

INTERNSHIP REPORT
ON
Food & Beverage Production (Kitchen Operation) at
Chef's Table Dhanmondi

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Chef's Table Dhanmondi

Submitted By

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Submitted To

Mst. Khadijatul Kobra

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Date of submission: 27 January, 2025

Letter of Transmittal

To

Mst. Khadijatul Kobra

Assistant Professor

Department of Tourism & Hospitality Management

Faculty of Business & Entrepreneurship

Daffodil International University

Subject: Application for submission of Internship report

Dear Madam,

With due respect, here I'm willing to submit my internship report on Food & Beverage Production (Kitchen Operation) at Chef's Table Dhanmondi.

As required by the BTHM program, I would like to express my gratitude for the actual & proper guidelines you provided throughout my internship. I tried my level best to make it as a proper & successful internship report.

Now, I would like to request you for receiving my internship report and I hope that you will provide me the actual and proper feedback as well as suggestions for my future improvement.

Sincerely yours



Afrid Hasan

ID: 182-43-344

Bachelor of Tourism & Hospitality Management

Department of Tourism & Hospitality Management

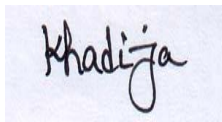
Faculty of Business & Entrepreneurship

Daffodil International University

Certificate of Approval

It is to certify that the Internship Report, “Food & Beverage Production (Kitchen Operation) at Chef’s Table Dhanmondi”, has been submitted by Afrid Hasan, ID: 182-43-344, a student in the Department of Tourism & Hospitality Management at Daffodil International University. This report partially fulfills the degree requirements. It is prepared by him and not submitted anywhere else.

Signature,

A handwritten signature in black ink on a light blue background. The signature appears to be 'Khadija' written in a cursive style.

Mst. Khadijatul Kobra

Assistant Professor

Department of Tourism & Hospitality Management

Faculty of Business & Entrepreneurship

Daffodil International University

Student Declaration

I am very much thankful to all my mentors and coworkers who made it possible for me to work at Chef's Table Dhanmondi, an amazing food chain business.

This is Afrid Hasan, ID: 182-43-344, Student of Tourism & Hospitality Management at Daffodil International University. This is to declare that the report named, "Food & Beverage Production (Kitchen Operation) at Chef's Table Dhanmondi" has only been prepared for fulfilling the BTHM program's requirement.

Executive Summary

This report provides a comprehensive overview of the company, including basic information about the food court business, the company's background, and its operational procedures. Additionally, this report presents the vision and mission of Chef's Table, outlines the organizational chart, and details the operation of the Food & Beverage Production (Kitchen Operation) at Chef's Table Dhanmondi.

During the internship period, knowledge of the actual Standard Operating Procedures (SOPs) of the kitchen was gathered, along with an understanding of the tasks and duties assigned, while a few challenges were encountered. The report is based on Chef's Table's salad section, Greens & Seeds. Greens & Seeds is a cold kitchen. A few skills such as knife using skills, kitchen SOP, storing, freezing, kitchen opening and closing, kitchen setup, food preparation, teamwork, punctuality, maintaining the chain of command have been acquired. Overall, the internship period of 6 months was about the learning period of kitchen operation.

The work was performed under the guidance of kitchen supervisors, who provided instruction on all kitchen operational procedures, such as cutting, grilling, using Mizan Plus, chicken touching, and more. Effective kitchen operations are essential for delivering a superior dining experience, maximizing profitability, and ensuring compliance with safety and hygiene standards. During the internship period, some challenges were faced and accordingly a number of recommendations are pointed out.

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Chapter 01

Introduction

1.1 Introduction

A food court is a place where people can sit and enjoy the meals or food from the various food shops under a roof. The food court offers a wide variety of cuisines. Customer can buy foods from the food shops, enjoy their meal also can experience the atmosphere of the entire food court. Chef's Table is the place where people can find a wide range of variety of cuisines like- Thai, Indian, Chinese, Japanese, Salad section, Beverage section etc, and a of variety of cuisines under the one roof. Chef's Table is the part of United Group and which established on 2018, it currently has 5 branches inside of Dhaka: Dhanmondi, Gulshan1, Gulshan2, 100 feet courtside, Airport (Center point) and another 2 branches are at Narayanganj and Sylhet which are outside of Dhaka.

Chef's Table is always dedicated to providing quality customer service while maintaining proper food hygiene. Since it is establishment in 2018, Chef's Table has been providing a 5-star quality service & customers feel very happy and satisfied with the excellent service of Chef's Table. Also, Chef's Table ensures service for children; there is a playground activity for children, and parents can feel comfortable. Chef's Table always tries to ensure a warm welcome to their guests by expert and professional staff. The main goal of Chef's Table is to ensure customer happiness and satisfaction.

By creating the report, will analyze the Food & Beverage Production (Kitchen Operation) at Chef's Table Dhanmondi, focusing on how they maintain and the full process of kitchen production procedures. Chef's Table has several cuisines and beverage sections. By completing the internship at Chef's Table realized that the place is unique. The purpose of the study here is to collect data from secondary sources, the secondary data means collecting data from newspapers, magazines, internal document, and books. Chef's Table has a strong marketing team which will help the business to grow. Not only marketing, but every department has experienced staffs who are working with the sharp knowledge to grow the business. Serving the quality food and ensure to provide a peaceful ambience is the company's main goal. Chef's Table is committed to customer satisfaction and taking initiatives for the delightful service that makes customers happy and satisfied.

1.2 Background of the Study

Particularly in the hospitality sector, one needs both real-world experience and training to succeed. The Department of Tourism and Hospitality Management at Daffodil International University offers a strong practical and theoretical education, which serves as a basis for the hotel and tourism industries. By doing this program at Daffodil International University, students can fulfill their dreams on different platforms at national and international levels; however, only having a degree is insufficient to compete on a professional level. By doing the BTHM program, students can do jobs and internships on different platforms to make dreams come true. The BTHM program oversees a few internship possibilities that provide students with industrial experience, practical work experience, strong communication learning experience etc. Following the completion courses at Daffodil International University's BTHM department got offered an internship on Food & Beverage Production (Kitchen Operation) at Chef's Table Dhanmondi.

