



Internship Report
On
**“Activities of Food and Beverage Service
Department at Sea Pearl Beach Resort & Spa”**

*An Internship Report Presented to the Faculty of Business and Entrepreneurship in Partial
Fulfillment of the Requirements for the Degree of Bachelor of Tourism and Hospitality
Management*

Submitted to
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Department of
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LETTER OF TRANSMITTAL

01st August 2022

Assistant Professor

Md. Golam Mostofa

Department of Tourism & Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

Subject: Submission of internship report.

Dear Sir,

Assalamualaikum and take respect. Here, I am stating you that I am Jyotirmoy Sarkar with ID# 172-43-281 a student of Hospitality & Tourism Management (BTHM) program of your reputed Daffodil International University. I am glad that I got the opportunity to submit my report on the topic of “**Activities of Food and Beverage service Department at Sea Pearl Beach Resort & Spa**” that you have assigned me to fill the requirements of the internship report. I have tried to do my best activities and have given best efforts to make me fit in this sector.

I am waiting for your positive response. By considering a few mistakes you will appreciate my hard work. Thank you, sir.

Sincerely yours,



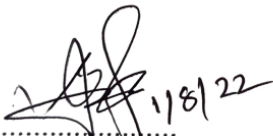
Jyotirmoy Sarkar

ID: 172-43-281

CERTIFICATE OF APPROVAL

I am pleased to certify that the internship report “Food & beverage Service Sea Pearl Beach Resort & Spa” conducted by Jyotirmoy Sarkar bearing ID NO: 172-43-281 Department of Tourism and Hospitality Service has been approved for presentation and viva-voce. Mr. Jyotirmoy Sarkar worked under my supervision for this internship paper during the fall 2021 semester. I am pleased to certify that the data and findings presented in the report are the authentic work of Jyotirmoy Sarkar. I strongly recommend viva-voce. Mr. Jyotirmoy Sarkar bears a strong moral character and a very pleasing personality. It has indeed been a great pleasure working with him.

I wish all the success in life.

Handwritten signature of Md Golam Mostofa, dated 11/8/22.

Md Golam Mostofa

Assistant Professor

Department of Tourism and Hospitality Management (BTHM)

DIU-Daffodil International University

DECLARATION

I am Jyotirmoy Sarkar, ID #172-43-281, student of Hospitality & Tourism Management (BTHM) program at Daffodil International University, announcing that, this report “Activities of Food and Beverage service at Sea Pearl Beach Resort & Spa” has been prepared only for fulfillment of my course THM 426, without this there is nothing else. Here, I have represented only my performance in the time of attachment and everything belongs to me. As a result, it is deadly prohibited to make it synthetic.



Jyotirmoy Sarkar

(ID: 172-43-281)

Date: 01st August 2022

Acknowledgment

The effective completion of this report is the result of the commitment of the number of individuals to whom I am very much grateful and appreciated them from the profound of my heart. So, I would like to request this opportunity to thank all those individuals who made me unique to complete this report on “A comprehensive report on Activities of the Food and Beverage Department at Sea Pearl Beach Resort & Spa”. To begin with, I would like to preface my all commendations to the Almighty Allah my creator, Sustainer to whom we all ought to return and my guardians for supporting me until this time. I am exceptionally thankful to our honorable Chairman Dr. Md. Sabur Khan for making such an environment for learning and VC Professor Dr. M. Luthfar Rahman Victimize who have given me a chance to consider at DIU. I am exceptionally grateful to Mr. Mahbub Parvez, Head of Tourism and Hospitality Management (BTHM) for giving me an opportunity to total my internship program at Sea Pearl Beach Resort & Spa. I would like to express my appreciation and regard to Golam Mostofa, Coordinator, Department of Tourism and Hospitality Management, who helped me a lot to present this report in front of you and guide me on how to make it. I would like to be grateful. I would like to be grateful to all of my honorable faculties who helped me a lot in different kinds of circumstances. I would like to pay my appreciation to Mr. Shohan, Official Promoting Collaborator Supervisor, Mr. Ankon, HR Head of Sea Pearl Beach Resort & Spa for given the opportunity and bolster amid my internship period conjointly much appreciated to Md. Hasib, Supervisor of the Food and Beverage Service Department to prepare me for F & B benefit exercises. Next to this they moreover attempt to educate me about Front Office operational exercises from their information. Last but not the slightest, I would like to communicate my appreciation all staff individuals of DIU, companions and lodging partners who gave me great counsel, proposals, motivation and back to total this report

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Executive Summary

The travel industry is generally dependent on global harmony and solid two-sided ties, which permits individuals to have confidence in their picked objective and partake in their excursion. The lodging business in our country is rapidly developing and assuming an undeniably significant part in our economy. In 2019, Bangladesh's commitment to GDP (level of GDP) from movement and the travel industry was 4.4 percent. Since business is led all around the world and individuals are keen on going accordingly, the interest in benevolence is developing continuously. Be that as it may, this area is presently managing various issues, including the Covid-19 scourge, an absence of prepared staff, financial changes, political precariousness in the country, etc. Sea Pearl Beach Resort and Spa is a five-star classification inn in Bangladesh which has a notable upper hand over all others three stars classification lodgings even it has been well value by another global chain four-and five-star class inns. Sea Pearl Beach Resort and Spa is centered around offering phenomenal assistance to its visitors. I have tended to Food and Beverage, as well as the conveniences and branches of Sea Pearl Beach Resort and Spa, in my report. I worked in the inn's Food and Beverage division and put forth a valiant effort to make sense of the office's capability and strategies. An inn's food and refreshment office are essential. The significant objective of this study is to address the current Food and Beverage Management Service at Sea Pearl Beach Resort and Spa, as well as to trade insight, foster interest in relevant points, and improve figuring out on the subject

Chapter - 1

Overview of Introductory Part



1.1 Introduction:

An inn might be depicted as where a certifiable explorer can get food and housing in the event that the person is in a monetary situation to pay for itself and is in a fit state to get it (According to British Act 1931). The word inn might be characterized as a friendliness administration whose significant objective is to offer housing and feasts to the people who are monetarily, mentally, and truly equipped for getting it. Different properties in the friendliness business incorporate cabins, visitor houses, rest houses, cafés, lodgings, inns, resorts, motels, etc. Nonetheless, the thought of lodging is possibly thought about when these exercises are joined. This genuinely alludes to measuring up to the visitor's whole assumptions and requests. There are a few divisions in an inn, and one of them is Food and Beverage. F&B is a setting where visitors come for data and administration during their visit, as well as food taste and food quality judgment. The division makes the first and last impressions, as well as the nerve center of a lodging's guest exercises. The Food and Beverage division's expected set of responsibilities incorporates inviting guests, taking requests, serving cooking, getting input on the food, and going about as a steady wellspring of data for visitors during their visit at the lodging. The help given by F&B People records most of the inn's impression.

1.2 Background of this Report:

The activities of Sea Pearl Beach Resort and Spa, and how they build an association among guests and the motel, are the essential subject of this practicum report. As a student of daffodil, working at a hotel is a spectacular strategy for securing experience. Daffodil has spread out an impermanent occupation planning program for Daffodil students in which they could get capable limits in the housing industry. The title of this report is "Diagram of Food and Beverage Service Department at Sea Pearl Beach Resort and Spa t," which is solidly connected with the agreeableness region and the BTHM program for procuring practical experience during the section level position term. This study bases on one of the most crushing board issues in the help business today: ensuring and supporting guest fulfillment. Sea Pearl Beach Resort and Spa, is significant to transform into a high-performing part in the neighborhood region. It is worried about the degree of delight of its guests to overhaul, increase pay, and stay aware of its philanthropy by conveying various types of convenience organizations. The motel owes its clients a commitment of care through its delegates (Front Desk Agents, Housekeeping Staff,

Food and Beverage Staff, and Recreation Staff) and organizations (Telephone Service. Front Desk organization, Housekeeping Services and Food and Beverage organization). Regardless, it is trying to fulfill the clients, yet fulfillment is every one of the undeniable prerequisites for every motel. Design. Long stretch voyager advancement in Bangladesh, on the other hand, requires one more perspective.

