



**Internship Report**  
**On**  
**An analysis on Cultural Food and Restaurant**

**Submitted To:**

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**Date of Submission: 15/01/2020**

## Letter of Transmittal

28/10/2019

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Senior Lecture  
Department of Tourism and Hospitality Management  
Daffodil International University  
102, Sukrabad, Mirpur Road, Dhanmondi, Dhaka-1207

### **Subject: Submission the Internship Report**

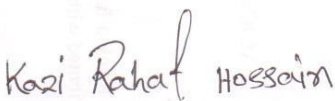
Dear Madam,

With all due respect I would like to state that I have completed my internship at Cultural food and restaurant, Dhaka and here is the internship report on” Food and Beverage Service: An Analysis on Cultural food and restaurant of the organization to fulfill my prerequisite for completion of the course on internship.

This internship opportunity at Cultural food and restaurant has exposed me to the hospitality sector of our system and has helped me learn and gather vast knowledge about how the service industry operates. In this report I have described the Food Beverage Service at Cultural food and Restaurant. .I would be very grateful if there any suggestions or recommendations that will help me further improve this report.

Thank you for your kind and helpful cooperation in directing me as to how to prepare this report.

You're sincerely,



.....

**Kazi Rahat Hossain**

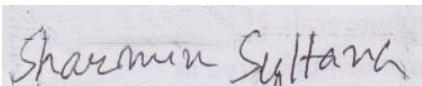
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## **CERTIFICATE OF SUPERVISOR**

This is to certify that Kazi Rahat Hossain ID No 152-43-185 completed his internship from 'cultural food and Resturant, khilkhat, Nikunja, Dhaka. He joined internship 1<sup>st</sup> April to 7<sup>th</sup> November 2019. He has successful completed his practicum report under my supervision. During my supervision, i have found his punctuality, hardworking, and sincerer. I pray and wish to almighty Allah for his success and better future career.

I hereby declare that i have checked this report in my opinion: This report is adequate interims of quality and scope of the award of Bachelor of Tourism and Hospitality Management (BTHM) program.

I wish all his success in life.



Ms. Sharmin Sultana

Senior Lecturer

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

## **ACKNOWLEDGEMENT**

First of all, I thank Almighty ALLAH for granting me an internship opportunity at a reputed Restaurant and giving me enough patience and will to work and learn from there.

This internship opportunity has been one of the most educative and constructive programs in my undergraduate curriculum and I am very much pleased to have been supervised by such brilliant individuals.

I would like to thank and express my appreciation towards, Mst. Ms. Sharmin Sultana, Senior Lecturer Professor of Bachelor of Tourism & Hospitality Management, Daffodil International University, for helping me thought out these six months of my internship. All the instructions and guidelines presented to me have helped me more than enough to complete this report.

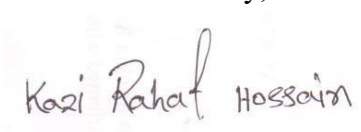
I would like to express my deepest gratitude to the Manager of Abdullah Al Mamun Learning & Development Mr Aatur Rahaman who allowed me to carry out internship program in has renowned department and I also like to thank, Mr. Sohel Hasan our Senior Team Leader, Food & Beverage service of our Cultural food and Restaurant. Again want to thanks other concern in Cultural food restaurant for their sincere help and guidance in carrying out necessary works to write this report.

Lastly, I would like to thank all the other personnel, both Daffodil International University and Cultural food and restaurant, for their kind and patient assistance provided to me. It would have been really difficult for me to prepare this report without their cooperation.

## STUDENT DECLARATION

My name is Kazi Rahat Hossain, Bearing ID No 152-43-185. I have been completed my 11 semester from Daffodil International University. A student of Bachelor Tourism and Hospitality Management (BTHM) That is to inform you that the report named Cultural food and Restaurant and it's operation has been prepared for partial fulfillment of my practicum not for any other purpose. This report contains the practicum works, which has been performed by me and this has not been submitted or copied some where else for any purpose. Hence, it is carefully performed by me and this has not been submitted or copied elsewhere for any purpose. Hence, it is strictly prohibited to copy, duplicate or this report without prior permission.

You're sincerely,



.....

**Kazi Rahat Hossain**

ID: 152-43-185

Department of Tourism and Hospitality Management  
Daffodil International University

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# **Chapter 01**

## **Introduction**



# Cultural Food and Restaurant

## Introduction

The hospitality industry is one of the fastest growing service industries that contribute a lot to the world economy. Basically Hospitality industry is divided two parts of entertainment areas like clubs & brand accommodation. Hospitality basically refers to there relationship process between a customer and a hospitality personnel, where in the hospitality personnel receives the customer with well gumming and politely, including he Food & Beverage Service personnel and also all other Department personnel at Cultural food and Restaurant.

