.2 Mission Statement

“To provide exceptional hospitality and create unforgettable experiences for every guest.”

The resort focuses on personalized service to ensure comfort and satisfaction while promoting eco-friendly practices to protect the environment. By blending luxury with responsible tourism, Horizon seeks to exceed guest expectations and be a premier destination for leisure and business travelers.

2.3 Vision Statement

“vision is to be the leading luxury resort in Sanya, known globally for exceptional guest experiences, sustainability, and creating unforgettable moments for every visitor.”

Horizon Resort & Spa envisions becoming a globally recognized leader in luxury hospitality, known for its exceptional guest services, sustainable practices, and dedication to creating unique, memorable experiences. The resort aspires to be the top choice for travelers seeking both relaxation and adventure, providing unparalleled service while maintaining harmony with its natural surroundings.

2.4 Company Overview

Horizon Resort & Spa, owned by China Duty Free Investment Development Co., Ltd., is a luxury resort located in Yalong Bay, Sanya. Spanning 112,000 square meters, it features 365 elegantly designed rooms, including spacious standard rooms and luxurious suites.



*Figure 01: Company Overview of Horizon
(www.horizon.com.cn)*

The resort provides a range of premium amenities, including water sports rentals, a large pool, complimentary breakfast, and free Wi-Fi throughout the property. Designed to create a seamless and enjoyable experience, Horizon Resort & Spa caters to both leisure and business travelers. Set in a beautiful tropical landscape, the resort ensures a relaxing and memorable stay for every guest, whether they are visiting for relaxation, adventure, or work.

2.5 Key Milestones

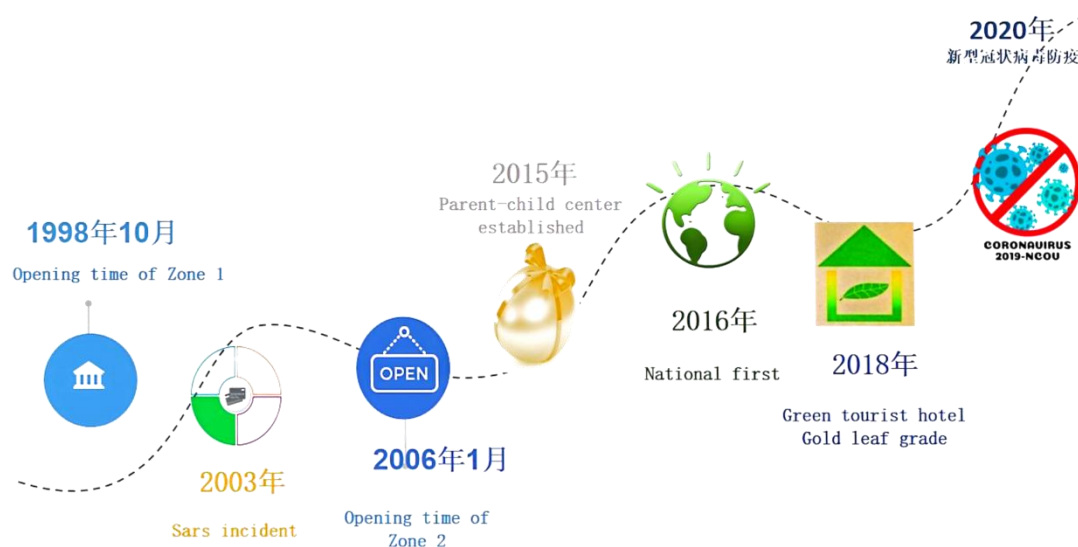


Figure 02: Key Milestones of Horizon
(www.horizon.com.cn)

- **2006:** Horizon Resort & SPA officially opened, introducing a new level of luxury hospitality in Sanya.
- **2008:** Expanded its dining services with the launch of several signature restaurants offering diverse culinary experiences.
- **2012:** Received recognition as one of the leading luxury resorts in China, winning multiple industry awards for service and sustainability.
- **2015:** Parent-child center established
- **2018:** Introduced innovative green practices, reducing energy consumption and enhancing waste management as part of the resort's commitment to environmental sustainability.

