

Internship Report
On
A Study on Food & Beverage Service
Of
Radisson Blu Hotel Kuwait

Submitted to

Mst. Khadijatul Kobra
Senior Lecture
Department of tourism and hospitality management
Daffodil International University

Submitted By

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Date of Submission:



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Letter of Transmittal

February, 2022

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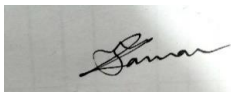
Dear Sir,

I am hereby submitting my internship report on “**A Study on Food & Beverage Service at Radisson Blu Hotel Kuwait**”. For your kind consideration as a part of requirement in completing my BTHM program. The report contains general information about the food and beverage service operation at Radisson Blu Hotel Kuwait.

I would wish to express my heartiest gratitude for your kind cooperation and guidance in making this report informative and time oriented. There may have some unintentional mistake and lapses. You are requested to consider those are excuses.

Thank You

Sincerely Yours,



.....
Sadid Mohammed Zaman

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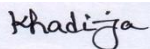
CERTIFICATE OF APPROVAL

This is to certify that the internship report “**A Study on Food & Beverage Service at Radisson Blu Hotel Kuwait**” is prepared by **Sadid Mohammed Zaman**.

ID: 163-43-240 as a partial fulfilment of requirement of Bachelor of Tourism & Hospitality Management (BTHM) at **Daffodil International University**.

The internship report has been carried out under my guidance and is a record of the bona fide work carried out successfully.

I wish all his success life



.....
Mst. Khadijatul Kobra

Senior lecture
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DECLARATION

I hereby declare the extension bestowed in this Internship Report that have been accomplished by me and not been formerly submitted to any other University for an academic certificate.

The extension I have presented does not cleft any copyright.

I further commit to reimburse the University facing any loss or wreckage arising my cleft of the above obligation.

Yours earnestly,

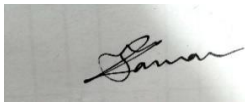
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ABSTARCT

The Radisson Blu Hotel, Kuwait which is generated and operated by Radisson Hotel. It has about 380 branches throughout the world. The current study aims are to get acquainted with the Food & Beverages Service and orientation of application of the theoretical learning acquired from conceptual concentration in the undergraduate program. The major objective of this study are to determine how the Food & Beverage is managing and controlling all over the world and identify the pattern of revenue source of element.

To generate the revenue what sorts of activates are done in banquet is the main focus point of this dissertation. To this aim, I have collected the data and information, collected through primary and secondary sources. My dissertation is to focus how the F&B is managing and controlling in order to generate revenue. I have collected the primary information through face to face conversation and interview with officials of Radisson Blu Hotel Kuwait. Secondary data are collected basically from observation and collection from journals, paper, internets, books and other from publication. From the collected data and information. I execute the trends of the managing and controlling of a Food & Beverage service operations.

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Chapter one: Introduction

1.1.General Introduction

The hostel assiduity is a major part of the hospitality assiduity. The hostel assiduity is any types or forms of business relating to the provision of accommodation in lodging, food and drinks and colorful types of other services that are connected and which are intended for public service, both of which use the lodging installations or who simply use the services or the product of certain of the hostel.

Hospices offer enormous range of guests' services similar as banqueting, conference and fitness, sport and installations, beauty gyms, bars, sophisticated eatery, pavilions, night clubs and pavilions. The Hotel sector consists of further than 15 of all the people who worked in the hospitality sector. Hospices falls into a number of different orders which includes the glamorous five- star resort transnational luxury chains, trendy boutiques, country house, conference, rest or guest houses. Numerous are proprietor run which offer substantiated service to guests. This veritably dynamic sector offers good quality accommodation, great variety of food and libation, together with other services for all types of guests.

With offering every kind of accommodation catering for every type of taste, the hostel sector is incontrovertibly constantly growing and evolving, while enriching its immolation, perfecting its experience and creating new products to serve and satisfy client on a original and global position. The hostel sector is always seeking to offer excellent client service throughout its operations.

Establishments in the hospitality assiduity are divided into five orders. Flash, or marketable, hospices make up three-fourths of the hostel business in the United States and feed to marketable trippers, businesspeople, salesmen, and excursionists. Motels, or motor submerges, are generally located near roadways and airfields and in small metropolises; domestic hospices give endless or semi-permanent casing on a daily, yearly, or occasionally monthly base; resorts are hospices that offer recreational or social conditioning in addition to lodging; and convention hospices and centers are used as meeting places for large groups or businesses, or for major exhibitions

1.2. Overview of The Hotel Industry

Hostel and hotel businesses are included in the hospitality industry's assiduity. The Organization on Hotel, Diner and Institutional Management define it as to include dining

facilities, recreation services, and tourism. The hospitality industry provides lodging, refectories, and particular services for both the traveling public and endless residents. The range of employment openings in the hospitality industry is vast. All positions, from bellhops to superintendent directors, partake the same thing serving the public. The primary liabilities for those who work in the hostel and lodging sector include making sure that guests' requirements are attended to, their lodging are comfortable, and that general hostel operations are running easily. Front office, service, marketing and sales, and counting workers fill front-of-the-house positions, or those jobs most visible to the public. Less visible, back-of-the-house jobs include those in food and libation, similar as bartenders, cooks, and stay staff, as well as housekeeping, and engineering and conservation. Utmost establishments in the hospitality industry also operate on a three-shift system, furnishing 24-hour service for their guests. The American Hotel and Lodging Association reported that the lodging industry saw \$163 billion in deals in 2013, a \$7.6 billion increase over 2012, and estimated total employment in the trip and tourism industry at 7.9 million workers. The United States is home to further than lodging establishments, ranging from small exchange hospices to internationally famed resorts. Although over the long term, growth in the hostel industry looks positive, it should be remembered that the hospitality industry is tied directly to the quantum of plutocrat people can spend on rest and business conditioning. When the frugality is slow or there's a recession, people strain their budgets and spend lower plutocrat on trip, entertainment, and rest conditioning. Bangladesh has huge eventuality in the hospitality industry as the sector has started to follow transnational norms. The number of five-star hospices in Bangladesh is still low, as the industry then's on the early stages of growth.

1.3. Radisson Hotel Group

Radisson Hospitality, Inc. (trading as Radisson Hotel Group) is an American multi-national hospitality company. It started as a division of Carlson Companies, which possessed Radisson Hospices, Country Auberges & Suites and other brands. In 1994, Carlson inked a ballot agreement with SAS International Hospices (SIH), after which SIH started to use the brand Radisson SAS in the Europe, Middle East and Africa requests. In 2005, Carlson acquired 25 of the shares of SIH, at that time known as Rezidor SAS Hospitality. In 2010, Rezidor Hotel

Group (formerly Rezidor SAS) came as an attachment of Carlson. The enlarged hotel group espoused a new trading name, Carlson Rezidor Hotel Group, which was one of the top hotel groups in 2013.

In 2016, Carlson Companies sold Carlson Rezidor Hotel Group to Chinese empire HNA Group. In the fourth quarter of 2017, Carlson Hotels, Inc. (the holding company of the hotel group) was renamed to Radisson Hospitality, Inc., while the listed attachment (Rezidor Hotel Group AB) was renamed to Radisson Hospitality AB. In 2018, HNA Group sold Radisson to an institute led by a Chinese state-owned hospitality company, Jin Jiang International.

As of 2021, Radisson Hotel Group owns or operates nine hotel brands Radisson Collection, Radisson Blu, Radisson, Radisson RED, Radisson Individualities, Park Plaza, Park Inn by Radisson, Country Inn & Suites by Radisson and Prizeotel. The loyalty program is known as Radisson Rewards.

Bangladesh has huge potential in the hospitality industry as the sector has started to follow international norms. The number of five-star hotels in Bangladesh is still low, as the industry is then on the early stages of growth.

1.4. Introduction to Hospitality Industry

An important part of the world's economy is the hotel industry, which is known for its efficiency. Foodservice, tourism, and health care are all examples of the industry that includes a wide range of services. It's a constant battle for the industry to stay on top of the latest trends in the industry. The two main entertainment places, such as clubs and bars, and hotels, may be experimentally classified into two categories: health care. Hotels, restaurants, hostels, and other lodging establishments are available for those who need a place to stay on their travels.

Restaurants and bars order cafes, quick food, and clubs as part of their order. It's not only the hotel workers that are trained in health care; it's the tourist support staff, including flight attendants and travel brokers, as well. When it comes to health care in the industry, technology like implemented information technology (IT) is involved in the mix.

A hotel is a place that provides free housing in exchange for money. It's common practice for this housing to be exchanged for a certain amount of money. The most up-to-date hotel accommodations have air conditioning and private toilets. Modern end-of-life facilities provide internet access to patients and visitors both inside their rooms and around the grounds. In the

most hospitable hotels, recollections and lodging are offered as a bundle deal. Hospices are generally managed by professionally good directors. Junior workers generally maintain the hostel. Functions like cuisine is generally done by professionally trained cooks.

Bangladesh is the eighth most vibrant nation in the world, with a popular government at its helm. The country is seen as extremely poor and under- developed, due to ruinous natural disasters, and the socio-political insecurity. Still, the country has the advantage of being in a strategic geographical position between South and Southeast Asia making it an ally to both these requests.

1.5. Hotel & Hotel Facilities

Marketable establishment furnishing lodging refectations and other guest services, in general to be called a hostel an establishment must have a minimum of six letting bedrooms at least three of which must have attached private restroom installations. Although hospices are classified into 'Star' orders (1- Star to 5- Star) there's no standard system of assigning these conditions and compliance with customary conditions is voluntary.