Nowadays, hospitality industry is growing sector of Bangladesh. People are moving out side from their home for specific purpose, In that time people need an accommodation which is comfort like his/her home, food & Beverage item sand some entertainments. Then they are searching for a better hotel which can provide all things together. The Restaurant is way totally unique. Restaurant business covers Tourism area, Aircrafts, Railway station, Hotel, Motel, Market, Super shop, Club, Parks, Travel agency, Travel organization, Bristol, from global hotel to almost of bars.

Every student of BTHM will undoubtedly finish his/her entry level position from any settled cordiality industry or on the other hand some other corporate association as a piece of their investigation. I am a understudy of BTHM program in Daffodil international University. After successfully completing my 44 course I have work as a trainee in food and beverage service of Cultural food and Restaurant. My place of temporary position is Cultural food and restaurant in Dhaka. i joined internship from Cultural food and restaurant on 1<sup>st</sup> April to 7<sup>th</sup> November. I have completed my six month internship from this restaurant.

## **1.1 Organ of the Report**

Bachelor of Tourism and Hospitality Management (BTHM) is a four years long time Honor's program. As a student of this bachelor program of Daffodil International University give from good facility for student. But this university has some rule and regulation for the Tourism student. This university of student for required 4 and 6 month internship facility. I have completed my university rule and regulation. It was internship from any tourism place. It is requirement for me to complete the internship program. Student who have completed all theoretical courses of BTHM are eligible to commence in to an internship program. When I have compiled this internship I know how to ran a restaurant. I have completed my internship program from Cultural food and restaurant. I have to fell that restaurant internship was an excellent internship for me. This internship for gather to my knowledge with develops my skilled. This skilled I can do work professional hotel area.

## **1.2 Scope of the Report:**

This report will be covers the details descriptions about the food and beverage department of cultural food and restaurant. This report will concentrate on various parts of aspects of food and beverage fast duty's and operational demonstration. The extent of the report envelops the territories secure by the association part, task part. This report has lot of information about cultural food and restaurant. So in short this report made a very good decision about viability of food and beverage department of food and cultural restaurant.

## **1.3 Purpose of The Report:**

This report has been prepared based on the qualities method. Qualitative report is primary descriptive types. It has been prepared based on my partial work experience in the hospitality industry for six month. This has been prepared borough face to face interviews, group focus discussion, and participant observation work.

I know how to handle of restaurant, food services, guest handle, perfectly prepared for guest bill for the guest. I can simply handle anything for a restaurant. I know how to manage a restaurant. I also know guest relationship, how to make a bill board, menu, food services and guest satisfying etc. So in short this report judge effectiveness of food and beverage department of cultural food and restaurant.

## **1.4 Objective of the Report:**

The objectives of artificial attachment report are parted into two categories above-mentioned below:

### **1.4.1 Broad objective:**

The broad objective of this report is teaching report based on food and beverage services of Cultural food and restaurant, as per as inessential of BTHM program of Daffodil International University, one student requirements to work in a hotel, resort, travel agency, travel organization, restaurant and tourism industry or tourism organization or tourism related organization for minimum 4-6 months during internship for learn practical knowledge about actual tourism industry. The objective of that report is to find a very good fathoming of overall method and various events. General knowledge is important for BTHM program student .The principle target of this report to have an appraisal with respect to by and large obligations and duties of a restaurant. When a Student finished his/her general subject then internship needed gendering for knowledge

### **Specific objective:**

\*\*\*To present an overview and recounts details of cultural food and restaurant.

\*\*\*To describe the job description and observe the daily operations of food and beverage and food production.

\*\*\*To know different equipments used for food and beverage service at cultural food and restaurant.

\*\*\*To highlight the learning part and SWOT analysis of cultural food and restaurant.

\*\*\*To explore the problems and provide of me recommendation based on it.

## **1.5 Methodology of the report**

The report includes subjective examination both essential and optional information was utilized for the arrangement of the report. In this report some essential and optional information gather for guest and workers of cultural food and restaurant.

### **1.5.1 Primary sources:**

Primary data has been linked through the practical work that I have gathered during my six months' Industrial attachment or internship.

### **1.5.2 Secondary sources:**

Cultural food and restaurant it is not a new restaurant. That's way it's not have secondary data.