2.6 Organizational Structure

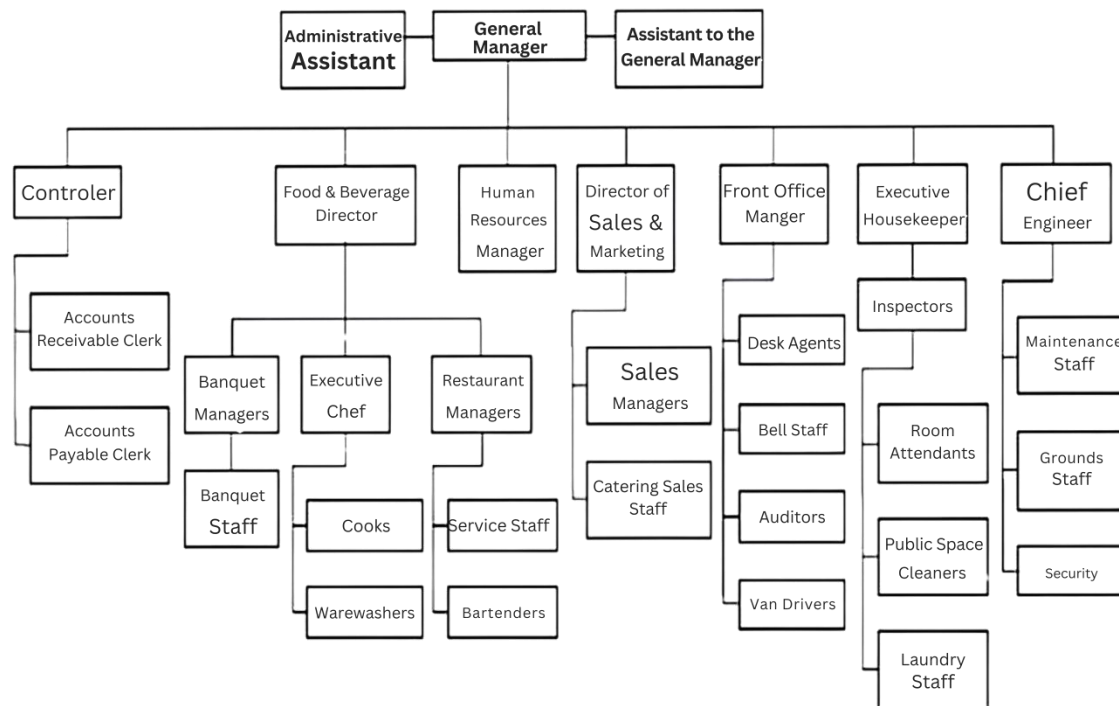


Figure 03: Organizational Structure of Horizon (www.horizon.com.cn)

The organizational structure of Horizon Resort & Spa is designed to support seamless operations and deliver exceptional guest experiences. Each department plays a critical role in ensuring the efficiency and success of the resort's daily activities, particularly at the Flower & Sea View Restaurant. The structure includes the following key roles and departments:

- **General Manager:**

The General Manager oversees all resort operations and ensures that the overall vision and objectives of the resort are met. They provide strategic direction, resolve operational issues, and coordinate with department heads to maintain high standards of service. The General Manager is supported by assistants who help streamline processes and address day-to-day challenges effectively.

- **Finance Department:**

The finance team is responsible for managing the resort's financial health. This includes preparing budgets, monitoring expenditures, conducting financial analyses, and ensuring compliance with regulatory requirements. The

department ensures cost-effective operations while maintaining quality in all areas, including restaurant management.

- **Food & Beverage (F&B) Department:**

Led by the F&B Director, this department focuses on delivering exceptional dining experiences. It manages kitchen operations, including menu planning, food preparation, and service quality. The team includes chefs, sous chefs, servers, and bartenders who work collaboratively to provide personalized dining options. Sustainability initiatives, such as using locally sourced ingredients and reducing food waste, are integral to their approach.

- **Human Resources (HR):**

The HR department oversees all aspects of staffing, including recruitment, onboarding, training, and professional development. It ensures that employees are well-trained in hospitality standards and fosters a positive work environment. HR also handles staff welfare programs and conflict resolution to maintain high morale among team members.

- **Sales & Marketing:**

This department is tasked with promoting the resort to attract both local and international guests. It develops marketing strategies, manages social media campaigns, and builds partnerships with travel agencies and online booking platforms. The team also organizes promotional events and ensures the resort maintains a strong brand presence in the competitive hospitality market.

- **Front Office:**

The front office serves as the first point of contact for guests, managing check-ins, check-outs, and special requests. This department also coordinates dining reservations and liaises with the F&B team to meet guest preferences. Their focus on excellent communication and problem-solving ensures a smooth and enjoyable experience for every visitor.

- **Housekeeping:**

The housekeeping team is responsible for maintaining cleanliness and hygiene throughout the resort, including guest rooms, public spaces, and dining areas. They work closely with other departments to ensure the restaurant and other facilities meet health and safety standards. Their attention to detail plays a vital role in enhancing the guest experience.

- **Engineering Department:**

The engineering team ensures the maintenance and safety of the resort's facilities, including the Flower & Sea View Restaurant. They handle repairs, equipment servicing, and routine inspections to ensure smooth operations. This department also focuses on implementing energy-efficient solutions and maintaining the resort's infrastructure in line with its sustainability goals.

This well-structured organizational framework promotes inter-departmental collaboration and operational efficiency, enabling Horizon Resort & Spa to deliver world-class hospitality and meet the diverse needs of its guests.

2.7 Facilities and Products of Horizon Resort & Spa

Horizon Resort & Spa, located in the beautiful Yalong Bay of Sanya, China, offers a variety of luxurious services and facilities designed to provide guests with an unforgettable experience. The resort focuses on providing exceptional accommodations, diverse dining options, and premium recreational activities, all set against the backdrop of stunning natural beauty. Below are the key offerings of the resort:

2.7.1 Rooms and Suites:

The resort offers a range of accommodations, each designed to meet the unique needs of its guests:

- **Standard Rooms:** Comfortable and well-appointed, perfect for solo travelers, featuring a single bed, cable TV, and high-speed internet access.
- **Deluxe Rooms:** Spacious rooms with options for king-sized or twin beds, offering views of the pool or lush gardens, and equipped with modern amenities such as Wi-Fi and a minibar.
- **Premier Rooms:** Elegantly designed with contemporary interiors, featuring luxurious bathrooms, separate work areas, and breathtaking views of the surrounding scenery.
- **Junior Suites:** Ideal for families or business travelers, offering a spacious bedroom with a separate lounge area for meetings or relaxation.

- **Executive Suites:** Luxurious suites featuring a king-sized bedroom, a private lounge, a guest bathroom, and panoramic views of the resort's gardens or Yalong Bay.
- **International Suites:** The most prestigious accommodation, located on the top floor, offering unmatched luxury with expansive spaces, premium amenities, and stunning views of the ocean and gardens.