1.3 Scope of the Study

By completing the 6 months internship on Food & Beverage Production (Kitchen Operation) at Chef's Table Dhanmondi, it has become evident that this department is essential for the success of the restaurant industry worldwide. To improve a restaurant business food & beverage production department plays a significant role. The number of customers can be increased by providing quality meals and beverages. If the quality of foods and beverages are not up to the mark, then customers can be decreased and business will not be profitable. To run the businesses successfully, need to make customer happy, and by ensuring quality food & beverage we can make customer happy and satisfied. Food & Beverage Production always creates new innovations with the food to serve the best quality of foods to the customers to make them happy and well growth of business. Food and beverage production is interdisciplinary, covering scientific, technical, economic, cultural, and management aspects. Food and beverage production is always worked from the food making to food-serving or food delivery.

1.4 Broad Objective

The broad objective of the report is to provide an overview of the Food & Beverage Production (Kitchen Operation) at Chef's Table Dhanmondi and to offer some recommendations to upgrade their performance level.

1.5 Specific Objective

1. To analyze the kitchen operation of Food & Beverage Production (Kitchen Operation) at Chef's Table Dhanmondi.
2. To identify the problems or challenges of the kitchen operation process.
3. To offer some recommendations based on the problems faced.

1.6 Methodology

The study report effectively and positively captures the experiences gained during the internship and provides a detailed overview of the knowledge and skills acquired throughout the period. The report shows the perspective and day-to-day activities that helped to write and complete the report. The following data sources have been used to prepare the report:

Data sources:

Secondary data sources:

Official website of Chef's Table: During the internship at Chef's Table Dhanmondi, few data and information from the website of Chef's Table were collected.

Social media profile of Chef's Table: During the internship valuable data and information from their social media pages- Facebook page and Instagram pages were gathered.

Journals and news paper: During the internship, a few news paper articles helped to collect valuable data and information.

1.7 Limitations of study

During the internship, data and information were collected, but due to company policies and other factors, some information could not be gathered.

Those restrictions are-

1. The operation and guest flow of Chef's Table was quite busy, and each employee worked in different departments with a lot of different tasks. In this circumstance, to obtain much assistance from them while gathering data was a challenge.
2. They do not have specific books and statistics to record their data.
3. The individual department was unable to communicate and collect data from the authorities while doing an internship in Food & Beverage Production (Kitchen Operation) at Chef's Table Dhanmondi, and as a result, the access to gather additional information and data was limited.

Chapter 02

Company Profile

2.1 Introduction

Chef's Table is a well-known and renewable food court restaurant under the concern of United Group. Chef's Table is a local chain in Bangladesh, Chef's Table was established in 2018; it has 5 branches inside of Dhaka-Dhanmondi, Gulshan1, Gulshan2, 100 feet courtside, and Airport (Center point). Another 2 branches are at Narayanganj and Sylhet which are outside of Dhaka. Chef's Table is a premium and quality-full food court in Bangladesh right now. By visiting Chef's Table, customers can find varieties and different multi-cuisine on the one floor. Chef's Table is the place where customers can get the actual services and foods for their happiness and also can enjoy the quality-full time with friends and family. The operation of Chef's Table is running with great, experienced employees, so that customer feedback is marvelous.

2.2 Basic information

Basically, Chef's Table has multiple cuisines; the food court was created with a unique concept so that customers can choose from various options. The available cuisines are with the outlet's name-

1. Thai Cuisine: Absolute Thai, Tuk-Tuk Thai.
2. Indian Cuisine: Hakka Dhaka, Kebab & Curries, Punjab Kitchen.
3. Turkish Cuisine: Turkish Express.
4. Salad Section: Greens & Seeds.
5. Beverage Section: So Juicy.
6. Japanese Cuisine: Tokyo Kitchen.
7. Korean Cuisine: Absolute Korean.
8. Desert & Coffee Section: Indulge café, Tabaq Café, Moishi.
9. Chinese Cuisine: Wok Way.

Basically Chef's Table is works with multiple cuisines from all over the world, where customers can sit, buy food and spend quality full time in a social environment with family and friends.

Background of Chef's Table

Chef's Table is the largest food court in Bangladesh, which maintains the standard and quality of foods, premises and environment. Chef's Table is the concern of Unimart Limited (Indulge Food & Beverage Ltd). Unimart limited has two categories of business

- 1. Retail Shop (Unimart)**
- 2. Food Chain (Chef's Table)**

Unimart Limited is the concern of United Group. The journey of United Group began in 1978 as a shared vision to establish a lasting legacy. Now the United Group is the largest socio-economic-based business in Bangladesh.

At Chef's Table, customers get to experience a unique culinary journey featuring some of the most popular cuisines such as Mexican, Korean, Chinese, Indian, Fast Food and so on. The variety of cuisines is perfect for the customers to choose their favorite one. People can enjoy and get their food under the one roof.

Branch Details of Chef's Table:

1. Chef's Table Gulshan 2.
2. Chef's Table Dhanmondi.
3. Chef's Table Courtside.
4. Chef's Table Gulshan 1.
5. Chef's Table Sylhet.
6. Chef's Table Center point (Airport)
7. Chef's Table Narayanganj

Chef's Table Gulshan 2: In 2018, on 12th July, the Chef's Table Gulshan 2 branch was established. Chef's Table Gulshan 2 is situated at the centre point of Gulshan 2, which is one of the busiest and most crowded places in Dhaka city. Encompassing 27,000 sq.ft areas with a capacity of over 600 seating capacity. Chef's Table Gulshan provides the perfect food and dining services. Chef's Table Gulshan 2 provides a variety of options of choosing food from under one roof. Since its inspection Chef's Table Gulshan has changed the food scenery of Dhaka City with maintaining the proper food safety, hygiene and sanitization.

