



Internship Report

On

Restaurant Business and the Operations: The Case of Fish & Co. Bangladesh

*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

Mahfuza Sultana Fariha

Lecturer

Department of Tourism & Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

Submitted by

Abdullah Al Mashur

ID: 182-43-346

Department of
**Tourism & Hospitality
Management**

Date of Submission: 10th September, 2022

LETTER OF TRANSMITTAL

Mahfuza Sultana Fariha

Lecturer

Department of Tourism & Hospitality Management

Daffodil International University

Daffodil Smart City, Ashulia, Dhaka.

Subject: Submission of Internship Report

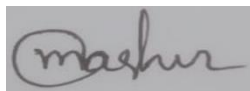
Dear Ma'am,

This is an extraordinary joy and great pleasure to submit my internship report on “Restaurant Business and the Operations: The Case of Fish & Co. Bangladesh”. It is a respect and extraordinary delight for me to work under your dynamic supervision.

It is a broad open door for me to work in Fish & Co. Bangladesh as a trainee team member under font of the house division. This connection gives me the chance to relate my scholastic information with genuine experience. As a matter of first importance, I found out about the authoritative culture of the neighborliness business in Bangladesh. Also, this connection allowed me the chance to build up a system with the professional workplace.

I attempted my level best to pursue your rules at each angle. I am expressing gratitude toward you sincerely for your direction during the readiness of this report. I will be profoundly obliged and appreciative on the off chance that you are thoughtful enough to get this report and give your important judgment. It would be my pleasure that you find this report significant and instructive to have a conspicuous perspective on the issue.

Sincerely yours,



Abdullah Al Mashur

ID: 182-43-346

Program: Bachelor of Tourism & Hospitality Management

Daffodil International University

CERTIFICATE OF APPROVAL

This is to certify that Abdullah Al Mashur, ID: 182-43-346 has completed his internship from “Fish & Co. Bangladesh” as a Trainee Team Member under Font of the House Division. He has successfully completed his internship Report under my supervision. During my supervision, I found him punctual, hardworking and sincere.

I thusly announce that I have checked this report as I would like to think; this report is sufficient as far as quality and scope for the award of tourism and Hospitality Management (BTHM) program.

I wish him success and prosperity.



Mahfuza Sultana Fariha

Lecturer

Department of Tourism & Hospitality Management

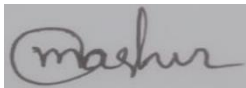
Faculty of Business and Entrepreneurship

Daffodil International University

DECLARATION

I am Abdullah Al Mashur, bearing ID No: 182-43-346 an understudy of Bachelor of Tourism and Hospitality Management (BTHM) program under the Tourism and Hospitality Management (THM) at Daffodil International University (DIU). This is to educate you that the report titled "**Restaurant Business and the Operations: The Case of Fish & Co. Bangladesh**" has just been set up for halfway satisfaction of my Practicum just as for the prerequisite of BTHM degree and not for some other reason. This report contains the practicum works, which has been performed by me and this has not been submitted or replicated somewhere else for some other purposes. Henceforth, it is carefully precluded to duplicate, copy or use this report without earlier consent.

Yours Sincerely,



Abdullah Al Mashur

ID: 182-43-346

Program: Bachelor of Tourism & Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

ACKNOWLEDGMENT

The fruitful fulfillment of this report is the result of the commitment of the number of individuals to whom I am appreciative and need to express gratitude toward them from the profound of my heart. Along these lines, I might want to accept this open door to thank each one of those individuals who helped me in setting up this report on the name “Restaurant Business and the Operations: The Case of Fish & Co. Bangladesh”

As a matter of first importance, I might want to thank and pass on my most profound appreciation to the Almighty Allah.

At that point, I might want to thank my family, without whom I couldn't make significant progress. With their consistent consolation and confidence, I am here today. Aside from my family, there are some individuals who gave me backing to finish my temporary job report and here I'm gladly recognizing them.

I might want to offer my thanks and regard to Mahfuza Sultana Fariha, Lecturer of Tourism & Hospitality Management, who has regulated and guided me to set up my practicum protection report. Without her rules, it would not be feasible for me to set up this report in the present plan.

I'd also like to thank Sazib Kumar Saha, Restaurant Manager, Assistant Manager Mohammad Sunny, Fish & Co. Bangladesh, Dhaka for his intelligent advice, recommendations, and confidence throughout the entire entry-level position term. I'm also grateful to the entire FOH Team for their tremendous assistance and love. They had created such a pleasant and learning environment for me that work never felt like a chore to me.

EXECUTIVE SUMMARY

The restaurant industry is one of the most hyperactive industries in Bangladesh. It is one of the profitable business sectors in Bangladesh. This sector has been growing constantly in the last few years. The number of restaurants and the people involved in the sector has significantly increased over the decade. According to industry experts, there are over 50,000 restaurants nationally which employ around 1.5 million people. Out of which, Dhaka city alone has over 10,000 restaurants and employs more than 0.3 million people.