1.3 Scope of the Report:

This practicum report focuses on the many operations carried out in the Sea Pearl Beach Resort & Spa Food and Beverage Service Department. The scope of this report is confined to the organization's establishment, functions, and performance.

1.3.1 Objectives of the Report:

The main objective of this report is to identify the management process of Sea Pearl Beach Resort & spa and individually Food & beverage management Which Includes: -

Designing and the management of the front office

1. To identify about manpower planning,
2. To find out about recruiting and selection.
3. To know about Qualification, Training and Development of F&B
4. To understand about Duties, Responsibilities and packages
- 5.To Motivate through genuine appreciation and inspiration

1.3.2 Board Objectives of the Report:

The board objectives of this report are to have a better understanding of the Food & Beverage Department's operations at Sea Pearl Beach Resort & Spa.

1.3.3. Specific Objectives of the Report:

1. To Learn about the many services provided by the Food and Beverage Department
2. To Understanding the roles and obligations of the Food and Beverage Department.
3. To Suggest for how to improve the Food & Beverage Department's shortcomings.

1.4 Methodology:

In this report, I used to define the overview and operations of the Sea Pearl Beach Resort & Spa Food and Beverage Service Department. The methods, procedures, and strategies utilized to acquire data are referred to as methodology. In this case, the descriptive report approach was used.

1.5 Sources and Collections of Data:

In order to compile this report, I used both primary and secondary sources to gather data.

1.5.1 Primary Sources:

The primary sources of data collection were my 12 weeks' practical experience and face to face interview in the Food and Beverage Service Department at Sea Pearl Beach Resort & Spa.

1.5.2 Secondary Sources:

1. Sea Pearl Beach Resort & Spa official website.
2. Company brochure.
3. The company's code of ethics/rules.

1.6 Limitation of the Report:

Hypothetical information and genuine viable information vary marginally. In our scholastic vocations, we have taken in the regular cycles. Nonetheless, in an organization, they make a customized way to deal with accomplishing their goals and obligations. At the point when they required it,

They took hypothetical stuff since we just gained from books. Genuine work is incredibly unique, yet as an understudy, it was a fabulous opportunity to find out about the many kinds of offices, administrations, and staff types. While nothing is without defects, I have experienced not many that I have recorded beneath. I might want to discuss a portion of the requirements I went against while composing the report. During the arrangement of this report, I ran into the accompanying issues, which might be viewed as the review's limitation.

- As a trainee, I was not permitted to go over each and every Food & Beverage item on a regular basis.
- On the hotel's website, there is little information about the hotel.
- According to hotel policy, they do not share a lot of prospective departmental information and provide trainees restricted access, which made it difficult for me to collect enough data.
- It was difficult for me to keep track of all of the issues throughout my duty time.

Chapter – 2

Organization Part



2.1: Introduction to the Hotel

Sea Pearl Beach Resort and spa is situated on Inani ocean side, Cox's Bazar with lavish green slopes ascending from the east and interminable ocean extending on the west, the hotel offers all encompassing visuals of Bay of Bengal. Sea Pearl Beach Resort and Spa began its excursion on seventeenth September 2015. The hotel has 493 sumptuous rooms and suites. The hotel makes 300 rooms and suites available for purchase, rest under groundwork available to be purchased. All rooms and suites are OK with kitchenette, otherworldliness of limitless pool and extravagance of Jacuzzi. Settled in the core of nature along the world's longest normal sandy ocean side the retreat is spread north of 15 sections of land set in the midst of natural plantations bearing a tremendous determination of tropical organic products, flawlessly manicured finished gardens and water bodies. Aside from its two pools (one solely for women) the hotel gloats of a plenty of indoor and open air exercises for the two grown-ups and kids which incorporate a globally acclaimed water park, tennis and badminton courts, film zone, billiard, children's zone, amphitheater, a rich spa and very much named rec center.

Location: Jaliapalong, Inani, Ukhia, Cox's Bazar-4750, Bangladesh

Reservations: 5 Star Deluxe.

Tel: +88-0341-52666 – 80, 09610-300600

Fax: 0341-52681

Cell: 01844016120

Proximity:

From Cox's Bazar airport: 27 kms From Kolatoli bus terminal: 25 kms Star Category: 5-star deluxe

Brand Chain: Louver Hotel Group

2.2: Background of the Hotel/ Hotel Profile

Sea Pearl Beach Resort and Spa Limited (here-in-after alluded to as "the Company") was consolidated in Bangladesh on May 26, 2009 under the Companies Act 1994 as a confidential restricted Company, vide enrollment number C-77653/09/2009 and thusly Converted into public restricted organization on November 14, 2017 with Register of Joint Stock Companies and Firms (RJSC) in Bangladesh under the Companies Act, 1994. The enlisted address of the Company is 4 K B Ismail Road, Mymensingh. The Company's Corporate Office is situated at UTC Tower (Level 14), 8 Panthapath, Karwan Bazar, Dhaka, 1215.

Ocean Pearl Beach Resort and Spa Limited, a Five Star Resort and lodging in Bangladesh, began its business activity from 17 September 2015. The main exercises of the Company all through the period were doing Resort and Hotel business. The business exercises associated with the Resort and Hotel business are brought out through a Franchise Agreement between Sea Pearl Beach Resort and Spa Limited (Franchisee") and GT Investments BV (the "Franchisor)", a restricted responsibility organization coordinated under the laws of the Netherlands, having its enlisted office at Arnhemseweg 2, 387 CH Amersfoort, the Netherlands dated June 01, 2014. Franchisors are educated and experienced in overseeing and advancing five-star lodgings and resorts and have (or potentially its Affiliates have) performed such administrations all through the world.

The Company developed its Five Star Resort and Hotel Complex on a complete land area of 15 sections of land with a ten-story building having all out-floor area of almost 450,000 sq ft. The Complex has 241 rooms out of 493 visitor rooms, 7 cafés, 1 bar, 2 gathering rooms, 1 corridor room, 1 fitness center, 2 pools, 2 tennis courts, vehicle leaving spot and any remaining visitor offices related with a top-notch retreat and lodging. The Company has additionally introduced all fundamental hardware like Air conditioner (HVAC), Lift, Generator, Electric Substation, Seawater Desalination Plant, Water Treatment Plan (WTP), Sewerage Treatment Plant (STP), Fire Detection and Protection System, Kitchen Equipment, Furniture, Laundry, Spa, Gymnasium, Children Park to give consistent visitor administrations. Besides, the Complex has

a very much built limit wall, inward street and asphalt, staff convenience and so forth. The Complex has a full front facing ocean view with unhampered admittance to Inani ocean side.

Likewise, the Property of Sea Pearl Beach Resort and Spa Limited is overseen and promoted as " Sea Pearl" by Louver Hotels Group who is situated in France and a key part in Global Hotel and

Resort industry presently oversees and establishments in excess of 1100 lodgings in almost 50 nations all through the world.

