



Internship Report

On

“The Food and Beverage Service Department of Royal Tulip 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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**Tourism & Hospitality
Management**

Date of Submission: 9th September 2022

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Resort & Spa”**



Letter of Transmittal

Mst, Khadijatul Kobra

Assistant Professor

Department of Tourism & Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

Subject: Submission of Internship Report

Dear Sir,

With all due respect I should communicate that I have completed my internship. Here, I am stating you that I am Tusar Sarker with ID: 171-43-266 a student of Bachelor of Tourism and Hospitality Management (BTHM) program of your reputed University DIU- Daffodil International University. It is very glad to me that, I got opportunity to submit my report on the topic of **“The Food and Beverage Service Department of Royal Tulip Sea Pearl Beach Resort & Spa”** that you have assigned me to fill requirements of 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 little bit mistake you will appreciate my hard work.

Thank you, sir.

Sincerely yours

Tusar Sarker

ID: 171-43-266

Bachelor of Tourism & Hospitality Management

Department of Tourism & Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

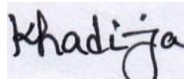
Certificate of Approval

This is to affirm that Tusar Sarker ID: 171-43-266 has completed his temporary position from "Royal Tulip Sea Pearl Beach Resort & Spa" an intern under the Food & Beverage Service Department. He has successfully completed his

impermanent position Report under my watch. During my supervision, I found him fast, devoted and sincere.

I thus announce that I have checked this report as I should say; this report is sufficient to the degree quality and augmentation of the hotel industry and Tourism & Hospitality Management (BTHM) program.

I wish him achievement and success.

A handwritten signature in black ink that reads "Khadija". The signature is written in a cursive style and is placed on a light blue rectangular background. Below the signature is a horizontal dotted line.

Mst. Khadijatul Kobra

Assistant Professor

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

Acknowledgement

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 require this opportunity to thank all those individuals who made me unique to complete this report on “A comprehensive report on Activities of Food and Beverage Department of Royal Tulip Sea Pearl Beach Resort &Spa”. To begin with of all, I would like to precise my all commend to the Almighty Allah my creator, Sustainer to whom we all ought to return and my guardians for supporting me until this time.

I should thank and impart my appreciation towards, Mst. Khadijatul Kobra, Assistant Professor of the Department of Tourism and Hospitality Management, Daffodil International University, for aiding me all through these a half year of my entry level position. Every one of the headings and rules displayed to me have helped me everything necessary to complete this report.

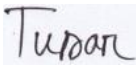
I should offer my most significant thanks to the Manager of Food & Beverage who allowed me to do temporary position program in their famous division.

I would like to pay my appreciation to Mr. Somrat Khan Assistant Restaurant Manager, Mr. Ankon, HR Head of Royal Tulip Sea Pearl Beach Resort & Spa for given the opportunity and bolster amid my internship period conjointly much appreciated to Mr. Mahbub Kabir Assistant Restaurant Manager to prepared me F&B benefit exercises.

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.

STUDENT'S DECLARATION

I am Tusar Sarker, ID : 171-43-266, student of Bachelor of Tourism and Hospitality Management (BTHM) program at Daffodil International University, announcing that, this report “The Food and Beverage service of Royal Tulip Sea Pearl Beach Resort & Spa” has been prepared only for fulfillment of my course 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.