A US hostel with a certain standing for illustration is may look veritably different from a European or Asian hostel with the same standing and would give a different position of amenities range of installations and quality of service. Whereas hostel chains assure invariant norms throughout non- chain hospices (indeed within the same country) may not agree on the same norms.

In Germany for illustration only about 30 percent of the hospices choose to misbehave with the vittles of the rules established by the German Hospices & Restaurants association. Although both WTO and ISO have been trying to convert hospices to agree on some minimal conditions as world-wide morals, the entire class of the Paris- grounded International Hotel & Restaurant (IH&RA) opposes any similar move.

According to IH&RA to harmonize hostel bracket grounded on a single grading (which is invariant across public boundaries) would be an undesirable and insolvable task. As a rough companion a 1-Star hostel provides a limited range of amenities and services, but adheres to a high standard of installation-wide cleanliness, a 2-Star hostel provides good accommodation and better equipped bed apartments, each with a telephone and attached private restroom, a 3-Star hostel has further commodious apartments and adds high- class decorations and furnishings

and color Television. It also offers one or further bars or couches, a 4-Star hostel is much more comfortable and larger and provides excellent cookery (table d'hote and a la carte), room service and other amenities. A 5-Star hostel offers most luxurious demesne, widest range of guest services as well as swimming pool and sport and exercise installations.

Facilities

At Radisson Blu Hotel Kuwait, they are about bringing guest back to the best version of them that they can be. If there is anything we can do to make their stay more enjoyable, guest can call service express. The 24 hour business center offer wide range of services, including copying, printing, and fax services, as well as a self-service PC and internet accesses. Reenergize in their state of the art fitness center that feature cardiovascular equipment, weights, Jacuzzi, sauna, steam room and temperature controlled swimming pool. Restore guest body and mind in their spa with their signature treatments custom- designed to nature guest.

There is a shoe shine option available. Safe Deposit Boxes for Computer Rentals Dedicated wake-up service for each customer Space for Luggage A cash dispenser (ATM) Ayurvedic Massage Exchange of Currencies Aesthetics Sprinklers Facilities that are accessible to people with disabilities Detectors for Smoke Service of Tour/Exploration The use of a limousine Performing Arts Medical Help Is a Phone Call Away Multilingual Concierge Services 24 Hours a Day, 7 Days a Week Service 24-Hour Room Service Express Express Check-Out Administrative Services A Childcare Agency Service Providers in the Spa Cleaning/Valet/Laundry Center for Physical Fitness A Sundry Shop with an Outdoor Heated Desk. The Business Center and Children's Pools

Dining

The Radisson Blu Hotel Kuwait cuisines from fresh original Arabian food to Pan Asian as well as Transnational Urban dishes are available.

Meeting and Events

At Radisson Blu Hotel, Kuwait have unique place to inspire unique ideas. The 2,650 meter square-meter conference and meeting space of the Radisson Blu Hotel, Kuwait including 12 meeting rooms accommodating up to 1000 people at a time. Blending trading and new modern design, the meeting venues of Radisson Blu Hotel, Kuwait include Al Hashemi II conference center, the traditional wooden dhow, 3 modern meeting rooms, and I ballroom located in the hotel lobby.

1.6. Origin of the report

Bachelor of Tourism and Hospitality Management (BTHM) students are required to do a six-month internship as part of their degree program. The program's primary goal is to expose students to the realities of working as a team in the real world. "Radisson Blu Hotel, Kuwait," the country's most prestigious five-star hotel, served as my internship location. As Restaurant & Beverage, room service, I've worked for six months. My internship at the Radisson Blu Hotel in Kuwait began on June 14, 2021, and ended on December 14, 2021, when I was put there as an intern. This study on the Radisson Blu Hotel, Kuwait's Food & Beverage, Room Service is part of my BTHM curriculum at Daffodil International University's department on Tourism and Hospitality Management. I hope that my internship report provides all of the information essential for a successful conclusion.

1.7. Objectives of the report

Broad Objective

The broad objective of the hotel is to serve customer in such a way to reach the highest satisfaction level and to earn the maximum profit.

Specific Objectives

- To fulfill the broad objectives, the specific objectives of this report are as follow:
- To check up the present state of the Hotel activities at Radisson Blu Hotel, Kuwait.
- To find out all the problem and give solution of these problem
- To identify department efficiency
- To know actual feeling of the associates
- To identify the prefect service work place
- To gather experience from different service areas
- To analyze the way of implementation policy to overcome the problem which I have found in my study.
- To know actual feelings of the guests
- Provide service as per Radisson Blu Hotel, Kuwait

1.8. Scope

The scope of this report is limited to the Radisson Blu Hotel, Kuwait. The scope of the report is also limited by the information given by the associate of Radisson Blu Hotel, Kuwait as there has some confidential matter. As the report is mainly based on practical observation, the scope was limited to the related department of this report.

1.9. Limitation

- Radisson Blu Hotel, Kuwait maintain strict confidentiality about submit their financial data, including revenue, expenses, and any other relevant statistics. Because of this, it was difficult to gather all of the data necessary to finish the report. Consequently, As a result, some degree of inaccuracy is possible in certain situations.
- Accordingly, I had very limited time to talk to the hotel staff since they were so busy. • As a result, I was unable to cover many aspects in my report because of the time constraint.
- Analyzing the project part's information might be a little tricky. It was a challenge to gain a thorough understanding of the subject matter in such a brief period during an internship.



Chapter 2: Organizational Part

2.1. History of Radisson Hotel Group

In 1962, Curt Carlson, the creator of the company's moniker, purchased the Radisson Hotel in Minneapolis (Radisson Hotel Group claimed it was 1960). As of 2013, Carlson's hostel segment has grown by 40 times, making it one of the largest hostel chains in the world. Other brands owned by the division included Park Inn, Park Plaza (bought in 2000), Countryside Auberges & Suites (invented by Carlson throughout 1986), and so on. in addition to Radisson Hospices. It bought the Regent brand in 1997 but sold it in 2010.

SAS International Hospices of the SAS Group subscribed to a ballot agreement in 1994, allowing the division to grow across Europe, the Middle East, and Africa (EMEA) (SIH). In Europe and the Middle East, SIH plans to employ Carlson's Radisson brand. After the partnership was signed, the Radisson SAS co-brand was born, and it has been known as Radisson Blu until 2009. There were more than 320 hospices in the SAS International Hospices network by the end of 2008, which was rebranded into Rezidor SAS Hospitality in early 2001 and as the Rezidor Hotel Group since 2006.

There were two further rounds of renewal in 2002 and 2005 of the agreement reached by referendum. As part of the 2002 and 2005 deals, Carlson purchased a total of 25 shares in Rezidor SAS from SAS Group, respectively. After the 2012 election, the current 2005 referendum agreement would remain in effect.

Hotel Missoni, a Rezidor brand, was a certified Missoni hotel.

Until 2006, the Rezidor Hotel Group was a private corporation known as Rezidor SAS. The main company of Rezidor Hotel Group changed hands in 2010 from 380 SAS Group, which had been a substantial stakeholder of Rezidor SAS until 2005.

As of January 2012, the Carlson Rezidor Hotel Group was operating as a separate entity.

Carlson Rezidor ended its contract with Hotel Missoni in February of this year. It is anticipated that the Hotel Mistonia brand would be retired by Carlson Rezidor's Edinburgh and Kuwait hotels by June 30, 2014. Two new group brands, videlicet Quorvus Premium and Radisson Red were debuted in the same month.

There is a future right for Carlson Rezidor to buy the remaining 51.9% ownership in prizeotel, a German hostel brand, for €14.7 million in March 2016. Radisson announced on October 4, 2019, that it was acquiring the remaining 51 properties of prizeotel.

It was announced that Chinese conglomerate HNA Group had acquired the Carlson Rezidor Hotel Group in April of this year.

A deal was signed in June 2018 between HNA Group, Hainan Airlines' Fortune Bodies Club, and Radisson's Radisson Rewards to work together on their fidelity programs.

Carlson Hospices, Inc. (the Carlson Rezidor Hotel Group's US-based holding company) changed its name to Radisson Hospitality, Inc. as in the fourth quarter of 2017, while Rezidor Hotel Group AB

(the group's Brussels-based Swedish subsidiary) changed its name to Radisson Hospitality, AB in the fifth quarter of 2018. Radisson Hotel Group is the new name for the whole company. Radisson Prices is the new name for the Club Carlson loyalty program.

The Radisson Hotel Group was sold to Aplite Effects AB in August 2018 by Jin Jiang International, a Chinese state-owned hotel enterprise. Since then, Radisson Hotel Group has expanded beyond hospices, according to the news statement. The attached Rezidor Hotel Business AB has 369 properties as of December 2017.

2.2 Foundation and Growth

5 Star Rated Radisson Blu is now one of the world's premier hostel brands that provide true 360° hospitality while being sincerely enthusiastic about excellent design that drives and delivers on guests' expectations. Preliminary report knew the Radisson SAS Hotel in Kuwait, the Radisson Blu hotel Kuwait was created in 1960 in the United States and has been operating in Kuwait since 1980.

Currently, Radisson Blu has more than 380 hospices operational or under construction in various places across the globe; we're passing a significant growth and dynamic nature.

2.3. Radisson Hotel Group

Joining Radisson also means people would join the Radisson Hotel Group. Bringing together the world's best names in hotel and resort, the brand include Radisson Blu, Radisson RED, Radisson Collection, Country Inn & Suites, and Park Inn by Radisson, and prizeotel. The loyalty program is known as Radisson Rewards.