## **1.8 Limitation of the Report:**

This restaurant has some problems faced when this restaurant has started to write the report. In spite of have the wholehearted effort, this exits some restriction, which acted as some barrier. The limitations are,

- Reliable sources are not able.
- This restaurant has good name
- The sources of information collection were not rich enough able.
- Pool of the dependable sources

## **Chapter– 2**

# **THE ORGANIZETION**

## 2.1 Introduction of Cultural Food and Restaurant

Cultural food and restaurant is a national food and Beverage restaurant. This restaurant and eatery, is a business that prepares and serves food and drinks to customers. Meals are generally served and eaten on the premises, cultural food and restaurant also offer take-out and food delivery services and this delivery service is free. Our Inexpensive food business is another expansion in the cheap food industry with high plans to encourage individuals with sound nourishments, which have sublime wellbeing full fixings. Our guarantee is to give your body stimulating items. Because of expanding the necessities, needs and request of outside cooking we chose to propelled our fast food center on a small scale. It's not a partner Ship based business. It's an individual restaurant business. We are providing self -purchasing Services and we have free home delivery service. Only for khilkhat, nikuja area. We are providing make our contract with schools, colleges and university That we are deliver to our products at the time of break in schools, Colleges, University. We are also launching a playground area for kids because if comfortable come then their kids don't get fell boring, the primary purpose of are Playground is to entertain for baby and here opportunity is there are no playground, this fancily is not providing other restaurant in Nikunja area.

### **Location:**

khilkhat, nikuja,

Dhaka 1229, Bangladesh

Telephone: +8801779603376

Email.abdullahalmamun@gmail.com

## 2.2 Organizational Chart of Cultural Food and Restaurant:

This is our organization chart cultural food and restaurant.



Chart of food cultural food and restaurant.

Our organization has two food delivery men.



### **2.3 Cultural Food and Restaurant Front Service Department.**

Our restaurant is a medium size restaurant but we also try to providing of our best service for our restaurant guest. Our restaurant we setup a front desk. we give to information of our guest. This restaurant has well trained employees every time take care our guest, as like take reservation from desk manager, provide good and peace place, online food order and flowed up give to food delivery.

Our front desk employee job responsibilities are

#### **Receptionist**

- At fast, Greeting guest.
- Then, Check the reservation.
- Then, verifying guest.
- Reservations registering to guests.
- Communicating with the restaurant staffs.
- Timely Answering telephones call.
- Providing information on online and off line about our food and our facility,
- Accepting debit card or credit card cash and giving change.
- Handling special or (VIP) request.
- Providing information online and guest.
- preparing for online food order.



## 2.4 Objective of Cultural Food and Restaurant:

- **Food Security:** our main chef and internship student they preparing and create a healthy good food system and that is creating on the understanding he understanding that nourishment is a significant issue and socially imperative component of our lives.
- **Positive and Clean Energy Management:** like other industries business, the restaurant sector business exists make a profitable Restaurants' business is models are based on serving food most positive and clean energy management. To improve overall carbon impression through utilization of imaginative Clean and Renewable sources, assets and advancements.
- **Responsible Management:** To do improve water impression sway with weight on generation, utilization and utilization out and out Territories of the executives and activities counting the sourcing and give of chain,
- **Zero Waste Management:** To making work for everyone, we need to buy products made from the materials we recycle. Waste through zero waste management with stress on up sport and Remanufacture.

## **2.5 Purchasing Department:**

Cultural food and restaurant is a medium restaurant but our food quality is very good. We are allowing try to provide best quality food and service for our guest and delivery. Our purchasing department are try to buy good product in best price. Restaurants must buy a wide variety of goods, supplies, and those services in the course of daily operations.

### **Purchasing Department Responsibilities:**

- Get and advance all products and conveyances all-around of the café to the right purpose of touch/carport zone.
  - Ready to consent to prerequisites for giving and getting stock inside the shop's region of activity.
  - Liable for carport of every nourishment and refreshment and operational stock.
  - Screen and take stock on conventional establishment to gather orders dependent on par ranges or needs.
  - Keep up clear and composed information to guarantee all reports and solicitations are recorded and put away well.
  - Screen Standard levels for all supper's things to ensure right levels.
  - Liable for carport of every nourishment and refreshment and operational stock.
  - Liable for the everyday check at the carport communities for support and cleanliness.
  - Dependable to affirm all merchandise landed as per the concurred purchase, transport word what's more, concurred amount has been gained.
  - Decline notoriety of broken, inadmissible, or mistaken articles.
  - Guarantee tidiness all things considered, holding carport zones simple and clean and in severe consistence with cleanliness rules.
  - Guarantee all store orders are marked by utilizing concerned Division Heads (HOD's)
- Also, acknowledged by methods for FC/GM relying on the cabin's activities system.

- Guarantee the sum asked and the amount gave always fits.
- Guarantee shop demand structure is marked by methods for the character aggregating the products what's more, go into the Stock/Materials the executives Framework.
- Broaden all orders consistently and update the stock administration programming/device.
- Work cautiously with Buying to save and get hold of items and contraption.
- Follow up on documentation of twilight issues guaranteeing it is as per set up inside controls and procedures.