Tusar Sarker

ID:171-43-266

Bachelor of Tourism & Hospitality Management

Department of Tourism & Hospitality Management

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EXECUTIVE SUMMARY

Tourism is largely reliant on international peace and strong bilateral ties, which allows people to have faith in their chosen destination and enjoy their journey. The hotel industry in our nation is quickly growing and playing an increasingly important role in our economy. In 2019, Bangladesh's contribution to GDP (percentage of GDP) from travel and tourism was 4.4 percent. Because business is conducted all over the world and people are interested in traveling as a result, the interest in friendliness is growing by the day. However, this sector is currently dealing with a number of issues, including the Covid-19 epidemic, a lack of trained staff, economic fluctuations, political instability in the nation, and so forth Royal Tulip Sea Pearl Beach Resort & Spa is a five-star category hotel in Bangladesh which has a well-known competitive advantage over all others three stars category hotels even it has been well appreciate by other international chain four- and five-star category hotels. Royal Tulip Sea Pearl Beach Resort & Spa is focused on providing excellent service to its guests. I have addressed Food & Beverage, as well as the amenities and departments of Royal Tulip Sea Pearl Beach Resort & Spa, in my report. I worked in the hotel's Food & Beverage department and did my best to explain the department's function and procedures. A hotel's food and beverage department are vital. The major goal of this study is to address the present Food & Beverage Management Service at Royal Tulip Sea Pearl Beach Resort & Spa, as well as to exchange experience, develop interest in pertinent topics, and enhance understanding on the topic.

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CHAPTER-1

INTRODUCTION



1.1 Introduction:

A hotel may be described as a location where a genuine traveler can obtain food and lodging if he or she is in a financial position to pay for it and is in a fit state to receive it (According to British Act 1931). The word hotel may be defined as a hospitality service which major goal is to offer lodging and meals to those who are financially, intellectually, and physically capable of receiving it. Other properties in the hospitality industry include lodges, guest houses, rest houses, restaurants, hotels, motels, resorts, inns, and so on. However, the notion of a hotel is only considered when all of these activities are combined. This truly refers to meeting the guest's entire expectations and demands. There are several divisions in a hotel, and one of them is Food & Beverage. F&B is a venue where guests come for information and service during their stay, as well as food taste and food quality judgment. It is the department that creates the first and last impressions, as well as the nerve core of a hotel's visitor activities. The Food & Beverage department's job description includes welcoming visitors, taking orders, serving cuisine, receiving feedback on the food, and acting as a constant source of information for guests during their stay at the hotel. The service provided by F&B People accounts for the majority of the hotel's impression.

1.2 Tourism and Hospitality in Bangladesh:

Bangladesh is a really beautiful country. Bangladesh is regarded as one of South Asia's fastest- developing countries. Over the last two decades, our country has experienced consistent growth. The country has seen a rise in internal travel as well as a significant increase in international visitor visits, driving up accommodation demand in major areas. With a restricted number of rooms hitting the market, Bangladeshi hotels have become one of the top performers in South Asia in the organized market. Bangladesh has also become a profitable market for hotel investment due to the growing contribution of income from food and beverage, as well as the excellent profitability coming from cheap operating expenses.

In 2018, the travel and tourism business in Bangladesh grew by 4.4 percent of total GDP, and it is viewed as a potential economic engine for the country. Bangladesh spends US\$1,208 million on international tourism, which is a low figure among South Asian countries. Domestic tourism is also viewed as a significant trend as it begins to provide long-term revenue. Millions of tourists visit Bangladesh each year to view the sites and admire the everlasting beauty, and many more come for business. However, in Bangladesh, there are several well-known 4- and 5-star hotels such as "Le Meridian Dhaka," "Radisson Blu Water Garden Hotel Dhaka," "The Westin Dhaka," "The Pan Pacific Sonargaon," and "Intercontinental Hotel" - "Long Beach Suites Dhaka," "Best Western Plus Maple Leaf," and others. Several 5-star hotels are under construction or proposed, based on investor interest, that would improve the hotel sector in Bangladesh, contribute to the country's growth and employment, and help it establish a bright future.

Several hotels with well-known names such as Hyatt, Hilton, Sheraton Hotel, Marriott, Radisson Blu, and others are in the works, with over 1,700 rooms planned. The government has declared that the tourist sectors in Cox's Bazar and Kuakata should be boosted in a systematic manner. In Teknaf, the government has created an Exclusive Tourism Zone (ETZ) where foreign tourists may rest and feel at ease. Road communications have been improved, particularly for these two locations, and flight routes to the continent have been rescheduled to provide better service to visitors. The public hotel is now being renovated and expanded. Due to market globalization, increasingly severe rivalry, economic crisis, and the dynamic growth of new technology, travel firms throughout the world are undergoing fast transformation. Tourist is at the forefront of ICT and electronic commerce adoption in electronic marketing, as new technologies enable tourism services to develop, reach their clients, offer specialized services, and compete successfully with other intermediaries and distribution channels. The tourist sector is regarded as one of the most technologically advanced. Adoption of modern technology presents a dilemma for existing hoteliers in Bangladesh.