2.2.1: Mission

To give Bangladeshi families a magnificent excursion program in a 5-star extravagant retreat in Bangladesh and to give benefits through global affiliations of Bengal Vacation Club Ltd (which is the showcasing arm of Sea Pearl Beach Resort and Spa Ltd). We will guarantee the most ideal quality with the best offices at the best cost. We are resolved to be as green and Eco-Friendly as could really be expected. Our individuals will get the best help and the best extension to give our individuals more decisions inside Asia and Internationally.

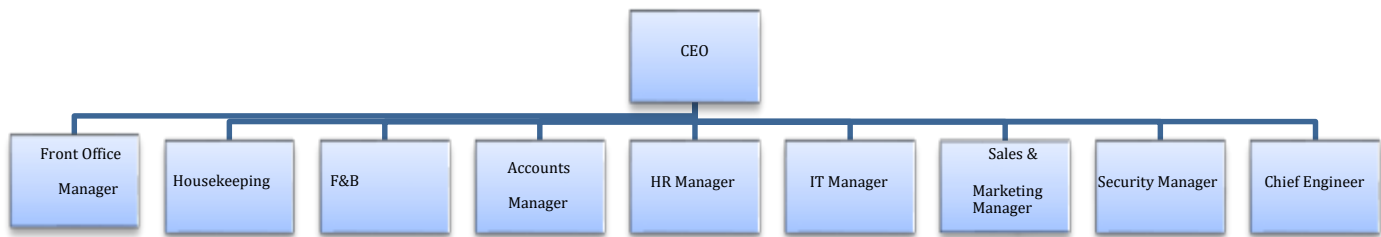
2.2.2: Vision

Low Carbon Mobility: To promote low Carbon Mobility that focuses on improving the overall Ecological and carbon footprint of transportation in all areas of operations including the supply chain.

2.2.3: Goal

Thought Leadership and Awareness Raising: To make a more significant level of self-strengthening through 'Thought Leadership'- the sort that separates you from the opposition

2.2.3: Organizational Chart gram:



2.3: Description of the Department

2.3.1 Front Office

Correspondence between the sustenance and reward division and the front office is also essential. A couple of this correspondence is passed on by giving off messages and giving precise information on trades, which are shapes used to impart a charge to a visitor's record. Correspondence practices besides integrate reporting expected house checks, a survey of the quantity of guests expected to enroll in light of past occupants works out, and planning requests for paid-outs, shapes used to show the amounts of monies paid out of the clerk's cabinet at a bargain of a guest or a delegate of the housing. These basic organizations help a depleted sustenance and reward boss, eatery chief, or supper skipper meet the solicitations of people in general. Bills are gathered from different outlets and thought about inside the general bill. Room's advantage will serve in their singular rooms upon demand; in the event that guests wish to sign their bills, the server can use information that has been entered into the PC by the Front Office to certify visitor's name and room number. Tracks all guests staying inside the association.

2.3.2 Housekeeping Department

Housekeepers are answerable for cleaning and revealing any wellbeing perils to the mortgage holder or chief in control. They should finish responsibilities like vacuuming, clearing, exhausting garbage bins, tidying racks, cleaning windows, and wiping floors. A few Housekeepers change materials, wash dishes, and do light pressing and clothing.

1. Keeping offices and normal regions spotless and kept up with.
2. Vacuuming, clearing, and wiping floors.
3. Cleaning and loading bathrooms.
4. Tidying up spills with fitting hardware.
5. Telling chiefs of important fixes.
6. Gathering and discarding rubbish.
7. Helping visitors when important.
8. Keeping the material room loaded.
9. Appropriately cleaning upholstered furniture.

2.3.3: Food and Beverage Service Department

The Food and Beverage Service Department could be a particularly indispensable piece of the housing business. It very well may be described by its yield of things, to satisfy the various solicitations of sustenance and beverages of people. Notwithstanding, it doesn't integrate the creation of sustenance and drink and its retailing. In this day and age, the sustenance and reward benefit industry has broadened a section and nowadays, it is serving in excess of a 100million dinners each day. It has spread over all walks of life. Hotel, restaurants, mechanical flask, mending focus bottle, railroad, flight courses, all are as of now part of the sustenance and reward benefit industry. The major work of this industry is to serve food and drink to individuals, to satisfy their various kinds of necessities. The primary concern is to accomplish client fulfillment. The client's fulfillments are:

- Physiological: The require for extraordinary nourishment items
- Economic: They require great esteem for the cost paid.

- Social: A inviting environment, to precise sentiments frankly.
- Psychological: The requirement for improvement of self-esteem.
- Convenience: The want for somebody else to do the work.

The Food and Beverage Service benefit office is a need placed in any housing that is able for the methodical and the genuine advantage of sustenance and reward to the normal open or clients according to the plan in any Food and Beverage Service Division. This office has a basic impact in conveying the exact advantage of sustenance and reward by putting the orders from the hot or cold plates of the kitchen to the client's table inside the fitting and amiability way. This division in any hotel has a basic impact inside the compact course of housing business. Among the general pay gathered inside the hotel, roughly 40% responsibility is explicitly guaranteed to the F&B Benefit division. This division is particular by yield of the things that satisfy clients' solicitation for sustenance and reward.

2.3.4: Food and Beverage Production

The food Production division is one of the significant branches of the lodging. The job of the Food Production or Kitchen division is to get ready nourishment for the visitor. The visitors who are staying in the lodgings and furthermore for the people who stroll in and come to the eateries to appreciate dinners.

The food and refreshment experts vigorously work to strengthen clients' insight through their administration. The F&B Services giving organizations convey food and refreshments to their clients at a specific area (on-premise) like inn, café, or at the client's planned premises (off-premise).

Food creation is additionally ordered into various kinds including, development, determination, crop the board, reaping, crop creation, protecting, baking, purifying, pudding, cutting, butchering, maturing, pickling, drink and candy making, eateries, and so on.

2.3.5: Human Resource Department

Human Resource Management (HRM) is the administration of individuals to accomplish conduct and execution levels that will improve an association's viability. An administration capability assists directors with arranging, enroll, select, train, create, compensate, and keep up with individuals for an association. HR urges people to put forth private objectives and prizes, directing them to impact their conduct as per the goals of the association that utilizes them. HRM was generally called Personnel Management, a term that was utilized in the confined feeling of recruiting and overseeing representatives. The latest things put a more prominent emphasis on lifting the confidence level for representatives and the approaches to holding representatives by involving more complex mental tests in choosing workers, via preparing workers to accomplish more than one work, and by empowering every one of the individuals from a labor force to acknowledge liability.

Human asset the board (HRM) is an administration capability that assists chiefs with Planning, Recruit, Select, Train, Develop, Remunerate, and keep up with individuals for an association. HRM involves human asset arranging and advancement. Human asset arranging is a system for the obtaining, use, improvement, and safeguarding of the human asset of an association. Human asset is the most common way of assisting individuals with procuring capabilities and abilities to guarantee their handiness to the association regarding both present and future authoritative circumstances. The human asset division of any association completes capabilities like work investigation, enrollment, determination, direction, and preparing. The office likewise faces many difficulties, which incorporate making representatives adapt to long working hours, tracking down qualified staff, and so forth. The necessary resources to hold and persuade representatives.