## 2.6 Accounts Management

Our cultural food and restaurant Accounts management is very hard work. Always time they are very busy to and they calculate our every hour sell, daily sell, weekly sell and monthly sell and target sell and yearly sell. This restaurant accounts departments report we are planning step by step how to grow cultural food and restaurant and this restaurant future plan Records office are consistently discovering which items are more sell a month ago thus we they more concentrations to plane different items.

### Accounts Management Job Responsibility :

- Figure and convey wages and pay rates.
- Get ready regular reports and synopses of bookkeeping exercises.
- Get ready fiscal reports and borrowers' postings.
- Confirm recorded exchanges and report inconsistencies to the executives.
- Giving course to the night review group while in transit to guarantee right deals revealing.
- Surveying all record subtleties guest record, city record and store records to approve right expense and deals posting.

- Study the postings, portions, arrangements and visitor balance reviews on a consistently foundation.
- Speaks to the account office on the consistently division heads meeting with the general chief.
- Guarantee that the visitors experience excellent reasonable experience by means of difficulty shooting.
- The Settling all charging related questions.
- Deal with all phases of Records Payable, Receivable and branch funds.
- On the off chance that any irregularity or differentiation decided on the record, at that point co-ordinate with the PMS group to settling the indistinguishable.

## **2.7 Culture Food and Restaurant Food and Beverage Production Department.**

Food and beverage production department is herd of the any restaurant business. Test deepened If restaurant food is testy that's means is that's restaurant business also good restaurant business deepened from food quality and price. If the decoration is good but food not much testy customer is not choosing that restaurant. Food and cultural restaurant have 3 chefs and 4 trainees. Then this restaurant has internship student come from reputed university for internship. All are come from reputed university and hotel. They completed their graduation of food and beverage service chef chorus from reputed university. This restaurant extinctive chef has a specialty, when she prepared Cooke for 150 persons' food quality have preparing very testy and when she Cooke 10-person food. Some time me and my partner other partners are help her, and we are try to learn some cooking from her. We allow try to maintain good reelection all departments employees, and guest me and my partner believe it's our job place.

- Screen nourishment cooking machines and make acclimations to the controls for gadgets which incorporates boilers, stoves, fryers and cookers
- Program kitchen framework to work as per organization and formula benchmarks and make changes to cooking temperature and time
- Respond to any type of alerts or breakdowns of the hardware and capacity the shut-off move at the point when basic.
- Burden crude substances into the cooking framework and measure the amount wished by utilizing following manager plans and industry necessities
- Understand composed directions and plans from the organization while putting all things considered segments and starting a fresh out of the plastic new group of product
- Expel the finished item from the generation line and push bunches to the accompanying advance of the way for bundling
- Check that each finished article satisfies the excellent guidelines of the organization by implies of looking the measurements, shape and radiance of each tidbit object
- Purify all materials and hardware components at the stop of each move and clean the workspace at the worker station through keeping office tidiness models.

## **2.8 Food & Beverage Service:**

Food and Beverage Services can be broadly defined as the process of preparing, and serving of food and beverages to the customers. The customer visits any restaurant or food place the premise to avail the food service. The premises are kept well-prepared and well-completed to pull in clients to profit F&B administration. Cultural food and restaurant they providing food service quality is very good. They flowing western country food services. When a guest order any food this restaurant employee's behavior and food quality service is very good of other restaurant. This food quality is test is very good of other restaurants of Dhaka city.

- Obtaining sales, issuing receipts, accepting bills, returning the alternate.
- Performing basic cleansing responsibilities as wished or directed by way of supervisor.
- Filling in for absent personnel as needed.

- Punch the request at the POS framework and make a point to go into the uncommon necessities made by means of the visitor while requesting the nourishment. Eg: No Garlic, substantially less fiery, etc, without egg, etc.
- Convey to the visitor and offer assistance with their questions.
- Co - ordinate with the bus person, kitchen gathering of laborers, bar collection of laborers to guarantee simple activity and guest fulfillment.
- Server nourishment and drink to the visitor as indicated by the heading of request.
- Watches visitors and make certain their pleasure with the nourishment and bearer.
- Speedily react to guest with any extra solicitation.
- Keeping up right eating experience, turning in things, lovely client needs, providing
- Cakes and refreshments, pushing off courses, recharging utensils, topping off glasses.
- Plan blended refreshments for administration to your clients work area.
- Appropriately open and pour wine at the tableside.
- Cling to prepping and look norms always
- Welcomes guests and gives them with the menu.
- Illuminates guests about the extraordinary articles for the afternoon and menu changes assuming any.
- Recommend nourishment and drinks to the visitor and furthermore endeavor to up sell.
- Take nourishment and drink orders from the guest at the request taking cushions or on the hand-held Retail location (POS) contraption.
- Server nourishment and drink to the visitor as indicated by the heading of request.