2.7.2 Dining Options:

Horizon Resort & Spa boasts a variety of dining venues to cater to different tastes and preferences:

- **Sea Breeze Café:** Serves international buffet options and à la carte dishes, perfect for guests seeking a global culinary experience.
- **Jade Garden Restaurant:** Specializes in authentic Chinese cuisine, with a focus on fresh, locally sourced seafood and traditional flavors.
- **Sunset Bar & Lounge:** Offers a relaxed atmosphere to enjoy cocktails, snacks, and live music, perfect for unwinding after a day of adventure.
- **Poolside Grill:** Provides freshly grilled seafood and meats in a casual outdoor setting, ideal for family gatherings or romantic dinners.
- **The Oasis:** An open-air venue for events and banquets, allowing guests to dine under the stars in the lush surroundings of Yalong Bay.

2.7.1 Recreational Facilities:

The resort ensures a complete experience with its wide range of recreational activities and wellness amenities:

- **Swimming Pool:** A large, beautifully designed pool with a poolside bar, offering a perfect place for relaxation.
- **Fitness Center:** Equipped with modern exercise machines, personal trainers, and facilities like a sauna and steam room.
- **Spa & Wellness Center:** Offers rejuvenating massage therapies, beauty treatments, and wellness programs for ultimate relaxation.

- **Adventure Activities:** Includes cycling, fishing, diving, and water sports for adventure enthusiasts.
- **Tennis Court & Game Room:** Provides recreational options for sports lovers and families.

By combining its luxurious accommodations, exceptional dining experiences, and extensive recreational facilities, Horizon Resort & Spa in Sanya, China, ensures a memorable and enriching stay for all its guests.

CHAPTER 3:
DISCUSSIONS & ANALYSES OF
PRODUCTION PROCESS

3.1 Objective & Processes

The Flower & Sea View Kitchen at Horizon Resort & Spa is known for its delicious food and strong dedication to food safety and hygiene. These are essential to ensure that every guest enjoys a safe, healthy, and satisfying meal. This section takes a closer look at how the kitchen maintains these standards through detailed cleaning routines, regular staff training, proper food storage and handling, pest control measures, and equipment maintenance.

It also highlights the challenges the kitchen faces, such as managing high-demand periods, and offers ideas for improvement. By understanding these practices, we get a clear view of how the kitchen ensures a clean, safe, and welcoming environment, delivering a high-quality dining experience for all guests.

3.2 To Examine the Food Safety Measures and Hygiene Standards in the Flower & Sea View Kitchen.

Food safety and hygiene are essential for delivering a safe and enjoyable dining experience. At the Flower & Sea View Kitchen, a well-structured system ensures these standards are consistently met through thorough cleaning routines, regular staff training, and strict adherence to both local and international food safety regulations. From sourcing ingredients to cooking and serving meals, every step is carefully monitored to prevent contamination and guarantee food safety.

A sequence chart below illustrates the relationship between food safety measures and the production process, showing how each stage incorporates internationally recognized practices to ensure food quality and hygiene. This comprehensive approach helps the kitchen maintain high standards and deliver a safe and satisfying dining experience.