They are, however, attempting to follow the scope of the Report:

This practicum report focuses on the many operations carried out in the Royal Tulip 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 Scope of the Report:

The essential point of the assessment is to focus on the Food Beverage Service of The "Royal Tulip Sea Pearl Beach Resort And Spa " to find appreciate and the strategies and activities and associate them on to move an away from of the level of the overall mind satisfaction.

1.3.1 Objective of the Report

The objectives of the report are isolated into 2 prime segments, as these are:-

- **Broad Objective**
- **Specific Objective**

1.3.2 Broad Objective

- The general objective of this report is to highlight the activities of Food& beverage Service of "Royal Tulip Sea Pearl Beach Resort And Spa " and to provide some suggestions to improve their service.

1.3.3 Specific Objectives

- To feature the Food & Beverage Service activity of "Royal Tulip Sea Pearl Beach Resort And Spa "
- To find out the service gap and to suggest ways to manage and improve the performance of "Royal Tulip Sea Pearl Beach Resort And Spa.

1.4 Background of this Report:

The activities of Royal Tulip Sea Pearl Beach Resort & Spa, and how they build a relationship between guests and the hotel, are the main subject of this practicum report. As a Bachelor of Tourism & Hospitality student, working at a hotel is a fantastic way to gain experience. The title of this report is "Overview of Food & Beverage Service Department of Royal Tulip Sea Pearl Beach Resort & Spa" which is closely connected to the hospitality sector and the Bachelor of Tourism & Hospitality program for gaining practical experience during the internship term. This study focuses on one of the most pressing management problems in the service industry today: ensuring and sustaining guest happiness. Long Beach Suites Dhaka in Gulshan, Bangladesh, is aiming to become a high-performing participant in the hospitality sector. It is worried about the degree of happiness of its guests in order to enhance, increase income, and maintain its goodwill by delivering various sorts of hospitality services. The hotel owes all of its customers a duty of care through its employees (Front Desk Agents, Housekeeping Staff, Food & Beverage Staff, and Recreation Staff) and services (Telephone Service, Front Desk service, Housekeeping Services and Food and Beverage service). However, it is difficult to please all of the customers, yet contentment is a must for every hotel. Trend. Long-term tourist growth in Bangladesh, on the other hand, requires a new perspective.

1.5 Methodology:

In this report, I used to define the overview and operations of the Royal Tulip 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.

1.6 Sources and Collections of Data:

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

1.6.1 Primary Sources:

The primary sources of data collection were my 6month' practical experience and face to face interview in Food and Beverage Service Department at Royal Tulip Sea Pearl Beach Resort & Spa.

1.6.2 Secondary Sources:

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

when writing the report. During the preparation of this report, I ran into the following issues, which may be considered the study's restriction.

1. As a trainee, I was not permitted to go over each and every Food & Beverage item on a regular basis.
2. On the hotel's website, there is little information about the hotel.
3. 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.
4. It was difficult for me to keep track of all of the issues throughout my duty time.

1.7 Limitation of the Report:

Theoretical knowledge and real practical knowledge differ slightly. In our academic careers, we have learned the conventional processes. However, in a company, they create a personalized approach to achieving their objectives and duties. When they needed it, they took theoretical stuff because we only learned from books, real work is extremely different, but as an intern, it was a fantastic chance to learn about the many sorts of facilities, services, and staff types. While nothing is without flaws, I have encountered a few that I have listed below. I'd want to talk about some of the constraints I ran against

Chapter-2

An Overview of Organization Part



2.1 Organizational Overview:

Royal Tulip Sea Pearl Beach Resort & spa is located on Inani beach, Cox's Bazar with lush green hills rise from the east and endless sea stretching on the west, the resort offers panoramic visuals of Bay of Bengal. Royal Tulip Sea Pearl Beach Resort & Spa start journey on 17th September 2015. The resort has 493 luxuriously rooms and suites. The resort offers 300 rooms and suites for sale, rest on under preparing for sale. All rooms and suites comfort with kitchenette, mysticism of infinity pool and luxury of Jacuzzi. Nestled in the heart of nature along the world's longest natural sandy beach the resort is spread over 15 acres set amidst organic orchards bearing a vast selection of tropical fruits, immaculately manicured landscaped gardens and water bodies. Apart from its two swimming pools (one exclusively for ladies) the resort boasts of a plethora of indoor & outdoor activities for both adults and kids which include an internationally acclaimed water park, tennis and badminton courts, movie zone, billiard, kids' zone, amphitheater, a luxurious spa and well-appointed gym.

