

Internship Report On Culinary process of Horizon Resort & Spa (China)

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Submitted To:

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LETTER OF TRANSMITTAL

Mr. Siddiqur Rahman

Assistant Professor & Head

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Subject: Submission of internship report on ‘Culinary process of Horizon Resort & Spa

Dear Sir,

With all due respect, I am pleased to submit my internship report titled ‘Culinary Process of Horizon Resort & Spa at Horizon Resort & Spa’ to the Faculty of Business & Entrepreneurship through the Department of Tourism and Hospitality Management. This report reflects the knowledge and experience I have gained on my eleven-month internship with the Horizon resort & Spa at Horizon Resort & Spa.

The report was prepared as a requirement for the completion of my internship program at the organization. I have been fully dedicated throughout my time at Horizon Resort & Spa, and the experience has greatly enriched my understanding of hotel operations, particularly in culinary practices.

Thank you for your time and consideration.

Sincerely,

Jahidul Islam Mohan

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CERTIFICATE OF APPROVAL

This is to certify that the report titled ‘Culinary process of Horizon Resort & Spa at Horizon Resort & Spa’ is prepared by Jahidul Islam Mohan, ID: 193-43-443. The report is based on an eleven-month internship at Horizon Resort & Spa. He has completed his internship from Horizon Resort & Spa, as an intern under the culinary kitchen Department from December 27th 2023 to November 7th 2024. He successfully submitted this report under my supervision. During his internship, he demonstrated punctuality, dedication and honesty.

I wish him success and a bright future. I have reviewed the report and confirm that it meets the requirements of the Bachelor of Tourism & Hospitality Management program.

Signature



Siddiquir Rahman

Assistant Professor & Head

Department of Tourism and Hospitality Management

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STUDENT DECLARATION

I would like to express my gratitude to all my mentors and co-workers who made it possible for me to complete my internship at Horizon Resort & Spa. It was a great honour to intern at this esteemed luxury international hotel.

Jahidul Islam Mohan, ID: 193-43-443, a student of Tourism and Hospitality Management at Daffodil International University, declare that this report titled “Culinary Process of Horizon Resort & Spa at Horizon Resort & Spa” has been prepared solely to fulfill the requirements of my internship course.

This report reflects my performance during the internship and is my original work. Any copying or use of this report without my permission is strictly prohibited.

Signature



Jahidul Islam Mohan

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I would like to express my sincere gratitude to all those who supported me during the internship at Horizon Resort & Spa. I extend my gratitude thanks to my mentors Mr. Pan Yihuang, supervisor & in-charge, Pastry chef and Ms. Joy, head of the department in pastry kitchen. Their invaluable guidance, encouragement, and expertise throughout my time in Horizon Resort & Spa. Their support not only enhanced my learning experience but also inspired me to strive for excellence in my culinary skills.

Additionally, I appreciate the management of Horizon Resort & Spa for providing me with the opportunity to intern in such a prestigious establishment. Their commitment to quality and service has left a lasting impression on me.

I would like to thank the management of the Horizon Resort & Spa for providing me with the chance to complete my internship and training me on the latest developments and approaches of Luxury hotel culture and business. I am especially thankful to Ms. Sun. I would also like to thank my colleagues in Horizon Resort & Spa for their camaraderie and collaboration. Their willingness to share their knowledge and techniques greatly contributed to my professional growth and understanding of the culinary process.

Lastly, I am grateful to my family and friends for their unwavering support and encouragement during this journey.

I am grateful for the ongoing help I received during my internship. I would also like to thank all my co-workers for their support in finishing my internship.

Thank you all for being a part of this enriching experience.

Executive Summary

This report provides an in-depth analysis of the culinary process at Horizon Resort & Spa, highlighting both the strengths and challenges faced by the resort's kitchen operations. The main objectives of this analysis were to evaluate the quality, efficiency, sustainability, and customer satisfaction associated with the culinary process and offer actionable recommendations for improvement.

The findings reveal that Horizon Resort & Spa excels in maintaining high food quality and presentation, with locally sourced, fresh ingredients and innovative dishes contributing to an exceptional dining experience. However, certain challenges, including language barriers, staff behavior issues, inconsistent food quality, and food waste, Food hygiene, were identified as areas needing attention.

The culinary team at the resort faces communication difficulties due to language barriers, which can lead to misunderstandings and delays in food preparation, particularly during peak periods. Staff behavior, including occasional conflicts and lack of coordination under stress, also hinders operational efficiency. Additionally, while the resort upholds a high standard of food quality, inconsistent preparation and presentation at times impact guest satisfaction. Food waste, despite efforts toward sustainability, remains a concern, with over-preparation and inventory management issues contributing to unnecessary waste and higher operational costs.

To address these challenges, several key recommendations have been proposed. These include implementing language training for staff, enhancing behavioral management through emotional intelligence and conflict resolution training, and standardizing quality control processes to ensure consistent food quality. Additionally, improving waste management practices through better portion control, inventory tracking, and predictive tools for demand forecasting will help reduce food waste and improve sustainability.

By addressing these issues, Horizon Resort & Spa can enhance the efficiency of its culinary operations, improve guest satisfaction, and ensure long-term sustainability while maintaining its high standards of luxury dining. These recommendations are aimed at optimizing both staff performance and overall operational effectiveness.

Table of Contents

Contents

Chapter1: Introduction	1
1.1 Introduction	2
1.2 Background of the Report.....	2
1.3 Scope of the Report	2
1.4 Objectives of the Report	3
1.4.1 Broad Objectives	3
1.4.2 Specific Objectives	3
1.5 Methodology	3
1.5.1 Secondary Data Sources	3
1.6 Limitations of the report	5
Chapter-2: An overview of Horizon Resort & Spa.....	6
2.1 Introduction of Horizon Resort & Spa.....	7
2.2 Background of Horizon Resort & Spa	8
2.2.1 Mission of Horizon Resort & Spa.....	8
2.2.2 Vision of Horizon Resort & Spa.....	8
2.2.3 Goals of Horizon Resort & Spa	8
2.2.4 Organizational chart of Horizon Resort & Spa.....	9
2.3 Function Department of Horizon Resort & Spa.....	10
2.3.1 Culinary process of Horizon Resort & Spa Department	10
Chapter 3: Overview of the Horizon Resort &	11
Spa Department	11
3.1 Introduction of the Horizon Resort & Spa	12
3.2 Segment of the Horizon Resort & Spa.....	12
3.3 Organization structure of the Horizon Resort & Spa	16
Key Roles in the Horizon Resort & Spa Organization Structure:	18

3.4 Coordination with other Departments	20
3.5 Conclusion.....	21
Chapter-4 Analysis of the Culinary Process of Horizon Resort & Spa Operations	22
4.1 Introduction of the Culinary Process	23
4.2 Waste management	25
4.3 Operational flow of Culinary Process of Horizon Resort & Spa.....	25
.....	26
4.3.1 Planning and Menu Design.....	26
4.3.2 Ingredient Sourcing and Preparation	26
4.3.3 Cooking and Assembly.....	26
4.3.4 Quality guaranty and presentation	27
4.3.5 Service and Guest Feedback	27
4.3.6 Cleanup and Post-Shift Review	27
4.4 Culinary process of Horizon & Resort Spa Operations	27
4.4.1 Conceptualization and Menu Development.....	28
4.4.2 Supply Chain and Purchase of Stock	28
4.4.3 Preparation and Mise en Place	28
4.4.4 Cooking and Production	29
4.4.5 Plating and Presentation.....	29
4.5 Food Quality Control Procedure	30
4.5.1 Supplier Selection and Local buying	30
4.5.2 Quality Control Procedures.....	31
4.6 Food Preparation and Mise en Place Efficiency	32
4.6.1 Workflow and Station Organization.....	32
4.6.2 Waste Reduction in Preparation.....	33
4.7 Cooking Techniques and Production Process at Horizon Resort & Spa	34
4.7.1 Station-Based Cooking and Specialization	36

4.7.2 Maintaining Consistency	37
4.7.3 Technology and Equipment Usage.....	38
4.8 Presentation and Plating Standards	42
4.8.1 Basic criteria of plate and design and Plating Aesthetics.....	43
4.8.2 First Country Special VIP Guest Presentation	45
4.8.3 Quality Checks Before Serving.....	45
4.9 Conclusion.....	47
Chapter- 5 Findings, Problems and Recommendations	50
5.1 Findings.....	51
5.2 Problems.....	52
5.3 Recommendations	53
5.4 Conclusion.....	54
References.....	55

List of Figures

Figure 1: Organizational Structure	24
Figure 2: Organizational Structure	25
Figure 3: Hotel Senior Management Team	26
Figure 4: Thunderbird.....	45
Figure 5: Commercial Mixer.....	46
Figure 6: Deck Oven.....	47
Figure 7: Control Panel of Deck Oven	48

Chapter1: Introduction

1.1 Introduction

Situated in the stunning coastal city of Sanya, Hainan, China, Horizon Resort & Spa provides a lavish retreat amid breathtaking landscapes. Founded in 1998, it has evolved into a premier hospitality destination, renowned for its dedication to luxury, sustainability, and exceptional guest experiences. With its pristine sea beaches, lush tropical landscapes, and serene atmosphere, the resort serves as an idyllic destination for relaxation and rejuvenation. The Horizon Resort & Spa is designed to provide guests with a harmonious blend of modern comfort and traditional hospitality, making it a perfect choice for both leisure and business travelers. The resort boasts a range of amenities, including world-class dining, rejuvenating spa services, and recreational activities, ensuring that every guest experiences the ultimate in relaxation and enjoyment.