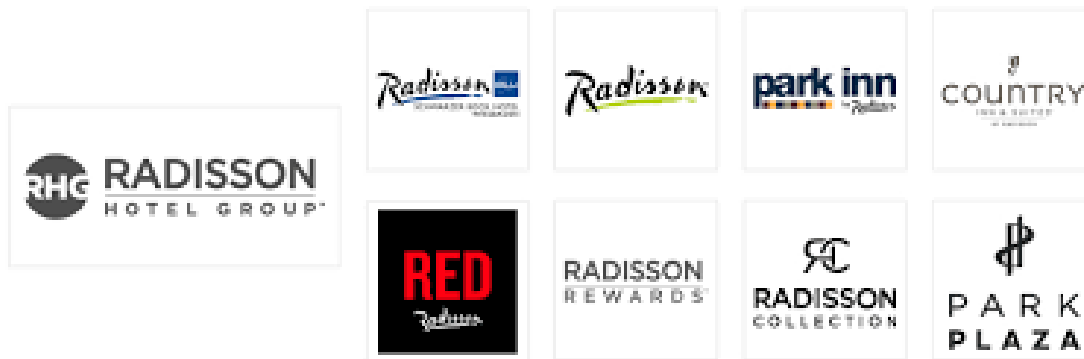


Figure 2.1: Radisson Hotels Group

They provide guests with services that make their stay more enjoyable but instead make them feel better about themselves via creative activities and attentive accommodations than when they arrived.

2.4 Mission Statement

Radisson Blu Hotel, Kuwait that charge of our hotel is to give outstanding lodging installations and services to our guests. Our hotel focuses on individual business and rest trip, as well as trip associated with groups meetings.

2.5 Core Values of Service

Long-term goals include becoming a preferred option for visitors, owners, and gifts. It is only natural that anybody considering a career in hospitality would think about Radisson Hotels first when making travel arrangements, investing in the industry, or seeking a business partner.

Our brand promise, "Every Moment Matters," is at the core of Radisson Hotel Group. Beyond our hands, it's the way we do our company and who we are at our heart. By motivating our worldwide company members with our fundamental values, we can deliver unforgettable experiences and corporate success.

2.6 Global Portfolio of Radisson Hotel Group

The Radisson Hotel Group has nine separate brands in 120 countries. 1,600 hotels and more than 250,000 rooms are open and under construction.

2.7 Product and service

1. Branded Products and Programs

- Radisson Specialty Room Products
- Service Express
- Radisson Kids Clubs
- Radisson Hotel Group Preferred Guest
- Radisson Pet Policy
- Brand Cause Marketing Program ‘

2. Hotel Service

- Reservation & Pre-arrival
- Check- in
- Concierge Service
- Check-out
- Luggage Assistance
- Luggage Storage

- Transportation
- Shoe Shine
- Wake-up calls
- Laundry & Dry Cleaning
- Business Center Service

3. Technologies

- Service culture education
- Guest interaction
- Heart of the House
- Uniforms
- Telephone courtesy
- Logo usage & Printed material
- Ice & Vending Machines
- ATM Machines
- Cleanliness/Condition of Public Space

4. Public Area

- Common areas
- Elevators
- Public Restroom
- Digital Signage
- Closet
- Refreshment Center
- In-room coffee/tea service
- In-room collateral
- Guest room cleaning
- Guest room access

5. Hotel Facilities

- Radisson workout
- SPA
- Swimming pool
- Other recreation facilities
- Safe deposit box

6. Food & Beverage

- Restaurant Availability

- Physical & Setup
- Restaurant Service
- Food & Beverage
- Breakfast
- Lunch
- Dinner
- Sparkling juice, mock tail
- Lounge
- In-room dining
- Pool side food & beverage

7. Guest Rooms

- Doors & windows
- Bedding
- Operating Supplies & Equipment
- Bathroom
- Lighting
- Temperature Control & In-room Electrical
- Banquet Service
- Meeting/Convention Service

2.8. Major Departments of the Radisson Blu Hotel, Kuwait

2.8.1 Food & Beverage Department

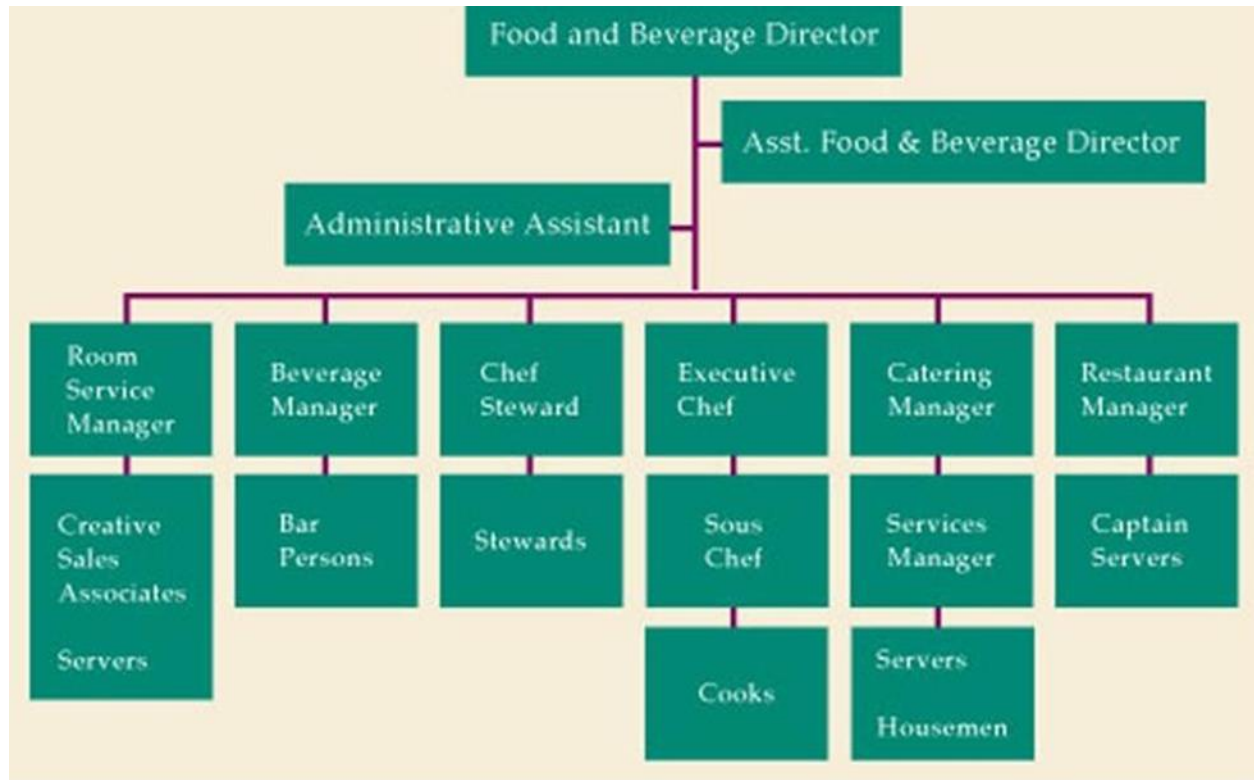


Figure 2.2: F&B Department Organization Chart

Function of the Food & Beverage Department

It is the responsibility of the Food & Beverage department (F&b) to provide the highest quality product and service, meal going, restaurant and bar management, etc. Catering (or "F&B") at a hotel is the responsibility of the Food & Beverage (F&b) department dining apartments, restaurant, room service and the requirements of any other function similar as a meeting or party that might ask food and potables and also Jack of profit in a hotel.

2.8.2. Housekeeping department

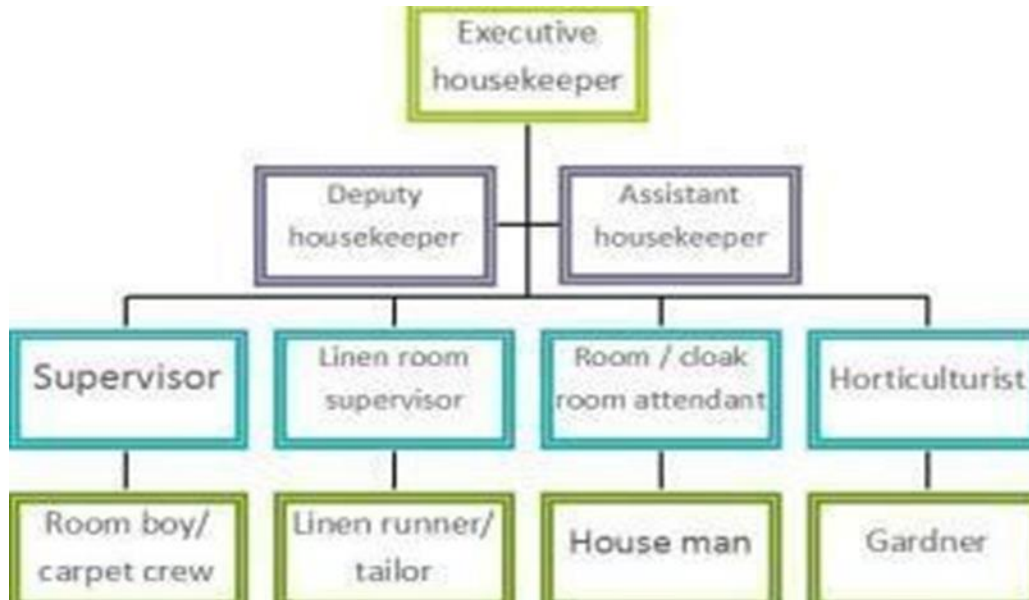


Figure 2.3: Housekeeping department organization chart

Function of the housekeeping department

Cleaning, comfort, safety, and aesthetics may all be described as "housekeeping" in this context. Alternatively, 'housekeeping is a functional department of both a business, that is accountable for sanitation, conservation, aesthetic maintain of flats, public places, rear areas, and the surroundings'.