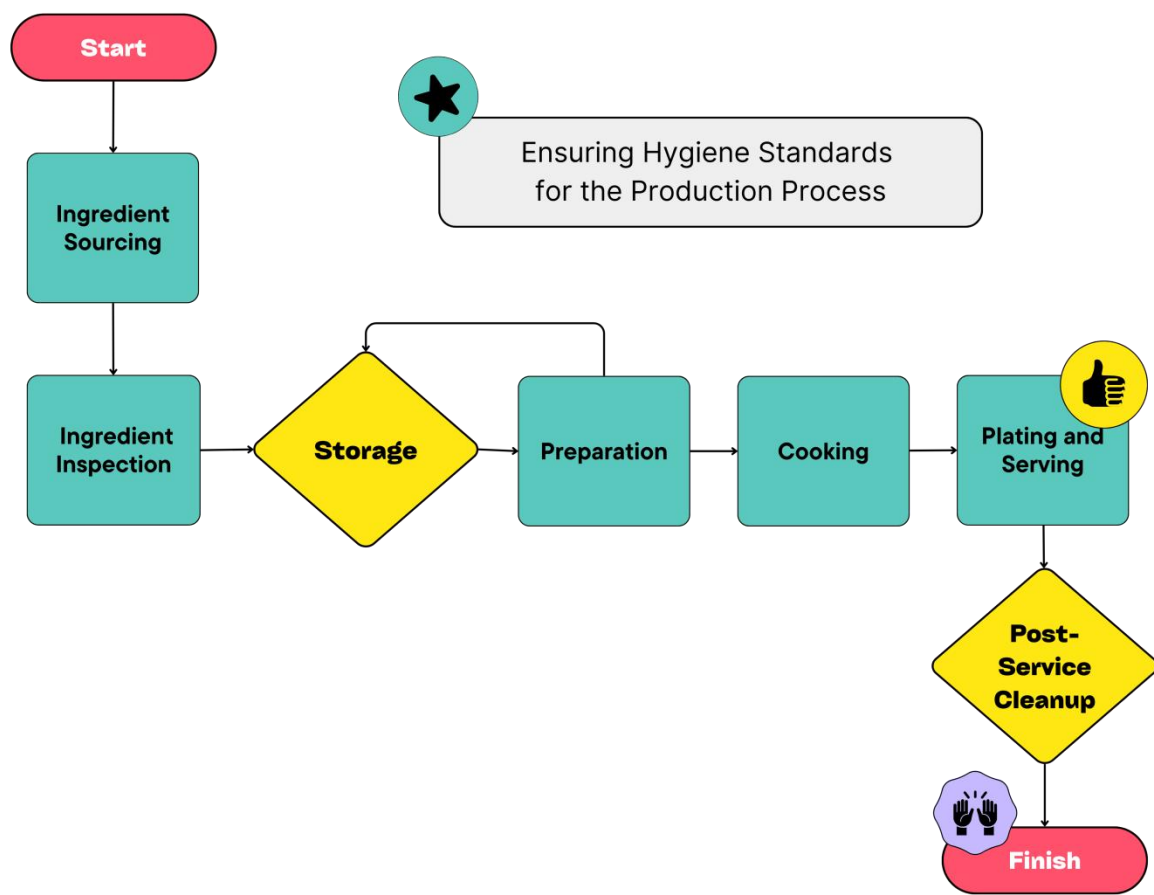


Figure 04: Relationship Between Food Safety Measures and Production Process (Flower & Sea View Kitchen)

Detailed Explanation

- 1) **Ingredient Sourcing:** The kitchen ensures all ingredients are sourced from approved suppliers, emphasizing quality and compliance with food safety regulations. This guarantees that only fresh, safe, and high-standard ingredients are used.
- 2) **Ingredient Inspection:** On delivery, all ingredients undergo thorough checks for freshness, packaging, and quality. Any items that don't meet the kitchen's strict standards are rejected, maintaining the integrity of the food.
- 3) **Storage:** Ingredients are stored at proper temperatures, and the FIFO system is rigorously followed to reduce waste and maintain freshness, ensuring efficiency in inventory management.

- 4) **Preparation:** Food preparation is conducted under strict hygiene protocols, with staff using protective gear and sanitized workstations. Separate tools for raw and cooked food are used to prevent cross-contamination.
- 5) **Cooking:** Meals are cooked at precise temperatures to ensure safety and eliminate harmful bacteria. The use of thermometers reflects the kitchen's dedication to serving safe and high-quality food.
- 6) **Plating and Serving:** Dishes are plated with sanitized utensils and served immediately, ensuring guests receive fresh, high-temperature meals, maintaining the best dining experience.
- 7) **Post-Service Cleanup:** The kitchen's post-service cleaning routine is thorough, with all tools, surfaces, and equipment sanitized. Waste is separated and disposed of responsibly, reflecting its commitment to hygiene and environmental care.

3.2.1 Standards in Food Safety and Hygiene

The Flower & Sea View Kitchen places a strong emphasis on food safety by sourcing only the highest quality ingredients and ensuring they are stored under proper conditions to maintain freshness. The kitchen staff adheres to strict hygiene protocols, wearing protective gear such as gloves, masks, and aprons to prevent contamination. All work areas are regularly sanitized, and cross-contamination is carefully avoided by following proper food handling practices. Cooking is done at safe, regulated temperatures to prevent foodborne illnesses, and all kitchen tools and surfaces are thoroughly cleaned after every use. In addition, regular pest control measures are in place, and waste is managed efficiently to maintain a clean, safe, and organized environment. These efforts are all aimed at delivering high-quality, safe meals to the guests.

Key Aspect	Description
Cleaning, Sanitization, and Staff Hygiene	Regular cleaning, use of color-coded tools, sanitization, and staff hygiene practices to maintain food safety.
Storage, Handling, and Pest Control	Proper storage of food at the right temperature, FIFO system for ingredients, and pest control measures to ensure a safe environment.

Equipment Maintenance and Temperature Control	Regular equipment checks and use of thermometers to ensure food is cooked and stored at the correct temperature.
Waste Management and Compliance	Waste is separated for recycling, composting, and safe disposal, following local regulations and food safety compliance.
Staff Training and Documentation	Continuous staff training on food safety and proper documentation of cleaning, inspections, and training schedules.
Challenges and Opportunities for Improvement	Challenges include high-pressure periods and supply chain issues; opportunities include adopting technology, enhancing staff training, and improving local sourcing.

Figure 05: Standards in Food Safety and Hygiene (Flower & Sea view Kitchen)

3.2.2 Cleaning, Sanitization, and Staff Hygiene

Cleaning and Sanitization

Cleaning is very important for food safety, and the Kitchen follows a detailed cleaning plan. All areas, including the kitchen, dining rooms, and storage areas, are cleaned regularly to meet hygiene standards. High-touch surfaces like countertops, cooking tools, and cutting boards are sanitized multiple times a day with safe, food-grade cleaning products.

The Kitchen uses color-coded cleaning tools for different areas to make sure germs don't spread. For example, the tools used in raw food areas are different from those used in cooked food areas.

The Kitchen also has dishwashing machines that clean dishes at high temperatures, killing harmful germs. These machines are regularly checked to make sure they work well and keep everything clean.

Staff Hygiene

Staff hygiene is also very important for food safety. Employees are trained to wash their hands regularly, wear clean uniforms, and use hairnets and gloves when handling food. This reduces the chance of germs getting into the food.

Every day, staff are checked to make sure they are healthy. If any employee feels sick, they are told to stay home until they are better. This helps avoid any potential risks to guests.

3.2.3 Storage, Handling, and Pest Control

Storage and Handling

Storing food at the correct temperature is essential to keeping it fresh and safe. The Flower & Sea View Kitchen uses refrigerators and freezers to store food at the right temperature, preventing it from spoiling. These appliances are regularly checked to make sure they are working properly.

