

Internship Report

On

Food & Beverage Production Process of Lakeshore Hospitality Group

The Midori by Lakeshore, Gulshan, Dhaka

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The Midori by Lakeshore, Gulshan, Dhaka

Submitted By
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Submitted To
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Date of Submission: 31st December, 2024

LETTER OF TRANSMITTAL

Mr. Siddiquir Rahman

Assistant Professor & Head

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

Subject: Submission of Internship Report Food and Beverage Production Process at Lakeshore Hospitality Group (The Midori by Lakeshore)

Dear Sir,

I am pleased to submit my internship report titled "Food and Beverage Production Process at The Midori by Lakeshore "(Lakeshore Hospitality Group)" as part of the requirements for my Bachelor's degree. During my internship from May 13 to November 13, I engaged in various aspects of food and beverage production, including mise en place preparation, buffet management, live cooking, and assisting chefs in daily operations.

This report outlines the practical experiences and skills I gained, emphasizing areas such as food preparation techniques, quality assurance, and efficient kitchen operations. I hope the insights and suggestions presented in this report will contribute to both academic learning and industry practices.

Thank you for the opportunity to undertake this enriching internship. I am attaching my report for your review and hope it meets the program's requirements.



Sincerely,

MD Rashedul Kabir

ID No: 202-43-499

Program: Bachelor of Tourism and Hospitality Management

Daffodil International University

CERTIFICATE OF APPROVAL

This is to certify that MD Rashedul Kabir, ID 202-43-499, has successfully completed his internship at The Midori by Lakeshore as a Trainee in the Food and Beverage Production Department. Under my supervision, he has prepared and finalized his internship report with diligence and dedication.

During my observation, he consistently demonstrated punctuality, commitment, and a strong work ethic. I have thoroughly reviewed this report and found it to meet the required standards of quality and depth for the completion of the Bachelor of Tourism and Hospitality Management (BTHM) program.

I wish him continued success and prosperity in his future endeavors.



Mr. Siddiqur Rahman
Assistant Professor & Head
Department of Tourism and Hospitality Management
Faculty of Business and Entrepreneurship
Daffodil International University

DECLARATION

I am MD Rashedul Kabir, bearing Student ID 202-43-499, a student of the Bachelor of Tourism and Hospitality Management (BTHM) program under the Department of Tourism and Hospitality Management (THM) at Daffodil International University (DIU), hereby declare that this internship report titled "Food and Beverage Production Process at Lakeshore Hospitality Group (The Midori by Lakeshore)" is my original work.

This report has been prepared based on my internship experience and is submitted solely for academic purposes. It has not been submitted to any other institution or for any other purpose.

I confirm that all information and findings presented in this report are genuine and based on my personal experiences and observations during the internship.

Yours Sincerely,

A handwritten signature in black ink, appearing to read 'Rashed', written over a horizontal line.

MD Rashedul Kabir

ID No: 202-43-499

Program: Bachelor of Tourism and Hospitality Management

Daffodil International University

Acknowledgment

I would like to express my heartfelt gratitude to all those who supported and guided me throughout my internship journey at The Midori by Lakeshore under Lakeshore Hospitality Group.

First and foremost, I am deeply thankful to my academic supervisor, Mr. Siddiquir Rahman, Assistant Professor & Head, Department of Tourism and Hospitality Management, Daffodil International University, for his continuous guidance, encouragement, and valuable insights. His support has been instrumental in completing this report.

I extend my sincere appreciation to the entire Food and Beverage Production team at The Midori by Lakeshore for providing me with an enriching learning experience. I am especially grateful to the Executive chef & chefs and kitchen staff for their mentorship, patience, and for sharing their knowledge and expertise, which significantly enhanced my skills.

I also want to acknowledge my family and friends for their unwavering support and encouragement throughout this internship period.

Finally, I am grateful to Daffodil International University for providing me with the opportunity to gain practical experience, which has been a crucial step in my professional and personal development.

Thank you all for making this journey a memorable and rewarding experience.

EXECUTIVE SUMMARY

This report provides an in-depth overview of my six-month internship in the Food & Beverage Production Department at The Midori by Lakeshore, a premier boutique hotel under Lakeshore Hospitality Group. The internship offered hands-on experience in managing the complete food production process, encompassing pre-production, during-production, and post-production activities.

The pre-production phase focused on essential preparations, including menu planning, sourcing ingredients, and organizing mise en place to ensure smooth operations. During production, I participated in tasks such as live cooking, buffet management, and ensuring the timely delivery of high-quality dishes. The post-production phase involved maintaining hygiene, managing leftovers, restocking, and preparing for the next service.

Throughout the internship, I gained valuable insights into the importance of hygiene, teamwork, and effective communication in delivering exceptional service. Despite challenges like supplier issues, time management pressures, and equipment maintenance, the experience taught me adaptability, problem-solving, and the significance of upholding quality standards in a high-pressure environment.

The findings and recommendations outlined in this report aim to enhance operational efficiency and guest satisfaction in the Food & Beverage Production Department at The Midori by Lakeshore. This internship has been instrumental in shaping my professional skills and understanding of the hospitality industry.

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Chapter 01:

Introduction

1.1 Background of the study: This report looks at the F&B production process at The Midori by Lakeshore and highlights how I contributed to tasks like meal preparation, inventory management, and ensuring hygiene. Through this experience, I gained valuable knowledge about teamwork, quality control, and the importance of a clean and safe kitchen environment.

During my internship in the Food & Beverage (F&B) Production department at The Midori by Lakeshore, I learned about the key steps involved in preparing and serving food. The hotel focuses on providing high-quality food and an excellent dining experience for guests.

In my role, my main tasks involved checking the fridge, preparing mise en place, assisting the chef, and occasionally contributing to cooking. I helped with various tasks like food preparation, setting up cooking stations, and ensuring everything was organized. I also supported the kitchen team by maintaining cleanliness and following food safety practices.

1.2 Purpose: The purpose of this internship was to gain practical knowledge and hands-on experience in the food and beverage production process at a high-end establishment. The internship aimed to provide a comprehensive understanding of the kitchen operations, including preparation, cooking, plating, and the coordination between various kitchen stations. Additionally, the internship sought to expose me to best practices in hygiene and food safety, quality control, inventory management, and the overall functioning of the food production department. This experience was intended to help develop skills necessary for a successful career in the food and beverage sector.

1.3 Scope of the study: The scope of this study is centered on the Food & Beverage Production process within The Midori by Lakeshore. The study focuses on the various stages of food production, including ingredient preparation (mise en place), cooking, plating, and the overall coordination between kitchen stations. Additionally, the scope includes the examination of food safety practices, hygiene standards, quality control, and the management of inventory in the kitchen. While the study primarily targets the production process, it also explores the integration of the kitchen with the broader operations of the hotel, especially in relation to guest satisfaction and the quality of the food offered. The study does not delve into financial management or marketing strategies.