This industry has become a source of recreation for urban people who very much like their special meals to enjoy certain moments or like the ones during traditional holidays, business trips, and different kinds of occasions in the country. As the large city dwellers are accustomed to foreign dishes. That's why a large number of Chinese, Thai, Italian, Irish and other countries restaurants are opening their business in Bangladesh. Dhaka, the capital of Bangladesh, Chittagong and Khulna are the largest business hubs for restaurants in the country.

For the scholastic reason, I have done an entry-level position at Fish & Co, Bangladesh and now I am introducing the report which has been arranged dependent on the gains from the temporary job. The report has been readied utilizing the scholastic information picked up during my university life and furthermore for a fact accumulated during the temporary position time frame.

Fish & Co. is a casual dining family-friendly international premium seafood chain restaurant. A unique dining experience that drew inspiration from the Mediterranean fishermen who caught seafood fresh from the seas, cooked and ate it straight from the pan. Fish & Co. has been delighting customers with great tasting meals in generous portions and warm, friendly service - true marks of quality and value. It specializes in delicious fish dishes using only the freshest fish and seafood, as well as natural ingredients like olive oil, herbs and various spices.

Here, I attempted to display the restaurant overview and how it runs. Likewise, the exhibition assessment of various territories secured here. Hence, this additionally centers on how these sorts of restaurants contribute to the hospitality industry.

Table of Contents

Chapter	Subject	Pages
Chapter-1	Introduction	01-04
1.0	Introduction of the report	02
1.1	Rationality of the report	02
1.2	Objectives of the report	03
1.3	Methodology	03
1.4	Limitations of the report	04
Chapter-2	History of Fish & Co.	05-06
Chapter-03	An Overview of Fish & Co. Bangladesh	07-15
3.0	Overview of Fish & Co. Bangladesh	08
3.1	Location	08
3.2	Physical Facilities	08
3.3	Menu (Cuisine: Seafood; Meals: Lunch, Dinner, Drinks)	11
3.4	Service style	12
3.5	Interiors	15
3.6	Kitchen Equipment	15
3.7	Operations	16
3.8	Supply Chain	16
3.9	Restaurant Rules & Regulation	16
3.10	Guests Review (Fish & CO experience)	17

Chapter-04	Duties & Responsibilities during the job at Fish & Co. Bangladesh	18-21
4.0	Job Description	19
4.1	Challenges involved in restaurant operation	20
Chapter-05	Findings, Recommendation & Conclusion	22-25
5.0	Findings and Recommendation	23
5.1	Conclusion	23
Chapter-06	Reference	26-27

Chapter-1

Introduction

1.0 Introduction to the report

Food and Beverage is one of the core fundamental components of the Tourism and Hospitality industry. The Tourism and Hospitality industry has become one of the prominent industries in terms of economic development by contributing to national GDP, job opportunities, improvement of lifestyle and worldwide recognition of a country. Here, restaurant businesses are playing vital roles to provide at best food and beverage service.

A restaurant is a business that prepares and serves food and drinks to customers. Meals are generally served and eaten on the premises, but many restaurants also offer take-out and food delivery services. Restaurants can be classified in many different ways. Firstly, based on the food itself like vegetarian, seafood, steak etc. Then based on the cuisine like Indian, Thai, Chinese, Japanese, Korean, Italian, French, Mexican. Also based on offerings like buffet, tapas bar, sushi train, taster or yum cha restaurant. Restaurants also can be distinguished considering the speed of service or formality of service like fast food, fine dining, casual dining, contemporary casual, family style, fast casual, cafes or concession stands, food trucks, pop-up restaurants, diners, and ghost restaurants. Cost like low, mid or high-priced luxury establishments is also a factor to differentiate restaurants. Location or Novelty themes are another factor to distinguish restaurants. Ninja New York – A Japanese feudal village with costumed servers, located in New York City, New York. or Rainforest Cafe – A tropical rainforest theme chain, with more than twenty locations worldwide. There are various types of restaurant business growing in Bangladesh. It is safe to say that Bangladesh has almost all types of restaurants from small fast food to premium exotic dining restaurants.

People, the younger generation and the working population who are always on their feet and often struggle to get proper meals throughout the day prefer to have fast food when eating outside. And a large group of the market segment who are fond of experimenting with different cuisines and prefer exotic and rare foods which are reasonable, filling and tasty food in a crisp environment. Many multinational brands like pizza hut, kfc, Herfy, fish & Co. etc. acknowledge the market potential and put their landmarks in Bangladesh.

1.1 Rationality of the report

The foundation of this report is to show the journey of Fish & Co. Bangladesh and its business operation. Nowadays, just scholarly capability doesn't make an understudy impeccable to compete with the job market. It requires additional useful things. The temporary job is profoundly expected to pick up thought, information and experience. This report will likewise give us a reasonable thought regarding all part of the restaurant operations of Fish & Co. Bangladesh, which I acquired by working on the entry-level position for six months. As an undergraduate of the Tourism and Hospitality Management department it is an extraordinary opportunity to upgrade my pragmatic information. To accomplish a BTHM degree one needs to do a temporary position applicable to the subject which I believe to be an incredible measure taken by the Daffodil International University (DIU) which will empower undergraduates to be essentially educated in their significant field. This report has been made only for fractional satisfaction of accomplishing the BTHM degree. This preparation program will help us appropriately to comprehend hypothetical and functional terms in our very own life.