When it comes to the daily activities and responsibilities involved in maintaining a household, the phrase "housekeeping" applies to anything from cleaning and cooking to grocery shopping and bill paying. A butler or maid, for example, maybe hired to help with these daily chores, or any member of the household can do them.

The chain of command in housekeeping is clearly shown by an organizational chart. The superintendent char is in charge of the housekeeping department at a major hotel or a five-star hotel. Depending on the kind of hotel, he/she may report to the general manager, the residence director, or a specific room's division director. When there is a chain of hospices, the manager of housekeeping, who is responsible for all housekeeping departments in those hospices, is the administrative char.

Deputies in charge of the hotel's bottoms, public spaces, linen room, and office supervision and personnel are called upon by the administrative char to help.

Each division of housekeeping in a big hostel has its administrator, such as Laundry, Administrative Controls, Floors Manager, Public Area Supervisor, Night Supervisor, etc. The Assistant Housekeeper is the primary point of contact for each of these individuals or the Administrative char.

2.8.3. Front Office department

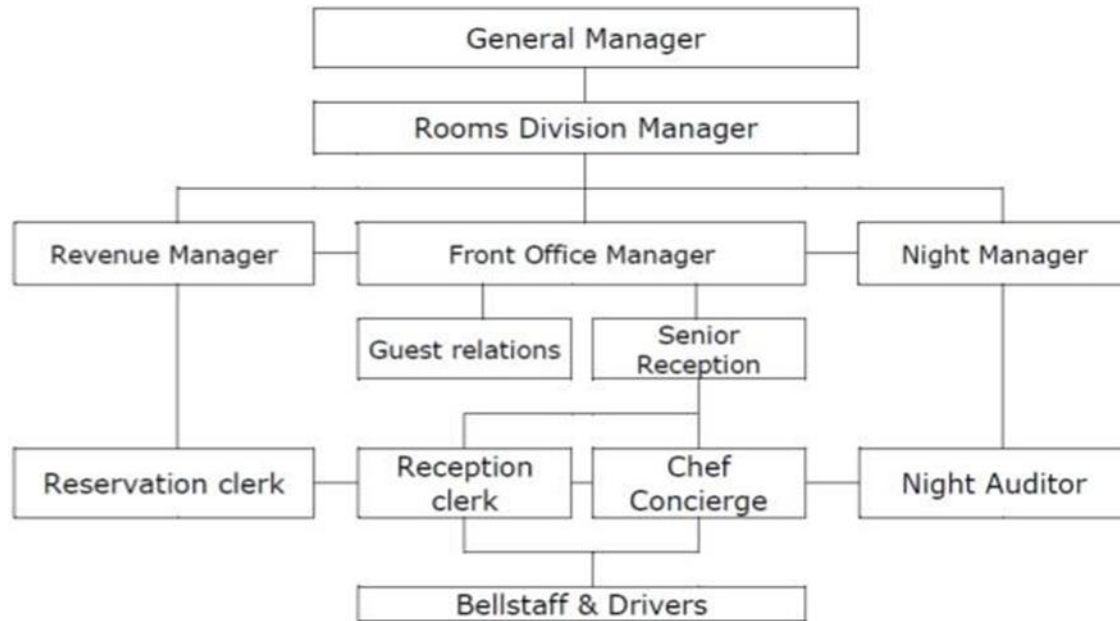


Figure 2.4: Front office chart

Function of Front Office department

The face and voice of a company may be found in the front office department. No matter what kind of hotel it is or how many stars it has, the front office is always the most prominent element of the establishment. The front office department has a role to play in improving the customer experience in a company that is in the hotel industry. A hotel's Front Desk serves as a vital link in the chain of communication between the establishment and its customers.

Within the front office, you'll find: uniformed services at the front desk Concierges PBX, or private branch exchange, is a telecommunications network used exclusively by a single organization.

. Basic Responsibilities of Front Office Department

Following are the utmost introductory liabilities a frontal office can handle.

- Creating guest database
- Running guest accounts
- Coordinating guest service
- Trying to vend a service
- Icing guest satisfaction
- Running in- house communication through PBX

Front Office Operations

Front-Office Operations are two distinct categories of operations.

Front House Operation

Guests at the hostel may see these activities in progress. For this reason, these functions are referred to as Front-House operations. Interacting with visitors to address requests for accommodation is a common occurrence in many of these enterprises. Vacuuming and allocating the guest's room to ensure it is free of contaminants. During the process of registering a new visitor. Guest accounts may be created using the FO system. Providing the visitor with the keys to their lodging. A guest's money is settled at the early check.

Back House Operation

These procedures are carried out by the Front Office employees while the guests are not present or when the guest's input is not required. Conditions analogous to determining the kind of visitor (fresh or reprise) by examining the database are used in these activities. Incorporating the guest's preferred method of icing into the service experience. Assisting in the management of a guest's account in the system. Creating the bill for the visitor. Receipt of the remaining amount on the guest's bill. Report generation.

2.8.4. Sales and Marketing department

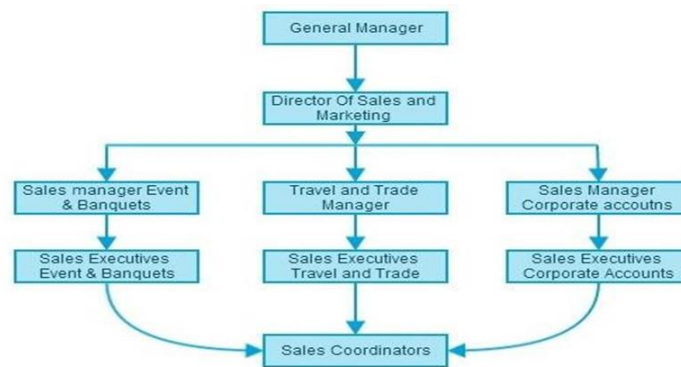


Figure 2.5 Sales and Marketing department organization chart

Function of Sales & Marketing department

A deals and marketing department has the responsibility for deciding where the company should vend and what its prices should be. This requires the division to exploration where the company's challengers are dealing and where its guests say they want to protect.

Its mission is to raise public awareness. Brand Identity Superior Quality of the Item High-end amenities excellent quality of service

The development of a firm is mostly dependent on sales and marketing. This department is continually looking to bring in new and prospective clients, as well as consumers from the competition. They can attract more guests to their hotel and grow their brand more widely thanks to this division.

2.8.5. Room Reservation Department

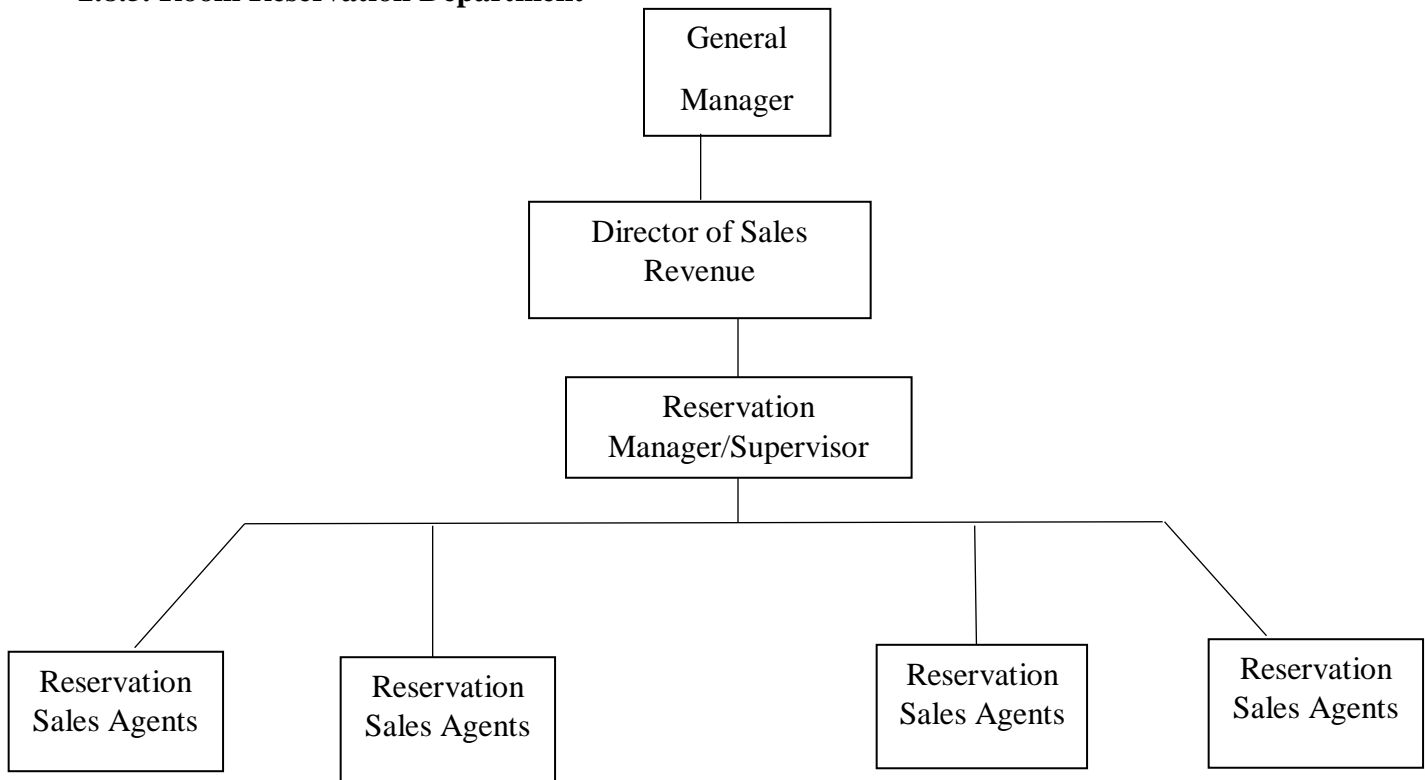


Figure 2.6: Room Reservation Department Organization Chart

Function of Room Reservation department

Reserving a room doesn't only fall within the purview of the reservation department. It keeps track of how full the hotel is, which is useful for things like negotiating bargains and devising marketing plans. Both the visitor and the hostel benefit from the work of the hostel's reservation department. The hotel's reservation department performs a variety of critical tasks daily.