The Kitchen also keeps raw and cooked food separate to prevent germs from spreading. A “First In, First Out” (FIFO) system is used, which means older ingredients are used first to reduce waste and ensure freshness. Only trusted suppliers who meet the Kitchen's high standards are chosen to provide ingredients. This helps ensure that only the best, safest food is used in the Kitchen.

Pest Control

Pests can be a serious problem in kitchens. To stop pests from causing any issues, the Kitchen works with pest control experts. They perform regular inspections and place traps and bait stations where necessary to keep pests away.

The kitchen staff is trained to spot any early signs of pests so they can quickly take action. The building is also maintained to make sure there are no gaps or cracks that pests can get through.

3.2.4 Equipment Maintenance and Temperature Control

Equipment Maintenance

For food safety, the Kitchen makes sure all kitchen equipment works properly. There is a regular schedule for checking kitchen appliances, like ovens and refrigerators, to ensure they are working efficiently. If any equipment is broken, it is fixed quickly to avoid any delays in food preparation or safety risks.

Tools like knives and cutting boards are cleaned and sharpened every day. This not only keeps them safe to use but also helps maintain their quality. The tools are also stored in a way that prevents accidents or contamination.

Temperature Control

Controlling temperatures is one of the most important ways to keep food safe. The Kitchen uses thermometers to ensure that food is cooked to the right temperature. Perishable food items are kept in refrigerators and freezers to stop bacteria from growing.

Staff members are trained to check and record temperatures regularly. These records are reviewed to make sure all food is stored and cooked safely, and any issues are quickly fixed.

3.2.5 Waste Management and Compliance

Waste Management

Keeping waste organized is important for hygiene. The Kitchen separates waste into different categories, like recyclable, biodegradable, and hazardous waste. Waste bins are placed throughout the Kitchen and emptied frequently to prevent any buildup that could attract pests.

The Kitchen follows local regulations for waste disposal. Biodegradable waste is composted, and non-biodegradable items are sent to recycling centers. This also helps reduce the environmental impact of the Kitchen.

Regulatory Compliance

The Flower & Sea View Kitchen makes sure its operations follow all food safety regulations, both locally and internationally. They follow the Hazard Analysis and Critical Control Points (HACCP) system to ensure the food is safe at every step of the process.

Regular audits and inspections by outside organizations help check if the Kitchen is meeting these standards.

3.2.6 Staff Training and Documentation

Training

Training staff regularly is very important to make sure they know how to keep food safe. New employees go through full training on food hygiene, handling food, and how to stay safe in the kitchen. Current staff members also take refresher courses to stay up-to-date on the latest food safety practices.

Documentation

The Kitchen keeps detailed records of cleaning schedules, inspections, and staff training. This helps ensure that everything is being done properly and allows the Kitchen to track improvements over time. These records also help maintain accountability and show that all food safety regulations are being followed.

3.3 HACCP (Hazard Analysis and Critical Control Points)

HACCP (Hazard Analysis and Critical Control Points) is a systematic approach to food safety that focuses on identifying and controlling hazards during the production process. It is a preventive system rather than a reactive approach, ensuring that potential risks are identified and addressed before they cause harm. HACCP is widely used in food production, processing, and service industries to ensure the safety and quality of food.

3.3.1 The Seven Principles of HACCP:

1. **Conduct a Hazard Analysis:** In this step, potential hazards (biological, chemical, and physical) are identified in the food production process. The analysis aims to identify where hazards may occur and how they can be prevented, eliminated, or reduced to acceptable levels.
2. **Determine Critical Control Points (CCPs):** Critical Control Points are the stages in the food production process where control can be applied to prevent or eliminate a food safety hazard.
3. **Establish Critical Limits:** Critical limits are the maximum or minimum values (such as temperature, time, pH, or salt levels) that must be met at each CCP to ensure food safety.

4. **Monitor Critical Control Points:** Monitoring procedures must be put in place to regularly check whether each CCP is operating within its critical limits. This may include temperature checks, visual inspections, or measurements.
5. **Establish Corrective Actions:** When monitoring reveals that a CCP is not within its critical limits, corrective actions must be taken immediately to bring the process back into control and prevent unsafe food from reaching consumers.
6. **Verify the HACCP System:** Verification ensures that the HACCP plan is working effectively. This may involve reviewing records, conducting tests, and reviewing monitoring procedures to confirm that food safety controls are in place and effective.
7. **Establish Record-Keeping and Documentation:** Proper documentation is essential for maintaining HACCP systems. Records should include hazard analysis, CCP monitoring, corrective actions taken, verification results, and any other relevant information.

HACCP Principle	Description
Conduct a Hazard Analysis	Identify potential hazards (biological, chemical, physical) in the production process.
Determine Critical Control Points (CCPs)	Identify stages where control can prevent/eliminate hazards.
Establish Critical Limits	Set maximum/minimum values for each CCP to ensure safety.
Monitor Critical Control Points	Regularly check CCPs to ensure they are within critical limits.
Establish Corrective Actions	Take immediate action if a CCP is out of control.
Verify the HACCP System	Review and confirm the effectiveness of the HACCP plan.
Establish Record-Keeping and Documentation	Maintain proper records for hazard analysis, monitoring, and corrective actions.

Figure 06: HACCP Principle

3.4 The Production Process of Flower & Sea View Kitchen.

The production process of the Flower & Sea View Kitchen at Horizon Resort & Spa are carefully planned and executed to ensure the highest standards of quality, hygiene, and efficiency. These well-structured processes are designed not only to provide an exceptional dining experience for guests but also to uphold sustainability and operational excellence. Every step, from ingredient sourcing to food preparation and service, is carefully monitored to guarantee consistency and safety. Below is an overview of the kitchen's production process, which are focused on delivering fresh, high-quality meals while maintaining a smooth and sustainable workflow.