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-stardeluxe

Brand Chain: Louvre Hotel Group

2.2 Objective of Royal Tulip Sea Pearl Beach Resort & spa:

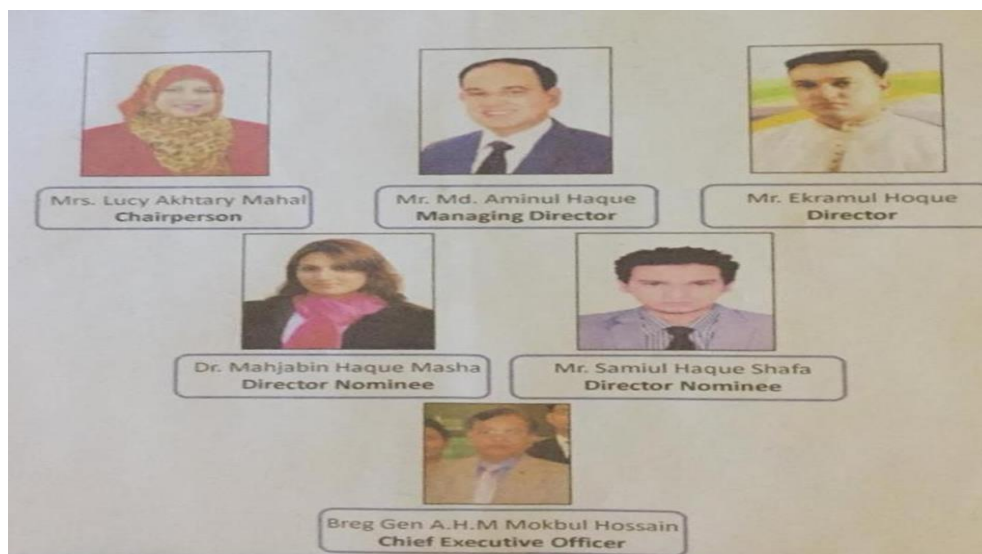
1. **Responsible and Restorative Business Management:** To enhance business practices across the organization in ways where people, planet, productivity and planet all matter and all benefits.
2. **Food Security:** To create and build a healthy food system which is based on the understanding that food is an essential celebratory and culturally vital component of our lives.
3. **Positive and Clean Energy Management:** To improve overall carbon footprint through usage of innovative Clean and Renewable sources, resources and technologies.
4. **Responsible water Management:** To do improve water footprint impact with emphasis on production, usage and consumption in all areas of management and operations (including the sourcing and supply of chain).
5. **Zero Waste Management:** To improve and efficiently monitor waste through zero waste management with emphasis on up cycling and remanufacture.