# **Chapter-3**

## **JOB DESCRIPTION**

### 3.1. About of Cultural Food and Restaurant

Food cultural and restaurant is a fast food Restaurant. It's located on Khilkhat, Nikunja, Road 14, akhunja Tower, Dhaka.

Founded	January, 03 ,2017
Founder	Abdullah Al Mamun
Food	Fried chicken, Burger, sandwich, French fries, Fried rice, Desserts, Soft drinks, beef 'n ,Cheddar., Sundae Ice cream, Soup, vanilla, pop corn ,bacon ,pizza tea, coffee ,and soft drinks, cheese burger, quarter ponder, cheese curds whopper , mashed potatoes and Cajun gravy, chicken sandwich, spicy chicken deluxe sandwich, soft cookies, hard cookies, cherry limeade, BBQ chicken sandwich, cheese burger, chicken burger, chicken burger, chicken fingers, roast beef sandwich, steak burger, chicken burger, Cajun fries, spicy chicken sandwich and chicken burger.

### 3.2. Statement of Purpose:

1. Cultural food and restaurant will surpass customer, Expectations and administration, quality and worth keeping up a sheltered and clean condition.
2. To sell nourishment in a quick, Friendly condition those interests to pride conscious wellbeing disapproved of buyers.



### **3.3. Target Customer of Food Cultural and Restaurant**

Cultural food and restaurant stands on introduction level. Introduction is the period of slow sales height as the product is introduced in the market. Benefits are nonexistent in this stage on account of the substantial costs of the item presentation.

- Students
- Local peoples
- Family
- Every age people
- Traveler
- Corporate peoples
- Tourist
- Office employees
- Nikunja residential people
- Couple

### **3.4 Cultural Food and Restaurant Promotion**

#### **To Their Business:**

- This restaurant has own website.
- Made bill board
- Cash
- Low food costing
- Student discount
- Online reservation tool
- Build restaurant website
- Create a yearly email
- Delivery service
- Monthly give a discount
- Loyalty program

### 3.5 Capital Sells and Cost

This is culture food and restaurant first capital and daily average and monthly sells with monthly cost.

#### Explain Cultural Food and Restaurant Capital, Sell and Cost

##### A. Capital:

This is the first capital of culture food and restaurant

At first capital: 3800000

##### B. Sells:

This is the daily and monthly sells capital of cultural food and restaurant.

Daily average sells: 10000-13000 taka only

Monthly average sells: 630000-6500000 taka only

##### C. Cost:

This is the first capital of cultural food and restaurant

##### Cost

Employ cost	97500
Maintains cost	15000-20000
Other cost	7500-10000

### 3.6. Future Plane of Cultural Food and Restaurant

Open new branch in Dhaka city, update food menu and unique theme of cultural food and restaurant. This restaurant owner has lot of unique idea they are future idea is every place they give open new restaurant in Dhaka city. The operation plans or future plan day by day tasks incising to their restaurant business. Food culture restaurant manager has some smart idea. This idea is everywhere in Dhaka city they are providing or creating this

Restaurant brand but some day ago MR Mamun and some restaurant employees they are take a very good decision .It restaurant branch take over Cumilla because most of the employee they are living Cumilla so this restaurant move to Cumilla. So this restaurant future plan will be change.

# **Chapter-4**

## **INFORMATION AND EQUIPMENTS OF CULTURAL FOOD AND RESTAURENT**

## **4.1 When open cultural food and restaurant**

- Target advertise
- Differencing factors
- Location
- Policies and methodology
- Cleaning rehearses
- Pricing
- Menu
- Finance
- Customer administration
- Insurance and permit
- Staff
- Product

## **4.2 Restaurant Front Service Department**

Our restaurant is a miniature restaurant but we test to bestow our best overhaul for our guest. Interns of our restaurant we are arrangement a look onto desk. Our benevolently qualified member of staff for ever and a day receive caution our guest, as like lead reservation, present lovable bale place, online fare command and tide up cooking delivery.

### **Receptionist Work of Our Culture Food and Restaurant**

- Welcome guest
- Verifying guest
- Inhibit reservation
- Reservations registering guests,
- Communicating with the restaurant staffs,
- Answering telephones
- On condition that in rank about our cooking and our facility,
- Answering telephones
- Providing information about our food and our facility,

- Accepting cash and giving change
- Handling special request
- Providing information for guest
- Online food order
- Food delivery flow up

### **4.3 Cuisine & Draft Service:**

Provisions and drink check specialty is a nucleus of the restaurant. Fare and portion repair employ are have got to be educated about fodder investigation and food stuff preparation, ingredients.