Reserving a room is important for visitors.

Guests who book ahead of time are guaranteed the specific room type and the number of flats they choose for the duration of their stay in the megalopolis. This keeps him from having to struggle to get a bed based only on his looks, particularly during the busiest times of the year when the hospices are almost all occupied.

Budgeting-As soon as he knows the tariff, he may plan his holiday or stint, taking into consideration the amount he spends on lodging, food, entertainment, and other expenses.

He can arrange his holiday or stint without having to worry about the initial necessities for lodging and meals. Any work trip, tourist trip, or excursion may be scheduled after securing the lodging.

By making a reservation, the client is guaranteed certain hotel installations, which may be checked. Temporary residences, a business center with secretarial services, amusement, and so forth. When it comes to meetings and other forms of writing, he's the best person to provide the hotel location to his colleagues.

2.8.6. Human Resource and Finance Department

A purposeful and dynamic human resources function has been in place at the Radisson Blu, Kuwait for some time now. Training and development that rivals the best in the business, as well as some of its most competitive compensation packages. Maintaining a steady supply of workers is essential. Radisson Blu Hotel, Kuwait a leader in the hospitality industry.

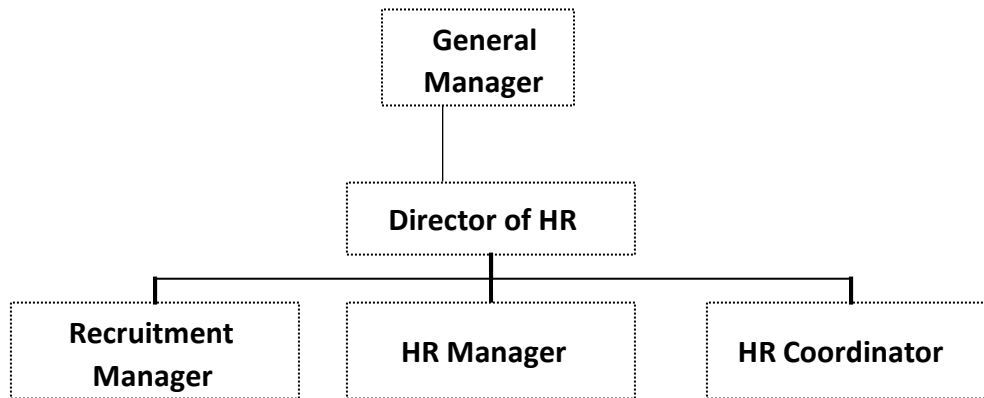


Figure 2.7 Organizational chart of Human Resource Department

2.8.7. Finance Department

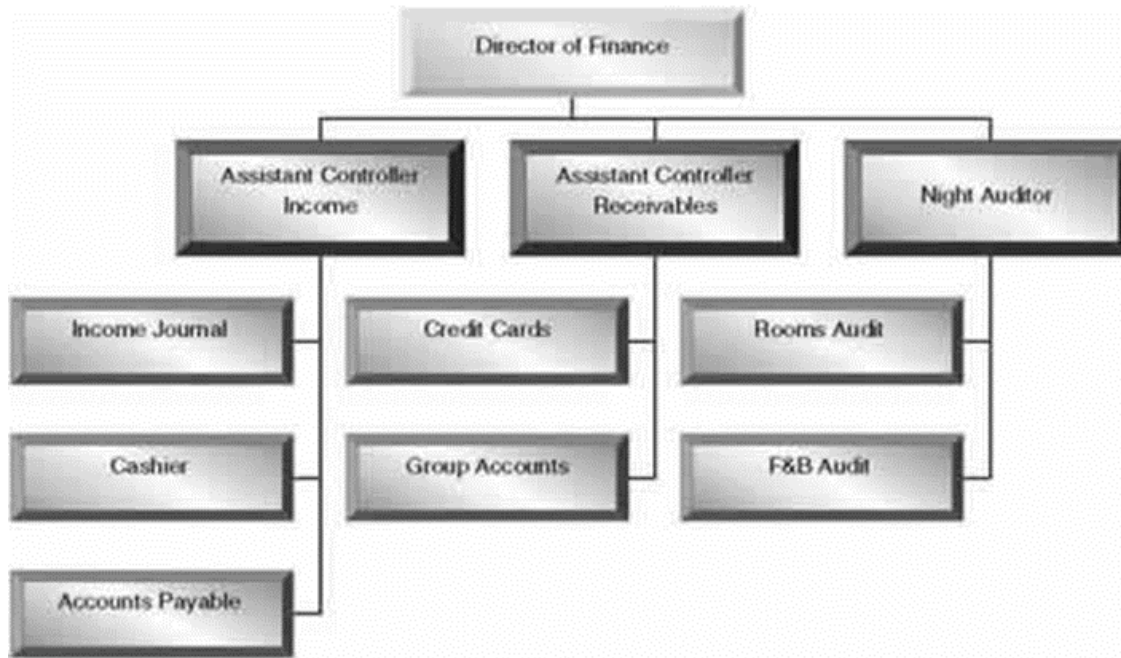


Figure 2.8: Organization Chart of Finance Department

Company plutocrat is planned and managed by the finance department to ensure a company's ability to raise money in sustainable ways. Depending on the size and complexity of the unit, this division may range from a small group of individuals to a platoon of hundreds. No of the size or design of a company's finance department, it must perform four essential tasks. All of these functions are interdependent, and they will have to work together.

Involved in inputting, rating, and assessing all financial transactions for a firm. In this role, both employees and accountants are involved, and it's critical to keep correct financial records. Tasks like recording audio and video include:

Keeping track of the money owing to the company's vendors in the department known as Accounts Payable Accounting for any short-term financial obligations due by the corporation to its shareholders Assuring that the company's compensation data is accurate, and then reusing the annual payments

2.9. F&B Operation of Radisson Blu Hotel, Kuwait

Restaurant, Lounge, Banquet & In-room dining

The Radisson Blu, Kuwait offer from fresh, genuine Arabian and Pan Asian as well as worldwide cuisine, wholesome meals is available to suit every taste and style. Numerous restaurants offer guests the chance to sample cuisine prepared with only the finest ingredients by chefs who are passionate about what they do.



Al Bustan for an innovative buffet setup with a series of food islets, a live grill, and sculpturing stations, where you can choose what you like. We serve a variety of dishes inspired by transnational fashions and we modernize our menu every season, as we want our guests to take pleasure in our original constituents. We're constantly bringing new dishes to the table, so we guarantee you will have quality and variety at all times.

Our sundeck provides a beautiful terrain for mingling and dining outside. In colder months, it plays host to weekly barbecue nights, and throughout the seasons, we hold live musical performances in the evenings. Enjoy the soothing air while you drink a smoothie or mock tail prepared by our mixology mastersour sundeck provides a beautiful terrain for mingling and dining outside. In colder months, it plays host to weekly barbecue nights, and throughout the seasons, we hold live musical performances in the evenings. Enjoy the soothing aroma while you drink a smoothie or mock tail prepared by our mixology masters

- Location: lobby level
- Cuisine: International
- Capacity: 120 pax (approximately)
- Operation hours: 24 hours in 7 days



Located on a traditional Arabic dhow, Al Boom Restaurant in Kuwait is your top choice for a truly unique and Personality dining experience. Lavish décor with gold leaf accents give the dhow an ornate air, perfect for feasts with friends, family, or associates.

Hop on board this historic wooden dhow and savor succulent steaks made of certified Angus beef.

- Location: Outside
- Cuisine: Arabian cuisine
- Capacity: 110 (approximately)
- Operation hours: daily 2pm – 11pm



Our five- star restaurant, Peacock, is a popular spot for exceptional food and surroundings, with a full sit-down service and a formal dress law. It's one of the most popular fine dining restaurants in Kuwait, as well as a place of festivity for generation after generation. Since its opening, Peacock has entered recognition and several awards. The most recent bone is the Award-winning Chinese food in the Middle East has been recognized by the World Luxury Restaurant Awards.

- Location: lobby level
- Cuisine: Chinese cuisine
- Capacity: 80-90 (approximately)
- Operation hours: 12:30pm – 11pm



The contemporary Sky Lounge invites guests to the rooftop, where they can take in the stunning panoramic views of the surrounding area and ocean. The chesterfield is enclosed in glass and features a ultramodern double- deck sundeck and an expansive à la carte menu of traditional samplings, hot and cold, and an array of refreshing drinks.