2.3.6: Sales and Marketing Department

The Marketing and Sales group is answerable for augmenting the lodging's income by creating techniques and strategies to increment income. The group is entrusted with creating gains from business verticals, for example, room inhabitants, occasion spaces, relaxation offices, eateries, and so on. They foster systems and marketable strategies with the goal that the entire business prospers. The branch of deals and advertising manages business verticals, for example, room

inhabitants, occasion spaces, and so on. They likewise monitor recreation offices and eateries. Promoting assumes a critical part in aiding organizations to boost appointments and income. It is the fundamental manner by which those in the inn business can connect with likely clients, conveying their one of a kind selling recommendation and brand values

2.3.7 Accounts & finance Department

Accounts:

Accounting division gives accounting administrations and deals with the funds of the lodging. Its liabilities incorporate recording accounts, taking care of bills, charging clients and clients, following resources and consumptions, overseeing finance and monitoring basic assessment archives. It additionally includes in keeping the financial balance in a state of harmony, smoothing out the payables and receivables, breaking down. division wise costs, producing general record, following stock supplies and installment reports.

The accounting division tracks the labor and products that your organization pays for and guarantees that all your costs of doing business get compensated on time. It additionally monitors generally planned installments in the association, like stock, finance, and other business-related costs.

Finance:

The finance division of the lodging plays the part of following the expense of running the inn and ensuring that the income creates a gain. The finance division has many positions that are simply unadulterated finance and are not neighborliness explicit, that is inevitable. Finance division is the unit of a business liable for getting and taking care of any monies for the benefit of the lodging.

The division controls the pay and consumption as well as guaranteeing successful business running with least interruptions.

Monetary administration is regularly used to guarantee that the money related parts of the lodging or eatery are appropriately administered and coordinated. This can incorporate various worries like different sorts of organizations like the cost and return on publicizing, or installment of representatives

2.3.8 Department of Maintenance

- To check, fix and advantage districts that is required
- Keep up with the equipment of the F&B
- Administration staff should report any district that requirements fixes or redesigning conjointly to show guests that our workplaces are in extraordinary condition

2.3.9 Department of Purchasing

- Buy step by step short-lived and durable things
- Giving of items to the specific divisions or outlets
- F&B can ask for references required and to get items from the store should fill
- popular casing with the goal that F&B incurred significant damage can be registered.

2.3.10 SWOT Analysis of the Hotel

Strengths:

- The Hotel isn't a long way from ocean side rather it is close to the ocean side;
- Greatest administrations are given to the clients as 5-star lodging;

- Vacationer situated area. As our lodging's area is in Inani Beach. It requires just a little way from the Cox's Bazar city;
- The executives are a lot co-employable for the administrative choice. So, it is so much simple for us to adapt to the antagonistic circumstance;
- Exceptionally productive work force group is particularly committed consistently to serve the greatest administrations to the clients;
- We are particularly aware of the state-of-the-art innovation to give the greatest assistance.

Weaknesses:

- Cost range is relatively higher for our lodging;
- The late passage is one sort of shortcoming;
- Political distress and precariousness can significantly affect the travel industry and lodging business;
- Significant expense of new extra parts and significant expense of support will likewise be a soft spot for us.

Opportunities:

- As a matter of some importance opportunity is vacationer appealing area to draw in an ever-increasing number of clients;
- Government rules and guidelines force rather at present aides a great deal in the travel industry business;
- Chance of the execution of the client's prerequisites and requirements;
- Web-based entertainment advertising can be utilized to connect more expected clients and the vacationers-based client as well as corporate based clients;
- Innovative work should be possible to draw in additional vacationers for the prosperity of our business.

Threats:

- Absence of the travel industry strategy in our nation can be a danger for our business.
- Existing contention, rivalry and forthcoming opponents can likewise be a danger.
- Unfamiliar vacationers hold a misguided judgment about traveler's locations in Bangladesh.
- Political impact between gatherings can likewise be a danger for our business.
- Absence of legitimate limited time exercises for our lodging business may likewise be a danger.
- Same methodologies and strategies followed by contenders is additionally one sort of danger

Chapter – 3

Overview of Project Part



3.1 Food and Beverage Service Department

This office takes care of the advantage of sustenance and beverages to guests. The Nourishment which is made inside the Kitchen and Drinks organized inside the Bar to the Clients (Visitor) at the Nourishment and Refreshment premises. A couple of instances of the sustenance and reward 7 outlets are Eateries, Bars, Inns, Carriers, Voyage Ships, Trains, Companies, Schools, Colleges, and Healing focuses and so forth. A wide range of food establishments require a combination of staff positions to work effectively and successfully. The sustenance and reward benefit division conventionally have the greatest staff. Capable organization and management are expected to facilitate the division and direct the staff effectively. The staff inside the sustenance and reward benefit industry require reasonable data of tasks as without a doubt a little blunder can make the guest. Coordination of activities of all outlets is fundamental to supply the guest with quality advantage consistently. Collaboration is the watchword in any sustenance and reward benefit division. A dedicated and serious gathering, with capable organization, underneath wonderful working circumstances, has an effect in fulfilling the foundation's super level of guest satisfaction. The basic commitments and obligations of the restaurant staff are discussed in this segment.

3.2: Background of the Department

The F&B division is generally the biggest division in lodging, and manages the buying of materials and items, their capacity, recovery, handling and serving. Serving can happen as a component of room administration, in bars and eateries on the lodging premises, and in dinner and gathering rooms. The individuals from the F&B Services group are expected to play out a large number of undertakings which incorporate groundwork for administration, welcoming the visitors, taking their orders, settling the bills, and performing different errands after the visitors leave.

They offer multiple F&B services in their hotels. They are –

- Restaurant
- Lounge
- Coffee Shop
- Room Service

- Poolside Barbecue/Grill Service
- Banquet Service
- Bar

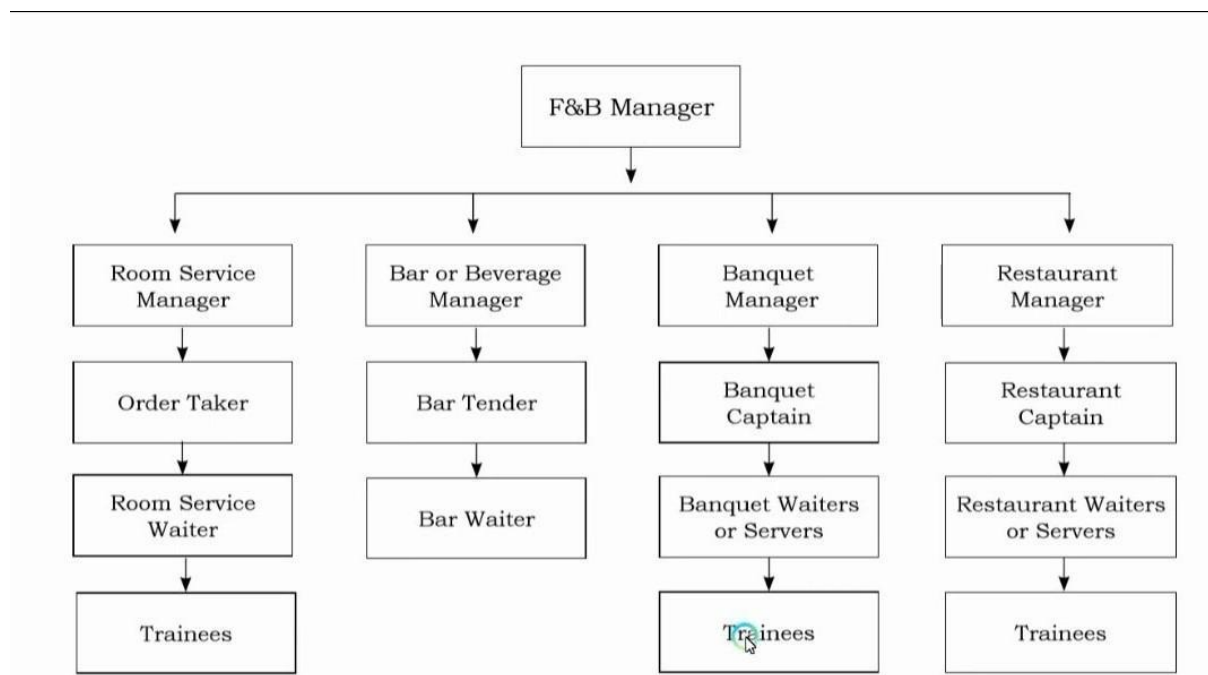
3.2.1: Mission

To serve satisfaction to our clients through scrumptious, quality dinners and unprecedented eatery experience while pursuing everyone's benefit for our representatives, local area and climate.