1.4 Expectations and Learning Goals: The expectations for this internship were to gain firsthand experience in a professional kitchen environment and understand the day-to-day operations of food and beverage production at a prestigious hotel. I aimed to learn the specifics of food preparation, cooking, and presentation, while also honing my skills in teamwork, communication, and time management in a high-pressure environment.

The learning goals included:

- Mastering the techniques of food preparation and cooking used in a professional kitchen.
- Understanding the coordination between different kitchen stations to ensure timely and consistent production.
- Gaining knowledge in maintaining food safety and hygiene standards in a high-volume kitchen.
- Developing skills in managing kitchen inventory and minimizing food waste.
- Learning how to work efficiently under pressure, especially during peak service times.
- Improving my communication skills by interacting with both kitchen staff and front-of-house teams.

1.5 Objectives of the Study: The objectives of this internship were as follows:

- To analyze the food and beverage production process of The Midori by Lakeshore.
- To identify problems related to the food and beverage production of The Midori by Lakeshore.
- To develop recommendations based on the identified problems.

1.6 Methodology: This study employs a qualitative approach, combining practical experience and secondary research. It is based on a six-month internship at The Midori by Lakeshore, where various tasks in the Food and Beverage Production Department were undertaken, including mise en place preparation, live cooking, and buffet management. Observations of kitchen operations, hygiene practices, and team dynamics during peak hours were critical. Regular interactions with chefs and supervisors provided additional insights. Activities and challenges were documented to support findings, while secondary research, including literature reviews and food safety guidelines, supplemented the practical knowledge to ensure a thorough and balanced analysis.

1.7 Limitations of the Study: This study has some limitations, including:

While the study provides valuable insights into the F&B production processes at The Midori by Lakeshore, certain limitations were encountered:

- The six-month internship period restricted an in-depth exploration of all aspects of the F&B department, especially during seasonal variations.
- Access to confidential data, such as financial records and supplier agreements, was limited due to organizational policies.
- Challenges in adapting to the high-pressure kitchen environment as a trainee impacted my ability to observe and analyze all operations comprehensively.
- Limited opportunities to explore broader industry comparisons restricted the generalizability of findings to other establishments.

CHAPTER 02:

Company Profile

2.1 Introduction: Lakeshore Hospitality Group is a leading hospitality brand known for delivering premium experiences across its luxury hotels. The Midori by Lakeshore is a premium boutique hotel that stands as the latest addition to the prestigious Lakeshore Hospitality Group. Located in the heart of North Gulshan 2, one of the most sought-after areas in Dhaka, The Midori offers a blend of modern luxury and personalized service. As part of the Lakeshore Hospitality Group, it upholds the group's commitment to delivering exceptional guest experiences through state-of-the-art facilities, innovative culinary offerings, and a focus on sustainability. The hotel's strategic location, combined with its high standards of service, makes it a prominent choice for both business and leisure travelers. With a strong emphasis on hospitality, The Midori by Lakeshore strives to offer guests a memorable and luxurious stay in a vibrant, upscale environment.

2.2 Mission Statement: Lakeshore Hospitality Group's mission is to provide unforgettable guest experiences through a blend of exceptional service, luxurious accommodations, and innovative dining concepts. The group strives to maintain the highest standards of quality and integrity while continuously enhancing the comfort, safety, and satisfaction of its guests.

2.3 Vision Statement: Our vision is simple: "We care to make a difference." We aim to provide exceptional experiences for all who visit our hotel, fostering an environment where every guest feels valued and every team member thrives.