Chef's Table Dhanmondi: After the successful business at Chef's Table Gulshan, the company has established another branch at Dhanmondi, which is called Chef's Table Dhanmondi, which was established on 10th April 2019. Chef's Table Dhanmondi is situated at Dhanmondi 8/A, the another busy point of Dhaka city; Chef's Table Dhanmondi is also established with different types of multi cuisines like- Indian, Chinese, Thai, Fast Food, Bakery & Pastry, and Salad sections. Chef's Table Dhanmondi was established with a 10,000 sq.ft area with a seating capacity of 400, which is another big and successful project of the company. On the date of 10th April 2019, the project was opened with the best management team. Chef's Table Dhanmondi is also providing the best food and dining service in that area. Chef's Table Dhanmondi is the go-to place to make fun memories with family and friends. Like its Gulshan, Chef's Table Dhanmondi also provides vast culinary highlights under one roof for all foodies. Chef's Table also maintains the proper food quality and hygiene to experience good customer service.

Chef's Table Courtside: Chef's Table Courtside is one of the big projects of United Group. That Chef's Table Courtside is situated at 100 feet Vajara, Satarkul Road- beside the UIU University. The project is on 180,000sq.ft area with 1000 customers sitting capacity. Chef's Table Courtside has a few activity zones like - A Football playground, a Basketball playground, a Go-Kart (Riding) zone, And a Paint ball fight zone. It also has multiple varieties of cuisines. People visit that place for a long. Kids especially love to enjoy visiting that place. All the kitchens are live kitchens, which is one of the most attractive parts of Chef's Table Courtside. Also, the customer takes rent for the wedding ceremony, and there is also a private dining room. By reserving the private dining room, customers can easily make events of 40 to 50 persons. Chef's Table Courtside was open on 15th January of 2020. The project was a very successful project day by day, that place is getting very popular, and people are enjoying it with their friends and family. Away from the bustling life of the city, Chef's Table Courtside is the perfect place to spend quality time not only spending time with loved ones but also enjoying the serene nature while binging on all kinds of cuisines. Every day average of 5000 customers spend their quality time here with friends and family.

Chef's Table Gulshan 1: On 2023, 10th January. Chef's Table Gulshan1 branch was established, which is situated at the entrance point of Gulshan 1, which is one of the busiest places in Dhaka city. Chef's Table Gulshan 1 is established with a 14,000 sq.ft area with a seating capacity of 550 which is a good gathering place for customers. Chef's Table Gulshan 1 is also established with different types of multi-cuisines like- Indian, Chinese, Thai, Fast Food, Bakery & Pastry, and Salad sections. Chef's Table Gulshan 1 is also providing the best food and dining service in that area. . Chef's Table Gulshan 1 also maintains the proper food quality and hygiene to experience good customer service. Chef's Table Gulshan1 also provides a variety of options for choosing food from under one roof. There is also a private dining room .By reserving the private dining room, customers can easily make events of 25 to 35 persons. All the kitchens are live kitchens.

Chef's Table Sylhet: Sylhet is one of the most attractive tourist places in Bangladesh. The company established a branch also at Sylhet Ambarkhana, which is called Chef's Table Sylhet, which branch was established on 30th November 2023. That branch established with 12,000 sqft and 450 seating capacity. Chef's Table Sylhet is made with varieties of multiple cuisines. Sylhet branch also maintains the proper food quality and hygiene to experience good customer service. All the employees are well trained with good experience in Food & Beverage. People of Sylhet City can experience authentic food experience under one roof at the Chef's Table Sylhet branch. Facilities proving like- Play zone for children, car parking facilities etc. There is also a private dining room. By reserving a private dining room, customers can easily hold events of 30 to 40 persons. All the kitchens are live kitchens, customers can order from anywhere from Chef's Table, and can sit and enjoy their meals with friends and family.

Chef's Table Narayanganj: After they continued successful business, the company established another branch at Narayanganj, which is situated at Chashara 2 no. rail gate. The space of the outlet is 10,000 sqft, which has a variety of cuisines, The Narayanganj branch also maintains the proper food quality and hygiene to experience good customer service. All the kitchens are live kitchens, customers can order from anywhere from Chef's Table and can sit and enjoy their meals with friends and family. On the date of 26th June 2024, that branch was established with a beautiful ambience.

Chef's Table Center Point (Airport): One of the biggest projects ever of the united group is the Chef's Table Center Point (Airport) branch, which is located beside the entrance point of Shahzalal International Airport. The space of the outlet is about 58,000 sqft with 52 outlets of different cuisines also with amazing activities- Play-zone, Movie theatre etc. Also the facility of car parking. Chef's Table Center Point (Airport) also provides a variety of options for choosing food from under one roof. All the kitchens are live kitchens, customers can order from anywhere from Chef's Table, and can sit and enjoy their meal with friends and family.

Upcoming and new projects: Besides these existing projects, the company is going to establish a few new projects in different places in Bangladesh, which is an opportunity for the employee to show their experiences. These new projects are going to be established inside and outside of Dhaka also within the end of 2026.

Places of Branches establishment-

1. Cox Bazar- Outside of Dhaka
2. Mirpur- Inside of Dhaka
3. Wari- Inside of Dhaka
4. Chittagong- Outside of Dhaka

Chef's Table is the profitable business of the company and the management of Chef's Table is very much positive about the business portfolio. With the great experience and verities of cuisines, the company will establish these upcoming projects, and hopefully, these upcoming projects can do more effective business by providing a good ambience, quality food and service with lots of customer and employee facilities. By making new projects, Chef's Table management is looking for quality and highly experienced employees. Besides that, the management is also looking for the fresher for the upcoming leaders who will lead the business with success and quality. Available, Wheelchair Accessible, Digital Payments, Free Wi-Fi, Accepts Credit Cards, Playgrounds, Family style.

2.4 Mission Statement: To weave excellence with every strand of work, we shall continue fostering harmony and trust with our partners, customers and communities, creating positive footprints in the fields we operate. The goal is to ensure that we are the best in class in all our endeavours.

2.5 Vision Statement: Build on a legacy of trust to reach new heights of excellence through responsible business and unwavering commitment.