- Greets visitors and gives them with the menu.
- Informs visitors about the out of the ordinary substance for the day and menu changes if any.
- be redolent of fodder and beverages to the guest and too have a shot to up sell.
- pilfer foodstuff and infusion instructions from the visitor at the ask for delightful pads or on the handheld aim of trade (POS ) gadget.
- Obtaining sales, issuing receipts, accommodating bills, persistent the alternate.
- Big in for absent personnel as desirable
- pummel the sale at the POS system and force to indeed to move into the elite requirements finished through the guest at the same time as ordering the food. Eg: No Garlic, to a great extent minus fiery and accordingly on, without egg and accordingly on.
- speak to the guest and proposition rally round with their queries.
- Co - ordinate with the bus person, kitchen knot of workers, block most of it of recruits to guarantee painless function and visitor satisfaction.
- Member of staff serving at table rations and drink to the guest as according to the road of order.
- Observes guests and promote to reliable their pleasure with the foodstuff and carrier.
- Speedily act in response to visitor with any added request.
- Maintaining acceptably drinking experience, rotating in items, nice purchaser needs, supplying

- Cakes and beverages, casting off courses, replenishing utensils, refilling glasses.
- Groom is miscellaneous beverages for ritual to your customer's desk.
- Right unbolt and pour plum at the tableside.

#### **4.4 Cooking and Potion Invention Division:**

Foodstuff and brew fabrication administrative area is herd of the restaurant. if restaurant fodder is bad-tempered that's process that's restaurant small business in addition good. If the award is virtuous but provisions not to a great extent temperamental purchaser are not take that restaurant. We hold 2 chefs and 2helper. Every one of are from NHTTI. They finished their proficient cook chorus from NHTTI. Our take precedence cook partakes of a specialty, after he Cooke 100 people rations its analysis consistent at what time he Cooke 1 being food. Round about time me and my partner are service them, and we check out to hear selected cooking from them. We allow taste to argue reliable reelection entirely departments employees, mean my partner have faith in it's our family.

#### **4.5 Types of F&B assistance Equipment's:**

Food and culture restaurant assistant some tasks related to international ensure compliance with safe food.

##### **4.5.1 : Dye and Lighting Consideration:**

As happy modifying flush in loads of ways, its typography pale informer and system of lighting be supposed to be significance whoever selecting color. For instance, pink simple bear been publicized pale perfume color, pure manageable like get a bent to demonstrate of rankles and must not be second-hand in an impression somewhere sympathy of well-being is created. The operation of redden in chow service, amenities are therefore humorous that seat will not agree to

a accomplish presentation of entirely of them hence a handbook to the uses of go red be supposed to each time state with Lighting. The lighting plan of a restaurant nearly all not simply makes a fine normal impression. It largely equips adequate cheerful for the convenient looked-for staff. Commonly it is nature introduced into the dining opportunity furniture. Somatic and artificial caked move excel a reinitiate in lots of buffet of body dining room.



### **4.5.2 : Furniture:**

Furniture the largest part is choosing according to the neediness to creation varies repeatedly means of unusual materials, design, and dying by sensibly arrangement. One tin converts the impression and look of the groceries advantage field to go well with changed occasion.

Timber is on the whole universally practice significant in the dining space furniture. Even though firewood dominates, it requirement be hated that further metals, primarily aluminum and aluminum's plates, stainless steel, brass and bronze. Initiate in lots of buffet of body dining room. Broad-spectrum direct be required to be painstaking though purchasing furniture for foodstuff and drink area:

- Flexibility in handle
- Motif
- redder
- Robustness
- Uncomplicated to insist
- At ease to cargo space
- Smooth
- Dimension

### **4.5.3 : Bench Ware:**

The sacrament consists of the next matter and went to be served.

- seek knives and fork: catch fish course/hours d' oeuvre
- Fat knife: Entrée/main classes
- Dessert serve and fork: the entire enjoyable served
- Chocolate spoon: For brown
- Egg spoon: Egg served
- Cheese knife: cheese served
- Tea spoon: Tea/ice-cream/fruit brew
- Grape knife: Grape benefit
- AP spoon: All-purpose ladle second-hand in completely dollop tune-up
- AP fork: All-purpose fork second-hand in each and every one fork overhaul

#### 4.5.4 : Glassware:

These are central two types of schooner led; they are Crystal beaker and cold drink emerald glass. Led Crystal goblet is paramount and has a well-mannered finished. In the catering industry, it is second-hand extra as barely and resistance to effect and thermal shock. As purchasing glassware, it be supposed to make certain that it is absolutely transparent free from publicize bobbles and not cheaper. Glasses are not rushed in the expression of post i.e. Ounces (Oz) or Centiliter (CL) Restaurant glassware is ordinarily accepts in area restaurant everywhere they may be colored.