2.4 Organizational Structure:

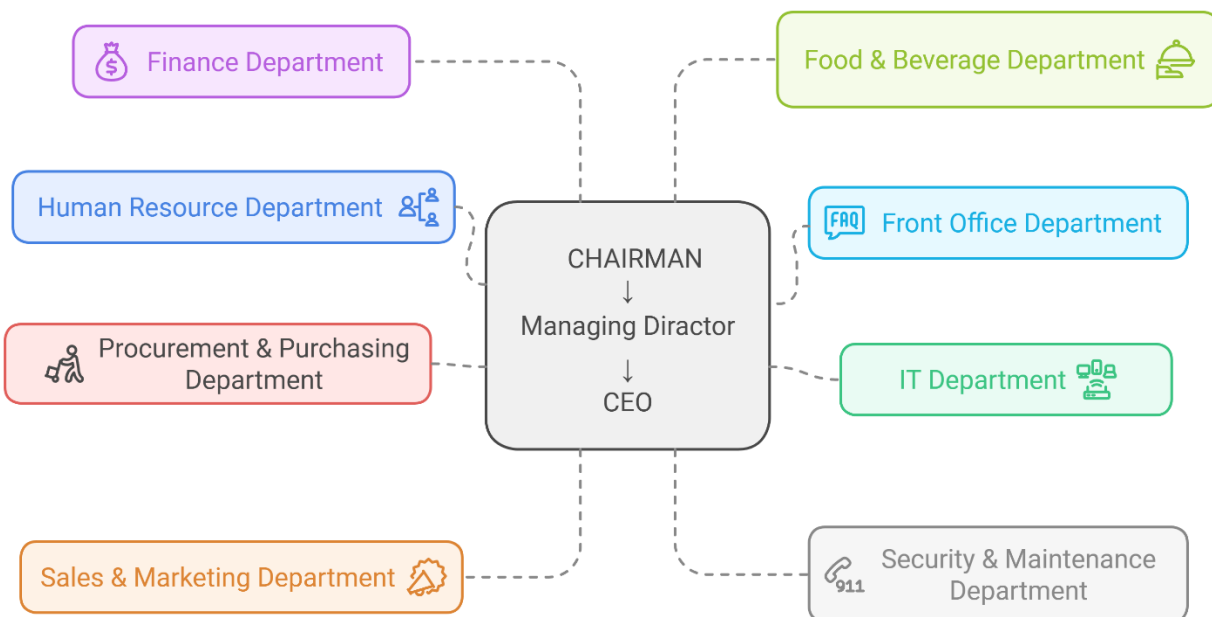


Figure 1: Organizational Structure

The Midori By Lakeshore F&B Production Team

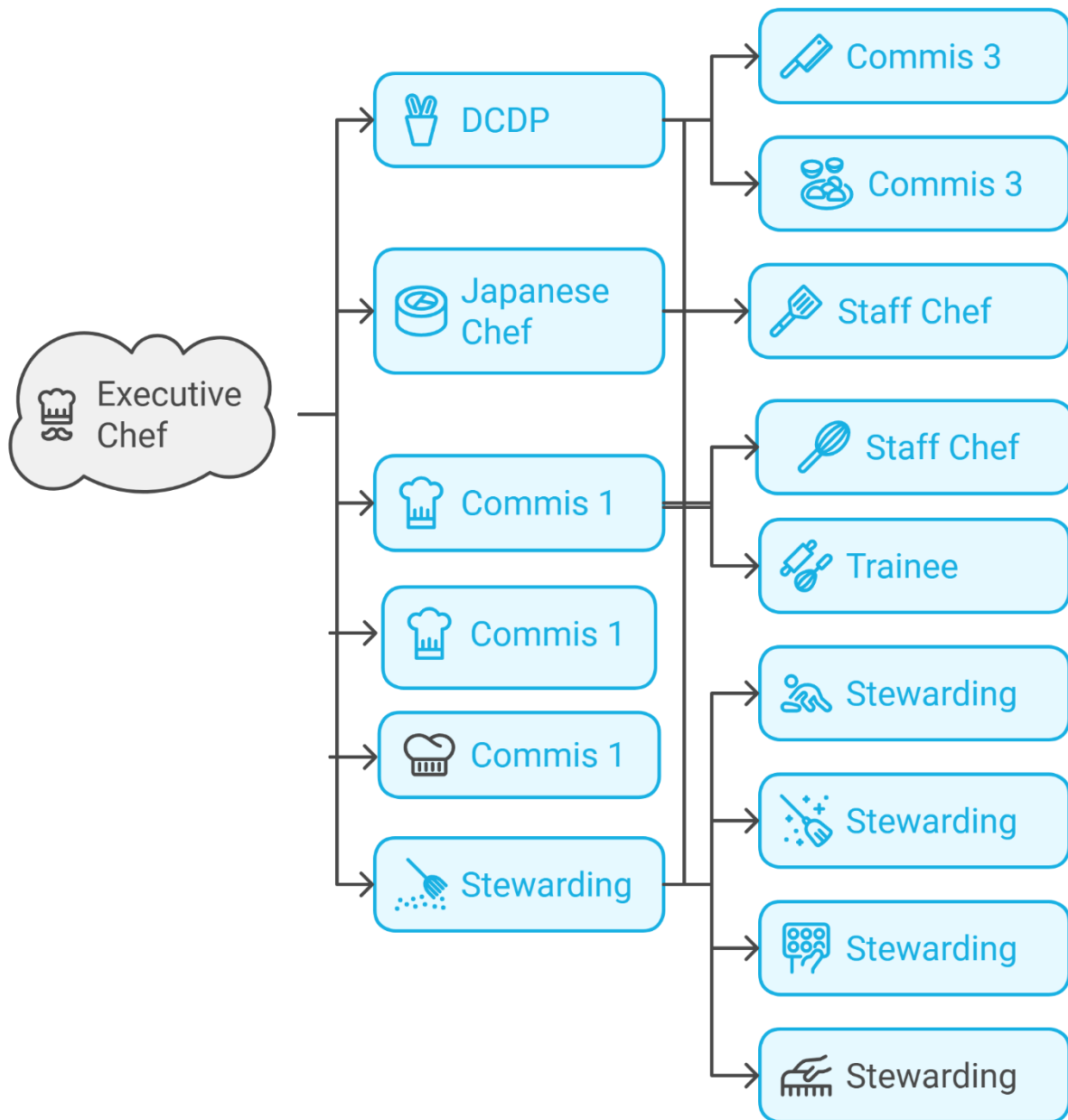


Figure 2: The Midori by Lakeshore F&B Production Team

CHAPTER 03:

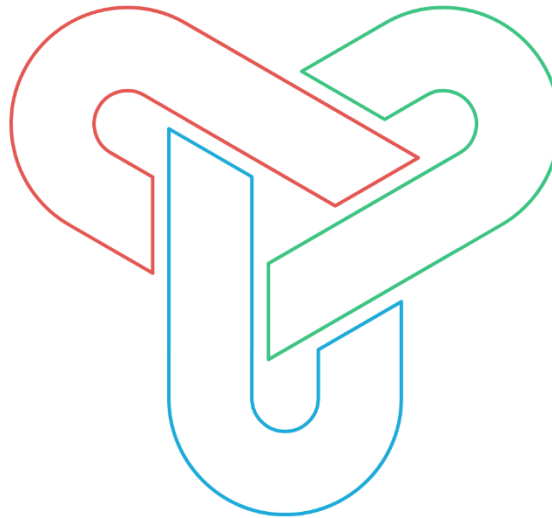
Discussion & Analysis

3.1 F&B Production Process: Hygiene is the most crucial and foundational element of the Food and Beverage Production process. It begins with strict personal hygiene practices among kitchen staff, such as handwashing, wearing clean uniforms, and using protective gear like gloves and hairnets.

The Food and Beverage Production Process consists of three parts

3. Post-production Process

The final phase includes cleaning and sanitizing the kitchen, managing leftover ingredients, and collecting feedback to enhance future operations.



1. Pre-production Process

This phase involves planning menus, sourcing fresh ingredients and performing preparations to ensure the kitchen operates efficiently.

2. During Production Process

Meals are cooked, beverages are prepared and dishes are plated with a focus on timing, presentation and consistency to meet service standards.

Figure 3: F&B Production Process

At every stage pre-production, during production, and post-production—hygiene plays a vital role in ensuring food safety, maintaining quality, and protecting guest health. From cleaning workstations and sanitizing equipment to proper handling and storage of ingredients, hygiene ensures the production process operates smoothly and upholds the highest standards of safety and satisfaction.