2.6 Company Values:

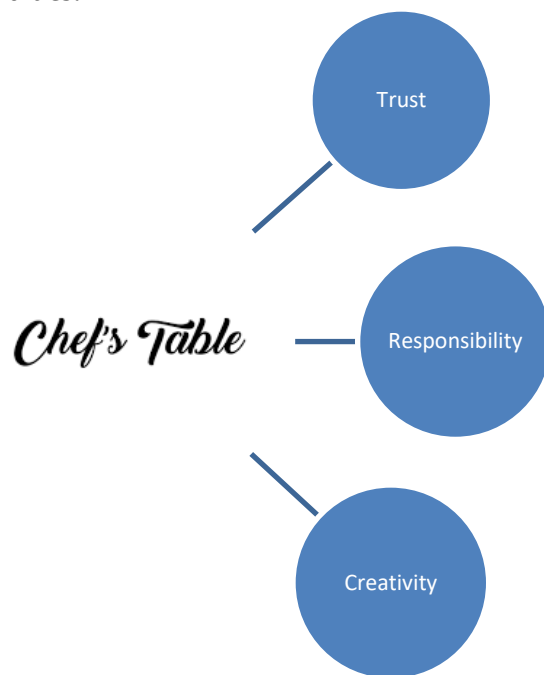


Figure: Company value of Chef's Table

Source: [https://en.wikipedia.org/wiki/United_Group_\(Bangladesh\)](https://en.wikipedia.org/wiki/United_Group_(Bangladesh))

Chapter 03

Discussion & Analysis

3.1 Analyze and Discuss the Food & Beverage Production (Kitchen Operation) at Chef's Table Dhanmondi: Greens & Seeds is the outlet of Chef's Table, and it is the own brand of Chef's Table. Greens & Seeds is situated at the Chef's Table Dhanmondi Branch- House no.80, Road- 8/A, 3rd floor of the building. The kitchen is almost 200+ sqft. Basically, Greens & Seeds is the live kitchen of Chef's Table, and it is well known for the Fresh Salad section; it always serves fresh and healthy salad. Handmade salads are very famous.

Key process of kitchen operation:

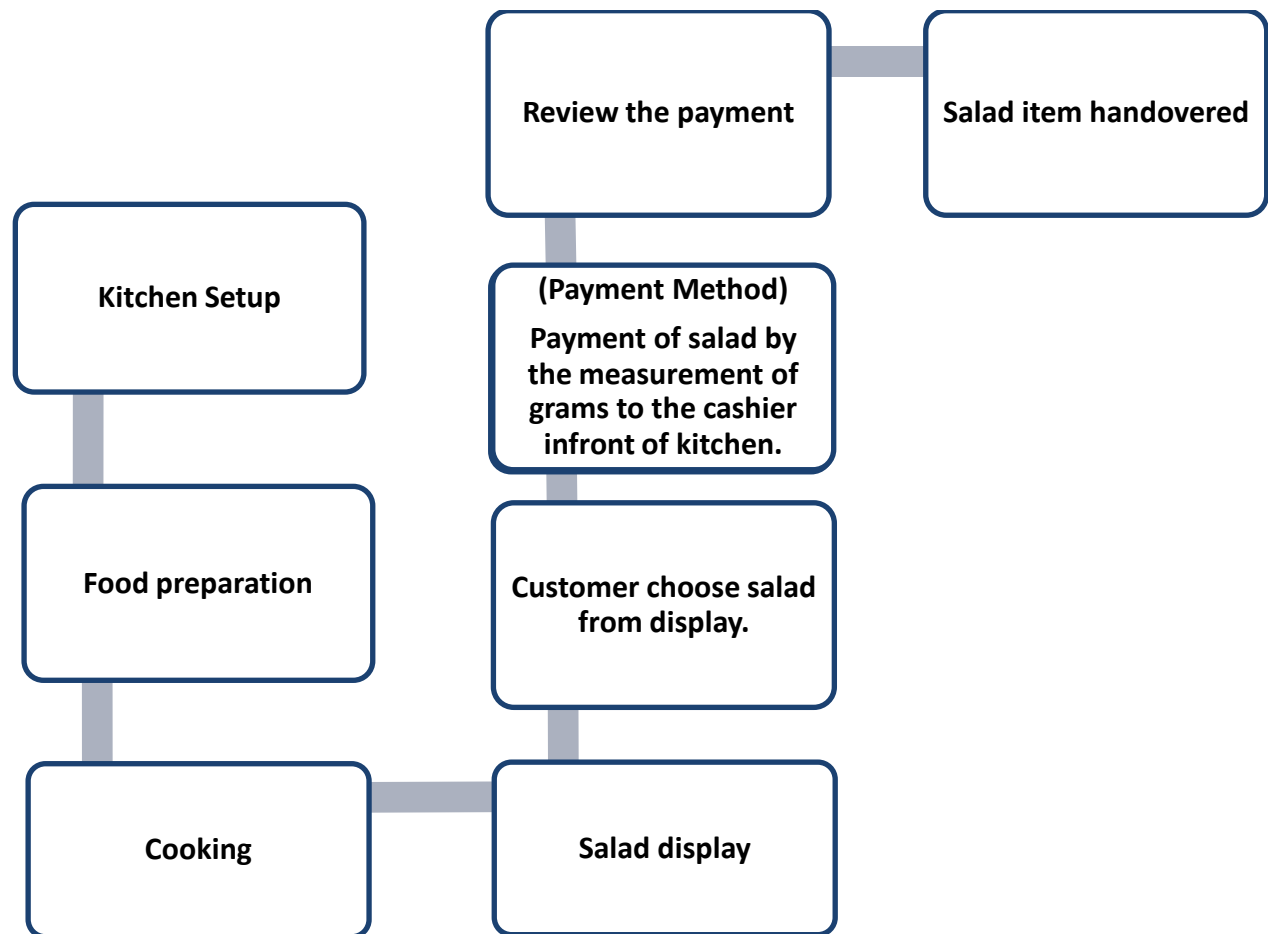


Figure: Key process of kitchen.