2.3 Mission, Vision and Goal:

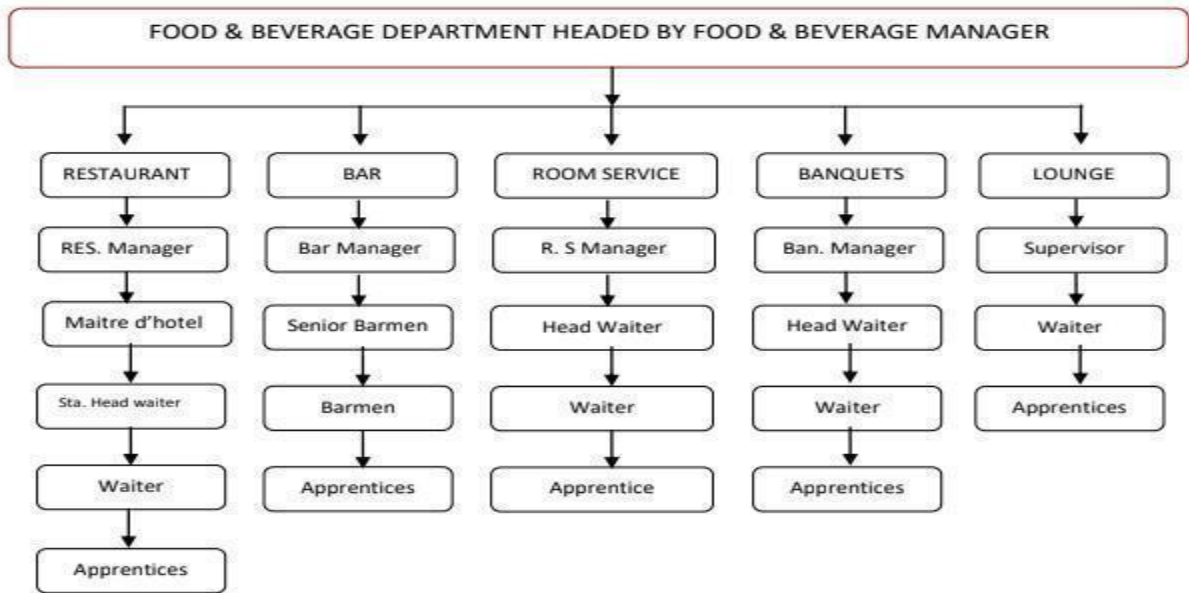
1. Responsible Air Quality Management: To maintain good indoor air quality (IQA) in order to improve the health, productivity and comfort of build occupants.
2. Responsible Sourcing and Procurement: To promote a responsible Sourcing and Procurement program with emphasis on Carbon Positive Fair Trade, Fair Wage and “Localism”.
3. 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.
4. Thought Leadership and Awareness Raising: To create a higher level of self-empowerment through ‘Thought Leadership’- the kind that differentiates you from the competition

2.4 Board of Director of Royal Tulip Sea Pearl Beach Resort &

Spa:



2.5: Organizational Chart of F&B Department:



2.6 Products/Services and department of Royal Tulip Sea Pearl Beach Resort & spa:

As a five star resort the Royal Tulip Sea Pearl Beach Resort & spa take the maximum revenue from rooms.