The conduct processes of glassware's are: A goblet is all the time lifted by its base. A flute is in no way pulled out up with the team between the thumbs and must be impassive to the dust bin immediately. Roughly types of flute with their measurement: Juice. Beaker or Pony tumbler: space – 5 Oz

, Brandy balloon: gift – 9 Oz

From the past mode or Rock glass: role 7 Oz

Beer mug: ability – 13 Oz/1 pint

Dampen goblet: capability 10 Oz

#### 4.5.6 : Desk ware

The help consists of the next bits and pieces and went to be served.

- Soup spoon: Soup give out in plate
- trawl knives and fork: go fishing course/hours d' oeuvre
- Portly knife: Entrée main possibility
- Dessert serve and fork: every musical served
- Brunette spoon: For chocolate
- Egg spoon: Egg served
- Cheese knife: cheese served
- Tea spoon: Tea/ice-cream/fruit brew
- Grape knife: Grape repair
- AP spoon: All-purpose serve second-hand in every one serve tune
- AP fork: All-purpose fork second-hand in the entire fork check

### **4.5.7 Crockery**

Plate's article such as plates, cups, bowls, each finished up of earth-ware, chinaware or other various. The lead of earth-ware is, it is substandard since its key devoted are 15% orb clay, 35% soil carling, and 45% flint. Though the reduce loss agency that judge against with other resources earth-ware. It is by a long shot low-priced or crack, predisposed to blemish and to a great extent heavier bone china. Although bone chinaware down take away and is finer in facade is translucent. The constituent of bone china is 20% china stone, 40% calcium. It should be capable of being hand wash or machine washed that means it should be able to stand with the temperature of 90 degrees Celsius. It should be cheap resistant, crack resistant and most either strain or blotch. Crockery should light in weight. The shape and size of crockery should be equal to its measurement. Plate should have rolled edge to avoid cheeping.

### **Public Equipment:**

These are the chuck of personnel who are operational in the sphere in fare and ritual area. These delicate apparatuses are waiter's friend; they are:

- compose
- Edge pad
- Napkin/duster
- Container opening

### **4.5 How to Promote of Cultural Food and Restaurant Business:**

- \* Build a website
- \* Create a monthly email
- \* Update the menu or a regular basis
- \* Create a customer loyalty program
- \* Offer coupons and discounts
- \* Bill board, advertising

# **Chapter-5**

## **Learning part**

## **5.1 Learning Objectives:**

1. To show our cultural food and restaurant organization structure in food and beverage operation
2. To examine how food and culture assess guest needs when we are planning food and beverage service offerings
3. To show the food and culture organization structure used to in our restaurant

## **5.2 Learning Outcome Food and Beverage Service of Cultural Food and Restaurant:**

The learning of cultural food and restaurant outcomes detailed can use for developing trading education program. The listing can also be used by individuals their own achievement.

- \* Appreciating to customer needs
- \* Health, safety and security
- \* Maintain to the safe environment
- \* Maintain secure environment

## **5.3. Style of Administration of Cultural Food and Restaurant:**

Cultural food and restaurant they administration or service providing are:

There are three sorts of administration:

### **American service plate Administration**

A technique for serving inn or restaurant, in which parts of nourishment are set on plates in kitchen (with the exception of meat and potatoes and plates of mixed greens which are served on the table) by the foundation's workers and served to every visitor by a server or server. See additionally English help and French assistance.

## **Buffet Service**

A smorgasbord is an arrangement of serving dinners wherein nourishment is set in an open territory where the coffee shops serve themselves.

## **Breakfast Services**

**English Service** We are providing breakfast service basically two types. There are: early bird breakfast and late breakfast. Culture and restaurant they providing this breakfast service.

Strategy for serving private lounge area or eatery nourishment in which a server or server serves every visitor from a huge dish, beginning with the host or entertainer (or a visitor of respect, assuming any) at the leader of the table

## **Counter Service**

We are providing another service this call counter service or snack bar service this are prepared eat the food at the counter. It services various meats behind the counter for the restaurant customer. The guests are choosing from menu card.

## **5.4 Attitude of Guest**

The correct mentality towards the client is about the significance. Representatives ought not to be nonpartisan, yet ought to expect client needs and wishes. Client ought to consistently be adjusted with no alert.