3.2.2: Vision

Through a common obligation to greatness, we are committed to the inflexible nature of our food, administration, individuals and benefit, while taking extraordinary consideration of our visitors and staff. We will persistently endeavor to outperform our own achievements and be perceived as a forerunner in our industry.

3.2.3: Organization Chart of the Department



3.3 Outlet Description of the Department

Kasbah: It's an all-day dining restaurant

Size:6000sft.

Seating Capacity:250people

Cuisine:

Continental, Mexican, Sea Food, Arabic, Thai, Chinese, Indian, Bangla.
The Children Club menu is also available.

Service Style:

Buffet & Ala-Carte

Service Hours:

Breakfast: 7:00 a.m. to 10:30 a.m.

Lunch: 12:30 p.m. to 3:00 p.m.

Dinner: 7:00 p.m. to 10:30 p.m.



Lemongrass: Give in to Pan-Asian cuisine dished out with ample culinary flair. Experience bliss with panoramic views of the beach.

Cuisine:

Pan Asian cuisine

Atmosphere:

Friendly and Informal

Service Style:

Ala-Carte

Service Hours:

6:00 p.m. to 11:00 p.m.



Fish n Grill Restaurant:

Delight in the international favorites grilled to perfection in the live kitchen. Experiment with choices of sauces and accompaniments.

Size:700sft.

Service Style: A-la-Carte

Seating Capacity:50people

Location: Poolside

Cuisine: Seafood BBQ



Punchbowl Coffee Shop: Unwind with a choice of thirst quenchers, coolers, and smoothies. Bite into succulent snacks and other fare. Soak in the ambiance.

Size:300sft.

Service Style: A-la-Carte

Seating Capacity:30people

Cuisine: Pastry & bakery

Service Hours: 8:00 a.m. to 11:00 p.m.



Scoops Ice Crème Parlor: Exotic ice creams and magical signature creations from the chef's palette. Satisfy your sweet cravings.

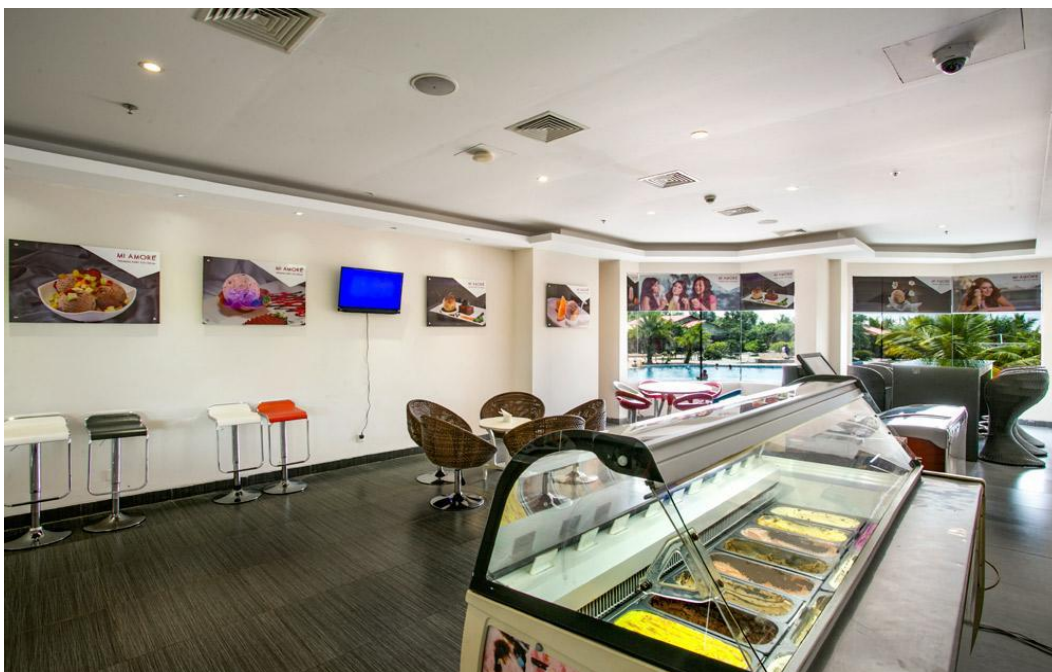
Size:700sft.

Service Style: A-la-Carte

Seating Capacity:20people

Cuisine: Ice-cream parlor

Service Hours: 11:00 a.m. to 11:00 p.m.



Bliss Bar:

Heighten your spirits at the international bar, stocked with world's finest spirits, wines, and beers lounge with friends and family.

Size:1800sft.

Service Style: A-la-Carte

Seating Capacity:150people

Cuisine: Continental, Mexican, Sea Food, Arabic, Thai, Chinese



3.4 Coordination with Other departments

The Food and Beverage Service Department relies upon different workplaces inside the housing for reasonable working. Smooth coordination is basic and is indispensable without a doubt to the smaller than expected detail. Correspondence between workplaces should be instigated, clear, brief and passed down to the staff included and impacted. The Nourishment and Refreshment Staff interatomic with various workplaces of the hotel, counting Front Office, bargains and exhibiting, housekeeping, and support. Every one of the divisions includes an extraordinary correspondence communicating with the F&B staff.

3.5 SWOT Analysis of the Department

Strengths	Weaknesses	Opportunities	Threats
<u>Highly rated online</u>	<u>Existing competitors</u>	<u>Offering online ordering</u>	<u>Rising fixed costs</u>
<u>Brand loyalty</u>	<u>Similar cuisine types</u>	<u>Increase reviews</u>	<u>Forced closing</u>
<u>Pricing power</u>	<u>New openings happening</u>	<u>Social media campaigns</u>	<u>Guests have less income</u>
<u>Multiple Outlets</u>	<u>High supplier cost</u>	<u>Grow local brand</u>	<u>Off Seasons</u>
<u>Guest first approach</u>	<u>Poor online presence</u>	<u>Reach wider audience</u>	<u>Bad ratings on review sites</u>
<u>Great interior design</u>	<u>Poor Knowledge</u>	<u>Introduce new menus</u>	<u>Losing VIPs and high value customers</u>
<u>Multiple Cuisines</u>	<u>Insufficient staff</u>	<u>Increase customer experience</u>	<u>Loss of good suppliers</u>
<u>Unique dishes and service</u>	<u>No brand awareness</u>	<u>Increase loyal guests</u>	<u>Lack of differentiation</u>
<u>Guest loyalty</u>	<u>Small local population</u>	<u>Run special offers</u>	<u>Lack of trust from customers</u>
<u>Close to customer</u>	<u>Small market share</u>	<u>Train staff</u>	<u>Competition taking customers</u>
<u>Premium location</u>	<u>Lack of experienced staff</u>	<u>More personalized guest experience</u>	<u>Bad local weather</u>
<u>Local staff</u>	<u>High cost</u>	<u>Increase Customer Satisfaction</u>	<u>Cancellation of near-by events</u>
<u>Part of the community</u>	<u>Access to funding</u>	<u>Reduce prices</u>	<u>Economic downturn</u>