Services Swimming Pool

SAMAYAA World Spa

GYM-Fitness Centre

Food and Beverage Service Department overview

Front Office

Sales and Marketing Department

Department of Purchasing

Housekeeping Department

Department of Maintenance

Accounts Department

Chapter-3

Project Part



ROYAL TULIP
LUXURY HOTELS

SEA PEARL BEACH RESORT & SPA

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

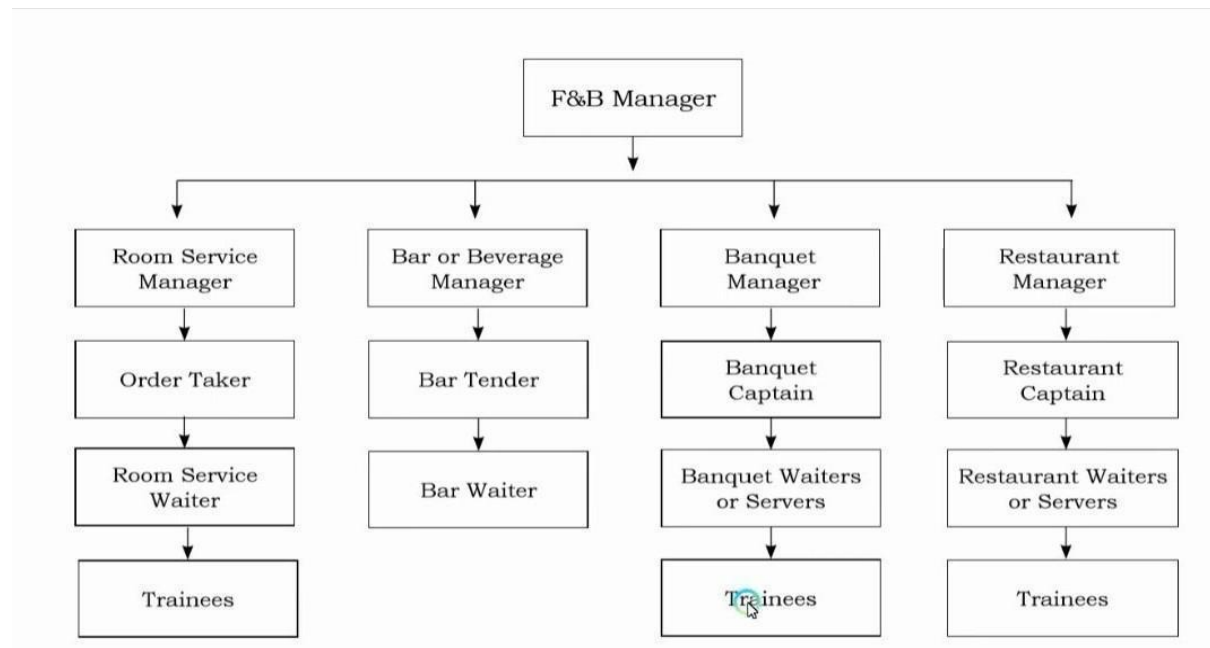
3.2.1: Mission

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:400 people

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 ambience.

Size:300 sft.

Service Style: A-la-Carte

Seating Capacity:100 people

Cuisine: Pastry & bakery

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@ Daffodil International University

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. Sate your sweet cravings.

Size:700sft.

Service Style: A-la-Carte

Seating Capacity 30 people

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: 1800 sft.

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</u>	<u>Bad local weather</u>

3.6 Job descriptions which performed by me during Internship in Food and Beverage Service Department of Royal Tulip Sea Pearl Beach Resort & Spa.

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.

3.6.1: 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. Servers 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

Other 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

Job Title: Food and Beverage Service (Trainee):

1. Prepare tables or counters for meals
2. Stock the service area with supplies (for example, coffee, glassware)
3. Greet clients, display menus and offer assistance clients select menu items
4. Inform clients almost every day specials
5. Pick-up phone for room order
6. Make a charge and print the charge and KOT
7. Record orders and put them to the kitchen with KOT (Kitchen Order Ticket)
8. Pick up and serve orders

9. Check that clients are getting a charge out of their suppers and rectify any problems
10. Suggest and serve pastries and beverages
11. Clean and reset tables
12. Make chart and show bills for payment.
13. Thank visitor and wish them to return again
14. Check and refill the minibar
15. Miser an put (pre-preparation of Service)
16. Make prepared nourishment boxes for Isolate guests
17. Always suggests guests to maintain distance for the corona pandemic.

3.6.2 Personal Characteristics:

1. Food and Beverage Service employees require the taking after characteristics:
2. The capacity to work as portion of a team
3. The capacity to work with small supervision
4. Good verbal communication abilities and affectability to client needs
5. The capacity to work calmly in a huge beneath pressure.
6. The capacity to serve clients cheerfully, considerately and efficiently
7. Good organization and multi-tasking skills
8. Good health
9. Good grooming

Other necessities depend on the environment in which the server works. For case, serving in a coffee shop or Hookah relax requires the capacity to keep in mind numerous orders and move exceptionally quickly. Food and Beverage Service employees ought to appreciate having clear rules and organized strategies, working with individuals, and working with instruments and gear. (redcarpetacademy.wordpress.com 2010).

3.7 The Importance of Customer Loyalty in the Hotel Industry

The hotel industry today has been crowned as a global industry, with producers and consumers spread around the world. The use of hotel facilities such as: guestroom, restaurant, or wellness services, is no longer considered a luxury. For many people, these services have become an integral component of their lifestyle. Moreover, in the last two decades, demand for supply of hospitality services beyond that of traditional services intended for travelers have escalated the growth of the hospitality industry globally, leading to intense competition in the marketplace. One of the greatest challenges facing hotel organizations today is the ever-growing volume and pace of competition. Competition has major implications for the customer, providing increased choice, greater value for money, and augmented level of service. Additionally, there is little to distinguish one hotel's products and services from another. Thus, it is imperative

for hotel organizations to gain a competitive advantage. To gain a competitive advantage, hotel operators are using two commonly-known strategies. They are:

1. Providing low-cost leadership through price discounting and
2. Developing customer loyalty by providing unique benefits to customers.