1.2 Background of the Report

This report focuses on the culinary processes at Horizon Resort & Spa, a renowned hospitality destination known for its exceptional services and luxurious experiences. As part of the internship program, the report provides insights into the resort's kitchen operations, culinary techniques, and food preparation standards. It explores the methods and strategies used to maintain quality, hygiene, and customer satisfaction. The internship aimed to offer hands-on experience, understanding of modern culinary practices, and exposure to the challenges of the hospitality industry. By analyzing various aspects of the culinary department, this report highlights the critical role of efficient kitchen management and innovation in delivering memorable dining experiences to the resort's esteemed guests.

1.3 Scope of the Report

This report focuses on the culinary processes at Horizon Resort & Spa, providing an in-depth analysis of its operations, techniques, and overall contribution to guest satisfaction. It highlights the methods used in food preparation, presentation, and kitchen management while exploring the role of culinary excellence in enhancing the resort's reputation. The report also delves into the organizational structure of the culinary team, the implementation of hygiene standards, and the use of local and

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international cuisines to cater to diverse customer preferences. Additionally, it evaluates how the culinary process aligns with the resort's commitment to sustainability and quality. The scope aims to provide insights into the practical and strategic aspects of culinary operations within a luxury hospitality setting.

1.4 Objectives of the Report

1.4.1 Broad Objectives

This report has been created to meet the requirements for my Bachelor of Tourism & Hospitality Management program. Its primary goal is to thoroughly explore the culinary processes within Horizon Resort & Spa.

1.4.2 Specific Objectives

- To analyze the culinary process of Horizon Resort & Spa
- To identify major problem relates to the culinary process at Horizon Resort & Spa
- To provide recommendations based on the problems

1.5 Methodology

This report takes a secondary qualitative approach, exploratory in nature concentrating on the culinary processes in Horizon Resort & Spa at Horizon Resort & Spa Hotel. Information for this report was gathered through research, hands-on experience, and observation of daily operations. The data used in this report has been collected from secondary sources, which include the following:

1.5.1 Secondary Data Sources

- Hotel food and safety, and costing sheets.
- The official website of Horizon Resort & Spa Hotel.
- Standard Operating Procedures (SOPs) for the Horizon resort & Spa hotel.
- Operational reports from the Food & Beverage department
- Articles from mainstream media and online publications about the property.

- Basically, are available details in Wechat and baidu Apps.

1.6 Limitations of the report

This report on the culinary processes at Horizon Resort & Spa highlights several challenges encountered during its preparation. A key limitation is the reliance on secondary data sources, such as operational reports and Standard Operating Procedures (SOPs), which may not fully capture the intricacies of daily operations. Furthermore, access to confidential or proprietary information was restricted, limiting a comprehensive analysis of financial and strategic aspects. The report primarily reflects the internship period, which may not encompass seasonal or long-term variations in culinary operations. Additionally, due to time constraints, the research could not include extensive guest feedback or comparative analysis with other resorts. These limitations underscore the need for further studies to provide a holistic understanding of culinary practices at Horizon Resort & Spa.

Chapter-2: An overview of Horizon Resort & Spa

2.1 Introduction of Horizon Resort & Spa

Horizon Resort & Spa, a luxurious five-star establishment, is a distinguished addition to the luxury international portfolio in China. Located in the picturesque city of Sanya, the resort is nestled along the pristine coastline, offering breathtaking views and a serene atmosphere for leisure and business travelers alike (Horizon Resort & Spa, 2024). Since its inception, Horizon Resort & Spa has set itself apart with its dedication to delivering exceptional service, world-class amenities, and a blend of modern comfort and traditional hospitality.

The resort comprises two buildings, Zone 1: Number of rooms in 365 and Zone2: Number of rooms in 523, largest number of rooms 886. The earliest construction time, private beaches have the longest coastline Guanhai Garden is the most beautiful and has the largest area. Thousands of characteristic tropical plants Wechat platform operate the first hotel.

The resort features an array of accommodation, including spacious rooms and suites equipped with state-of-the-art facilities designed to ensure guest satisfaction. Its diverse culinary offerings, showcased across multiple on-site restaurants, emphasize both local and international cuisines, catering to a wide range of tastes and preferences. Guests can also enjoy recreational facilities such as a spa, fitness center, swimming pools, and access to tranquil beaches, making it an ideal destination for relaxation and adventure.

Horizon Resort & Spa is committed to sustainability, incorporating eco-friendly practices and supporting the local community through its operations. By harmonizing luxury, culture, and environmental responsibility, the resort has established itself as a premier destination for travelers seeking unforgettable experiences. With its dedication to excellence and innovation, Horizon Resort & Spa continues to redefine hospitality in one of China's most beautiful coastal regions.

2.2 Background of Horizon Resort & Spa

Horizon Resort & Spa, situated in the stunning Yalong Bay of Sanya, China, is one of the country's finest luxury hotels, renowned for its exceptional hospitality and picturesque location. Established in 1998, the resort has consistently upheld the principles of five-star service, making it a preferred destination for international and domestic travelers alike. Nestled amidst pristine beaches and lush tropical landscapes, the resort offers a harmonious blend of relaxation, luxury, and cultural experiences. Over the years, Horizon Resort & Spa has set a benchmark for excellence by integrating innovative hospitality practices with a commitment to sustainability and local community engagement.

2.2.1 Mission of Horizon Resort & Spa

The mission of Horizon Resort & Spa is to provide guests with unparalleled experiences by offering exceptional service, luxurious accommodations, and authentic culinary delights. The resort aims to create lasting memories by blending traditional Chinese hospitality with contemporary amenities, ensuring guest satisfaction at every touchpoint. Furthermore, Horizon Resort & Spa is committed to sustainability, promoting eco-friendly practices, and contributing positively to the local community.

2.2.2 Vision of Horizon Resort & Spa

The vision of Horizon Resort & Spa is to become a globally recognized leader in luxury hospitality by consistently delivering unique and memorable experiences. The resort aspires to set new standards in service excellence, culinary innovation, and environmental sustainability, positioning itself as the premier choice for discerning travelers worldwide.

2.2.3 Goals of Horizon Resort & Spa

- Strive to ensure exceptional guest's satisfaction by consistently enchanting service excellence.
- Create a workplace that promotes growth, teamwork, and positive employee engagement.
- Adopt sustainable tourism initiatives that reduce environment impact and contribute to the local community's prosperity.
- Broaden the resort's range of services and strengthen its presence in the luxury

hospitality market.

2.2.4 Organizational chart of Horizon Resort & Spa

The organizational structure of Horizon Resort & Spa is designed to facilitate smooth operations and ensure the highest quality of guest services. The hierarchy begins with the General Manager, who oversees all aspects of the resort. Reporting to the General Manager are department heads for key areas such as Food & Beverage, Housekeeping, Front Office, Spa & Wellness, and Marketing & Sales. Each department comprises skilled professionals dedicated to maintaining the resort's reputation for excellence.



2.3 Function Department of Horizon Resort & Spa

Horizon Resort & Spa operates through several functional departments, each contributing to the overall guest experience. These include Food & Beverage, Housekeeping, Front Office, Engineering, Marketing & Sales, Spa & Wellness, and the Culinary Department. Each department collaborates to deliver seamless service and maintain the resort's high standards.

2.3.1 Culinary process of Horizon Resort & Spa Department

The Culinary Department is a cornerstone of Horizon Resort & Spa, delivering an exquisite dining experience to guests. This department manages everything from sourcing high-quality, sustainable ingredients to preparing and presenting culinary masterpieces. The resort emphasizes local and international cuisines, ensuring diverse options for guests. The culinary process is meticulously structured, starting with menu planning and ingredient sourcing, followed by preparation, cooking, plating, and quality checks. The department also integrates sustainable practices such as minimizing food waste and supporting local farmers, reflecting the resort's commitment to environmental responsibility. With a team of highly skilled chefs and state-of-the-art kitchen facilities, the Culinary Department plays a pivotal role in creating memorable dining experiences that enhance the resort's appeal.

Chapter 3: Overview of the Horizon Resort & Spa Department

3.1 Introduction of the Horizon Resort & Spa

Horizon Resort & Spa pastry kitchen offers guests great dining experience by applying technique, creativity, and precision at the pastry kitchen. Being a segment of the overall policy of improving quality at the resort, pastry kitchen operates at creation of individual sweet dishes systematically with regard to the product quality, creativity, and aesthetic presentation. Starting with the choice of raw materials, the focus on freshness and product origin is carried out, which is a direct reference to the respect for local traditions of the resort (Horizon Resort & Spa, 2024).

Every stage starting preparation of the food through cooking, preparation of garnish or grill, and serving of food is done by professional chefs that pay keen attention to hygiene and tidiness. It also coordinates with other departments to achieve the general service objectives of the resort as well as to meet the guests' expectations. This combination makes the food event enjoyable as people get to taste their meals in stylish environments that are romantic or stylish. This is so, given that with passion and sheer hard work in executing culinary art the specialty of a pastry kitchen at Horizon Resort & Spa has been given a meaning through redefinition to form part of the facilities that make the resort famous.