Chapter – 4

Overview of Activities Undertaken, Constraints/Challenges, and Lessons Learned



4.1 Activities Undertaken:

- 1. Working in portion of a team:** I had to work under several teams shift wise such as restaurant teams, banquet team, front desk team etc.
- 2. Working with small supervision:** During working in these teams I had to work under the supervision of several supervisors those who was in charge back in that time.
- 3. Working as a Order-Taker at Kasbah all the dine restaurant & Appayon Bangla Restaurant:** During working in Kasbah & Appayon I had to show the guests the menu & take the order. After taking the order I had to forward the order to the kitchen & to the reception.
- 4. Working as a Server at the same restaurants:** While working in the same restaurants I used to carefully serve the food to the guests & ask them how the food was, after they took their first bite.
- 5. Working as a Cashier at the same restaurants:** After guest finished their food, I used to print out the bill from IDS & hand it over to the guests. There were few forms of payment such as pay through cash & pay through credit or debit card.
- 6. Working as a Barista at Punchbowl Coffee Shop:** While working at the coffee shop I used to make different types of coffees, smoothies & juices such as latte, cappuccino, frappe, orange juice, watermelon juice, apple juice.
- 7. Working as a Cashier at the same coffee shop:** As it was a pay first shop I also needed to take the from the guest beforehand by the printed-out bill copy from the IDS by cash or by card & after forward I also needed to settle the bill.
- 8. Working as a order-taker at the same coffee shop:** During my work time I also needed to show the menu to the guests, take the order & ask them for some time approximately 20 minutes to prepare.
- 9. Working as a server at the same coffee shop:** After preparing the orders I needed to carefully serve the orders to the guest at the lobby.
- 10. Working as a Casual Banquet Associate under the banquet supervision team:** While working at sea pearl beach resort & spa I needed to work as a casual associate under the

banquet supervision team for a successful operation for groups or companies.

- 11. Working as a Casual Server in the Beach BBQ Parties:** Every Thursday night there was a beach bbq party with live music at their private beach where I needed to serve dishes carefully to the guests.

4.1.1: Task and Duties performed during the Internship Program

Job Title: Food and Beverage Service (Trainee):

Task in the Restaurants

- 1. Plan tables:** Plan tables or counters as per as the number of the guests.
- 2. Greet the guest:** Greet the according to the time such as, good morning or good evening.
- 3. Make them sit in a comfortable place:** Make the guest sit in a comfortable place according to their numbers. Family members such as need a huge place & sits whereas couples need a private & cozy place.
- 4. Show them the menu:** After make them sit in their comfortable place give them some menus & give them some time to choose from the menu.
- 5. Suggest them special of the day:** Let the guest know about the special of the day as it can get easier for the guests to choose something from the menu.
- 6. Perform Upselling:** Also let the guests know about other delicious items that might the guest could order.
- 7. Upsell Beverage Items:** After talking all the orders offer the guests beverage items such as coke, sprite, water.
- 8. Order taking:** Write all the orders in a hand note & print KOT according to that & forward it the Kitchen.
- 9. Serving:** Carefully serve the food from guest's left side & after the first bite ask them how the food tastes
- 10. Upselling Desert Items:** After the guest finishes the main course, ask them if they want any dessert or not.

11. **Payment:** Print the bill from the IDS & give it to the guest in a very friendly manner & ask if they are satisfied with the service or not & lastly take the bill by card or cash & the settle the bill

Tasks in the Coffee shop

1. **Greet the Guest:** Greet the according to the time such as, good morning or good evening.
2. **Show the menu:** Show the guests Coffee, Juice & Pastry menu along with the price which is already displayed in the back.
3. **Make the payment:** Take the Order & print the bill from IDS as it's a pay first policy coffee shop.
4. **Prepare the order:** Make coffee with the coffee machine or make juice with blender
5. **Serving:** Serve their orders to them very carefully in a very friendly way with straw & tissue papers
6. **Cleaning:** After guest leave the shop take the dirty cups & plates in the sink to clean as fast & careful as possible

4.1.2: Observed the task and duties in the Organization & other relevant activities

Job descriptions of Restaurant Manager:

1. Adjust to all flourishing and security rules.
2. Report on association concerning deals occurs and effectiveness.
3. Administering food and prize exercises inside monetary arrangement and to the most raised standards.
4. Driving F&B bundle by pulling in, signing up, arranging and evaluating gifted labor force.
5. Manage all F&B and ordinary undertakings inside arranged rules and to the most significant

6. Safeguard mind boggling levels of inside and outside client organization.
7. Plan extraordinary menus, buy things and perseveringly make significant improvements.
8. Give a two-way correspondence and back a proprietorship environment with supplement in inspiration and coordinated effort.

Job descriptions of Restaurant Staffs:

The Food and Beverage Service Department is an irreplaceably placed in any housing which is proficient for the deliberate and the certifiable advantage of sustenance and reward to the normal open or clients according to the course of action in any F&B outlets. This office has a basic impact in conveying the exact advantage of sustenance and reward by putting the orders from the hot or cold plates of kitchen to the clients table inside the suitable and the friendliness way.

Job descriptions of executive chef:

Equipped for the strong game-plan of imaginative and imaginative cooking is the most significant quality, show and flavor for the gobbling up rooms, feasts and other food working environments, coming practically in extraordinary visitor satisfaction. Additionally, capable of the smooth running of the kitchen and administer zones of benefit, stock, wastage control, neatness homes and arranging inside the kitchen. Trains, makes and instigates supervisors and culinary staff to get and outflank set together food game-plan rules for a trustworthy reason. Shows orchestrating agreeing to well describe conditions and takes after up and investigates approaches to interminably propelling the sustenance at the property.

- Should be able to supply heading for all day-to-day operations inside the kitchen.
- Understand laborer positions well adequate to perform commitments in employees' nonappearance or choose fitting substitution to fill gaps.

Management

General Manager: The General Manager administers all parts of the lodging activities including: visitor relations, front work area, housekeeping, support, funds, group building, and staff improvement. The General Manager should have serious areas of strength to have abilities, both verbal and composed, and exhibit extraordinary administration. The manager should have the option to designate liabilities, coordinate complex undertakings, and lay out needs predictable with lodging targets.

Assistant General Manager: The Assistant General Manager position will uphold the General Manager with all parts of the lodging activities. The Assistant General Manager should likewise have serious areas of strength for exhibit abilities and predominant administration capacities.

Front Office Manager: The Front Office Manager is answerable for all obligations of the front work area activity which incorporates: staff preparing, between division correspondences, and staff planning. The FOM for the most part works a consistently planned front work area shift and should be accessible to work any shift depending on the situation. The Front Office Manager ought to have solid relational abilities and exhibit administration capacities.

Front Office

- **Concierge**

The concierge is accessible to respond to any guest requests with respect to the city, occasions, and attractions. This singular will give extraordinary client care to our guests in general and will uphold different divisions including Sales, Front Office, and Bellman/Van, depending on the situation.