Source: Author's compilation.

Kitchen Setup: Kitchen setup refers to the process of organizing and preparing a proper kitchen to operate effective and efficient food preparation. It involves arranging the kitchen's layout, kitchen tools, equipment, stocking, ensuring the food safety and hygiene standards, and assigning tasks to the kitchen staff. A well-organized kitchen setup always ensures the smooth operation workflow of the kitchen and also helps to maintain a clean, safe, and functional environment for producing good and high-quality meals.

Key components of kitchen setup:

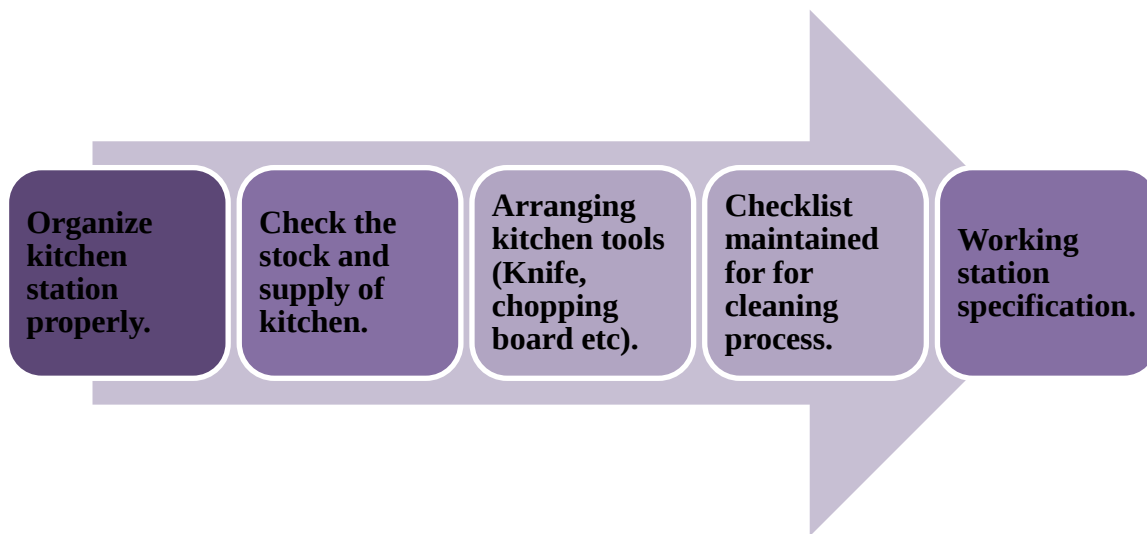


Figure: Key components of kitchen setup.

Source: Author's compilation.

- **Organize kitchen station properly:** Before starting the business, it is important to organize the kitchen properly by specifying the cooking area, organizing the dishwashing area and also organizing all the kitchen equipments and tools.
- **Check the stock and supply of the kitchen:** Before running the kitchen, the chef must check the kitchen stocks and supply of raw and dry products of the kitchen to ensure all the items are available.
- **Arranging kitchen tools:** Arranging all the kitchen tools before starting the kitchen - Knives, chopping board, containers, sauce pots, etc. Maintaining a smooth kitchen operation is vital for the overall efficiency and effectiveness of the kitchen setup.

- **Checklist maintained for the cleaning process:** To ensure proper cleaning inside of the kitchen and surfaces it is important to maintain a checklist strictly.
- **Working station specification:** Before starting a business, always set-up separate working stations like-the cooking area, cutting area, dishwashing area, and garbage area.

Food preparation: The food preparation process of a cold kitchen always focuses on cold dish preparation. A few process of food preparation is stated below,

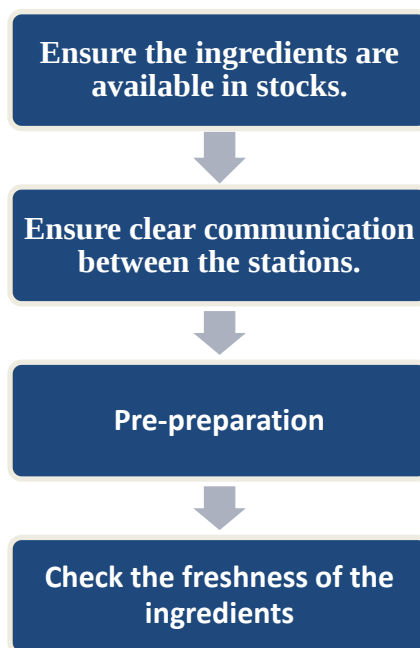


Figure: Food preparation process.

Source: Author's compilation.

- **Ensure the ingredients are available in stocks:** During food preparation always, ensure that all the ingredients are in hand or available in stock in the kitchen. Before stocking out of any product, make sure to place an order in the proper ordering format.

- **Clear communication between the stations:** Maintaining proper communication with the full team and also communicating with the front members of the kitchen is mandatory.
- **Pre-preparation:** In some cases, items such as- sauces, soups may be prepared early to save the cooking time during the peak or rush hour of kitchen operation.
- **Freshness of the ingredients:** During preparing food always ensure the freshness of ingredients like ensure the freshness of vegetables, grilled chicken, raw chicken, freshness of all the herbs etc are considered as crucial factors.