Sky Lounge is open for drinks and general dining from lunch until late. Sea view Sushi allows guests to watch master sushi chefs prepare sushi, sashimi, nigiri and other Japanese favorites at the live sushi station.

- Location: rooftop
- Cuisine: Japanese cuisine
- Capacity: 150 (approximately)
- Operation hours: daily 2pm – 11pm

2.10. SWOT Analysis of “Radisson Blu, Kuwait”

In a SWOT analysis, Radisson Blu looks at the brand's strengths and weaknesses as well as its prospects and threats. As part of a SWOT analysis, internal and external aspects are categorized as strengths and weaknesses and opportunities and threats.

Swot is a tried-and-true framework for measuring a company's business and performance against its competitors. Radisson Hospices is a well-known name in the hospitality and tourist industries.

Strength:

- Radisson is a logo hotel with a well-known name.
- Unique meeting room
- Spectacular ballroom with unobtrusive high-tech ambiance installation
- Goodwill from employees and customer
- Brand value adds to parent group
- Top notch service and excellent customer service
- Near the beach

Weakness:

- The brand name is associated with a high market value.
- Less VIP rooms
- Limited car parking facility
- Yet to assert itself in the developing world

Opportunities:

- Offering exceptional deals to attract more customers in light of the present financial situation
- Global tourist market expansion
- Travelers seek out new experiences destination
- Reputation for world class services
- Strong safety and security facilities

Threats:

- A choice of three five-star hotels in the area, each with a unique meeting space
- The level of competition is rising on a daily basis.
- At the same time, there are a lot of hotels and conference centers nearby location
- Tourism events affects the tourism



***Chapter 3:
Learning Part***

3.1. Service & Facilities

Foodservice operations utilize the word "service" to refer to the way and manner in which food is given to guests. Even if certain specialized terminology remains in use at the present, this used to be a common protocol that was both intricate and complicated. The term "service a plate" refers to the practice of serving meals directly on a plate to guests at the table. A French service, also known as a guerdon service, is one in which guests use serving ladles to help themselves to food from a dish placed on the table. In the English service, service is defined as the waiter putting the meal on the regale dish. First, the dish is presented to the visitor for blessing, and then food is delivered onto a dining table lined as guerdon, which is positioned near or above the dining table, in dining a la ruses.

3.2. Styles of Services

Five styles of services are internationally recognized:

1. French service or guerdon service
2. American service or plate service
3. English service
4. Russian service
5. Buffet service
6. Doom or center piece service

French service

All food is served from guerdon in French service, which is different from other types of service.

Guests will be able to move about on a cart that's about the same level as their table. The guerdon and the table are put side by side and clothed. For the creation of broths, blintzes Suzette, festivals, and other unique foods, he is supplied with a tiny alcohol cook burner or reached. This is a really opulent and well-executed ceremony. The Cook or Headwaiter finishes the meal in front of the client after it has been half prepared in the kitchen. Showmanship and specific moxie on food medicine is required for this sort of service. Sculpting flesh and making flambéed are only a few of the techniques the Chef uses to prepare his dishes. With a sense of style and panache.

American service

This is generally called "plate service" because the food is formerly placed in the plate in the kitchen ready to be served to the guests. This type of service is used in coffee shops where there's a demand for quick and simple service. It requires minimum training for neophyte waitpersons and waitresses.

English service

This type of service is also known as "family style" service. In this service, the soup tableware is placed before the host alongside with preheated soup plates and hands them to the server, indicating the person to be served. The same procedure is followed with the main entrée. However, the partly filled dinner plate is presented to the hostess who serves the vegetables from large serving dishes placed before her, if so asked. Also the waiter places the plate before the guests. This type of service is generally found in coffee shops, family restaurants, counter service, etc

Russian service

In the same way, as French service is similar, so is this form of service. However, the cuisine served at Russian restaurants is completely prepared and pre-cut in the kitchen and also neatly arranged on tableware platters by the Chef. The server also shows the platter to the guest as a polite gesture and serves the food to the individuality plates of the guests using serving cutlery.

Buffet service

It's also known as self-service, and it's often employed at banquets and select restaurants. Food is attractively arranged on a long table classified and arranged according to proper sequence from appetizers to delicacies. Soup is placed on a soup tureen and the hot entrees in chafing dishes to keep them warm. Some equipment like dinner plates and goblets are laid down right on the buffet table. Rather of the server serving the guests, the guests go to the buffet table pick up plates, china, cutlery and hankie and all other particulars and serve themselves of their own choice.

3.3. Attribute of a Service Personal

The level of customer satisfaction Employees in any business reflects the position of the organization itself. No matter how good the food and air are inadequately trained unkempt or rude staff can

envenom guests. On the other hand if the staffs are well- trained and effective they can to a certain extent make up for other failings in the services handed.

3.4. Personal Hygiene and Appearance

A feeling of well-being and confidence in one's ability to do one's duties can only be achieved if all members of staff are clean and well-prepared at all times. Guest attention is always focused on the guest's hands, thus the hands of such staying employees should be given extra care. Trimming and disinfecting the nails are a must. Avoid tampering with one's hair and face. In all common areas of the hostel, refrain from biting the gun. The service employees should wear just a minimal amount of jewelry. There should be an exception for females who wear wristwatches, cutlet rings, and plain earrings. Croakers should be contacted immediately if the skin of a hand is inflamed. Livery should be clean and well ironed at all times Shoes should be clean and well-fitting at all times.

3.5. Attitude to Customer

The correct approach towards the client is of the nearly significance. The staff mustn't be base, but should anticipate the client's requirements and wishes. A careful watch should be kept on guests at all times during the service without gaping. Care should always be taken when dealing with delicate guests. Staff should no way argue with guests as this will only aggravate the situation. All complaints should he appertained to someone in authority in the food service area.

3.6. Order of Serving Meals

Breakfast

Numerous guests at the breakfast hour bow in a hurry. Numerous people you'll discover aren't in the stylish of spirits before they've had their first mug of coffee (or perhaps not ever). A positive and cheerful altitude displayed from the garcon in combination with prompt and effective service might help to homogenize the situation. Below is a companion that might be respectable in utmost situations. Before serving toast and coffee, fresh fruit or juice should be served first and filthy dishes should be removed. It is possible to have the entire meal provided at the same time when customers request a mix of entrée, toast, and coffee. To top of the fruit dish, place the toast on the left, and coffee to your right, with the spoons and ladles on the left and right, respectively. If a customer orders a hot and cold breakfast, the service will be faster. The following is a possible procedure:

This is where you'll want to put your fruit course.

Removing the fruit course is the first step.

- Place the breakfast dish with eggs, meat, or any other hot meal in the middle of the cover. – Make sure the spoons are on the left side of the toast plate. Right next to the ladles, set up your coffee service. Start by removing the breakfast platter and the steak plate from the table.
- Fill the cutlet coliseum with warm water, about a third of the way full. The cutlet amphitheater is sometimes served after the fruits course after the pastries have been served with fruits that may dirty them. Convey it on a fresh change charger or place it face down on the cover with the specials check.

Lunch

There are two types of lunch customers: business people with a limited lunch hour who need fast service, and consumers or other individuals who expect their food to arrive late. A competent server will be able to identify the needs of each group and work to meet them.

Fill the glass three-quarters of the way with chilled water. Place the cooled butter on a bread-and-butter platter that has been kept at room temperature. Place the snack in the middle of the cover and serve immediately. Once the visitor has finished their snack, it should be removed. The soup service should be placed in the middle of the cover. Removing soup from the meal is necessary. Place the entrée dish in the middle of the tablecloth. The cover should be placed on top of each veggie bowl. To the right of the cup and saucer, place hot drinks, including individual creamers, which should be placed above the cup. Place an iced beverage or a cup of milk to the right of the water glass and slightly below.

Toss all of the main-course plates into the sink. Discard any extra serving utensils that were not utilized for the main entrée. If necessary, smear crumbs all over the table. The dessert silver should be placed to the right of the 'cover with fork' closest to the desserts plate when using a fork and dessertspoon. The salad fork may be put also on the left side of the cover if numerous teaspoons have been set.

This is where you should place the dessert service. Dispose of all of the dessert dishes and sterling silverware. When you're done, place your finger bowl on top of the cover's underlining. The Check should be presented face-down.

Dinner

Guests at a dinner party are seldom rushing about. To avoid making the visitor feel hurried, the waiter should be able to provide service at a moderate pace. Long pauses between meals should be avoided, even if the visitor should be given the time to finish each dish (especially when small children are present.) To deliver the next dish quickly and satisfy any requests for specific needs made by guests, a good server should keep an eye on them throughout the dinner. However, this is a broad rule of thumb that does not apply to every scenario.

The appetizer or hors d'oeuvre service should be placed in the middle of the cover, to the left of the main dish. Remove the first-course items off the table.

In the middle of the cover, place the soup service. Start by removing the soup service. If you're serving an entrée on a plate, but it is just above the cover. Serving utensils should be positioned to your left of the plate. The heated supper dish should be placed in the middle of the tablecloth. Tablespoons should be placed to the left of the liquid. Offer rolls or arrange them in the middle of the table so that everyone may get to them. Once the visitor has completed their main meal, it's time to remove the plates. If necessary, break up the table into crumbs. For the last course, serve silverware. The dessert service should be placed in the middle of the cover. Drinks like hot coffee and tea should be on hand. Serve the check with the face down.