3.2 Segment of the Horizon Resort & Spa

Culinary activities carried in the Horizon Resort & Spa are numerous and sectioned in a way that demonstrates the proper standards expected in the resort in issues relating to quality, presentation and services. Every part is made to look unique while also focusing on delivering quality service to the guests from selecting the ingredients up to presenting foods. Here's an in-depth look at the main segments of Horizon Resort & Spa's culinary process:

Ingredient Selection and Sourcing

As with any business, the strength of a culinary service rests with the key components, of which the most important is food. Check out that Horizon Resort & Spa strictly source locally grown, organically grown, and sustainably cropped foods. That quality and freshness are values cherished by the resort it is possible to observe cooperation with local suppliers and farms. For instance, to provide key food items such as seafood the resort buys from Sanya fisheries, thus, the seafood offered is fresh. Most

of the Horizon's pastry kitchen is very keen on sourcing ingredients for pastries and desert, such as flour, dairy products, Chocolate, and fruits, since they constitute most of the baked products (Baldwin, 2012).

In an effort to keep records and ensure that it is easy to view through, Horizon Resort & Spa audits its supplier frequently to check compliance to food safety. Moreover, over 30 reliable suppliers have been identified in China for consistent supply of services to the resort. This strict ingredient selection policy not only helps to make every meal delicious but also gives a contribution to the local people's economy, thus improving the value of CSR of the resort.

Preparation and Processing

When the ingredients are chosen, the following process is the next essential stage – preparation. In Horizon Resort & Spa, SOP is used by chefs to ensure general cleanliness and standardizing of portions served. All recipes are brought into operation, and the time taken to prepare each product is carefully controlled to minimize waste and retain food value. For instance, the pastry kitchen uses “Just In Time” including the preparation of pastries as well as desserts in small portions to cater for fresh products throughout the day.

Kitchen employees learn special procedures for a separate segment: slice the fish precisely for sashimi in the seafood section or use appropriate methods of the proper folding of pastries in the bakery. This training provides the culinary team with competencies required to meet the company's requirement in preparation of complicated dishes. Furthermore, the hand tools, such as temperature-controlled ovens and sous-vide machines, make it easier for Horizon to hold precise control in production and thereby prepare food that is perfectly textured and flavored (Leong et al., 2020).

Presentation and Plating

Food presentations are an important aspect to the service offering, and so it is at Horizon Resort & Spa where the aesthetics of each dish is considered very important. For instance, the pastry kitchen aims at presentation by garnishing most of the deserts with flowers, gold foil, etc. Studying the customers' expectations, it has been proved that when the food is appetizing, the guests see it as more satisfying when served

attractively, and Horizon's work is based on the same idea, which makes the overall impression brighter (Gillespie, 2019).

An internal survey of guests conducted in the recent past pointed to an almost unanimous positive response with respect to the presentation of food; the majority of the guest's mentioned presentation in their comments regarding services and on social media. Another unique dining experience is that the resort can arrange the styles of serving meals either for beach dinner or any other event planned.

Quality Control and consistency

Yet, the procedure at Horizon Resort & Spa is that the quality control team works hard to make all the meals to be of equal quality. The actual part of the culinary process takes place here involved daily tasting by the executive chef and governs the tasted flavors, portion control and presentation. For instance, the pastry kitchen has to undertake a quality check in the morning and in the afternoon, observing that all products developed are meeting the standard of the guests.

Thus, guest satisfaction scores and kitchen performance measures are used as control KPIs to rate the success of the service quality control. New information shows that guests are thoroughly satisfied with quality of food and beverages on the territory of the resort, as the overall rating reaches 92% (Geiger, 2020).

Health and Safety Standards

Food safety is very important and in the Horizon Resort & Spa the kitchens are very careful in their cleanness. It should be noted that the Hazard Analysis and Critical Control Points (HACCP) are used in the functioning of the resort, according to which different hazards in the context of food handling are identified and measures for their exclusion are determined. For example, chefs prepare food in the pastry kitchen put on gloves and masks, hairnets when handling easily contaminated items such as cakes.

Besides, following general sanitation measures, Horizon has installed temperature control programs to guarantee the correct storage temperature of ingredients and cooked products. Such systems also assist in ensuring that the food is preserved as much as possible and does not contaminate other foods, more so in the seafood and pastry kitchen. A recent internal audit has quoted that Horizon's compliance to food safety measures is more than 98 % and hence one of the safest places to have food in

the region (Global Hospitality Group, 2022).

3.3 Organization structure of the Horizon Resort & Spa



Figure 1: Organizational Structure

Source: Horizon Resort & Spa (2024).

The organizational structure of the culinary department at Horizon Resort & Spa is intended to accurately target specific goals of providing efficiency, quality and innovation to enhance dining experiences. Some of its subunits include the particular departments; each team includes expert professionals who not only manage the day-

to-day running of the group but also ensure adherence to best practices and act as facilitators of the team members.



Figure 2: Organizational Structure

Source: Horizon Resort & Spa, (2024).

Key Roles in the Horizon Resort & Spa Organization Structure:



Figure 3: Hotel Senior Management Team

Source: Horizon Resort & Spa, (2024).

Executive Chef: The Executive Chef reports directly to the Food & Beverage Manager and is in charge of the entire culinary team in managing all food related issues in subdivisions including restaurants, bar areas; and banquets. They report to the management, define expectations, and supervise compliance with such standards that resort has in place.

Pastry Chef: The Pastry Chef supervises the pastry's department where baked confectionery as well as other specialties are made. They monitor the pastry subordinates, create new product options, and sustain certain quality requirements of pastry segment (Baum & Devine, 2007).

Sous Chefs: Sous Chefs are directly responsible to the Executive Chef and the Pastry Chef in the restaurant. They are daily operators responsible for the organization of the

kitchen and the assignment of duties as well as overseeing that food prepared meets the resorts' quality standards. They all often report to a specific Sous Chef, and cover a particular section, such as the main kitchen, banquet or room service.

Station Chefs (Chefs de Partie): Every station chef defers to a specific part in the kitchen, meat preparation, cold appetizers, hot meals, and bakery products among others. They are specialized with their specialty of using kitchen ingredients, they cook their servings to taste, and also arrange how best to communicate with other sections of the restaurant.

Commis Chefs: A Commis Chefs duty is to assist the Chefs de Partie by preparing ingredients, helping with cooking and presentation of foods. They help to support the functional operation of the kitchen by assisting senior chefs to ensure smooth operations of their functional stations (Camillo, 2015).

Kitchen Support Staff: This may range from the kitchen porters, dishwashers and all other sub-staffs knowing that cleanliness is next to godliness. They keep the environments tidy, the tools disinfected, and materials propped, so that the cooks have to worry about preparing meals.

Food & Beverage (F&B) Service Director: As a matter of fact, the F&B Service Director does more of a coordination with the Executive Chef in the preparation and presentation of meals in relation to the guests' requirements. They supervise the waiting staff, organize catering for functions, as well as guarantee a successful meal in the resort (Baum & Devine, 2007).

3.4 Coordination with other Departments

In the process of efficient operational management, it often becomes crucial to ensure that the coordination that takes place between the cooking staff and other departments with efficiency when handling guests in Horizon Resort & Spa is smooth. Here's how the culinary department collaborates with key departments:

Food & Beverage (F&B) Service: Culinary is then supported by F&B service personnel, and aiming at practicing the meals on time in terms of delivery, presentation, and quality. They fully interact on order details, special requests for diet and events information, and production details.

Housekeeping: Another important coordination is with housekeeping where items

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require by room service for setting up in-room dining as well as cleaning of service areas within the room (Cheng & Wu, 2017).

Procurement and Finance: The culinary department works hand in hand with procurement section to pick parts and also with the finance department to keep tab on part costs. Standard communication provides quality supplies and optimum cost.

Sales and Marketing: In matters concerning celebrating events and promotional menus, the culinary team engages the sales and marketing team to popularize the theme, branding and quality to meet the guest expectations.

Guest Relations: This means that culinary staff here can consult with guest relations when it comes to hosting and catering for VIP guests, responding to specific requests and, getting feedback.

Such integration 's implication makes it possible to have horizontal co-ordination so that each guest gets the best in terms of food quality, presentation, and quality of experience.

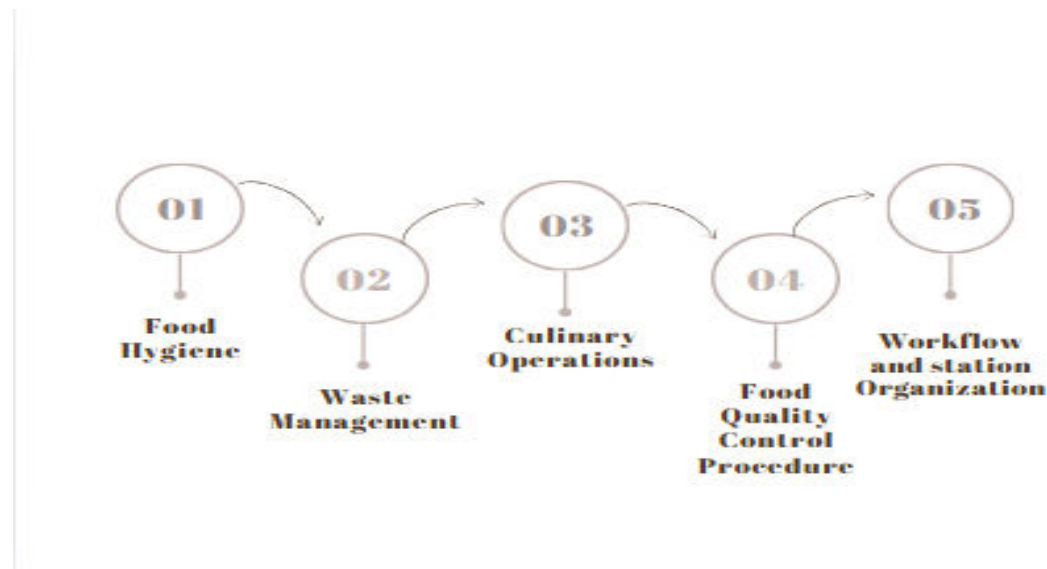
3.5 Conclusion

Food preparation at Horizon Resort & Spa is an elaborate exercise that require quality, hygiene and teamwork within the organization. Every process beginning from purchasing ingredients to preparing the final food, presenting it and getting feedback from the guests is made deliberately to afford diners a great eating experience. Strengthened through close cooperation throughout the resort, the culinary team is in a position to positively influence the culinary services, food and beverage services, housekeeping, procurement staff as well as the marketing department to guarantee a smooth workflow, improved quality of services and personalization of the guest experience at the resort. From the standards of quality, innovation and teamwork, the Horizon Resort & Spa makes the list of leading restaurants where guests are always satisfied.