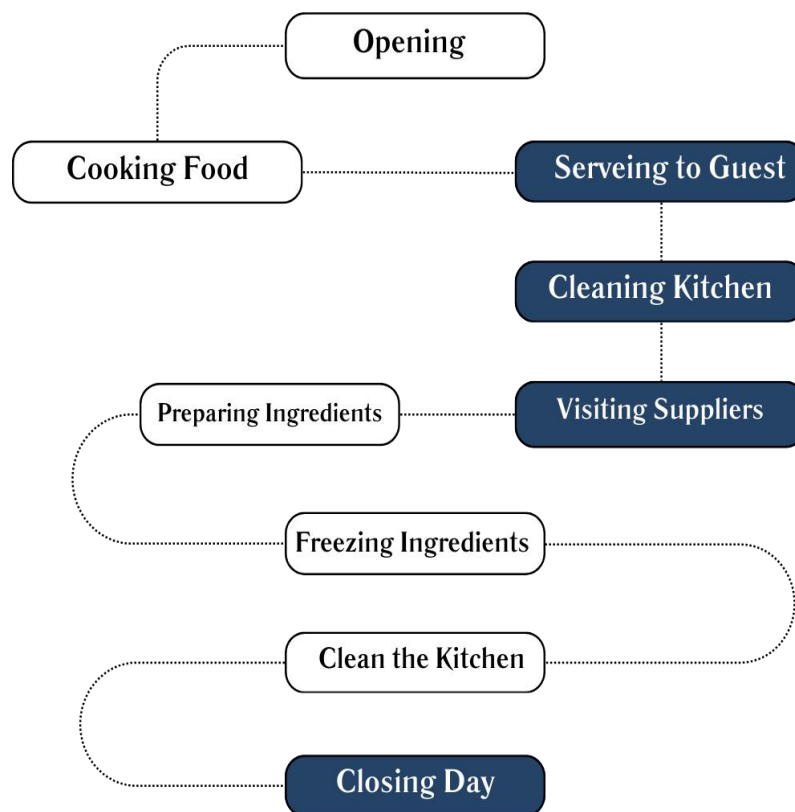


Figure 07: Steps of Production Process (Flower & Sea view Kitchen)

The kitchen at Horizon Resort & Spa is dedicated to serving breakfast as its sole daily meal offering. Early each morning, the team begins by preparing and cooking a variety of breakfast dishes to ensure guests start their day with a satisfying experience.

3.4.1 Brief Discussion of Flower and Sea View Kitchen work process

1. Opening:

The day begins early in the morning as the team opens the kitchen. Staff prepare the kitchen for operations by checking equipment, organizing tools, and reviewing the day's menu. They ensure all ingredients required for the buffet breakfast are available and ready to be cooked.

2. Cooking Food:

The kitchen team prepares a variety of dishes to be served at the buffet. This includes cooking large quantities of breakfast items such as eggs, sausages, bread, and other staples. Timing is critical to ensure the dishes are fresh and ready before guests arrive.

3. Serve to the Guest:

The prepared dishes are transferred to the buffet area and presented in heated chafing dishes to keep them warm. The team ensures that the buffet is replenished consistently during the breakfast hours to provide guests with a seamless dining experience.

4. Cleaning the Kitchen (After Breakfast Service):

Once the breakfast service concludes, the team shifts focus to cleaning the kitchen. All utensils, cooking tools, and surfaces are thoroughly washed and sanitized. Leftover food is managed according to food safety standards.

5. Visiting Suppliers:

After cleaning, staff members visit local suppliers to procure fresh, high-quality raw materials for the next day's preparation. The emphasis is on sourcing in bulk for the buffet to maintain quality and efficiency.

6. Prepared the Ingredients:

Back in the kitchen, the team begins processing the ingredients for the next day's buffet. This includes washing, cutting, marinating, and portioning various food items to streamline the cooking process.

7. Freezing the Ingredients:

Prepared ingredients that are not immediately required are stored in a freezer. This step ensures that food remains fresh and ready for use during the next production cycle, reducing waste and enhancing efficiency.

8. **Clean the Kitchen (Post-Preparation):**

Following ingredient preparation, the kitchen undergoes a second round of thorough cleaning. Surfaces, tools, and equipment are sanitized to maintain high hygiene standards and ensure the kitchen is ready for the next day's operation.

9. **Closing Day:**

The day ends with a final check of the kitchen. All equipment is turned off, the workspace is secured, and the kitchen is left in a spotless condition, ready for the next day's breakfast buffet.

3.5 Core Activities Driving the Production Process

The relevant things and activities of the production process at the Flower & Sea View Kitchen include a series of carefully planned steps to ensure food quality and efficiency. This begins with sourcing high-quality raw materials such as fresh produce, proteins, dairy, and spices. The kitchen staff plays a crucial role in meal preparation, ensuring each dish is made to specification while maintaining hygiene and safety standards.

3.5.1 Raw Materials and Ingredients Used

The Flower & Sea View Kitchen uses fresh and high-quality ingredients to create tasty meals. The main ingredients are:

- **Fresh Produce:** Fruits, vegetables, and herbs from local suppliers.
- **Proteins:** Meat, chicken, fish, and plant-based options like tofu and lentils.
- **Dairy Products:** Milk, butter, cheese, and cream for different dishes.
- **Staples:** Grains, rice, pasta, and flour for many recipes.
- **Spices and Condiments:** Spices, sauces, and oils from both local and international sources.
- **Beverage Ingredients:** Coffee beans, tea leaves, and fresh juices for drinks.