3.2 Essential Personal Hygiene for Ensuring Food Safety in the Workplace

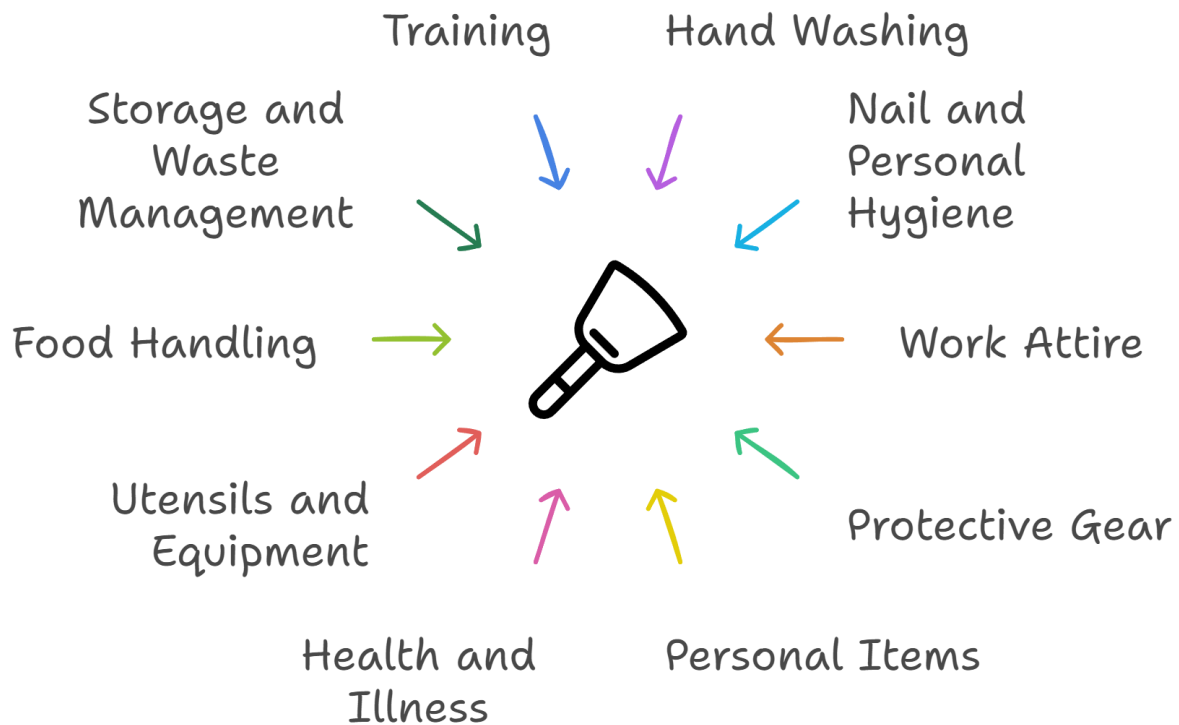


Figure 4: Essential Personal Hygiene for Ensuring Food Safety in the Workplace

➤ Hand Washing

- ✓ Wash hands thoroughly before starting work and after any breaks, using warm water and soap for at least 20 seconds.

➤ Nail and Personal Hygiene

- ✓ Keep fingernails short and clean to prevent the build-up of dirt and bacteria.
- ✓ Avoid touching your face, hair, or any other areas of your body while preparing food.

➤ Work Attire

- ✓ Wear clean and appropriate work attire, including a hairnet or hat and closed-toe shoes.

- ✓ Do not wear jewelry, including rings, watches, and bracelets, while handling food.
- **Protective Gear**
 - ✓ Change aprons and gloves frequently, especially after handling raw meat, seafood, or eggs.
 - ✓ Cover any cuts or wounds with a waterproof bandage and wear gloves to prevent cross-contamination.
- **Personal Items**
 - ✓ Keep personal items such as phones, keys, and wallets away from food preparation areas.
 - ✓ Avoid smoking or chewing gum while working in the kitchen.
- **Health and Illness**
 - ✓ Avoid preparing food if you are sick or have any symptoms of illness.
 - ✓ Practice proper sneezing and coughing etiquette by covering your mouth and nose with a tissue or your elbow.
- **Utensils and Equipment**
 - ✓ Use designated utensils for each type of food, such as separate cutting boards for raw meats and vegetables.
 - ✓ Clean and sanitize all equipment and surfaces before and after use, including countertops, sinks, and cutting boards.
- **Food Handling**
 - ✓ Wash and sanitize all fruits and vegetables before use, including those with peel able skins.
 - ✓ Use disposable gloves when handling ready-to-eat foods and change them frequently.
 - ✓ Do not handle food with bare hands; use utensils or gloves instead.
- **Storage and Waste Management**
 - ✓ Refrigerate or properly store all perishable foods to prevent bacterial growth.
 - ✓ Dispose of garbage and food waste regularly and properly to prevent pests and potential contamination.
- **Training**
 - ✓ Attend regular training on hygiene and food safety practices.

3.3 Checklist for Kitchen Operations:



Figure 5: Checklist for Kitchen Operations

➤ **Ingredients and Supplies**

- ✓ Check all ingredients and supplies needed for the day's breakfast and all-day dining service.
- ✓ Review orders for the day and ensure all necessary ingredients and supplies are available.

➤ **Equipment Check**

- ✓ Ensure all kitchen equipment, such as ovens, stoves, and grills, are in proper working condition.
- ✓ Check the cleanliness and sanitation of all food storage areas.
- ✓ Ensure all equipment is clean and stocked with necessary supplies.

➤ **Mise en Place**

- ✓ Prepare and organize mise en place for all menu items.
- ✓ Thaw any frozen ingredients ahead of time.

- ✓ Check and rotate all perishable items to ensure freshness.
- **Task Organization**
 - ✓ Organize and assign tasks to kitchen staff, outlining specific duties and responsibilities.
- **Cooking and Service**
 - ✓ Begin cooking according to customer orders, ensuring all food is cooked to the appropriate temperature and plated correctly.
 - ✓ Continuously monitor food levels and replenish items as needed.
 - ✓ Keep workstations clean and organized throughout the breakfast and all-day dining service.
 - ✓ Communicate with servers and front of house staff to ensure smooth operation and timely service.
 - ✓ Perform quality checks on all dishes before they are served to guests.
 - ✓ Maintain proper food safety and hygiene practices throughout the service.
- **Inventory and Monitoring**
 - ✓ Keep track of inventory and alert the Executive Chef of any shortages or wastage.
 - ✓ Monitor and adjust cooking times and temperatures to accommodate any special requests or dietary restrictions.
 - ✓ Stay on schedule to ensure timely service and minimize wait times for customers.
 - ✓ Monitor guest feedback and make adjustments as needed.
- **End of Service**
 - ✓ Clean and sanitize all kitchen equipment and workstations at the end of the service.
 - ✓ Dispose of garbage and food waste regularly and properly to prevent pests and potential contamination.

3.4 Pre-production process: The pre-production process in food and beverage production is a crucial phase that ensures all preparations are in place before the actual cooking and service begin. This phase involves several important steps to ensure that ingredients, tools, and staff are ready for smooth production while maintaining high standards of quality, hygiene, and efficiency. Here's an explanation of the key stages in the pre-production process:

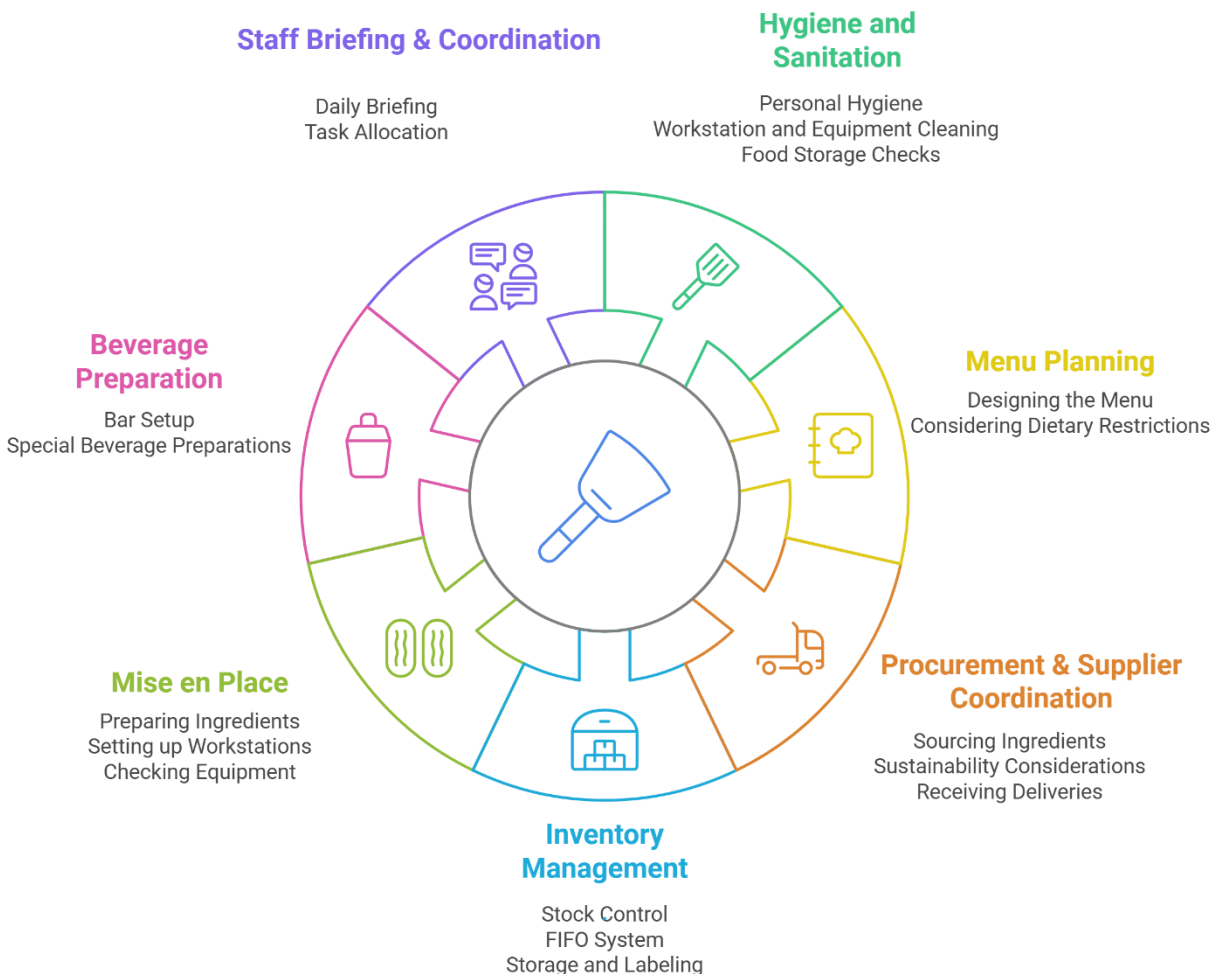


Figure 6: Pre-production process

➤ Hygiene and Sanitation

- ✓ **Personal Hygiene:** All staff involved in food production must adhere to strict hygiene protocols, including wearing clean uniforms, washing hands, and using gloves and hairnets.

- ✓ **Workstation and Equipment Cleaning:** Work surfaces, utensils, and equipment are thoroughly cleaned and sanitized to prevent cross-contamination and ensure food safety.
- ✓ **Food Storage Checks:** Refrigerators and freezers are checked to ensure ingredients are stored at the correct temperatures. Food safety procedures are followed to avoid contamination.
- **Menu Planning**
 - ✓ **Designing the Menu:** Chefs and the food and beverage team plan the menu based on factors like guest preferences, seasonality of ingredients, and the theme or concept of the hotel's dining services (e.g., buffet, à la carte, banquets).
 - ✓ **Considering Dietary Restrictions:** Special care is taken to accommodate dietary needs such as vegetarian, vegan, gluten-free, or allergy-sensitive options.
- **Procurement and Supplier Coordination**
 - ✓ **Sourcing Ingredients:** The purchasing department collaborates with suppliers to ensure fresh and high-quality ingredients are delivered. Relationships with trusted suppliers help ensure a consistent supply of necessary items.
 - ✓ **Sustainability Considerations:** Some hotels focus on sourcing local, organic, or sustainable ingredients, reducing the environmental impact of their operations.
 - ✓ **Receiving Deliveries:** When ingredients arrive, they are checked for freshness, quality, and compliance with the hotel's standards before being accepted.
- **Inventory Management**
 - ✓ **Stock Control:** The kitchen staff and inventory team review existing stock levels and compare them with what's needed for upcoming services. This helps avoid wastage or stock shortages.
 - ✓ **FIFO System:** The First-In, First-Out (FIFO) method is used to manage inventory. Older stock is used first to prevent spoilage and wastage.
 - ✓ **Storage and Labeling:** Ingredients are organized and labeled with dates to track expiration. Items are stored according to their requirements, such as dry, refrigerated, or frozen storage.

➤ **Mise en Place (Preparation)**

- ✓ **Preparing Ingredients:** Kitchen staff prepare all ingredients ahead of time, which may include washing, chopping, marinating, and portioning. This ensures efficiency during cooking.
- ✓ **Setting up Workstations:** Each section of the kitchen (e.g., grill, sauté, pastry) is equipped with the necessary tools, utensils, and ingredients. This step ensures that everything is in place to facilitate smooth and fast production.
- ✓ **Checking Equipment:** Ovens, grills, fryers, and other kitchen equipment are checked to ensure they are working properly and ready for use.

➤ **Prepping Beverages**

- ✓ **Bar Setup:** For beverage production, bartenders or beverage staff prepare ingredients such as syrups, fruits, and garnishes, and ensure that drink stations are stocked with necessary items.
- ✓ **Special Beverage Preparations:** If there are specialty beverages like cocktails or coffee drinks, bar staff prepare mixers, brew coffee, or stock spirits according to the expected demand.

➤ **Staff Briefing and Coordination**

- ✓ **Daily Briefing:** The head chef or kitchen manager conducts a briefing with the kitchen and service teams to review the day's menu, discuss any special requests or events, and ensure coordination between kitchen and front-of-house staff.
- ✓ **Task Allocation:** Specific tasks and responsibilities are assigned to each staff member to ensure smooth workflow during production.