Chapter-4 Analysis of the Culinary Process of Horizon Resort & Spa Operations

4.1 Introduction of the Culinary Process

The Culinary Process follows these main charts:



The culinary process at Horizon Resort & Spa is an orderly and systematic affair designed to provide great meals to meet the resort's goals of providing quality food and excellent service. It concerns preparation of ingredients, and the food items themselves, from preparation of the ingredients, cooking, serving and arrangement. The possibility for conformity, quality, and efficiency is maintained on every phase of a specific environment to make it notable as the finest resort for dining. The culinary team has interaction with different so many ingredients to come up with a rich, local but with an international twist food menu to create special food that many of the guest would value.

The reason for each stage analysis to understand operational effectiveness and guest satisfaction

Evaluating the sequence of operations in the course of preparing meals is critical to the attainment of the objectives of operating efficiency and customer satisfaction. By considering each of the phases, areas of improvement can be identified enabling the resort to become more efficient, cut some excess costs, hence deliver the best culinary services. For example, while gaining is focused on delivering fresher ingredients, a good ingredient acquisition plan will also consider the costs which have to be incurred; secondly, cooking and preparing food, good food preparation and cooking method minimizes wastage and maximizes productivity in the kitchen. Also, features such as

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‘consistency in presentation and quality service delivery enhance guest satisfaction; this affects guest repeat patronage. The culinary team can also evaluate and analyze areas of improvement or reveal superior practices within the resort that all meals uphold (Edgell & Swanson, 2013).

Food Hygiene

The step-by-step consideration when analysing the culinary processes at Horizon Resort & Spa includes reviewing and assessing the role of aspects of the process on the flow of the culinary process. The analysis will focus on several key areas, including:

Ingredient Sourcing and Quality Control: Assessing the ways, in which ingredients are chosen, bought or sourced, and checked for quality and food sourcing standards.

Preparation and Kitchen Efficiency: Adapting work processes, organization and display habits together with time usage and usage in order to get the most and eliminate waste.

Cooking Techniques and Production Process: Considering the practices of preparing food at stations, the cooking processes in terms of their homogeneity, and the place of technology in food preparation.

Presentation and Plating Techniques: Evaluating plating standards and types of customizations that can create an aesthetic appeal and add up to the overall guest experience.

Coordination with Front-of-House and Guest Services: Discovering how the back of house and front of house are integrated in order to provide quality service to customers.

Health, Safety, and Hygiene Standards: Increasing our understanding of our company’s guests’ safety through the assessment of compliance with safe food handling standards and sanitized food preparation procedural standards.

Sustainability and Waste Reduction: The following whereas for revisiting sustainable sourcing, waste management and resource conservation have been proposed (Cheng & Wu, 2017)

Guest Feedback and Continuous Improvement: Anticipating and applying guest feedback patterns to the culinary processes that are aimed at further enhancement.

The objectives of this analysis are to:

- Analyze what works well and less well within all sub-processes of the culinary process.
- Improve the organizational capacity, cut on expenses, and avoid unnecessary expenditure.
- As part of the recommendations, there were common food standards that have to be implemented in order to meet the guests' expectations.
- See how the resort supports sustainable practices and endeavors of the local population.
- Retention and care of guests by providing guests with hypertrophic dining solutions as well as experiences to cater for their satisfaction needs.

4.2 Waste management

Minimizing Food Waste: To reduce wastage, portions control and portions inventory are well checked by the culinary team. Wastage is reduced as far as it is possible, for instance by using the packet off cuts to prepare stocks or get bakery items.

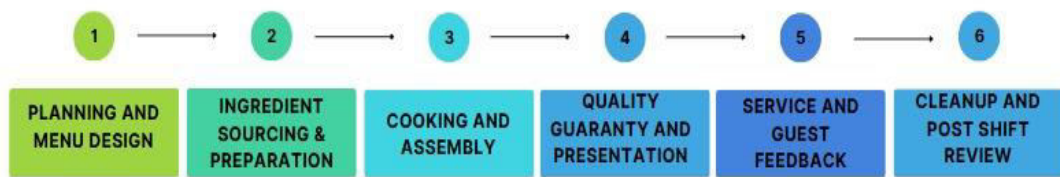
Energy and Water Conservation: Aluminum foil is used in the kitchen in order to lower the amount of energy and water that are used. All of these practices help the resort to meet its sustainable initiatives and prove that the resort is responsible for its operations.

Sustainable practices: The resort hosts take environmental conservation significantly with practice like composting organic waste besides using biodegradable materials in packaging take away foods. This focus on sustainability not only lowers the effect on the environment but also meets the necessary expectations set by the guests.

Waste in a bakery: food waste (leftovers, expired ingredients) packing waste, water waste, and energy waste.

4.3 Operational flow of Culinary Process of Horizon Resort & Spa

Organization of work process in the culinary sub-department is optimized to preserve and enhance productivity, standardization and quality of food products delivered. The process follows these main stages:



4.3.1 Planning and Menu Design

Menu Development: This means that the culinary team, operating under the guidance of the Executive Chef always revise the available menu to cover seasonal produce and patron tastes as well as trends in the food industry. One of them is that the development of menus is a cooperation between the Executive Chef, Sous Chefs and F&B Service Director.

Recipe Standardization: Every dish prepared in the kitchen is done so meticulously to ensure homogeneity as per taste, texture, and packing. In order to maintain consistency, they keep records of ingredients used, preparation period, and how they arrange food on the plates (Larson, 2018).

4.3.2 Ingredient Sourcing and Preparation

Procurement: The ingredients are bought only from credible stores in order to get the fresh and quality foods. For the regular farming produce, the procurement team sources from the local producers and distributors; otherwise, the food is imported as required.

Quality Control: On arrival the ingredients are checked by the station chefs and the kitchen support staff before use. This way any inferior goods are sent back so as to use appropriate quality input in production.

Preparation: Work is done in advance, according to the organization of the kitchen and the type of food to prepare. This position of Commis Chefs and kitchen assistants are tasked with the job of slicing, preparing and portioning and thereby leaving more room for the head chefs to plate (Kotschevar & Withrow, 2007).

4.3.3 Cooking and Assembly

Station-Based Cooking: The dishes are cooked in particular sections in relation to the type of meal; for instance, appetizers, type of main entree, and desserts. It helps reduce cross-connection and keep the workflow uninterrupted.

Real-Time Coordination: Sous chefs oversee the preparation of the food activities and also has to time plan for other stations' dishes to be ready together, especially during rush hour.

It implies that order timing requires consistent communication in order to be achieved.

Final Assembly: For once individual components are cooked these are assembled on the plate. Sous Chefs have the responsibility over this process making sure that the dishes meet the presentation standards (James, 2015).

4.3.4 Quality guaranty and presentation

Tasting and Adjustments: However, after cooking the meals all the meals pass through a quality control check. Flavors are checked and balanced with senior chefs taking a small spoonful of all dishes to make a consolidation of quality. This practice is done while ensuring that the quality and stander of the resort is maintained.

Plating and Presentation: Preparation of food at Horizon Resort & Spa is considered incomplete without the process of plating. The culinary team pays highest attention to plating in order to prepare meals that have proper presentation to compliment the high-end nature of the resort.

4.3.5 Service and Guest Feedback

Service Coordination: The F&B Service Director and front-of-house workers have to arrange with the kitchen staff to gain the prompt delivery of the meals. In regard to banquet or event services, that means when serving up a particular item on a platter, the dishes have been cooked beforehand, but are still fresh.

Guest Interaction and Feedback: For his or her part, the F&B Service Director takes feedback from guests after meals. This feedback is delivered to the culinary team so that they can make amends and continue to include enjoyable meal options.

4.3.6 Cleanup and Post-Shift Review

Sanitization: All kitchen support staff also wash and disinfect all equipment's and areas used in preparing the church meals after every service delivered. This process helps to prepare the kitchen for the next shift in business.

Post-Shift Review: After the service, the culinary team meets to debrief service, find out what obstacles arise during service, and discuss what can be done for the next day of service. It ensures that there is the enhancement of the improvement of the working area within the particular department (Global Hospitality Group, 2022).

4.4 Culinary process of Horizon & Resort Spa Operations

Food & Beverage Services which are executed in Horizon Resort & Spa are planned in a manner that will create a good dining ambiance for customers. This process is quite formal and formally includes several departments of a hotel with the help of the quality ensures that the quality, speed, and standardization of food and beverages are well maintained from one page to another. Every step of the cooking, processing, and preparing stage is

intentional to champion the local taste profile, adapt to global standards, and respond to the Guests' expectations. Here is a detailed breakdown of the culinary process in Horizon Resort & Spa operations:

Waste management: The pastry and bakery department focus on reducing, reusing, and properly disposing of waste to ensure sustainability and cost efficiency.