3.7. Preparation for Service

An excellent hotel should not only entice first-time visitors but also work hard to turn them into regulars. There are several methods to achieve this, such as via the sort of cuisine, the glitzy and enticing name of the establishment, or the ambiance in which food is served. In restaurants, initial impressions are everything, and the level of professionalism shown by waiters and their preparations before serving determines a lot of this. The setup and management of temperature, lighting, and equipment are all essential parts of the *mise-en-scène*, which is why they are referred to as "*mise-en-place*."

Serving food and beverages to a customer who is impatiently waiting for their meal or drink requires a certain amount of professionalism. Based on the principles of professional catering assiduity, the service should be organized into a logical order. Several responsibilities must be performed by the service workers before, during, and after the ceremony. A pleased client who receives prompt and polite service is more likely to become a long-term customer.

A. Preparation before Service

Before providing service, the following should be checked:

- a. There are no stains on the tables or linens. To ensure an equitable distribution of the tablecloths, make sure they are all laid out in a straight line. Cleaning and arranging the chairs is a top priority.
- b. How the table has been put up is acceptable and attractive. Everything is pristine and in keeping with the special event, from the silver to the china and crystal.
- c. Cruet sets, sugar bowls, and flower vases are properly filled and laid out on the table. There are no stains on the floor or carpet. Preparation for service begins with the restaurant and rear area in a condition of readiness. As a first step, make sure that the lateral station is ready for service. Cleaning and refilling of the condiments charger. They're folded and ready to go when you need them. Extra linens, cutlery, and serving utensils are piled high for the session. There are always enough beverage pitchers and ice buckets on hand. Sugar cube, cream, and butter plates are available in the coffee/tea makers.

B. Preparation during Service

Greet your visitors by wishing them a good day when they arrive. The visitors should be escorted towards the table and seated immediately using chairs that have been pulled out to make this process easier. If necessary, the tables should be relocated to minimize the inconvenience visitors experience when they try to find a seat. The elderly should be given extra consideration, and youngsters should be provided with high chairs. Removing any additional coverings is a step. If the captain is occupied, serve water and show the menu card.

To prevent any potential offenses, make advice to the visitors as to what food and beverages they should order, and reconfirm the final order.

Avoid leaving the station unattended, since no visitor is more irritated than having to search for a waiter when they need a certain product. When changing the table cloth throughout the operation, the entire thing should not be revealed. To avoid confusion, all documents should be taken to the side stations and neither put on the chairpersons nor the next table. Service cloth and crumbing chargers or plates should be used to clean the dirty cloth.

Please don't overlook the simple things, such as helping guests light their cigarettes, replying to their questions, and showing an interest in their needs. Affectionate and efficient services must be provided at all times. Clear and crumbs the table before serving dessert.

C. Preparation after Service

- i) Pull out the chairpersons or the table to enable guests to move out comfortably.
- ii) Wish them warmly and request them to visit again saying- Do visit again joe/ Mrs..
- iii) Clear the table incontinently and reset for the coming guest.
- iv) Have the side station cleared and restacked for the coming sitting.

3.8. Mise-en-scene

The French word "mise-en-scene" refers to the process of making a service area pleasant, safe, and sterile before its use. The restaurant should always be made presentable for visitors to enter before each service session. Administrative or waiter platoons must ensure that the following conditions are met: mise-en-scene

- All tables and chairs are in working order.
- All tables and chairs are in working order. Table lamps and wall sconces are equipped with high-performance bulbs.
- The menu cards are very appealing and well-designed.
- Tent carts and other sales stuff look good. Air is allowed to circulate the restaurant by opening the doors and windows.
- Replace soiled sheets with clean ones. The layout of the tables is completed. Fresh flowers should be used in place of the wilted ones.

3.9. Table Setting

Table setting refers to the way to set a table with tableware-similar as eating implements and dishware for serving and eating. The arrangement for a single restaurant is called a place setting. The arrangement varies across colorful societies. The rules for laying a table aren't rigid. They're followed

to grease dining and making the table neat. The introductory rules for laying the tables are given below:

- i. Tablecloths must be arranged in a precise manner. While cloth is ideal, it is not required. The only restriction is that the designs on the linen and china must not be identical.
- ii. Dishes Chargers or dinner plates should be placed on the table first. Chargers are decorative elements that are placed underneath plates to add color or texture to the table. Each plate should be set in the center of the place setting and each place setting on the table should be set equidistant. The rest of the factors used to set a formal table will be set with the dinner plate in mind. If a charger is used soup and melon bowls will be placed on top. The bowl will generally be removed just before the main course.
- iii. Napkins Dinner plates should be garnished with nicely folded linen handkerchiefs.
- iv. Flatware in a sequence of usage, it should be put. Or to put it another way, he'll begin at the very end and talk his way toward the front. The cutlery closest to the dinner plate will be used for the first meal, while the silverware furthest away will be used for the final. Make sure all flatware is at least an inch away from the table's edge while setting it out.
- v. Knives to a right of either the dinner dish, place the knives. As long as the meat remains above three shanks in length, a knife may be used to chop it into smaller pieces. The blades should be oriented toward the table setting, rather than facing outward.
- vi. Forks should be placed on the left side of the plate in a sequence of usage. Seafood, the main meal, and the salad are usually served in sets of three. Salads are often offered at the very end of a meal when eating formally.
- vii. In the order of usage, spoons are arranged to the right of the knives. A melon course necessitates that this spoon is positioned near the dish, with a soup spoon here on end, if it's served. Dessert spoons are always placed on the plate. Whenever it's time for dessert, coffee spoons are placed on the goblet.
- viii. Spectacles arranged in the order of usage above the plate. By way of example: Champagne flute, red wine flute, white wine glass (if ordered).
- ix. Cate Cate plates and coffee/ tea mugs will be set out after dinner .However, this will be placed on the cate plate, If a chopstick is to be used with cate. A cate ladle should have formerly been set above the regale plate. Coffee ladles should be placed on the goblet. Coffee/ tea mugs are not used for a formal regale

3.9.1. Points to Remember When Laying a Table

1. The table on which a tablecloth is to be spread should be first covered with a baize base cloth for the following reasons:
 - a. To cover the restaurant's wrists and elbows from the tables sharp edges.
 - b. To keep the tablecloth forcefully in place.
 - c. To cover the face of the table and help the rattling of pottery and chopstick.
 - d. To absorb humidity in case liquid tumbles on the table.
2. Grounded on the size of the table applicable linen should be used. The central pack of the tablecloth should be in the middle of the table and all the four edges should just brush the seats of the chairpersons. Bemired or torn linen shouldn't be used. Three types of tablecloths videlicet cotton, linen and damask are used. Of these damask is the stylish.
3. If a cub vase is used as a central ornamental piece it shouldn't be veritably large or altitudinous as that obstructs the view of guests sitting opposite each other. Heavily scented flowers should be avoided as they affect the flavors of the food.
4. Each cover should be well- balanced. (A cover is the space needed on a table for laying chopstick, pottery, dinnerware and linen for one person to partake of a mess).
5. Only the needed chopstick, pottery and dinnerware should be placed on the table. On a normal dining table the space needed for one cover is 60 cm x 38 cm. The cover on the contrary side should be exactly analogous, so as to give a well- balanced look.
6. Chopstick should always be laid from the inside to the outside of the cover since the order of sequence in which there to be used is always from outdoors to outside.
7. Shanks and haze ladles should be placed on the right- hand side of a cover while spoons should be placed on the left- hand side. Cate ladles and spoons should be placed.