Ingredients are chosen for their freshness, quality, and eco-friendliness to satisfy guests and maintain standards.

3.5.2 Workforce Responsibilities and Operational Efficiency

The success of the Flower & Sea View Kitchen is built on the expertise and teamwork of its staff. Key roles include:

Role	Responsibility
1. Head Chef	Oversees overall kitchen operations, ensuring quality and efficiency.
2. Sous Chefs and Line Cooks	Focus on meal preparation and presentation.
3. Kitchen Assistants	Assist with food preparation and maintain cleanliness.
4. Cleaners	Ensure the kitchen environment meets strict hygiene standards.

Figure 08: Workforce Responsibilities (Self-made)

Operational Efficiency

The kitchen maintains efficiency with a clear routine. Before service, ingredients are prepared, workstations are set up, and initial cleaning is done. During service, dishes are quickly prepared and served on time. After service, the team cleans thoroughly, checks inventory, and plans for the next day. This process minimizes delays, boosts productivity, and ensures a smooth dining experience for guests.

3.5.3 Food Safety and Hygiene Protocols

Food safety and hygiene are essential in the Flower & Sea View Kitchen, ensuring the highest standards are maintained. Staff undergo regular training and follow strict protocols, including proper storage of ingredients to prevent spoilage, frequent cleaning of work surfaces and equipment, and maintaining personal hygiene by wearing gloves, hairnets, and protective gear. Additionally, regular pest control inspections and preventive measures are implemented to uphold a safe and clean kitchen environment.

3.5.4 Quality Control Measures

Maintaining high-quality meals is a priority for the Flower & Sea View Kitchen. The quality control process begins with ingredient checks, where freshness and quality are

verified upon delivery to ensure only the best items are used. Throughout meal preparation, the head chef closely monitors processes to maintain consistency and adherence to recipes. Before serving, every dish undergoes a thorough inspection for taste, texture, and presentation to meet the kitchen's high standards. Guest feedback is also actively collected and analyzed, playing a key role in refining the menu and improving service. Together, these measures promote continuous improvement and ensure guest satisfaction.

Key Points:

- Ingredient checks ensure freshness and quality.
- Head chef oversight guarantees consistency.
- Dishes are inspected for taste and presentation.
- Guest feedback drives menu and service improvements.

3.5.5 Environmental Considerations and Waste Management

The Flower & Sea View Kitchen is strongly committed to protecting the environment and supporting the resort's sustainability goals. The kitchen follows eco-friendly practices to reduce waste, conserve resources, and minimize its impact on nature.

To manage waste responsibly, leftover food is composted to create natural fertilizer, which is used for the resort's gardens and landscaping. Recyclable materials, like plastic, glass, and cardboard, are carefully sorted and sent to recycling facilities. These steps help reduce the amount of waste sent to landfills and protect the environment from pollution.

The kitchen also focuses on saving energy and water. It uses modern appliances that are designed to use less electricity and fixtures that save water during cooking and cleaning. This approach helps reduce resource consumption while still maintaining the high standards expected by guests.

Another important practice is using local ingredients whenever possible. By sourcing food from nearby farmers and suppliers, the kitchen lowers the carbon emissions

caused by long-distance transportation. This not only helps the environment but also supports the local economy and ensures fresh, high-quality ingredients for meals.

In addition to these actions, the kitchen trains its staff to follow sustainable practices and educates guests about reducing food waste and recycling. These efforts create awareness and encourage everyone to contribute to protecting the environment.

Through these combined practices, the Flower & Sea View Kitchen shows how luxury dining can work hand in hand with environmental care. By reducing waste, saving resources, and supporting the community, the kitchen ensures that its operations are both sustainable and beneficial for everyone involved.

3.5.6 Customer-Focused Practices and Innovation

Customer-Focused Practices

The Flower & Sea View Kitchen places a strong emphasis on guest satisfaction through personalized service and active engagement. Customization is a key feature, with meals tailored to meet individual dietary needs and preferences, including accommodating allergies and restrictions. This flexibility ensures that every guest feels valued and enjoys their dining experience. Additionally, the kitchen staff prioritizes guest interaction, actively seeking feedback and addressing concerns promptly. This proactive approach helps the kitchen continuously improve and create a welcoming atmosphere where guests feel appreciated and well cared for.

Technological Innovations

The Flower & Sea View Kitchen integrates advanced technology to maintain quality and streamline operations. Modern cooking appliances and high-tech refrigeration systems are used to ensure consistency in meal preparation and ingredient freshness. These tools enhance both the taste and presentation of dishes. Digital systems are another vital component, providing tools for real-time inventory management and efficient staff scheduling.

CHAPTER 04:
FINDINGS, RECOMMENDATIONS
& CONCLUSION

4.1 Major Findings

This chapter provides a detailed overview of the significant findings from the analysis of the production process at the Flower & Sea View Kitchen, Horizon Resort & Spa. While several strengths were observed, certain challenges and gaps were also identified, which require attention for improvement.

1. Food Safety and Hygiene

The Flower & Sea View Kitchen maintains a strong emphasis on food safety and hygiene, with regular cleaning routines and staff training on proper food handling techniques. Protective gear such as gloves, aprons, and hairnets are consistently used. However, lapses in cleaning and sanitization were occasionally noted during high-demand periods, likely due to increased workload and insufficient staff availability. This highlights the need for more robust hygiene management during peak times.