Reduce: Minimize waste by accurate portioning, managing inventory, and training staff.

Reuse: Repurpose leftover ingredients and donate unsold goods.

Recycle: Separate recyclable materials like packaging and use eco-friendly supplies.

4.4.1 Conceptualization and Menu Development

Market Research: Similar to the food retailing industry, the culinary team investigate guest' demographics, expectations, and trends. This in turn assist in developing a menu that tends to weigh with the expectation of the local and international clientele.

Seasonal and Local Influence: Horizon Resort & Spa places strong on the concept of local sourcing and locally grown produce on the menu. It can improve the freshness at the same time promote sustainable local farmers and matches the policy of the resort.

Menu Trials and Tastings: Any new item to be put on the menu or on an upcoming promotion will be tested several times beginning with the trial involving the Executive Chef, Sous Chefs, and the F&B management. This way the resort is assured that every product served achieves the desired quality in terms of taste, texture and appearance.

4.4.2 Supply Chain and Purchase of Stock

Supplier Relationships: To avoid having substandard products, the procurement team has to develop good relationship with credible suppliers of raw materials. The importance is to buy food and other products that meet the main goals of the luxury resort's kitchen.

Inventory Tracking: Stock is controlled under computerized stock control system where it records the current position of the stock. This makes it easier to monitor the quantity of the ingredients used to avoid wastage and will always order the stock when supplies run low but will not order in bulk (Evans & Chon, 1989).

4.4.3 Preparation and Mise en Place

Pre-Preparation: Mise en place, or in English "everything in its place," is a very important part of the culinary process at Horizon Resort & Spa. Every station gets the ingredients ready before the busy times by slicing vegetables, seasoning proteins and portioning spices.

Hygiene and Safety Protocols: In preparation, food encountered by chefs comes with high hygienic and safety practices of washing hands, wearing gloves, and disinfection of surfaces. There should be separate areas, or at least separate sections of the kitchen where raw foods and cooked foods are stored.

Efficiency in Preparation: Pre-production is an essential part of the culinary process because the culinary team is encouraged to take as little preparation time as possible while still maintaining the highest quality the business can provide. This is even more significant during the peak demand period because time and accuracy compel the organization (Leong et al., 2020).

4.4.4 Cooking and Production

Station-Based Cooking: The culinary team is divided into subgroups responsible for a particular type of preparation with the subtopics being grill, sauté, and bake. It enables specialization of each dish and that is why the restaurant and food handling can be treated professionally here.

Real-Time Quality Checks: During the cooking process, head-chefs conduct series of assessment such as flavor check and temperature check. This is very helpful in sustaining the taste of meals as well as food safety of each served dish.

Time Management: Preparation time is always regulated so as to meet the orders and serve freshly prepared meals to the clients. The department strives to maintain an organized wave pattern to ensure party orders and services especially in cases of banquets.

4.4.5 Plating and Presentation

Standardized Plating Guidelines: Every food is laid down a plating protocol to fulfill the aspect of uniformity in terms of presentation. The composition of foods is treated like painting, with regard to color, surface pattern and arrangement of the food to make the human mouth water.

Personalization for Guests: If there is a big crowd of people or any celebrities are invited to the house, then local cooks might put special drawings instead of common decorations or write greetings on the deserts. This level of customization improves the guest experience and the element created adds a unique but smart twist.

Final Quality Check: At the end of each dish preparation, a Sous Chef or the head chef double examines it before being taken to the next station. It makes sure that presentation, portions and temperature match the standards of the resort (Larson, 2018).

4.4.6 Service and Delivery

Coordination with F&B Service: Its main collaboration is with the F&B Service since their main responsibility involves delivering meals to clients at the right time. The F&B Service Director supervises the order to avoid delays especially during peak periods or when large groups are been served.

Room Service and Banquet Operations: Requiring highly scheduled and timely service, mainly in room service and banquet, the temperature is of higher concern to food quality. Other equipment which is employed in food preparation for hot food delivery to the clients in the rooms or during a great occasion.

Communication for Special Requests: Whenever there is a need that is special or a request

for diet the kitchen is always made aware first. Cook for everyone, meaning that every dish client wants, no matter whether it is a gluten-free pastry or even low-sodium dish, chefs will prepare it.

4.5 Food Quality Control Procedure

At Horizon Resort & Spa, there is great concern in the procurement and quality of the raw foodstuffs in order to justify the reputation of the resort's kitchens. This means a proper identification of the actual suppliers, inspection and certification of the supplies bought and proper method of buying which is at the lowest cost. The optimum use of locally-available, organic and fresh ingredients; the effective adherence to quality standards; and the high level of guest expectations that Horizon seeks to deliver contributes well to the local markets to which the company buys supplies, and the budgetary restraints within which Horizon works.

4.5.1 Supplier Selection and Local buying

In purchasing, Horizon Resort & Spa has put into consideration some criteria concerning supplier selection in order to purchase only quality and sustainably sourced food products. The primary considerations include:

Quality Standards: Thus, suppliers are expected to source products, which are fresh, quality, and of equal standards. Horizon also has strict policies in getting its supplies, and only deals with suppliers who are renown for their good sourcing standards as well as quality supplies, thus Horizon makes sure that its ingredients get to it in good condition.

Sustainability: Anti-dumping practices include encouraging suppliers that practice sustainable agriculture to reduce their release of greenhouse gases, to practice conservation agriculture, and to reduce pollution in water bodies through sustainable fishing, reduction in pesticide application, and responsible livestock rearing. These trends correlate with Horizon's environmentally friendly policy and thus are appealing to conscious customers (Crick & Spencer, 2011).

Local Sourcing: Where possible the resort buys the food stuffs from local farmers or wholesalers in the Sanya area. Local sourcing is an important way not only because fresh materials are better for foods, but transportation contributes to carbonizing. Also,

through sourcing locally the farm and the business have an affiliation with the community around them and the latter can also boost the economy of nearby farms and companies.

Seasonal Selection: In cases of procurement for the resort's consumption, they also take into account the season in order to purchase fresh produce or seafood. Seasonal selection is highly favorable on the level of taste and nutritional value since seasonal products are not only more expensive and less available, but are often also tastier and more nutritious (Bourdain, 2010).

Not only does Horizon ensure that the quality of ingredients is maintained by sourcing from its local suppliers, but also supports farmers and food producers of the area. Another aspect of this approach underlines the company's corporate social responsibility and its favorable stance toward the community with the help of fresh and locally inspired Scappi's dishes.

4.5.2 Quality Control Procedures

Sanitation also plays a critical role to implement in Horizon Resort & Spa to provide highly quality foods for customer to pregnant enough by controlling fresh, safety, and high quality of foods. The quality control procedures at Horizon include:

Inspection Upon Arrival: It is important to state that the received shipments of ingredients are checked carefully by the personnel. Station chefs, and Quality Control personnel, the vendors' ingredients color, texture, and smell must meet the resort norm. Anything not conforming to these requirements is taken back to the supplier to ensure that only the best quality raw materials are used.

Storage and Handling: Subsequently, the ingredients received are kept in some conditions so that they do not get spoilt or become stale. The perishable goods stored and preserved at correct temperatures; dry foods preserved from moisture. Temperature control technology in storing foods helps avoid spoiling of foodstuffs so that they withstand the time taken in facilitating a client's agreement to the retreat.

Ongoing Monitoring: Key ingredients also undergo a check of some kind at least once, during the day to ensure quality. For example, foods and similar products are monitored with an aim of identifying or even confirming whether they have gone bad so that they be used as they are supposed to. This continual surveillance minimizes

wastage and guarantees guests of well-prepared and well-presented meals.

Food Safety Compliance: Horizon subscribes to the Hazard Analysis and Critical Control Points (HACCP) system of food management that seeks to prevent hazards in the preparation of foods. Currently, they have training where they are trained on the regulation aspects that affect the foods they prepare including hand washing, cross contamination and some cleaning procedures. Adherence to these practices not only serves the quality goal but also addresses the goal of safety of guests (Field & Field, 2016).

These ISO verifies guarantee the company an ability to maintain high levels of quality of food in Horizon Resort & Spa from reception of deliveries of food ingredients to the presentation plate to the guests. Through high standards and training the employees in safety issues the resort dampens the potential risks while at the same time boosting the trust of the guests in the quality of the foods it serves.

4.6 Food Preparation and Mise en Place Efficiency

Pre-staging and planning are the essential steps in Horizon Resort & Spa food production. Through kitchen layout, employee development, and waste management, the resort makes practices possible that help overhaul the method of food preparation such that it runs efficiently and meets the resort's high standards. All these elements help to create a highly efficient kitchen environment where the team can successfully cook tasty meals for the guests and having as little food waste as possible.

4.6.1 Workflow and Station Organization

It is crucial to pair all of the food in a sense and to also make each different workstation in the flow of a kitchen as efficient as possible. At Horizon Resort & Spa, the setting up of the kitchen encourages proper workflow with an area dedicated to different types of menu products.

Station-Based Setup: The kitchen has specific sections; one for cold, another for hot starters, another for pastry and another one for desserts. Every station requires its utensils to be arranged, and ingredients required by the chef to prepare its food to enable concentration. This form of working station also reduces circulation within the kitchen and since the chefs have their specific roles, they complete the tasks effectively.