Cooking: In the cold kitchen of Chef’s Table, preparation of the salad items always focuses on freshness and enhancing the natural flavors of the ingredients. Cooking techniques are always used for preparing high-quality and flavorful salad items, and here are a few cooking techniques used for preparing the salad items of Chef’s Table:

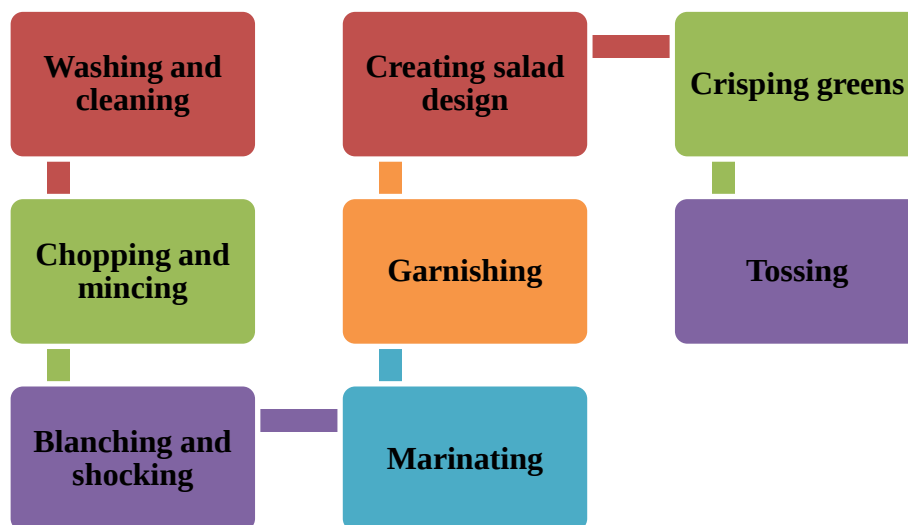


Figure: Cooking Techniques.

Source: Author’s compilation.

- **Washing and cleaning:** Fresh vegetables, greens and fruits should be washed properly by using the cleaning chemicals. After washing, follow up to ensure dryness and remove excess water from vegetables and greens by using a paper towel.

Chopping and mincing: A Sharp knife is always used for cutting and chopping all the vegetables, fruits and proteins (chicken, boiled egg). Maintaining different color chopping boards for specific items, such as cutting and chopping, is an effective strategy to prevent cross-contamination and ensure food safety in the kitchen.

1. A red chopping board is used for raw meat cutting.
2. A yellow chopping board is used for cooked meat cutting.
3. A blue chopping board is used for raw fish cutting.
4. A white chopping board is used for dairy and bakery items.
5. A green chopping board is used for washing fruits and salad vegetables.

Ingredients like garlic and herbs are minced finely to release their flavors without overpowering the dish.

- **Blanching and shocking:** A few vegetables and green beans, asparagus and leafy vegetables are boiled for a short time. After boiling for a short time immediately, these are put into the ice water, and this process preserves the bright color of the blanching items. After the blanching put those items into the ice water for shocking.
- **Marinating:** Certain ingredients, such as mushrooms, cucumbers, or grilled meats, can be marinated before being them to salads to enhance flavor. Acidic dressings or marinades with lemon, vinegar, or yoghurt can tenderize and flavor these ingredients.
- **Garnishing:** For a beautiful garnish, fresh herbs like cilantro, basil or parsley chopped are used for the salad garnish.
- **Creating salad design:** Dressings are given slowly, combined oil with an acid like vinegar, and for the dressings, ranch or Caesar ingredients like mayonnaise, yoghurt, and sour cream, lemon juice or m are mixed and blended with herbs, seasoning, and others to prepare a smooth, thick consistency.

- **Crisping greens:** A few greens, like lettuce and spinach, are kept in a chill environment to keep them crispy at the time of serving. It maintains the freshness of greens also the texture.
- **Tossing:** Salad ingredients are tossed gently in a large bowl to ensure that all components are evenly distributed. Over-tossing can bruise delicate greens, so it is to be done carefully.

Salad display: After cooking the salad, ensure proper display in the display section of the Chef's Table, and by providing the salad display, chef has to ensure the proper temperature of the display. Maintain a flexible display process to ensure that customers can take salad easily from the display.

Customers choose salad from the display: After displaying the salad in the display section, customers choose their salad from the display by using a specific salad bowl. At Chef's Table, customers have to make the salad by using their own self.

Payment Method: After choosing a salad from the display, the customer has to pay for the selected salad items based on weight measurement per gram .99 paisha and the customer pays the amount to the cashier in front of the kitchen.

Review the payment: During bill preparation, the cashier reviews the measurement of the salad and finalizes the amount.

Serving food: After completing the payment the cashier serves the food by service tray with fork, spoon and napkin. If the customer wants some extra herbs, then the customer can take them by himself and those herb pots are kept beside the display section.

Maintaining cleanliness and food safety: Maintaining food safety and cleanliness in a kitchen is essential for ensuring that food is prepared in a safe and hygienic environment and also to prevent contamination. For maintaining proper cleanliness and hygiene these protocols are maintained:



Figure: Cleanliness and food safety protocols.

Source: Source: Author's compilation.

- **Washing hands frequently:** Washing hands frequently is very much necessary to help prevent the spread of bacteria, viruses, and food borne illnesses.

Proper Hand-Washing Steps in the Kitchen:

1. Wet hand – start with clean, running water either cold or warm water.
2. Applying the soap.
3. Scrub the hands- rub the hands together for at least 20 seconds, properly doing the hand scrubs.
4. Rinse the hands under clean by using the water to remove the soap and dirt.
5. Use a paper towel and hand dryer to dry the hands.

- **Maintain the proper grooming:** Grooming is very important for maintaining the kitchen operation flow properly. By maintaining the grooming a restaurant business can be run smoothly. Proper grooming ensures that employees do not contaminate food or the kitchen environment with hair, dirt or germs. Here are a few key points for maintaining proper grooming-
 1. **Personal hygiene:** Employees have to maintain overall food safety and hygiene procedures strictly, which is mandatory.
 2. **Clothing and Uniforms:** Kitchen staffs have to wear the proper uniform- clean and designated uniform of the restaurant. For safety issues, staff wears non-slip shoes to prevent accidents.
 3. **Health and wellness:** Staff has to stay at home during their illness, if any staff has symptoms of illness like fever, cold or flu, the authority immediately provides sick leave to the specific staff for cure.
 4. **Sanitization:** Cleaning removes dirt, grease, and food particles while sanitizing reduces the number of harmful microorganisms. Staffs clean surfaces thoroughly before sanitizing them.

Soap and Water: To clean surfaces and remove dirt.

Sanitizers and Disinfectants: Use food-safe sanitizers for surfaces that come into contact with food. Common options include chlorine bleach solutions. Always follow manufacturer instructions for proper use and dilution.