2. Storage and Handling of Ingredients

The kitchen uses temperature-controlled systems and adheres to the First In, First Out (FIFO) method, ensuring ingredient quality and minimizing waste. Despite these measures, reliance on local suppliers occasionally leads to supply chain disruptions, especially during peak seasons. This creates challenges in maintaining a steady supply of fresh ingredients, potentially affecting menu consistency.

3. Pest Control Measures

Preventive measures, such as traps and sealed containers, are in place, and regular pest control inspections are conducted. However, occasional sightings of pests during peak seasons indicate that the current pest control measures may not be entirely effective. This poses risks to the kitchen's hygiene and reputation, necessitating improved pest management strategies.

4. Operational Challenges

High-demand periods often overwhelm the kitchen staff, impacting their ability to maintain efficiency and service quality. Delays in operations and inconsistent food preparation standards were observed. Additionally, equipment maintenance is

sometimes deferred during busy periods, leading to disruptions that could otherwise be avoided with proactive planning.

4. Consistent Quality

The Flower & Sea View Kitchen maintains a high standard of food quality through rigorous ingredient checks, daily oversight by the head chef, and thorough inspections before serving. This ensures every dish meets guest expectations for taste, texture, and presentation, contributing to a consistent and exceptional dining experience.

6. Sustainability Efforts

The kitchen is highly committed to sustainability through initiatives such as composting food waste, using energy-efficient appliances, and sourcing local ingredients. These practices not only reduce the environmental footprint but also support the local economy and ensure that guests enjoy fresh, eco-friendly meals. The kitchen's approach helps reduce waste and conserves resources, aligning with the resort's sustainability goals.

7. Limited Meal Options

The kitchen currently only serves breakfast, which could be limiting for guests who expect more variety. Offering only one meal option may reduce guest satisfaction, particularly for longer stays where guests may prefer different dining experiences throughout the day.

8. Staff Training Gaps

While basic food safety and hygiene standards are followed, there could be occasional gaps in advanced training for kitchen staff. New trends in food preparation, safety protocols, and kitchen technologies are rapidly evolving, and more frequent or specialized training could enhance operational efficiency, reduce human errors, and improve overall service quality.

4.2 Recommendations

Based on the findings, the following recommendations are proposed to address the identified challenges and enhance operational efficiency at the Flower & Sea View Kitchen:

1. Enhance Food Safety and Hygiene

The kitchen might consider introducing automated cleaning systems to ensure consistency in hygiene practices, even during peak hours. Regular refresher training sessions for staff could also help reinforce food safety protocols and maintain high standards under all circumstances. Additional staff during peak periods might reduce workload pressure, ensuring hygiene standards are consistently upheld.

2. Improve Storage and Ingredient Management

Implementing a digital inventory system could provide real-time monitoring of stock levels and expiration dates, potentially reducing waste and improving ingredient availability. Diversifying supplier partnerships might help mitigate supply chain disruptions, ensuring a steady flow of fresh ingredients during high-demand seasons.

3. Strengthen Pest Control Measures

Increasing the frequency of pest control inspections, particularly during peak seasons, could help prevent infestations. Advanced pest prevention technologies, such as electronic repellents and airtight storage units, might further enhance the kitchen's pest management efforts. Training staff in early pest detection and response could also be beneficial.

4. Address Operational Challenges

Recruiting temporary staff during busy periods could help alleviate workload pressures and maintain service quality. Additionally, scheduling preventive maintenance for kitchen equipment during off-peak periods might reduce the likelihood of disruptions. Implementing workflow optimization strategies could further enhance operational efficiency.

5. Expand Meal Offerings

Introduce lunch and dinner options to provide more variety for guests, especially those staying for extended periods, ensuring a more complete and satisfying dining experience.

6. Improve Waste Reduction

Implement portion control measures and track food usage more efficiently to reduce waste. This can be done by allowing guests to customize portion sizes or by refining inventory management to minimize leftovers.

7. Use Technology for Customization

Implement a digital platform where guests can pre-order personalized meals, allowing for more tailored dining experiences while also helping the kitchen streamline operations and reduce food waste.

8. Increase Staff Training

Offer regular, advanced training for kitchen staff to stay updated on the latest food safety protocols, operational efficiencies, and emerging kitchen technologies. This will ensure high standards of hygiene and performance are consistently maintained.

4.3 Conclusion

The Flower & Sea View Kitchen provided valuable insights into its operations, focusing on food safety, efficiency, and guest satisfaction. The kitchen stands out for its ability to maintain high hygiene standards, manage waste responsibly, and offer customized services that cater to guest preferences. These strengths enhance guest experiences and support sustainability goals. At the same time, challenges such as supply chain disruptions, occasional lapses in pest control, and operational inefficiencies during peak times highlight areas for improvement. Addressing these issues with practical solutions like automating cleaning processes, diversifying suppliers, and strengthening pest control measures will significantly enhance the kitchen's performance. The experience also emphasized the importance of teamwork, innovation, and adaptability. Implementing technology for inventory and feedback management, along with recruiting additional staff during peak seasons, can further improve efficiency and service quality. Expanding sustainability efforts, such as using more local ingredients and reducing waste, will strengthen the kitchen's eco-friendly practices.

In conclusion, the Flower & Sea View Kitchen demonstrates a strong foundation in delivering high-quality services. With the recommended improvements, it can continue to excel in meeting guest expectations and maintaining its reputation as a top-tier dining destination.

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