Hotels that attempt to improve their market share by discounting price run the serious risk of having a negative impact on hotel's medium- and long-term profitability. Thus, it is quality of service rather than price that has become the key to a hotel's ability to differentiate itself from its competitors and to gain customer loyalty. Due to the importance of customer loyalty, companies are trying to enhance their customers' loyalty through retention programs and relationship marketing strategies. Customer loyalty is important because loyal customers bring many benefits to a firm. The various advantages of customer loyalty include: a continuous stream of profit, reduction of marketing cost, growth of per-customer revenue, decrease in operating cost, increase in referral, increase in price premium, and switching barriers among loyal customers who do not easily surrender to the competitors' promotion efforts. Considering

These benefits, customer loyalty is a necessary prerequisite for the future survival of hotel organizations. ("www.Emerald.Com 2021")

3.8 Department wise learning outcomes

It was a great pleasure to get a chance for internship in Royal Tulip Sea Pearl Beach Resort & Spa as F&B Service (trainee) under Food and Beverage department. F&B service is the place to learn everyday new things. My total four Months industrial attachment was full of learning session. My hearing and speaking skill of English improved a lot. Every day I served and talked with many foreigner guests. That helped me a lot to talk in front of people. I am very confident before then. Also, I got a practical idea about hotel industry. Now I know how to handle the guest`s needs and wants, how to keep mind cool, how to work in a team and how to handle the critical situation and rush hour. When I could make a guest happy, I felt self-satisfaction. That's the main

point. Guest satisfaction is the first priority to me. At the finishing time of my industrial attachment, I handled a shift by myself. Now I am very much capable to run F&B service activities. My academic knowledge made easier to work in F&B service. I could have related many things from my academic knowledge with the practical work. Even I tried to implement my academic knowledge in the practical field. My theoretical knowledge enhanced through my practical work. That is very important for my career growth. During duty hour I always had been attentive, dedicated and responsible. Everyone appreciated my dedication towards the work. Through my practical training I learned to read the guest mind. That is very interesting and important also. Finally, I can say that the learning outcomes from four Months industrial attachment will be very effective for my near future.

3.9 Packages & Offers for Sales

Every month change a little bit of packages and offers. There I mentioned some offers and packages.

Credit Card Offers and corporate offers

1. American Express Card offers the 53% discount on room tariff.
2. bKash offers 45% discounts on room tariff.
3. Here is the EBL Offer

ROYAL TULIP
LUXURY BEACHFRONT RESORT & SPA

LUXURIOUS AND EXCLUSIVE BEACHFRONT ESCAPE

Enjoy and admire the entire expanse of Inani beach from
Royal Tulip Sea Pearl Beach Resort & Spa at Inani, Cox's Bazar

Starting at just TK. 8,991

Offer includes accommodation with buffet breakfast (breakfast 8 dining) and airport pick & drop
Offer applicable for all EBL Mastercard and Visa cardholders till September 30, 2019
☎ 01970660066, 01844016001 📍 Jallapalangi, Inani, Ukhia, Cox's Bazar

Room Category	Regular Rate	Special EBL Rate
Superior (Hill View) for 2 persons	16,155	8,991
Superior (Sea View) for 2 persons	12,230	9,496
Studio (Sea View) for 2 persons	20,456	11,013
Room Category	Regular Rate	Special EBL Rate
Premier (Sea View) for 2 persons	21,531	11,518
Executive Suite (Hill View) for 2 persons	23,682	12,529
Executive Suite (Sea View) for 2 persons	24,757	13,034
Room Category	Regular Rate	Special EBL Rate
Royal Family Suite (Sea View) for 4 persons	44,138	23,542
Royal Paradise Suite (Sea View) for 2 persons	67,767	33,249
Presidential Suite (Sea View) for 2 persons	121,530	58,517

Eastern Bank Ltd. 16230

Eastern Bank Ltd. MasterCard Visa

Packages

1. Half Board Package
2. Full Board Package
3. Honeymoon Package

Chapter-4

Findings/Recommendations/conclusions

4.1 Findings

When I did internship there, I found a few positive and negative viewpoints of their administrations and benefit work force behaviors and a few other things. They continuously attempt to supply best benefit and facilities to the visitor. They are discussed below.