3.5 During production process: The during production process in food and beverage operations refers to the activities that take place from the moment an order is received until the dish is ready to be served. It is the most critical phase of the kitchen workflow, as it directly affects the quality, timing, and safety of the food being prepared. Below are the main stages of the during production process:

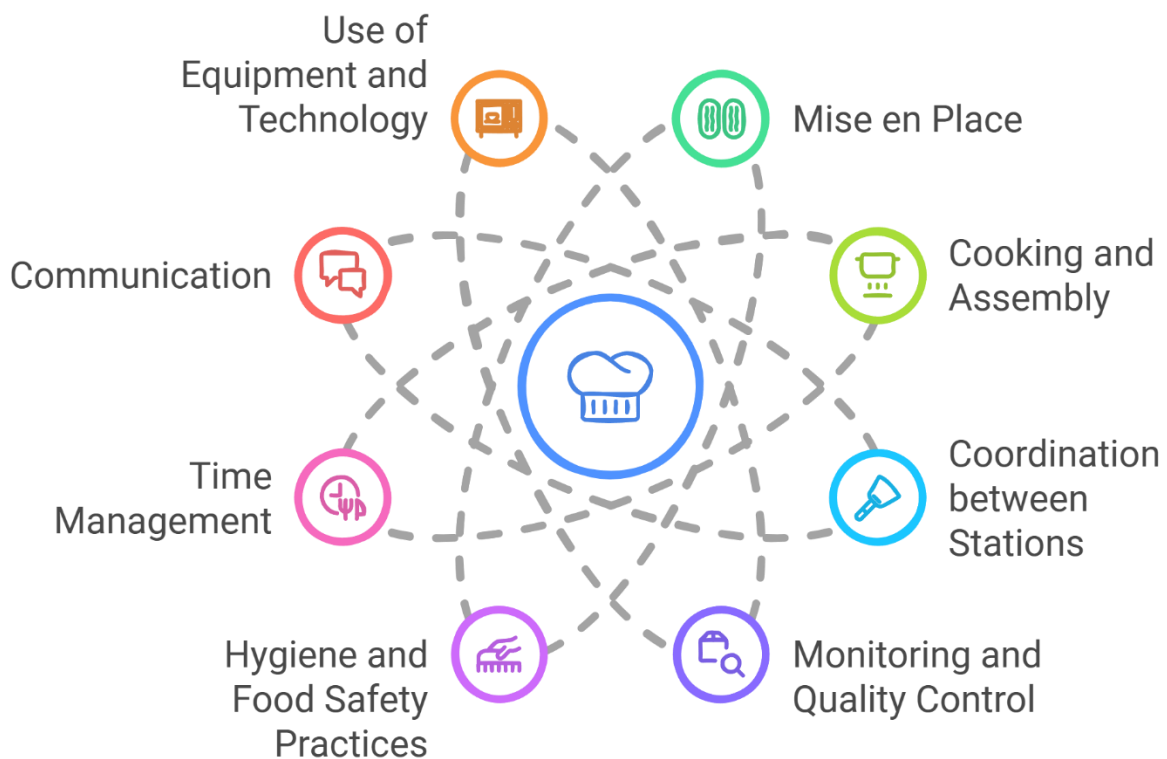


Figure 7: During production process

➤ Mise en Place (Preparation and Setup)

Description: This is the preparatory stage where chefs and kitchen staff organize all ingredients and tools they will need during cooking. Vegetables are chopped, meats are portioned, sauces are prepared, and cooking stations are set up.	
Purpose: To ensure that everything is in place and ready for cooking, allowing the kitchen to operate smoothly and quickly during busy service times.	
Challenges	Solution
Incomplete or incorrect preparation of ingredients can slow down service or result in errors during cooking.	Regularly checklists and detailed briefings for staff can help ensure that all necessary ingredients and tools are prepped correctly.

➤ Cooking and Assembly

Description: This is the phase where the actual cooking takes place. The chefs use various cooking techniques such as grilling, frying, boiling, baking, or steaming to prepare the dishes. Once the components of a dish are cooked, they are assembled and plated according to the restaurant's standards.	
Purpose: To prepare dishes according to customer orders, ensuring consistency in taste, texture, and presentation.	
Challenges	Solution
Inconsistent cooking or assembly can lead to delays or dissatisfied customers.	Standardized recipes, portion controls, and clear plating guidelines should be followed to ensure consistency.

➤ Coordination between Stations

Description: Most kitchens are divided into stations, such as the grill, sauté, cold prep, and pastry sections. The chefs at these stations work together to ensure that the various components of a dish (e.g., meat, sides, sauces) are ready at the same time.	
Purpose: To coordinate the timing of different stations so that all parts of the dish are ready and plated simultaneously for service.	
Challenges	Solution
Poor coordination can lead to mismatched timing, where one part of a dish is ready but another isn't.	Strong communication between stations, led by an expeditor or head chef, ensures that timing is synchronized.

➤ Monitoring and Quality Control

Description: As food is being prepared, constant monitoring is required to ensure that everything is cooked to the right temperature, texture, and flavor. Quality control also includes checking for the proper presentation of the dish.	
Purpose: To ensure that every dish leaving the kitchen meets the restaurant's standards for taste, presentation, and food safety.	
Challenges	Solution
In a busy kitchen, it's easy for small quality issues to go unnoticed, leading to inconsistent dishes.	Designate a specific team member for quality control to regularly inspect food as it is being prepared and before it is sent out to customers.

➤ Hygiene and Food Safety Practices

Description: Throughout the production process, strict hygiene practices must be followed to prevent contamination. This includes frequent handwashing, using sanitized utensils and surfaces, and preventing cross-contamination between raw and cooked foods.	
Purpose: To maintain food safety, prevent foodborne illnesses, and comply with health and safety regulations.	
Challenges	Solution
Lack of attention to hygiene can result in contamination or foodborne illnesses.	Implement strict hygiene protocols, regular training, and ensure staff follow proper procedures like handwashing, sanitation, and storage practices.

➤ Time Management

Description: The kitchen must manage time efficiently to ensure that dishes are cooked and served promptly, especially during busy periods. Each task must be timed carefully to avoid delays or rushed, improperly cooked food.	
Purpose: To ensure that customers receive their meals on time and that the kitchen can handle the volume of orders without sacrificing quality.	
Challenges	Solution
Poor time management can result in delayed orders or rushed, undercooked dishes.	Use time-tracking systems, prioritize orders effectively, and train staff to work efficiently even during peak hours.

➤ Communication

Description: Effective communication between kitchen staff and front-of-house staff is crucial for ensuring that orders are accurate, any special requests are handled, and any issues are communicated quickly.	
Purpose: To streamline operations, avoid mistakes, and ensure that orders are fulfilled according to customer preferences.	
Challenges	Solution
Miscommunication can lead to incorrect orders or mistakes in preparation, especially with special requests.	Clear communication protocols, such as order tickets or kitchen display systems, and regular check-ins between kitchen and front-of-house staff are essential.

➤ Use of Equipment and Technology

Description: During the production process, chefs rely on various kitchen equipment (such as ovens, stoves, fryers, and grills) to cook food. Modern kitchens may also use technology like kitchen display systems (KDS) to manage and track orders.	
Purpose: To improve efficiency, speed, and accuracy in food preparation, helping chefs manage high volumes of orders.	
Challenges	Solution
Equipment malfunctions or unfamiliarity with technology can cause delays.	Regular maintenance of equipment and adequate training for staff on new technologies ensure that the kitchen runs smoothly without technical issues.