- **Guest Service Agent**

Guest Service Agents are answerable for hello and enrolling the guest, giving extraordinary guest service during their visit, and settling the guest's record upon consummation of their visit. Notwithstanding, the domain of obligations will stretch out past that of a run of the mill front work area agent. This permits the Guest Service Agent to extend their ranges of abilities and work in a quick moving climate with new difficulties day to day. Essential obligations include: enlisting guests, making and adjusting reservations, lodging administrator, and concierge obligations. Guest Service Agents should have a positive and energetic character with a longing to convey extraordinary client support to our guests. Guest Service Agents should perform multiple tasks, be conscientious, and have the option to issue addresses to manage interior and outside clients successfully.

- **Night Auditor**

Night Auditors are answerable for the front work area activity during the overnight shift. Essential obligations include: enrolling guests, reserving a spot, getting ready day to day reports, adjusting exchanges, and directing security strolls. Night Auditors should have the option to work autonomously and with insignificant management. They should likewise have the option to issue an address and investigate to determine guest gives that might emerge and answer crisis circumstances.

- **Security**

The Security position will incorporate parts of both the Night Audit and Front Desk positions as well as administering the wellbeing and security of the lodging and guests all through the night hours. Extra obligations include: directing security strolls all through the lodging property and answering guest demands and any commotion grumblings. Security agents should have the option to issue an address and investigate to determine guest issues and answer fittingly to crisis circumstances.

- **Transport Associate/Bellman**

Van Drivers are answerable for transporting guests to and from the lodging to neighborhood as well as helping the guest with suggestions for eateries and vacationer exercises. The Van Driver is additionally expected to help front work area activities. Essential obligations include: driving guests to assigned areas, helping guests with baggage, keeping up with vehicle tidiness, and concierge obligations. Van Drivers should have serious areas of strength for have and route abilities with the capacity to facilitate different pick-ups and drop-offs on a timetable under persistently evolving conditions. A substantial driver's permit and satisfactory driving record is required.

Sales Department

Director of Sales: The Director of Sales is answerable for augmenting the inhabitants and the typical day to day pace of the lodging, while at the same time maintaining magnificent visitor administration and facilities to all visitors. This position will work intimately with the lodging's favored records and gathering reservations. The Director of Sales deals with the sales exertion and supports the General Manager on functional issues. This position requires magnificent relational abilities, both composed and verbal.

Sales Manager: The Sales Manager helps the Director of Sales to increment corporate client base through predictable requests while at the same time laying out trust and compatibility with clients to produce and lift incomes for the lodging. The Sales Manager benefits new and existing records to guarantee rehash business. This position requires magnificent relational abilities, both composed and verbal.

Sales Coordinator: The sales Coordinator helps the Director of Sales and Sales Manager in sales activities including: holding gatherings and meetings, organizing wedding gatherings, general authoritative capabilities, and orchestrating sales barrages and giveaways. This positions serious areas of strength for required abilities, both composed and verbal.

Sales and Catering Assistant: The Sales and Catering Assistant is answerable for helping the Sales group by booking and overhauling gatherings, meeting rooms, and gatherings while giving extraordinary client assistance to visitors and clients of the lodging. This position

requires magnificent visitor administration abilities and the capacity to figure out the visitors' necessities and thoughts.

Housekeeping

Executive Housekeeper: The Executive Housekeeper is answerable for all obligations of the housekeeping activity and neatness levels in every aspect of the property. Obligations include: staff preparing, between division correspondences, and staff planning. The Executive Housekeeper will advance an environment that guarantees the organization statement of purpose, "Kind disposition and Cleanliness". This position serious areas of strength for detail, administration abilities, and the capacity to successfully manage division heads, visitors, and colleagues.

Assistant Executive Housekeeper: The Assistant Executive Housekeeper upholds the Executive Housekeeper in all obligations of the housekeeping activity and neatness levels in every aspect of the property. Obligations include: staff preparing, between division correspondences, and staff planning. The Assistant Executive will advance an environment that guarantees the organization statement of purpose, "Kind disposition and Cleanliness". This position requires serious areas of strength for details, administration abilities, and the capacity to successfully manage division heads, visitors, and colleagues.

Room Attendant: Room Attendants are answerable for the neatness of visitor rooms, corridors, and public regions in the lodging. Obligations include: overhauling visitor rooms day to day as per lodging methodology, loading trucks with room supplies, and supplanting bed materials and recharging visitor room supplies. This position requires serious areas of strength for details, capacity to discuss successfully with visitors and colleagues verbally or written down, and the capacity to twist, lift, and be standing or strolling day in and day out.

Maintenance

Chief Maintenance Engineer: The Chief Maintenance Engineer is answerable for keeping up with the general situation of the support division and the appearance and working request of the lodging. The specialist should have the option to work autonomously, as well as, with others. Obligations might include: keeping up with the outside of the structure, parking garage, and normal regions, driving transport vans depending on the situation, keeping up with all hardware

in visitor rooms, directing month to month wellbeing examinations and preparing the staff on security and crisis methodology, and working with merchants. The Chief Maintenance Engineer should answer crises, regardless of whether late at night, and work with corporate support on extraordinary redesigning undertakings or capital consumption needs. This position requires generally speaking support information and ability to investigate with abilities in painting, carpentry, hardware, and apparatus utilization.

Assistant Maintenance: The Assistant Maintenance Engineer upholds the Chief Engineer in keeping up with generally speaking appearance and working requests of the lodging. This position should have the option to work autonomously as well similarly as with others. The Assistant support position requires generally speaking upkeep information and ability to investigate with abilities in painting, carpentry, hardware, and apparatus utilization

4.2: Constraints/Challenges

4.2.1: Identified/Observed in the Organization

Recruiting and holding the staff: Dissatisfaction of Salary, better open positions in the market, hiring incorrectly Candidates, Lack of Appreciation, Unrealistic assumptions from Employees, Change in advertising patterns and elements

Functional issues: Implementation of Technology, Reputation Management, Retaining and Attracting Employees, Environmentally Friendly Practices, Personalizing Customer Experience, Loyalty Programs

Increasing expense of day to day consumables: Increasing costs in the f&b menu, assumptions for increase from representatives, expanding costs in room lease.

Housekeeping issues: Broken lights, Damp patches, Hair in the shower or on the floor Rubbish under the bed, Fingerprints on windows and mirrors, not enough toiletries (paper roll, cleanser, conditioner, cleanser, etc.), Bad manners, Housekeeping staff look amateurish.

Change in visitor assumptions: Improve cleanliness measure, elective feasting choices, bother free crossing out process, keyless section.

Unpredictable money inflows: low profits, Over-interest in capacity, too much stock, Allowing clients an excessive amount of credit. Overtrading, Unexpected changes, Seasonal request

Information security challenges: Complex Ownership Structures, Reliance on Paying By Card, High Staff Turnover, Compliance, Insider Threats.

Keeping up with online standing: Inactive via web-based entertainment, disengage with your crowd in genuine time, Not streamlining your site for search, Garner negative reviews, Not zeroing in on computerized marketing, Focusing just on regrettable surveys.

Losing steadfast clients: Limited client commitment, absence of separation, absence of unwaveringly program insight, blunder dependability money responsibility.