Optimized Layout: They are laid with such that there is easy movement of ingredients and dishes from one station to another. For instance, chopping and marinating stations are approximately the cooking area in order that prepared ingredients could be handed to the cooking area without any wait. This organization also saves time, during service intervals it eliminates bottlenecks that could arise from moving ingredients from one station to the other.

Clear Task Allocation: In order to eliminate some subordination and get better control every chef has an assigned work in his or her station. One of the advantages which contribute to successful co-ordination and task completion are clear assignments as they enable the team to complete several orders at a go without any compromise on either time delivery or quality. Each station has a sous chef that supervises its employees and makes sure that everything is done with coordination to other sections of the kitchen.

This saves a lot of time on preparation and also permits large, ordered volumes to be managed by the team effectively. Arranging stations in accordance to the task of different preparation and placing equipment and ingredients strategically are among the ways in which the working process of Horizon kitchen is efficient and this has made the food quality and presentation efficient as well (Draper & Berger, 2012).

4.6.2 Waste Reduction in Preparation

Sustainability in food planning and serve is also a priority in Horizon Resort & Spa to consider waste reduction both for the environment and cost constraints. To effectively reduce waste during the preparation phase, the resort has adopted some measures such as portion control, and using the ingredients in other ways.

Portion Control: To ensure quantity of the ingredients used is not regulated, the culinary team ensures that portion size is controlled well. To control wastage of foods, recipes to be used are standardized so that only the required amounts of each food are used in cooking and portions are guided to make sure that foods prepared are only needed by the students in their schools. This practice also enables organization to control their food costs by avoiding the use of foods which are expensive in preparing the meals 9 (Larson, 2018).

Repurposing Ingredients: Where possible Horizon actively turns over ingredients that are in surplus to other purposes; for instance, vegetable off cuts for stocks or the

excess dough for a different product. This approach cuts out a lot of wastage and at the same time, every resource at the disposal of the enterprise is fully exploited. For example, unused bread can be utilized for breading, and cookery that has meat cuttings can use the trimmings for thickening stews or gravies.

Inventory and Expiry Management: The kitchen staff in the resort always check the quantities they need for food preparation and the days the food products will expire. Some of the foods that are most commonly ordered are prepared from ingredients with near- expiration dates to reduce wastage. Food inventory management is also a proactive method for the culinary team of the health system to utilize the portions effectively and avoid spoilage of items that reach their shelf life (James, 2015).

Hence, Horizon Resort & Spa is able to curb waste and related impacts while at the same time making significant cost saving where efficient practices have been employed as above. By using portions, coming up with new ways of using remaining food products, and making a schedule of purchasing products, the culinary team hardly wastes the food but keeps same high-quality standard fitting the goals of the resort being environmentally friendly and optimizing its production.

Preparation methods used when preparing foods at Horizon Resort & Spa are well planned and developed to maintain quality, standard and productivity. The success of the resort's kitchen is achieved by the station-based approach and regulating recipes and employing the best technology that results in the dishes' palatability and look that the guests are able to enjoy.

Cooking techniques are methods used to transform raw ingredients into finished dishes by applying heat or manipulating their structure.

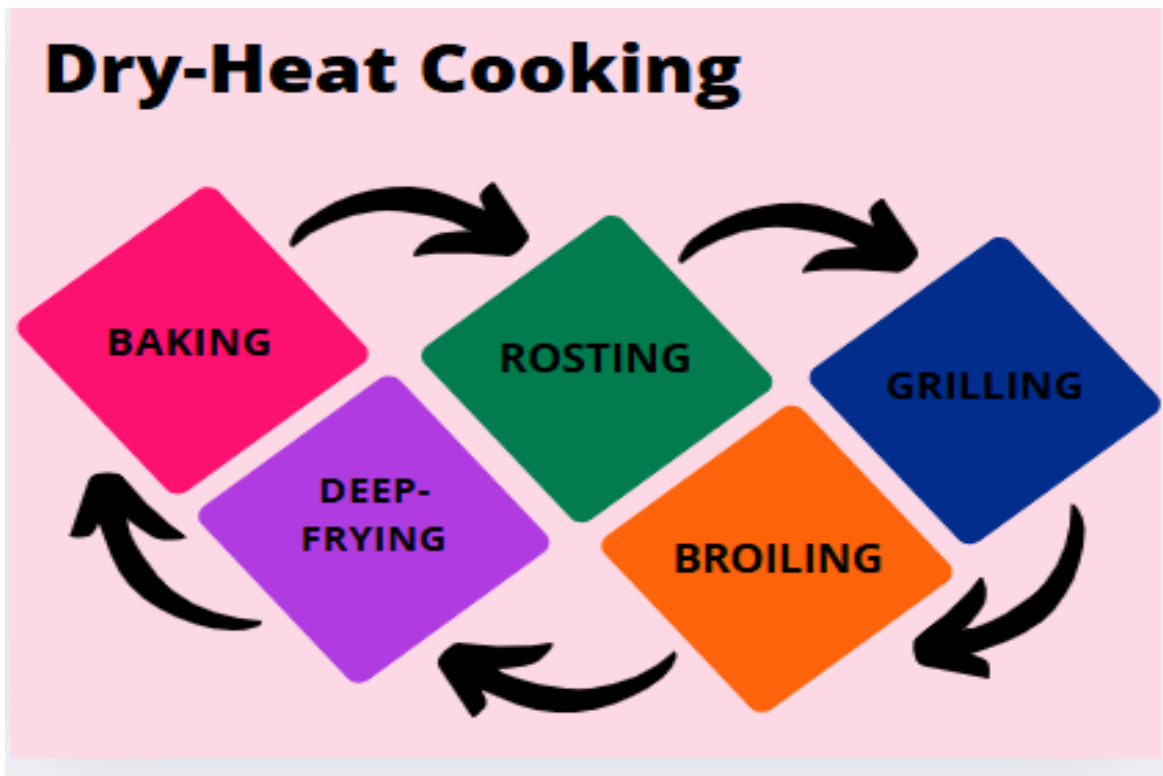
4.7 Cooking Techniques and Production Process at Horizon Resort & Spa

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Cooking techniques are methods used to transform raw ingredients into finished dishes by applying heat or manipulating their structure.

Types of cooking Techniques:

- **Dry Heat Cooking**
- **Moist Heat cooking**



No water or moisture involved, relies in direct or indirect heat.

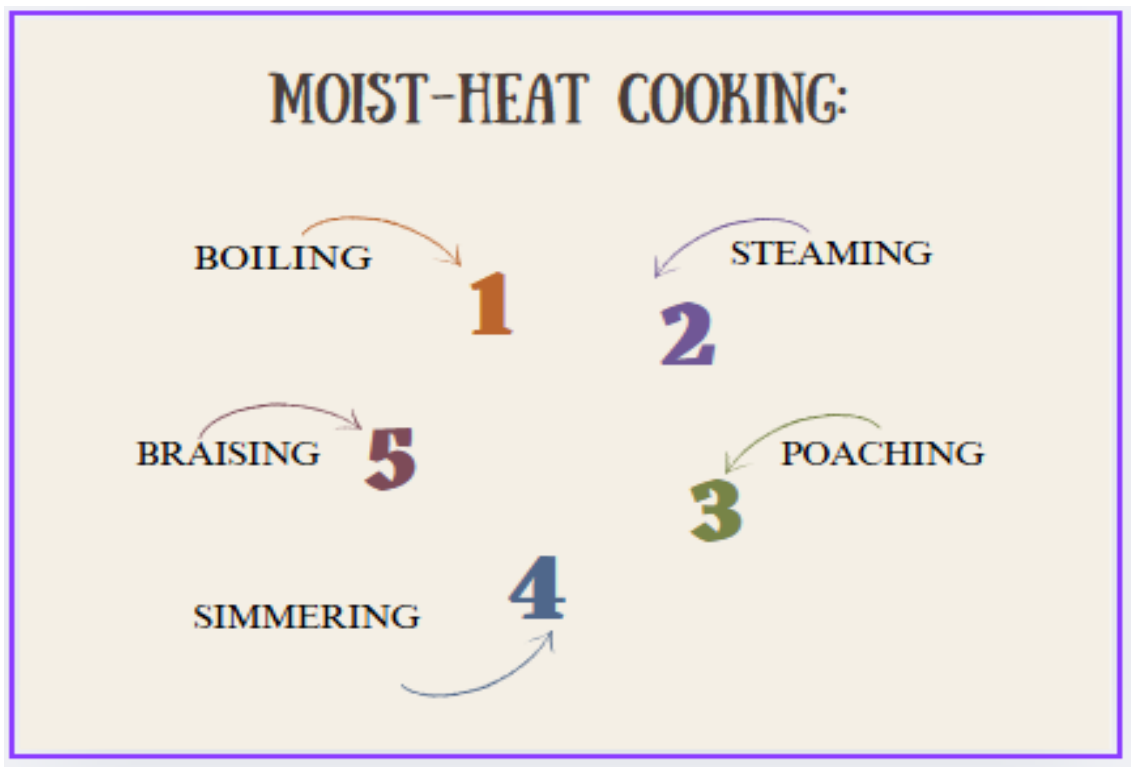
Baking: Cooking in an oven with dry heat, typically for bread, cakes, and pastries.

Roasting: Cooking in an oven with dry heat, often at high temperatures.

Grilling: Cooking food on a grill over direct heat.

Broiling: Cooking with high heat from above, usually in an oven.

Deep-frying: Submerging food completely in hot oil.



Uses water, steam or another liquid.

Boiling: Cooking food in boiling water or broth.