Positive Findings	Negative Findings
1.A few colleagues are exceptionally supportive and polite.	1.No personal locker for trainee, as a result. there is possibility for losing something.
2.Supervisors are continuously attempting to tech modern things.	2.No praying times for staff
3.Staff communication was excellent	3.This branch is not supervised regularly by the management.
4.The client fulfillment was affected most by responsiveness of the Food and Beverage Service Department staffs.	4.No separate elevator for staffs and guests.
5.Every division is exceptionally cooperative and friendly.	5.The job of trainee is totally free; they are not paid and it's so disgusting.
6 Distances are maintained properly for the corona pandemic.	6. There is no place for parking, which I found very bad.

4.2 Recommendation

From the report it is clear Royal Tulip Sea Pearl Beach Resort & Spa has positioned itself renowned as five Star Chain Hotel in Bangladesh. Through continuous innovation Tulip Sea Pearl Beach Resort & Spa has his own position. And Tulip Sea Pearl Beach Resort & Spa always differentiated itself from its competitors. Therefore, the success of Tulip Sea Pearl Beach Resort & Spa is no surprise at all. The

future is uncertain of Tulip Sea Pearl Beach Resort & Spa should always alert to capitalize on any future opportunities or to stay away from the threats. There are some recommendations that are found by analyzing that should bring more effectiveness of Tulip Sea Pearl Beach Resort & Spa.

a.Enlist Skilled Employee: Food and Beverage office necessities to select more partners.

b.Training: The kitchen staffs needs more training about food safety & hygiene.

c.Timing Accuracy: There is timing issue. The organization will endeavor to leave their delegate in time.

d.Apply SOP: They need to stick to fittingly Standard Operating Procedure (SOP), in light of the fact that every five star dwelling follow the hotel SOP system for running business suitably.

e.Adaptability to Work: There is titanic load of work . Some flexibility provide for the F&B staff to take rest and empower their mind.

They need to initiates increasingly qualified workers for front office. The enlistment procedure ought to be rebuilt and quicker. Hotel can add some additional facilities in staff quarter. Company should restructure their educational background, which should be at least graduation from a university.

4.3 Conclusion:

For the Completion of my BTHM program it is required to finish my entry level position program from any Hospitality Sector and I felt extremely favored to work with the best Corporate and one of the biggest lodgings at Royal Tulip Sea Pearl Beach Resort & Spa. Working in a huge association like the Royal Tulip Sea Pearl Beach Resort & Spa is a wonderful ordeal for me and directly communicating with the ordinary and VIP visitors were an or more to build my network and communication skill as marketing major. Inside this multi month of temporary job program I got the possibility of the corporate culture, work put, work life, etc. The way of life and the workplace of the Royal Tulip Sea Pearl Beach Resort & Spa is altogether different. Specially the team where I belong, they never treated me as an intern and always considered me as a part of their internal Family. After working here, I really trust The Royal Tulip Sea Pearl Beach Resort & Spa is the people-oriented brand of Bangladesh. The Royal Tulip Sea Pearl Beach Resort & Spa has constantly underscored on building up a decent direction framework so as to accomplish its ideal corporate goals. From the birthplace of the organization, Royal Tulip has gone too far in achieving these targets by tuning in to customer's needs, taking progressively exercises from past activities, improving and joining forces. The Royal Tulip Sea Pearl Beach Resort & Spa works on making people feel the specialty to enjoy their service and focuses on 'for a better you.

4.4 REFERENCES:

Here are some references to support to collect the 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_Louvrehttps://www

<.seapearlbd.com/https://www.facebook.com/royaltulipcoxsbazar/>

<https://mail.google.com/mail/u/1/#inbox/FMfcgxvzMBjPjwiMVQDJBdLDcZZtiHQZ>

4.5 Photo Gallery