4.2.2: Mismatch between assigned tasks and other operational functions of the organization with your academic

Customarily, entry level positions are seen as administered work practice and experiential realization, where understudies have the potential chance to apply the beforehand gained speculations from school, in actuality, circumstances. A few investigations have been composed on the advantages of entry level position programs and investigated the point of view of the understudies, schools and various associations too. These days, an entry level position abroad is more seen according to the understudies' perspective as a component of „Erasmus way of life experience" than acquiring valuable, down to earth work insight in the lodging business. There are many variables and partners included that structure the experience of the understudies who take part in entry level position programs. Entry level positions in any lodging foundations give a genuine feeling of working, and the Erasmus understudies need to confront various misfortunes, for example, culture shock, unfortunate compensation, longer working hours, absence of compatibility with different specialists and other sociocultural transformation challenges. In this manner, these encounters can decide the future profession objectives of the understudies. This paper intends to investigate the effect of various partners on the experience of the understudies. Suggestions for the neighborliness business and instructive establishments and ideas for future investigations are advertised.

4.2.3: Missing knowledge and skills that need to be learned in the university

1. **Client assistance abilities:** Abilities, approved under the demonstration, which helps people with dis-capacities to get professional recovery administrations by supportive of viding data and backing.
2. **Performing multiple tasks abilities:** Performing various tasks alludes to the capacity to deal with numerous obligations on the double by zeroing in on one assignment while monitoring others. Performing various tasks in the work environment most frequently includes exchanging this way and that among errands and successfully performing various assignments quickly each right in succession
3. **Relational abilities:** Relational abilities allude to how well we associate with and connect with others. They incorporate the capacity to impart actually, pass on our message and connect with others.
4. **Tender loving care:** extra attention to make someone or something look or feel better.
5. **Persistence:** the quality that permits somebody to keep following through with something or attempting to accomplish something despite the fact that it is troublesome or gone against by others.
6. **Critical thinking:** is the investigation of accessible realities, proof, perceptions, and contentions to shape a judgment. The subject is perplexing; a few unique definitions exist, which for the most part incorporate the normal, suspicious, and fair-minded examination or assessment of verifiable proof.
7. **Adaptability:** Adaptability in the work environment implies being adaptable and ready to change to become fruitful. Adaptability is a delicate expertise that businesses look for while employing competitors. Representatives in an influential position frequently need to oversee surprising conditions where there are no express directions.
8. **Customer service skills:** The abilities important to speak with others, tackle issues, exhibit persistence and understanding, guarantee consumer loyalty, and resolve client grumblings. Workers with magnificent client care abilities can greatly affect an organization's primary concern.

4.3: Lessons Learned from the Internship Program

It was an extraordinary delight to get an opportunity for an entry level position in Sea Pearl Beach Resort and Spa as F&B Service (student) under the Food and Beverage division. F&B administration is the spot to learn new ordinary things. My absolute six Months modern connection was brimming with learning meetings. My hearing and talking abilities have worked a great deal. Consistently I served and conversed with numerous outsider visitors. That helped me a great deal to discuss in front of individuals. I was exceptionally certain before then, at that point. Likewise, I found out about the lodging business. Presently I know how to deal with the visitor's requirements and needs, how to keep my psyche cool, how to work in a group and how to deal with the basic circumstance and busy time. At the point when I could satisfy a visitor, I felt smugness. That is the primary concern. Visitor fulfillment is the primary goal for me. At the completing season of my modern connection, I took care of a shift without help from anyone else. Presently I am particularly equipped for running F&B administration exercises. My scholastic information made it more straightforward to work in F&B administration. I might have related numerous things from my scholastic information with the down to earth work. Indeed, even I attempted to carry out my scholastic information in the down to earth field. My hypothetical information is upgraded through my down to earth work. That is vital for my professional development. During obligation hours I generally had been mindful, committed and dependable. Everybody valued my commitment towards the work. Through my down to earth preparing I figured out how to guess the visitor's thoughts. That is exceptionally fascinating and significant moreover. At long last, I can say that the gaining results from four Months modern connection will be exceptionally successful for my not so distant future.

Chapter 5

Concluding Part



5.1 Findings

At the point when I did a temporary job there, I tracked down a couple of positive and negative perspectives of their organizations and advantaged labor force ways of behaving and a couple of different things. They consistently endeavor to supply best advantages and offices to the guest. They are talked about underneath.

1. A couple of partners are extraordinarily strong and well mannered.
2. Managers are persistently endeavoring to show present day things.
3. Staff correspondence was magnificent
4. The client satisfaction was impacted most by responsiveness of the Food and Beverage Service Department staff.
5. Each division is extraordinarily agreeable and well disposed.
6. A few visitors I found who were well disposed.
7. Distances are kept up with appropriately for the crown pandemic.
8. Seating limit has diminished for visitors as a result of this pandemic circumstance.
9. The occupation of learners is absolutely free; they are not paid and it's so nauseating.

5.2 Recommendation

From the report it is clear Sea Pearl Beach Resort and Spa has situated itself prestigious as a five Star Chain Hotel in Bangladesh. Through persistent development Sea Pearl Beach Resort and Spa has its own situation. What's more, Sea Pearl Beach Resort and Spa generally separated itself from its rivals. In this manner, the progress of Sea Pearl Beach Resort and Spa is nothing unexpected by any stretch of the imagination. What's in store is questionable of Sea Pearl Beach Resort and Spa ought to continuously be aware of profit by any future open doors or to avoid the dangers. There are a few suggestions that are found by investigating that ought to carry more viability to Sea Pearl Beach Resort and Spa.

- They need to start progressively qualified specialists for the front office.
- The enrollment methodology should be reconstructed and speedier.
- Remuneration structure should be extended to a satisfactory aspect.
- Lodgings can add a few extra offices in the staff quarters.
- Organizations ought to rebuild their instructive foundation, which ought to be essentially graduation from a college.

● 5.3 Conclusion:

For the Completion of my BTHM program it is expected to complete my entrance level position program from any Hospitality Sector and I felt very preferred to work with the best Corporate and one of the greatest lodgings at Sea Pearl Beach Resort and Spa. Working in a tremendous affiliation like the Sea Pearl Beach Resort and Spa is a magnificent experience for myself and straightforwardly speaking with the conventional and VIP guests were at least a way to construct my organization and correspondence expertise as showcasing major. Inside this multi month transitory work program I got the chance of the corporate culture, work out, work life, and so forth. The lifestyle and the working environment of the Sea Pearl Beach Resort and Spa is through and through various. Particularly the group where I should be, they never regarded me as an understudy and consistently thought about me as a piece of their interior Family. In the wake of working here, I truly trust The Sea Pearl Beach Resort and Spa is an individually arranged brand of Bangladesh. The Sea Pearl Beach Resort and Spa has continually focused on developing a respectable bearing structure in order to achieve its optimal corporate objectives. From the origination of the association, Sea pearl has gone excessively far in accomplishing these objectives by checking out client's requirements, taking continuous practices from past exercises, improving and combining efforts. Sea Pearl Beach Resort and Spa deals with causing individuals to feel the specialty to partake in their administration and spotlights on 'for a superior you.

5.4 Reference:

- Here are some references to support the collection of organizational and other information. Those are attaching below:
- <https://www.louvrehotels.com/en/personal-data>
- <https://www.dhakatribune.com/magazine/2018/02/08/royal-tulip-sea-pearl-beach-resort-spa>
- <http://offroadbangladesh.com/places/royal-tulip-sea-pearl-beach-resort/>
https://en.wikipedia.org/wiki/Groupe_du_Louvre <https://www.seapearlb.com/>
<https://www.facebook.com/royaltulipcoxsbazar/>
- https://mail.google.com/mail/u/1/#inbox/FMfcgxvzMBjPjwjMVQDJBDLdcZZ_tjHQZ