Steaming: Cooking food using steam, often in a covered pot or steamer.

Poaching: Cooking food in liquid at a low temperature, around 160-180°F (71-82°C)

Simmering: Cooking food using steam, often in a covered pot or steamer.

Braising: Cooking food slowly in a small amount of liquid after browning.

4.7.1 Station-Based Cooking and Specialization

Stationary cooking is one of the critical subcategories that form the basis of Horizon Resort & Spa's kitchen operating model. Of course, splitting the kitchen into specialized sections gives the greatest performance and lets the chefs develop certain abilities.

Improved Efficiency: Every station you find in a kitchen is assigned a particular task, including grilling, sautéing, and even pastry making. This specification minimizes traffic within the kitchen which would lure the chefs to do their work interrupting each other frequently. In station-based cooking, there is also reduced congestion, and

different meals can be prepared at the same time, especially when business is busy.

Enhanced Skill Specialization: Due to this organizational structure, Horizon also makes sure that chefs who work in the kitchen can easily specialize in a specific manner of food preparation. For instance, a chef focused on the grill station becomes knowledgeable in how best to regulate high heat, marinate heavy protein cuts, and seasons the items properly; on the other hand, a pastry chef becomes an expert in handling high heat, precision and art of baking. This helps to build up a quality of each dish and also allows a chef to better polish his or her skills making the overall meals' quality and consistency more excellent in the culinary world.

Better Quality Control: It also offers better quality control because each chef stations are in charge of one section. Sous chefs for example are in charge of their particular sections and ok the food complied with horizon standards to move to the next level of processing. This division of labor makes it easier to solve all the issues by pointing out discrepancies within the workflow thus maintaining the quality of the resort (Bourdain, 2010).

By implementing the decentralized cooking strategies, organizational focus and target performance at Horizon Resort & Spa enhances qualifications specifically identifying with kitchen operations. If the resort allows chefs to concentrate on their specialties, then quality service is provided, and the quality of foods from various departments remains excellent.

4.7.2 Maintaining Consistency

It is always good to assure the customers of steady experience and that is why Horizon Resort & Spa ensures it has standard recipe and working procedures. Such practices help to make sure that once a month, a year or twice in a week, the guest's food will always taste, look and be served in portions that have been portioned out rightly.

Standardized Recipes: Like other meals, the culinary team plans for individual ingredients and portions and methods of preparation that are laid down. Measuring and recording ensures that meals produced with standardized recipes taste equally good regardless of the number of chefs in the kitchen, or at what time of the day the meals are prepared. Closely writing measure all foods and ensuring cooking times and

temperatures are recorded, Horizon retains the quality and taste of all its foods.

Portion Control: At Horizon, portion contents are strictly controlled to the extent that each dish is properly portioned with correct portions of each content. None of this is as beneficial as the fact that this practice also helps with the management of costs and ensures that portions for patrons are equal. This holds especially for plating as uneven portions spoil the beauty of the neatly arranged dishes on the plate (Geiger, 2020).

Presentation Standards: They have laid down how to present the food on plates since the management knows that the culinary masterpieces need to look as delicious as they taste. Some of these standards encompass garnishing and arrangement techniques to ensure that the product will be tasty and visually aesthetically appealing, and issues to do with contrast of colors on the product. These consistent qualities enhance Horizon's brand image as a luxury resort by living the guest's expectation in terms of taste and looks.

It is in assuring taste, size, and appearance that Horizon Resort & Spa' assures its guests that any food it offers can be trusted to be at par with their expectations. These practices go a long way in satisfying the customer and ensure that the resort organizes itself to quality.

4.7.3 Technology and Equipment Usage

Specifically at Horizon Resort & Spa, the technology & equipment in use in the kitchen defines accuracy & quality. The resort has adopted modern technologies and implements them in the manufacturing process, accuracy in cooking and quality of the dishes.

Temperature-Controlled Ovens: Consistency is paramount in professional food preparation as temperature sensitive ovens provide the means through which chefs cook similar foods at optimum temperature for baking or roasting. Thus they have a steady heat source that will bake each item to perfection as well as making it cooked uniformly. For example, temperatures in many pastries need to be very specific to achieve the right amount of firmness; this is why use of temperature regulated ovens

are helpful in ensuring that the pastry chef gets exactly what he wants each time.



Figure 4: Thunderbird

Source: Horizon Resort & Spa, (2024).

Sous-Vide Machines: Sous vide cooking method in which the food is enclosed in vacuum bags and cooked in water at low temperatures and temperatures is applied to make the food tender and juicy, along with flavor. There are sous vide machines that cook proteins and still vegetables at low temperatures and uniformly retain most nutrients and enhance the taste. This technique offers great control over cooking time and temperature to realize foods with the right texture and taste.



Figure 5: Commercial Mixer

Source: Horizon Resort & Spa, (2024).

Blast Chillers and Freezers: Blast chillers or freezers are necessary for cooling food as soon as possible, particularly those which are cooked beforehand of intended to be kept. This is because at this rate bacteria cannot form and cause deterioration of the quality of the food items prepared in the meals served to clients. These appliances also facilitate the flow of work by enabling the culinary team to plan a few things in advance to take less time during service while maintaining quality.



Figure 6: Deck Oven

Source: Horizon Resort & Spa, (2024).

Automated Timers and Monitoring Systems: Horizon incorporates timers and monitoring devices in observing the cooking time most especially in dishes that are many-stepped. These systems assist chefs in not over cooking or undercooking meals while they retain the right moisture and taste. These systems also assist with matters of quality assurance because the systems can immediately notify staff of any variance in the required cooking time or temperature.



Figure 7: Control Panel of Deck Oven

Source: Horizon Resort & Spa, (2024).

It is through procuring better and improved technology and equipment in cooking, Horizon Resort & Spa is in a position to improve on the degree of precision, quality and efficiency of cooking that is done. These tools which allow the culinary team to prepare and cook the dishes with considerable ease and conformity into the standards of the resort hence offer their guests the best culinary experience. Horizon integrates technology in its operations to minimize the use of employees by minimizing human interference hence improving its breakfast cooking.

4.8 Presentation and Plating Standards

Thus, at Horizon Resort & Spa, particular attention should be paid to the appearance of meals; in other words, presentation and plate appeal should correspond to the luxury image of the Horizon Resort & Spa. Controlling the aesthetic quality of meals is also very important and here the culinary staff has its rules, along with taste. Every little detail such as improving the dish presentation, serving food individually and

effectively performing many quality checks can help Horizon to over deliver on its promise to its guests.

4.8.1 Basic criteria of plate and design and Plating Aesthetics

Several articles pointed that plating is an important consideration since it serves more as the initial expectation that guests have towards the dish before they even taste it. For Horizon Resort & Spa, the presentation of the food is something more than its beauty: it is a statement of the resort's commitment to excellence, perfect culinary imagination, and stylish combinations.

Enhancing the Dining Experience: Hannah Maroli in the cookery programmer shows that a well-caught and presented dish translates many events of total sense and atmosphere of a delightful feast. At Horizon restaurant, color, texture, and contrast are important a feature on the plates that make them appealing and get the guests mouthwatering. Each component must be placed in a more or less creative manner on the plate and this an art defined in many restaurants where there is more tendency towards fine cuisine.

Following Presentation Guidelines: When plating meals in the resort, there are rules that have been provided for each meal as per aspects like position, garnishing, and distance. They make sure each plate is in compliance with the visual standards set for the resort making for a consistent experience across the whole menu. For example, a dish can have signature touches, extra elements arranged in a specific way, and at the same time, ensure that all dishes served are similar in appearance.

Cultural and Seasonal Influences: Cultural and seasonal presentation is also part of the aesthetics of their plates at Horizon as well. For example, themed foods, such as the regional cuisines may be garnished with folkloric designs that are associated with the region or the particular culture and themed foods such as foods that are seasonal may be arranged in the plate in a way that depicts the season The foods that are associated with the seasons. It helps to make the dishes even more appetizing and also gives guests a story behind a particular meal.

Horizon Resort & Spa offers an appealing arranged presentation and presentation of foodstuffs that enhances the quality of the cuisine presented. Such practices also improve other factors which would still go a long way in heightening the impression

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of the resort as a place for fine dining.

4.8.2 First Country Special VIP Guest Presentation

Even in plating, Horizon Resort & Spa has extended features of general styles and requested the chefs to accept more customize presentations when it comes to VIP customers or occasions. Making changes to the presentation gives the culinary team an opportunity to make the dining experience better, and distinguish it from others.

Custom Plating for Special Occasions: There are always occasions like anniversaries, birthdays or any other kind of private functions and to make things quite special, the culinary team works on the way they plate the food items carefully. This may include knives that are engraved to suit the event or the writing made from chocolate to create the images that are appropriate for the event. In particular, by partially orienting on the event, Horizon increases receptiveness to the spirit of the event, meticulousness, and sense of privacy that is much appreciated by the guests.

VIP Guest Preferences: It also caters for the entourage needs of VIPS who may need their meals to be served in a certain style or in certain manner as was preferred before going on a diet. The culinary team should be in contact with the guest relation in order for them to establish what each VIP wants on his/her plate. For instance, a guest may like simple design or particular colors on the plate, which the chefs include in the menu to download guests a personal dish (Gillespie, 2019).

Thematic and Seasonal Variations: However, during such periods such as themed events or festival, the culinary team sometimes change the style of plating. For instance, the decoration used in the dinner may be the holiday themes, or in a case of regional dinner, may contain the regional status symbols or color tones. It also increases the intimacy of dining and shows that Horizon is very intentioned on making the guests feel what they want to feel.