Hot Water: For cleaning dishes and utensils, hot water is often an effective disinfectant. Make sure it is at least 140°F (60°C) to kill bacteria effectively.

- **Cleaning kitchen surfaces:** Maintaining proper cleaning of kitchen surfaces, the environment of the kitchen becomes fresh and work-friendly.
- **Inventory control:** Staff has to control and manage the inventory to ensure consistent service.
- **Quality Control:** Quality control is the major issue of a restaurant. To maintain the quality of the kitchen, staff has to do the cleaning of the kitchen equipment and surfaces, and check all date levels of cooked food and raw food. Staffs look over the freezer and chiller temperature and maintain the kitchen always neat and clean from the kitchen's entry to the kitchen's garbage area.

Dishwashing and Kitchen Maintenance: Washing dishes and utensils during service hours is a prime job responsibility. This role was important for maintaining a continuous supply of clean tools and equipment in the kitchen. Dishwashing and kitchen maintenance are essential components of running a clean, efficient, and safe kitchen. These tasks ensure that the kitchen remains hygienic, operational, and compliant with food safety standards.

Learning and Adhering to Kitchen Protocols: A staff is also expected to learn and adhere to kitchen protocols, including following recipes, understanding portion sizes and keeping up with the standards set by the kitchen staff.

1. Food Safety and Hygiene Protocols.
2. Cooking Protocols.
3. Kitchen Safety Protocols.
4. Dishwashing and Cleaning Protocols.
5. Inventory and Stock Management Protocols.

By learning and adhering to kitchen protocols, it is ensured that the kitchen operates efficiently, maintains high standards of cleanliness, food safety and quality, and fosters a safe working environment.

Supporting Line Cooks and Chefs: Supporting line cooks and chefs is essential to ensure a smooth and efficient kitchen operation. Line cooks and chefs are responsible for preparing dishes, overseeing kitchen staff, and ensuring food quality. However, they often work in high-pressure environments where multitasking, speed, and precision are required. A support staff member has to assist them in their duties to maintain a seamless workflow, promote a collaborative team environment, and uphold the standards of the kitchen.

Chapter 04

Major Findings

4.1 Major findings: The major findings of the study are given below:

1. Food Safety and Hygiene Compliance: Adhering to strict food safety and hygiene regulations in a fast-paced environment proved to be a challenge. Managing cross-contamination, ensuring that food was stored at proper temperatures, and maintaining cleanliness during peak hours were constant concerns. Adhering to food safety standards helps prevent food borne illnesses, ensures the quality of food, and maintains a clean and safe environment for both staff and patrons.

2. Maintaining Kitchen Cleanliness: A clean kitchen is essential for both safety and efficiency, but during busy service times, maintaining cleanliness can often be a challenge. Messes, spills, and disorganization can slow down operations and create hygiene risks.

3. Kitchen Space Shortage: Restaurant Kitchen Space Shortage is a common challenge, particularly in small or busy establishments where every inch of space is vital for efficiency and safety. Due to the kitchen space shortage of the Chef's Table Kitchen, it is very hard to work and cannot move properly inside the kitchen. A cluttered and cramped kitchen makes it more difficult to keep surfaces clean and sanitary. It can be harder to maintain cleanliness when there is insufficient space for storing ingredients or cleaning equipment.

4. Commitment to Food Quality and Consistency: Chef's Table Dhanmondi has a strong commitment to food quality. Consistency is crucial for ensuring that customers receive high-quality salads that meet both safety and taste standards.

5. Focus on Cleanliness and Food Safety: During the internship at Chef's Table, I got the positive side of the maintaining the proper cleanliness of kitchen and focused on the proper food safety protocols.

6. Proper supply flow of kitchen production: During the internship, always observe that the procurement team always maintain and supply the proper way of delivering the kitchen's raw and dry production on time.

7. Work with maintaining food safety and hygiene: Chef's Table always maintain and follows the proper food safety protocols as per the kitchen safety protocol, they are very much strict in maintaining the food safety and hygiene procedures.

8. Inconsistent Inventory and Stock Management: Insufficient stock of key ingredients when needed, causing the kitchen to run out of essential items during meal preparation.

9. Excessive Food Waste: Excessive food waste in a cold kitchen operation refers to the unnecessary disposal of ingredients, prepared food, or leftovers that could have been utilized, leading to financial losses and environmental impact. This occurs when food is not used efficiently, either due to overproduction, spoilage, or improper handling.

10. Poor equipments to handle: This can involve equipment that is difficult to operate, improperly maintained, or outdated, leading to inefficient workflows, safety hazards, and an inability to meet the required quality and volume of food production. A cold kitchen or any food service operation, this can include issues such as malfunctioning refrigerators, inadequate food processors, or broken utensils, all of which can hinder the kitchen's performance and impact food quality and safety.

4.2 Challenges

1. Inconsistent Portion Sizes: Uneven portions of salad ingredients can lead to some customers getting more or less of certain components. The salad may not meet customer expectations in terms of variety and balance; it can lead to waste or customer dissatisfaction.

2. Lack of Freshness in Ingredients: Using vegetables or fruits which are not fresh can affect the taste and texture of the salad. Ingredients that are not stored at the correct temperature or humidity can wilt or spoil faster.

3. Contamination Risk: Salad ingredients, especially raw vegetables, are prone to contamination from bacteria or allergens. Handling raw vegetables, fruits, or proteins without following proper hygiene practices

4. Excessive Dressing: Too much dressing can make the salad soggy and overpower the natural flavors of the ingredients.

5. Allergen Cross-Contamination: Some customers may have allergies to specific salad ingredients like nuts, dairy, or gluten, leading to potential health risks.

6. Maintaining Freshness: Salads are highly perishable, and ingredients can lose their freshness quickly, especially leafy greens and cut vegetables. Maintaining freshness is crucial for both taste and presentation.

7. Cross-Contamination and Food Safety: In a cold kitchen, there is a risk of cross-contamination, particularly when handling raw produce, proteins, and allergens. This can lead to food-borne illnesses or allergic reactions.