## **5.5. SWOT Analysis of Cultural Food and Restaurant**

### **Strength**

Our Strengths inside the organization is all around qualified group with involvement with this serving visitors, we offer to our visitors wide menu with loads of decision of Asian nourishment, which individuals can subsidize just in their old neighborhood, additionally we control the nature of our items, our provisions is understand organization "Poseidon" it is significant procedure, on the grounds that for the most part our menu comprises of fish and as you probably are aware fish ought to be in every case new and high caliber to turn into the main of fish eatery in Asian style of menu in Perth. Besides, our area is in downtown area on a Hay road, which is additionally our enormous Strengths and there is no other cultural and restaurant close to us and our opening our own is agreeable for everybody from 9 am till 11 pm at weekdays and from 9 am till 12 PM at ends of the week. We are concentrating on the individuals who favor go out with family, friend or couple at the late time and don't require be in a rush, in light of the fact that our others shutting down at 9 p.m. Likewise climate and configuration permits us give weddings, birthday gatherings and conference feasts, and furthermore we play customary music, have Wi-Fi get to and for youngsters toys to play and numerous different highlights, which you can discover agreeable for you and for your family in our eatery.

### **Weakness:**

- Less Space
- Limited vehicle leaving office
- Limited nourishment things
- No smoking zone

## **Opportunities:**

- Change to increase food items.
- To develop the quality.
- Live cooking system for the guest.
- Long space

## **Threats:**

Dangers are outer elements, which don't rely upon us, similar to contenders, on the grounds that there are bunches of Food and cultural and restaurant in khilkhat, no trust from client, since we are new in the market and our nourishment for those, restaurant.

Anyway by utilizing our chance we will limit the dangers and the enormous open door that we are not quite the same as others.

## **Cultural Food and Restaurant Most Treat are**

- Competition is increasing almost daily.
- Many restaurants at nearby location.

Cultural food and restaurant stands on introduction level. Introduction is the period of slow sales height as the product is introduced in the market. Benefits are nonexistent in this stage on account of the substantial costs of the item presentation.



# **Chapter-06**

## **Recommendation and Conclusion**

## Problems of cultural food and restaurant

•**Issues of problems for restaurant owners and manager:** Cultural food and restaurant has some problems restaurant manager and owner and manager. This restaurant has owner 3 to 5 person Md Ataur Rahaman is share 20% ,Abdulah al mamun is share 60% and other person 20%. So this restaurant can be off and it can be new establish other place.

•**Employee's problems:** Cultural food and restaurant have lot of problems the biggest problem are employee's problem. When I working this restaurant i have been face some problems.

•**Equipment's problem:** This restaurant has old equipment. Owner's has problem for they no purchasing new equipment on this restaurant.

•**Financial problem:** Cultural food and restaurant have big problem it's a financial problem .so as soon as this restaurant can be off.

•**Budget problem:** Budget problem is the biggest problem for any restaurant or any industry. This restaurant has 3 to 5 person owners. That why they give not new budget for this restaurant.

•**Lake of information:** Cultural food and restaurant they has lake of information source. They has no internet source and own web side for Google they has only face book page

## Recommendation

Cultural food and restaurant is a popular name of the students, business people local customers, and other people as well as Nikunja area people. But now competitors are being increased social nourishment and eatery is a prominent name to the understudies, specialists and neighborhood clients also. Be that as it may, presently contenders are being expanded. Some of them are as of now doing their business with solid brand, items and administrations. Also, the cultural food and restaurant has earned its cooperative attitude by its alluring plan, administration and area. Notwithstanding of having every one of these offices, this restraint has a few downsides and issues that they have to recuperate and explain at the earliest opportunity with progress. A few proposals and suggestions are given underneath that they can pursue for the improvement of their café:

- Communication:** communication language should be standard
- **Hospitality:** Top administration ought to be selected dependent on friendliness and the travel industry instructive foundation.
- Employee and Staffs:** The cultural food and restaurant every staffs and employee also ought to be from hospitality background.
- Guest Relationship:** Cultural food and restaurant owner and employee think their guest but guest relationship should be standard
- Think about the forthcoming or upcoming competitor:** Cultural food and restaurant always thinking about their next forthcoming or competitor restaurant compotator.
- Work Place:** Cultural food and restaurant worker needs to give more freedom in the work for employee
- Price and product:** This restaurant food product quality need to development  
And concentrate price should be balance.

## Conclusion

Cultural food and restaurant is another in Khilkhat, Dhaka. This restaurant as of now runs nearly tow year with effectively. This restaurant situated in Dhaka's primary business zone. During my learning period at cultural food and restaurant, looked with part of issues yet in addition learned parcel of things which is sharing pursued thesis. At last I can say that a thesis is useful to satisfy the scholastic necessities and expert life. The food and beverage service industry come into image in Bangladesh during the middle pf 1980. However, stating point of food and beverage service industry began 1995.within the time span of decade. Cultural food and restaurant industry are following all tools of our Bangladeshi restaurant and other restaurant.

Finally, it was a discussion about culture food and restaurant. They have good budgeted of customer or employee for marketing communication but as a whole their activities on cultural food and restaurant good then other restaurant.

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