The use of presentation increases the bond between Horizon Resort & Spa and the guests and puts a remarkable touch on every meal the guests take. Such personalization allows the VIPs to feel special and brings in a positive way the idea of luxury to the general reputation of the resort.

4.8.3 Quality Checks Before Serving

In Horizon Resort & Spa, final quality checks are crucial so the food to be served has proper presentation, taste and serving portion. Senior chefs conduct these checks in order to ensure that each plate going to the guest meets the resorts' standards.

Ensuring Visual Consistency: The senior chefs help to supervise the last inspection of every dish in order to adherence to the set plating standards of the resort. They ensure that the elements of work organization are consistent in the arrangement of ingredients and decorations. This is important in ensuring standardization of the dishes on all plates particularly during busy cycles of food serving.

Taste and Temperature Verification: Besides presentation senior chefs sample the food products to ensure they have the right taste and temperature. A small sample may be tasted also to ensure that seasoning and flavors being introduced into the recipe are complimentary and appropriately seasoned. Temperature checks guarantee that the food is delivered at the right warmth or chill as desired, so improving the meal experience.

Portion Control and Aesthetic Adjustments: Another factor which is given concentration during the final inspection is portion control. The senior chefs also made sure that each dish portion is correct in terms of the resort measurement, and this keeps consistency, besides, this method of portions display shows the customer that this resort is more concerned with the value part than anything else. Small changes are then made to endeavor to improve the dish by moving round ingredients or placing something on top.

As much as Horizon Resort & Spa may serve a large number of guests every day, this Quality of the food served reflects that Horizon Resort & Spa pays attention to detail and quality in that; each plate is checked several times before it gets to be served. Such inspections help maintain a degree of uniformity and maintaining the standards expected by the guests as well as delivering dependable quality food as supported by the luxurious image of the resort (Global Hospitality Group, 2022).

Managing to pay attention to the aesthetic values of the product while serving meals, individual approach to the dish presentation, and strict adherence to quality control steps, Horizon Resort & Spa transforms the attractiveness of meals and dining experience. These standards guarantee that every meal served disappoints no guest

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and that every breakfast, lunch or dinner at the Horizon creates a unique experience.

4.9 Conclusion

Beverage and food services being an important aspect of hospitality business at Horizon Resort & Spa, the culinary process demonstrates responsiveness to the quality, creativity, and customer satisfaction. Paying a lot of attention and ensuring that all the guests get value for their money, each step in the process is well coordinated regarding the sourcing of the ingredients to presentation and guest response. By maintaining the right standards and employing the right suppliers, following the guidelines on preparing and serving food, Horizon guarantees great results.

The kitchen crew and the wait staff must work hand in hand if they have to provide good dining etiquette to the customers. Thus, guests' satisfaction and their loyalty are determined by communication, concerning available food options, and the service for guests. Through Horizon, there is constant solicitation for feedback from the culinary team, so the menu is adapted to fit the need and wants of the different clientele arriving at the hotel and restaurant.

Coupled with the fact that the resort avails constant training and more ideas in practice, the exactingness is bound to be improved by personnel with appropriate skills in their renditions. Through its focus on food trends and adaptation of new techniques, Horizon proves that it will only improve and adapt to guests' expectations within the industry.

Therefore, Horizon Resort & Spa is a perfect example of how the resort pays much attention to the quality of culinary operations. When managing quality, safety, guest experiences, and innovations they not only go beyond the expected performance but also enhance the company's position as a luxury hotel. Such commitment to excellence from all facets of the culinary scene makes it possible for Horizon to retain clientele in search of the event finest dining experience.

Chapter- 5 Findings, Problems and Recommendations

5.1 Findings

Culinary process analysis at Horizon Resort & Spa focuses on ingredient sourcing, kitchen, presentation, coordination with guest services, hygiene standards, sustainability, and guest feedback.

- Effective training programs are crucial for enhancing employee skills, improving performance, and achieving organizational goals.
- The kitchen operations are well-organized, and there is a clear division of labor. While the kitchen staff is skilled, occasional delays in food preparation were observed, which could be mitigated with better inventory management and possibly more advanced kitchen equipment.
- The culinary process at Horizon Resort & Spa involves key stages: menu planning, sourcing quality ingredients, efficient preparation, coordinated cooking, quality checks, and detailed presentation. Structured process ensures high quality food and efficient service.
- Horizon Resort & Spa's culinary process emphasizes waste management, efficient menu development, high-quality ingredient sourcing, and strict hygiene practices. It ensures timely service, standardized plating, and personalized guest experiences, all aimed at maintaining food quality and guest satisfaction.
- At Horizon Resort & Spa, cooking techniques are carefully planned to ensure quality and consistency. They use dry-heat methods like baking, roasting, and grilling, as well as moist-heat methods such as boiling, poaching, and steaming. These techniques help create flavorful and visually appealing dishes for guests.
- One of the major strengths of the culinary process at Horizon Resort & Spa is its focus on quality and presentation. The resort uses fresh, locally sourced ingredients to ensure that every dish is flavorful and visually appealing. The chefs' attention to detail in plating has been noted as exceptional, contributing to the overall luxurious experience of the guests.
- Horizon Resort & Spa takes customer satisfaction with a diverse menu, accommodating dietary need and personal preferences through responsive and adaptable service.
- The resort emphasizes sustainability by sourcing local, organic ingredients but could improve food waste management through better portioning and tracking. Reports

suggest that food waste during peak seasons could be reduced with more precise portioning and better tracking systems.

- The resort's culinary team constantly strives to offer innovative dishes that reflect the latest food trends while maintaining traditional culinary standards. The seasonal menus are designed with a focus on variety and creativity, which has been a significant draw for guests.
- The Resort waste management emphasizes minimizing food, packaging, water, and energy waste while promoting control, composting, and biodegradable packing.

5.2 Problems

While Horizon Resort & Spa has made significant progress in optimizing its culinary operations, several challenges have emerged that could impact the overall quality of service and guest satisfaction. These challenges span across language barriers, staff behavior, food quality issues, and more. The following outlines the notable challenges faced by the culinary department:

- Ensuring employee participation and engagement in training programs is often difficult, especially when programs are not tailored to individual needs or learning styles.
- To specific training requirements for employees can be challenging, leading to programs that may not address actual skill gaps. Limited budgets and resources can hinder the development and implementation of comprehensive training programs.
- Maintaining high quality standards and consistency in every product, especially under tight deadlines.
- Difficulty communicating effectively with colleagues and customers due to limited knowledge of the local language.
- Adapting to the unique work culture, customs, and expectations in the local hospitality industry.
- Ensuring compliance with strict health and safety regulations in a new environment.
- Overcoming gaps in communication between team members to ensure smooth workflow.
- Reducing food waste while implementing sustainable practices in the kitchen.

- Addressing conflicts or lack of cooperation within the team.
- Creating new recipes or adapting traditional ones meet customer preferences.

5.3 Recommendations

- Regularly evaluate organizational and employee specific training needs to ensure programs are relevant and effective. Employees need to be trained every three months. Continuously monitor industry trends and update training content accordingly.
- Develop interactive and personalized training programs that cater to diverse learning styles to boost engagement and participation.
- Improving communication through basic language lessons, translation tools non-verbal methods, bilingual colleagues, and building a relevant vocabulary.
- Adopting to local work culture by observing norms, asking respectful questions, attending cultural training, and aligning behavior with expectations.
- Ensuring food safety by understanding local laws attending hygiene training, following protocols, and keeping detailed compliance records.
- To overcome communication barriers, it is recommended that the resort provide language training for kitchen staff, focusing on essential culinary terms and guest interaction phrases. Additionally, enhancing team communication with clear instructions, shared terms, team building activities, and regular briefings.
- To reduce food waste, better inventory tracking, portion control, and predictive tools for demand forecasting should be adopted.
- Maintaining high standards by using standardized recipes, conducting quality checks, training staff, and using efficient tools.
- Implementing regular training on conflict resolution, teamwork, and emotional intelligence can improve staff behavior and morale. Creating a positive and collaborative work environment will help mitigate stress-related issues and improve efficiency.
- Introducing more structured quality control measures, such as detailed checklists and standard operating procedures (SOPs) for food preparation, can ensure consistency in food quality, portion sizes, and presentation, even during busy

hours.

5.4 Conclusion

Through the description of Horizon Resort & Spa's culinary process, the thesis is to demonstrate that the resort strives for quality meals, innovation and more importantly guest satisfaction. By using systematic steps of food procurement, food selection, food processing, and food service, the resort provides a standard best quality meal service that meets its luxury positioning. However, as with any other giant undertaking, numerous issues affecting culinary operations include sourcing quality produce, increased costs, variations in food quality between shifts, and changing clientele preferences.

The suggestions given like for forming better relations with suppliers, improving the training of the employees, automating the working process and environment sustainability present practical ways for overcoming the challenges identified. With these strategies put in place, Horizon can enhance its culinary capacity and guarantee satisfaction for all its customers besides serving it repetitious services.

In conclusion, this paper has found that culinary team of Horizon Resort & Spa has attained a good fundamental degree of the criteria for excellence with careful attention to details and guests' responses in meeting their needs. In this way, the resort can learn from its experiences, and develop better ways of enhancing more of the dining experiences to meet guests' expectations as a well-known restaurant. To that end, this commitment to optimization does not only retain and strengthen Horizon's positioning as a luxury resort but also primes the company for sustainable growth in an increasingly harsh climate of competition within the hospitality industry.

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