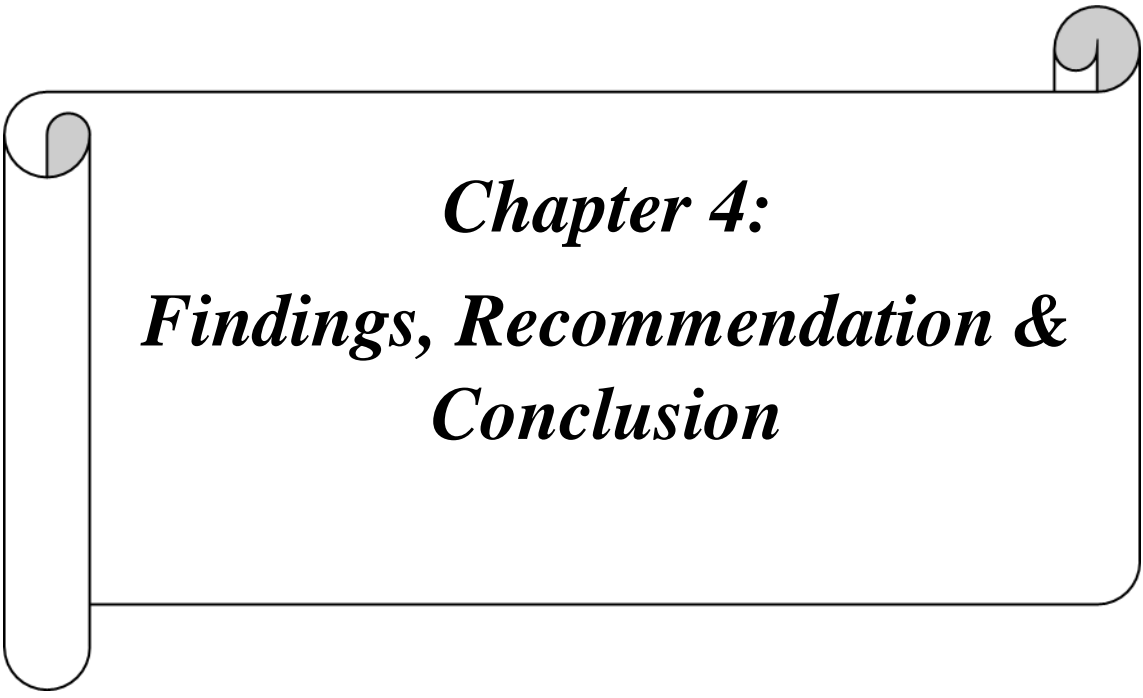
3.10. Logbooks

| List of Jobs | Observations (Constrains/ Challenges) | Lessons Learned | Recommendations |
|--|--|---|--|
| <ol style="list-style-type: none"> 1. Signing in 2. Checking expiry item (minibar) 3. Collecting nearly expiry item and handover in venue 4. Refilling new expired item 5. Checking expiry item (WECL) 6. Collecting nearly expiry item and handover in venue 7. Refilling new expired item 8. Any issue informed to manager and entry into log. | <ol style="list-style-type: none"> 1. Carefully checkout the expiry of wines, beers, soft drinks, nuts, chips etc., either food poisoning can be caused and reputations will be hampered. 2. In case of any issue or guest's complain, manager should have informed as early as possible. 3. Absence of manager, message has to entry into log 4. Picking each and everything from falling on the floor, selves and other area. 5. Cleaning of coffee machine and fridge, need to be very careful either it can be damaged. | <ol style="list-style-type: none"> 1. Learned the process of checking expiry. 2. How to check the expiry of product. 3. How to communicate with the guests properly and share any types of communication with colleagues. 4. How to requisition of products. 5. Learned the process of cleaning. 6. Learned the process coffee machine and fridge cleaning. 7. Learned how to clean toaster machine. 8. Learned Cleaning process of everything. 9. Learned punctuality. 10. Learned the maintenance of mise-en-place. | <ol style="list-style-type: none"> 1. Store should be opened everyday thus anyone can take product when needed. 2. Changing the sequences of the bill folder regularly. 3. Steward should have taken charge of total mise-en-place 4. Restore the food item before unavailable. 5. Keep stock of wine and beer as more as can. 6. Need training in room dining service by telephone. |

| | | | |
|--|--|---|--|
| <p>9. Refilling new expired item</p> <p>10. Making requisition for the next day.</p> <p>11. Cleaning cash machine area, selves, and floor.</p> <p>12. Cleaning coffee machine and fridge.</p> <p>13. Cleaning sugar bowl, tray, toaster.</p> <p>14. Cleaning menu and bill folder.</p> <p>15. Cleaning cruet set (salt & pepper)</p> <p>16. Check tooth pick, straw, coaster.</p> <p>17. Checking personal hygiene & grooming standard</p> | <p>6 Break sugar bowl while cleaning has effected on my working ability.</p> <p>7. Checking out the stock of straw, Tooth pick and coaster.</p> <p>8 Of late arrive, explanation has to give to the HR. Job hour also shift to next hour.</p> <p>9. Maintain personal hygiene & grooming continuously, either supervisor will report of it.</p> <p>10. Ensure the cutlery set neat, clean and hygiene and give it as per guest need.</p> <p>11. Continuously follow up and communicate with kitchen.</p> <p>12 Handling guests in case of unavailable recipes and offer related more items.</p> <p>13. Observing the</p> | <p>11. Gathered knowledge of recipes food items.</p> <p>12. Learned the ingredients name and quality of different types of wine and beer.</p> <p>13. How to preserve various kinds of foods in accurate temperature.</p> <p>14. How to fill up the log-books.</p> <p>15. How to communicate with guests.</p> <p>16. Learned the system of dropping and collecting items properly.</p> | <p>7. Need advanced wiping instrument.</p> |
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| <p>regularly.</p> <p>18. Checking mise-en-place for the shift regularly.</p> <p>19. Following up the unavailable food items and writing on notice board.</p> <p>20. Checking house wine(white &red) & beer</p> <p>21. Mobile and key handover.</p> <p>22. Record the temperature of food cabinet.</p> <p>23. Read both communication logbook</p> <p>24. Order taking and communicate with kitchen.</p> | <p>message board, which wine and beers are available</p> <p>14. If any guest ask for any drink, informing the name of available beers and wine.</p> <p>15. Take care of mobile and keys while working.</p> <p>16. Handover the mobile and keys to the venue in time.</p> <p>17. Preserve the food in accurate temperature and take record of it.</p> <p>18. Arriving within accurate time.</p> <p>19. Fill up the log-books accurately</p> <p>20. Arriving within accurate time.</p> <p>21. Doing everything properly by working time.</p> <p>22. Fill up the number of napkins , date and sign on log book</p> | | |
|---|--|--|--|

| | | | |
|--|--|--|--|
| <p>25. Dropping napkins, collecting napkins and collecting wiping cloth.</p> <p>26. Opening & closing of Inventory (WECL)</p> <p>27. Checking out of minibar.</p> <p>28. Signing out</p> | | | |
|--|--|--|--|



Chapter 4:
Findings, Recommendation &
Conclusion

4.1. Findings

In room dining service

What is Room Service?

In-room dining, or room service, is indeed a hotel service that allows customers to order meals and beverages to be delivered to the hotel room for their consumption. High-end hotels and resorts have a separate food and beverage division for room service. In establishments that aren't high-end, or in motels, room service isn't very prevalent. Guests aboard trip ships may also have access to room service. Room process can be accomplished on even a 24hr foundation or confined to night times only. The expense of special orders and distribution of room service necessitates a higher price for the customer, and a tip is expected as a result.

Some Other Advantages of Room Service

First and foremost, celebrities desire to keep their lives private from the public eye and the media. It's difficult for celebrities to eat out because of the attention it gets. Many like to eat their meals in their pajamas or even their pajamas. Many people can't begin their day without a cup of coffee or tea, no matter what time of day it is. Many hotels provide popular room service during the early hours of the morning: tea or coffee. Private meetings and lunches are important to certain visitors, therefore they request them.

Disadvantages of Room Service

The cost of room service drinks and snacks is higher because of the convenience of dining in the room. Guests who are in a rush are irritated by long waits. The hotel's biggest issue is serving hot meals. Food might get cold when it is transferred from the main cooking area. The menus for room service are kept to a minimum so that dishes may be prepared at any time by chefs working various hours but sharing the same basic abilities.

Location of Room Service Pantry

Room service pantry in a storage room for keeping crockery, linen, food, beverages and other equipment that are required in room service operations.

Location of Room Service Pantry

- Close to the kitchen
- Close to the service lifts
- Close to storage areas

Room Service Orders

- ✓Telephone (most common)
- ✓Interactive TV system
- ✓Door Knob Menu

Figure 4.1: A good room service framework

Taking Room Service Order

Room service calls are answered by the order taker. The phone must be answered promptly. Introduce yourself and your department to the visitor. As you talk to the visitor, note the order on the order docket. Make a note of the room's identification number. Remind the visitor of the order. Include an estimated number of room service staff, as well as other departments, if applicable.

Serving The Food

1. Knock the door lightly
2. Announce yourself (room service)
3. Greet guest warmly
4. Ask if you may enter in the room
5. Ask where to set up order
6. Offer to pour beverage (bottle beverage)
7. Serve the food according to the guest needs
8. Offer additional assistance
9. Inform guest about pick-up
10. Wish guests an enjoyable meal
11. Thank the guest



Figure 4.2: A Gentle Food Serving Outline

Clearing the Room

As a first step, the assistant is responsible for ensuring that all guests' requests for service are met. The room service directive must be notified whenever the area or level has been vacated after the service. Quick and discrete cleanup is required. To transfer equipment safely, a staff member must make sure that it is firmly attached. Unused food and beverage must be brought to the kitchen via a service elevator after the floors have been cleansed of food and beverage waste.

4.2. Recommendation

Radisson Blu, Kuwait is brand name to the tourist, business people and local customers as well. But now their competitors are being increased. Some of them are already doing their business with strong brand, products and services. Moreover, The Westin Dhaka has earned its goodwill by its attractive building and convenient location. Despite of having all these facilities, The Westin Dhaka has several drawbacks and problems that they need to recover and solve as soon

as possible with success. Some suggestions and recommendations are given below that they can follow for the betterment of their hotel:

- a. Top management should be recruited based on hospitality and tourism educational background.
- b. The staffs also should be from hospitality background.
- c. Their marketing policy should not be only corporate based
- d. There should be any special marketing activity during off peak season
- e. Decisions come from Marriott & Starwood head office should not follow all the time
- f. Chain of command needs to be exercised properly
- g. Communication language should make standard
- h. They should make and increase accommodation facilities for staff.

4.3. Conclusion

Radisson Blu, Kuwait is a luxurious five-star hotel in Kuwait. Radisson Blu, Kuwait conveniently situated in the heart of the city's diplomatic and economic district. of Salwa. Nearby are embassies, high commissions, headquarters of major corporations, and retail centers. Hotels are among the most prominent and wonderful enterprises in the world, according to what we know about the sector. At one point in the past, it was a small and marginal industry, but now it is the highest-paying and largest industry in the world. That is because we realize even as human beings, everyone should travel somewhere else for their vacations to relax, have fun, and enjoy the scenery and other amenities. In addition, they are aware that the public enjoys visiting historic sites and other lovely locations.

During my learning period at the Radisson Blu, Kuwait & preparing of my dissertation I faced with lot of problems but also learned lot of things which is sharing followed dissertation. In this dissertation I included about the Radisson Blu, Kuwait Radisson family, all department of Radisson Blu, Kuwait, F&B operations specially the Banquet operations of the Radisson Blu, Kuwait. I execute the trend of the managing and controlling of a Food & Beverage Service operations. Finally I can say that a dissertation is very helpful to fulfill the academic requirements and professional life.

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