8. Ingredient Quality and Availability: Ensuring that high-quality, fresh ingredients are available consistently can be difficult, especially with seasonal produce or supply chain issues. Low-quality ingredients can negatively impact the taste and appearance of the salad.

9. Waste Management: Cold kitchen salad operations can result in significant food waste if ingredients are not used efficiently. This can occur due to over-prepping, spoilage, or leftover salads that cannot be reused.

10. Temperature Control: Cold ingredients in salads must be kept at the right temperature to ensure food safety. Improper storage or holding at the wrong temperature can lead to spoilage or bacterial growth.

11. Customization and Customer Preferences: Customers often request customized salads, such as adding or removing specific ingredients or altering portion sizes. Meeting these needs while maintaining efficiency can be challenging in a busy kitchen.

4.3 Recommendations: Chef's Table is a well-known food court in Bangladesh right now. Chef's Table has rich amenities, features, brand values, products and services to support and encourage their business. Chef's Table is one of the most revenue-generating food courts in Bangladesh. It is a different kind of food court with different types of varieties food with activities. Its design and upscale style always attracts customers. Their food quality and the environment of the place are very attractive and excellent. But if the management works more to grow they can do better, there are a few recommendations or advice which really help to grow the business-

1. Kitchen Maintenance: Kitchen maintenance refers to the regular care, cleaning, and upkeep of kitchen equipment, appliances, tools, and facilities to ensure they remain in optimal working condition, safe, and hygienic. Proper kitchen maintenance includes everything from repairing broken equipment to keeping kitchen surfaces clean and organized, ensuring that all systems function efficiently to support smooth operations.

2. Food Safety & Hygiene:

Cross-Contamination Prevention: They have to ensure the separation of raw and cooked foods, especially when working with allergens.

Cleaning Schedule: They need to develop a thorough daily, weekly, and monthly cleaning schedule for kitchen areas, equipment, and utensils.

Employee Hygiene: Hand hygiene is one of the most important aspects of food safety. Ensure that kitchen staff washes their hands frequently and correctly. Need to provide hand washing stations with soap, water, and paper towels or hand dryers in key areas.

Proper Temperature Control: Need to use thermometers to check the internal temperature of foods during cooking, holding, and serving, and keep logs for verification.

3. Optimize Inventory Management and Control:

Adopt a more efficient inventory management system that allows for real-time tracking of stock levels, expiration dates, and ingredient usage. Implement the FIFO (First In, First Out) method for better stock rotation.

1. Choose a digital system that can automate stock tracking, reorder levels, and create alerts when stock is low.
2. Use barcodes or RFID tags to streamline inventory tracking and reduce human error

3. Track both perishable and non-perishable items separately, as they have different shelf lives and handling requirements.
4. Conduct regular physical inventory counts to ensure that the quantities recorded in the system match the actual stock on hand.

4. Reduce Food Waste:

Introduce practices to minimize food waste, such as careful portion control, creative use of leftovers, and more accurate forecasting of ingredient needs. Reducing food waste lowers operating costs and helps the restaurant operate more sustainably. This practice can also contribute to the kitchen's overall profitability.

1. Record food waste daily, categorizing it by type (vegetable scraps, meat trimmings, spoiled produce).
2. Perform regular waste audits and analyze patterns to identify areas where waste can be reduced.

5. Invest in Modern Kitchen Equipment:

Evaluate the current kitchen equipment and invest in new or upgraded appliances where necessary. This could include faster ovens, more efficient refrigeration, or better food prep tools. Modern and well-maintained equipment can increase kitchen efficiency, reduce cooking time, and improve food consistency. It can also help prevent frequent breakdowns that disrupt operations. Investing in modern kitchen equipment can greatly enhance the efficiency, safety, and sustainability of a kitchen operation. Modern equipment not only helps streamline operations but also improves the overall quality of food preparation, reduces waste, and minimizes energy consumption.

6. Enhance Food Quality and Consistency: Establish strict standards for food preparation, presentation, and taste to ensure that every dish meets the restaurant's quality expectations. Regularly monitor food quality and consistency during service. Enhancing food quality and consistency is a crucial aspect of any successful kitchen operation, as it directly impacts customer satisfaction, brand reputation, and profitability. Achieving consistent, high-quality food involves improving cooking techniques, using the right equipment, sourcing quality ingredients, and maintaining rigorous quality control. Here are several strategies and practices to enhance food quality and consistency in kitchen operations

Conclusion: Chef's Table is a well-known and renewable food court restaurant under the concern of United Group. Chef's Table has rich amenities, features, brand values, products and services to support and encourage their business. Chef's Table has different types of multi-cuisine. Chef's Table is always concerned about providing the proper and quality services to customers. The Food & Beverage Production department of Chef's Table is quite trained and organized.

During internship at Chef's Table Dhanmondi, an intern gets the valuable opportunity to gain hands-on experience in the operations of a professional kitchen. Throughout the period, observing and participating in various aspects of food and beverage production, from food preparation and cooking to quality control and customer service, helps an intern to learn a lot. This internship has provided a comprehensive understanding of the kitchen's inner workings, the importance of teamwork, and the key operational strategies that ensure a smooth and efficient service, which are presented in this report.

The internship experience in the cold kitchen of Chef's Table, which is called Greens & Seeds, has provided valuable insights into the importance of fresh, raw ingredients and techniques used to prepare nutritious and visually appealing dishes. Throughout the internship, hands-on experience was gained in the preparation of salads while maintaining high standards of hygiene and food safety. The internship also offered an understanding of the operational aspects of Greens & Seeds, from ingredients sourcing and storage to menu planning and presentation. It was observed that creativity and attention to detail are crucial in ensuring that salads are not only healthy but also aesthetically pleasing and flavorful. Overall, the internship at the cold kitchen of Chef's Table called Greens & Seeds has contributed significantly to the development of food & beverage production skills, broadened the understanding of healthy eating, and reinforced the importance of sustainability in modern kitchens.

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