3.6 Post production process: The post-production process in food and beverage production involves all activities that take place after the food and beverages have been prepared and served. This phase ensures that the kitchen and beverage stations are cleaned, maintained, and restocked, and that feedback from the service is gathered for future improvement. Below is a detailed description of the key steps in the post-production process:

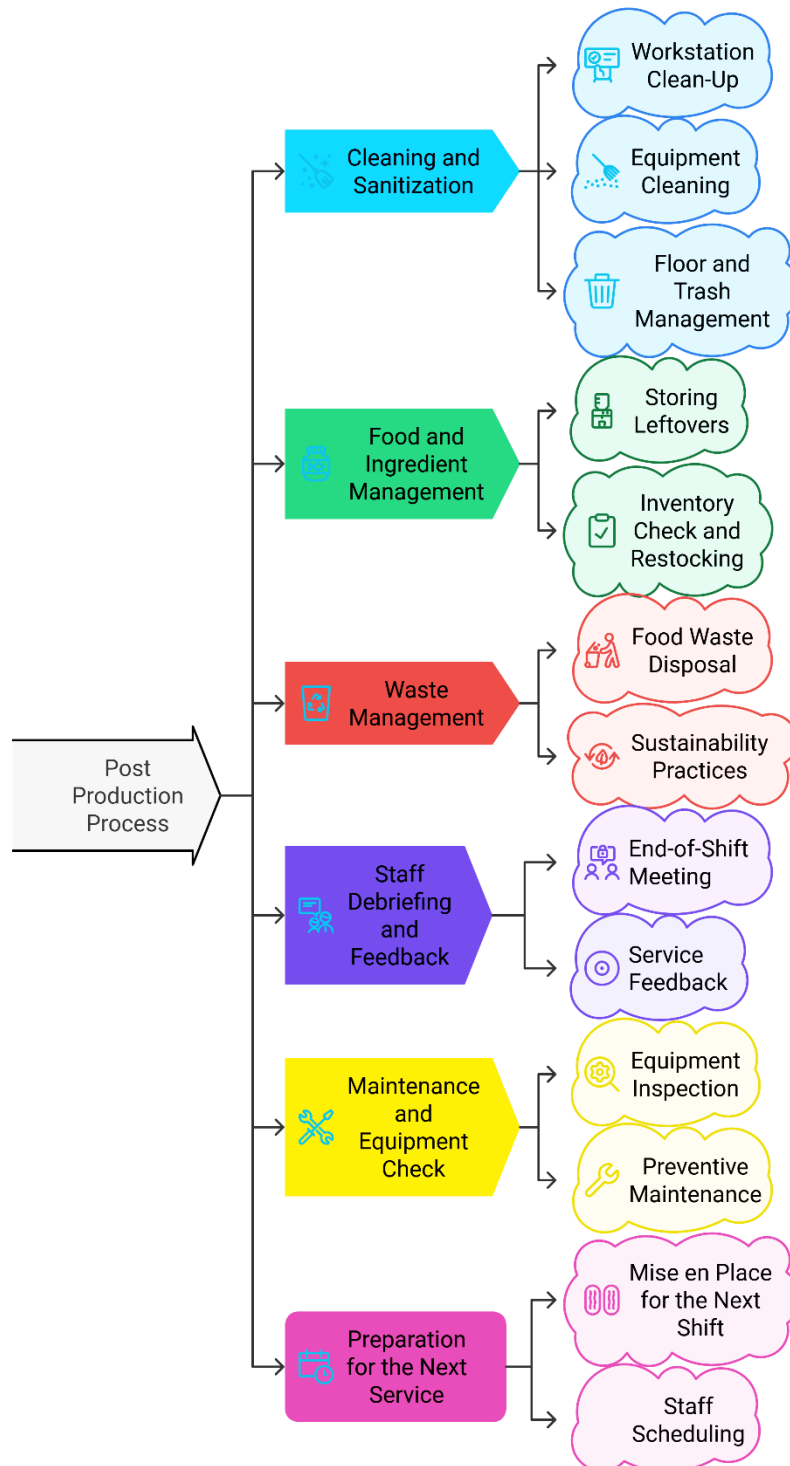


Figure 8: Post production process

➤ **Cleaning and Sanitization**

Workstation Clean-Up:

- After service, each kitchen station (e.g., grill, sauté, pastry) must be thoroughly cleaned. Surfaces are wiped down, and any spills or leftover food debris are removed to maintain hygiene.
- Utensils, pots, pans, and cutting boards are washed, sanitized, and stored properly for the next shift.

Equipment Cleaning:

- Large equipment such as ovens, grills, fryers, and mixers are cleaned and wiped down. This includes removing grease, crumbs, or residue to prevent contamination and ensure the longevity of the equipment.
- Refrigerators and freezers are also checked to ensure proper storage and sanitation, and any spills or cross-contamination risks are addressed.

Floor and Trash Management:

- The kitchen floors are swept and mopped to remove food particles and grease, reducing the risk of slipping and maintaining cleanliness.
- Trash is taken out regularly, with separate bins for recycling, composting, and general waste. Proper waste disposal is crucial for maintaining a clean kitchen environment and adhering to health and safety standards.

➤ **Food and ingredient Management**

Storing Leftovers:

- Any unused or leftover food that is still in good condition is properly stored and labeled for future use. Perishable items are refrigerated or frozen, while dry goods are stored appropriately.
- Leftover food is organized according to the FIFO (First-In, First-Out) method to ensure older ingredients are used first and to avoid spoilage.

Inventory Check and Restocking:

- After service, the kitchen team checks the inventory to determine what ingredients were used and what needs to be restocked.
- A stock count is done to assess the levels of ingredients, ensuring that supplies are replenished in time for the next service. If items are running low, new orders are placed with suppliers.

➤ **Waste Management**

Food Waste Disposal:

- Unused food that cannot be stored, such as food left on plates or expired ingredients, is disposed of properly.
- Hotels often implement food waste reduction strategies, such as composting, donating excess food, or using eco-friendly waste disposal methods.

Sustainability Practices:

- Many hotels aim to reduce their environmental impact by recycling, composting food scraps, and minimizing single-use plastics in their operations.
- Some kitchens also have sustainability initiatives that encourage reducing food waste by repurposing leftovers into new dishes or offering “waste-conscious” menus.

➤ **Staff Debriefing and Feedback**

End-of-Shift Meeting:

- After service, the kitchen staff often hold a brief meeting to review the day’s performance. This can include discussing any challenges faced during production, such as delays, equipment issues, or special requests.
- Staff provide feedback on how well the service went, what could be improved, and whether any changes to the menu or workflow are necessary.

Service Feedback:

- Feedback from wait staff or the front-of-house team is also collected. They report on guest satisfaction, including any compliments or complaints about the food, timing, or presentation.
- This feedback helps the kitchen staff understand how their work impacts the overall guest experience and informs adjustments for future services.

➤ **Maintenance and Equipment check**

Equipment Inspection:

- After service, kitchen staff inspect equipment to ensure everything is functioning properly. If any equipment is malfunctioning or showing signs of wear, it is either repaired or reported for further maintenance.
- Proper equipment maintenance helps avoid disruptions during service and extends the life of kitchen tools and machines.

Preventive Maintenance:

- Some hotels follow a schedule for regular maintenance of major kitchen appliances such as ovens, refrigeration units, and ventilation systems. This reduces the risk of breakdowns and ensures that the kitchen runs smoothly.

➤ **Mise en Place (preparation) for the Next Shift**

Mise en Place for the Next Shift:

- After cleaning and restocking, the kitchen is prepared for the next service. This includes setting up the mise en place (preparation of ingredients and equipment) for the next day's shift.
- Chefs often begin the preparation of certain ingredients (e.g., marinating meats, chopping vegetables) to save time during the next service.

Staff Scheduling:

- The kitchen manager or head chef ensures that the necessary staff are scheduled for the next shift, taking into account any special events or busy periods.

CHAPTER 04:

Major Findings & Recommendations

4.1 Major Findings:

- The food and beverage production process consists of three parts: Pre-Production, During Production, and Post-Production.
- The most important part of food and beverage production begins with personal hygiene and food safety, including proper hand washing, the use of protective gear.
- In food and beverage production, the kitchen operations checklist helps with inventory and monitoring, supports equipment check-ups, and ensures clear task allocation.
- Proper inventory management, like using the FIFO (First-In, First-Out) method, helps prevent food waste and ensures ingredients are available when needed.
- Menu planning focuses on guest preferences, seasonal ingredients, and dietary needs. This helps create diverse and attractive food options.
- Effective communication between kitchen and front-of-house staff prevents errors, ensures accurate orders, handles special requests, and addresses issues quickly for smooth service and customer satisfaction.
- Mise en place (preparing ingredients and setting up workstations) ensures smooth cooking and reduces delays during service.
- Quality control throughout production ensures consistency in taste, presentation, and compliance with food safety standards, enhancing customer satisfaction.
- Time management is essential during peak hours to ensure timely service without compromising food quality.
- After cooking, all areas and tools are thoroughly cleaned to maintain hygiene and prepare for the next shift.
- End-of-shift meetings allow staff to discuss challenges, gather feedback, and plan improvements for future services.
- After each shift, staff meetings help review challenges, discuss solutions, and improve teamwork.
- Regularly checking and repairing kitchen equipment helps avoid delays and keeps the kitchen running smoothly.

- Sustainability practices focus on reducing waste, composting, and sourcing local, organic ingredients to minimize environmental impact.

4.2 Identified Problems:

- Hygiene and Sanitation Issues: Maintaining strict hygiene standards is challenging during busy service, increasing cross-contamination risks and non-compliance with regulations.
- Time Management Issues: Slow production speeds and order overload during peak hours cause delays and bottlenecks in the kitchen.
- Communication Barriers: Poor coordination between kitchen and front-of-house staff leads to mismanaged orders and feedback delays.
- Sustainability Concerns: Managing sustainable practices, reducing plastic use, and sourcing eco-friendly ingredients while controlling costs.
- Customer Expectations: Managing special dietary requests complicates production and requires additional training and ingredient management.

4.3 Recommendations:

- Maintaining Hygiene and Sanitation: Train staff on hygiene practices, implement cleaning schedules with audits, and use high-quality sanitization equipment.
- Managing Time Effectively: Use kitchen display systems (KDS), pre-prepare ingredients, and allocate roles efficiently among staff.
- Coordinating Workflow Across Stations: Establish clear communication channels, schedule team briefings, and cross-train staff for flexibility.
- Promoting Sustainability: Source local ingredients, implement waste reduction strategies, and use biodegradable packaging.
- Handling Customer Special Requests: Create a system for noting dietary requirements, train staff for allergy management, and offer flexible menu options.

CHAPTER 05:

Conclusion

5.1 Conclusion

Completing my internship in the Food & Beverage Production department at The Midori by Lakeshore was an enriching and transformative experience. Over the six-month period, I gained practical insights into the intricate processes involved in food and beverage operations, from pre-production to post-production activities. I developed hands-on skills in mise en place preparation, cooking techniques, buffet setup, and effective time management.

I faced some challenges, such as shortages of supplies and working during busy hours. These experiences taught me the importance of being flexible, working well with others, and solving problems quickly. Working closely with experienced chefs helped me improve my cooking skills and boosted my confidence.

This internship also showed me how important good communication, hygiene, and customer satisfaction are in the hospitality industry. It has motivated me to keep learning and growing so I can succeed in this field. Overall, this experience has been a key step in my career, and I'm thankful for the opportunity to learn at such a respected hotel.

Chapter 06:

Appendices

6.1 Activities during the Internship

➤ Morning Shift

The morning shift focused primarily on ensuring a seamless breakfast experience for the guests. Responsibilities included managing the buffet service, where I ensured all items were well-stocked and displayed attractively. I also maintained cleanliness and orderliness at the buffet to provide a positive dining experience.

A key part of the morning shift was operating the live cooking station, where I prepared made-to-order items like eggs, dosas, and pancakes based on guest preferences. This role involved direct interaction with guests, requiring good communication skills and the ability to work efficiently under pressure.

Additionally, I conducted inventory checks on the fridge and other storage areas to ensure all necessary ingredients were available for the breakfast menu. This was crucial for smooth kitchen operations and avoiding last-minute disruptions.

Hygiene was a top priority, and I ensured the station and utensils were cleaned regularly, adhering to food safety standards.

➤ Evening Shift

The evening shift primarily involved preparing for dinner service. My tasks included assisting in the mise en place, such as chopping vegetables, marinating proteins, and organizing ingredients required for the evening's menu.

During dinner service, I supported the chefs by refilling buffet items, ensuring their presentation and freshness, and occasionally helping at the live cooking station when required. I also contributed to clearing and resetting the kitchen for post-dinner cleanup.

Once service concluded, I helped sanitize the kitchen and storage areas, ensuring everything was organized for the night shift team. This included waste disposal and maintaining food safety standards.

➤ **Night Shift**

The night shift was critical for ensuring a smooth transition to the next day's operations. My primary duties included preparing items for the morning buffet, such as appetizer main dishes salad cheese plater cold cuts, bread, fruits, and condiments. These tasks required careful attention to detail and time management to ensure all items were ready for display before breakfast service.

I also prepared room service orders, catering to late-night guest requests. This role required quick preparation of meals and maintaining quality standards even during late hours.

In addition, I assisted in cleaning and resetting the kitchen after dinner. This included sanitizing workstations, washing utensils, and organizing the kitchen for the next team.

Finally, I prepared and arranged all necessary components for the morning buffet setup, ensuring it was ready by 6:45 AM. This included laying out the buffet table, setting up food stations, and conducting a final quality check to ensure everything was perfect.

6.2 Photo Gallery



CHAPTER- 07:

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