For my entry-level position, I have picked Fish & Co. Bangladesh to gain some reasonable information and work experience which will help me in working up a decent profession. As a student in Fish & Co. Bangladesh I have got the chance to work in every one of the divisions under the Front House department. So that is the reason I picked the point “Restaurant Business and the Operations of Fish & Co. Bangladesh for my temporary job.

1.2 Objectives of the report

The objective of the report described in two parts:

- ❖ Broad objective.
- ❖ Specific objective.

1.2.1 Broad objective

The general objective of this report is to understand the overall working activities of the Fish & Co. Bangladesh and get a good understanding of the learning of all-around procedures and techniques of the restaurant operation and business. My job position enables me to learn from the very beginning of the restaurant operations.

1.2.2 Specific objective

In order to complete the report, the following objectives have been followed

- ❖ Learn the functional work experience at Fish & Co. Bangladesh.
- ❖ Obtain the in-depth official information of the restaurant.
- ❖ Find and discuss various procedures, strategies, and hardware of the hotel.
- ❖ Understand the work formula and share individual experience.
- ❖ Based on experience, prepare a SWOT analysis and give a few recommendations from my working knowledge.

1.3 Methodology

Hence, in order to prepare this report, I have collected information and data from two distinct sources.

- ❖ Primary sources.
- ❖ Secondary sources.

1.3.1 Primary sources

Primary information has been gathered from my practical work in all the areas of FOH division and direct perceptions at Fish & Co. Bangladesh. Also, an individual meeting eye to eye with Sazib Kumar Saha, Restaurant Manager, Mohammad Sunny, Assistant Manager of Fish & Co. Bangladesh.

1.3.2 Secondary sources

Optional information has been gathered from a few Journals, Magazines, Brochures and Training guide of Fish & Co. Bangladesh, Newspaper, Website and Facebook page in the authorities of Fish & Co. Bangladesh.

1.4 Limitations of the report

Following issues, I confronted during the compose of report:

- ❖ Restricted access for assistants in their primary activity.
- ❖ The senior team members were not open to give the correct data as they thought about it as classified.
- ❖ To get viable data is troublesome.
- ❖ Shortage of information, the official site didn't contain as much data.
- ❖ Due to work pressure, I struggle to collect data and concentrate on my report.
- ❖ Most of the team members were busy and did not get much time to discuss or knowledge share.
- ❖ Lack of solid sources.
- ❖ Non-accessibility of the reference papers is another constraint.

Chapter-2

History of

Fish & Co.

Fish & Co was started in 1998 with the first store in Plaza Singapura by Mr Ricky Choo and Mr Lambert Yeo, when they left their jobs with Singapore Airlines to follow their passion in the food business. Their inspiration for Fish & Co came when they traveled around the Mediterranean region. "So, in the Mediterranean, when the fishermen go out to sea and they are hungry, they just eat the catch off the boats, cook it over the pan over the fire, on the boat. And they just dig in right from the pan. So, they came up with the concept. It basically symbolizes very good quality seafood, fresh seafood that is served right from the pan.

It was a big hit. 24 years on, they currently have 15 stores in Singapore and about 42 restaurants all around in 9 countries: Singapore, Malaysia, Indonesia, Brunei, Philippines, Cambodia, one in the UAE and Bangladesh and Mauritius. In Singapore alone, they serve more than 20,000 customers in a week. At their flagship outlet in Park Mall, more than 100 kilograms of fish are served daily. The fresh produce is imported from Vietnam, Chile, Indonesia and China. Home-grown brand Fish & Co have made headway expanding into these countries, bringing with them their unique "seafood in a pan" experience. The serving is very generous and it is value for money.

Fish & Co. Bangladesh was first opened by Orion group in August 2014 right next to Pizza Hut in Gulshan 1. It gets a huge response from the inhabitants of Dhaka city. It was most favorite and recommended place for seafood lovers. As most of the seafood items had to be imported due to delay and unavailability of products hit the restaurant badly. One side had so much demand from the guest, the other side's products were not available and the restaurant management decided to use the local fish. Using local fish degrades the actual taste of Fish & Co. and guests were dissatisfied. The sales of the restaurant started to decline and due to violating rules and regulation of the agreement the Fish & Co. franchisor canceled the agreement. In December 2018 Fish & Co. Bangladesh had been closed down by the Orion group.

The seafood lovers felt really disappointed and heartbroken. After a while Amra F&C Limited, a concern of Amra Network, acknowledged the market opportunity of a restaurant based on Seafood cuisine. They approached to bring the brand again. Hence, on 13th April 2022 Fish & Co. Bangladesh opened again under its new local owner Amra F&C Limited and made the seafood lovers delighted again. This time the guests visit Fish & Co. in a new location with the same hope and love. Till now everything is in order at Fish & Co. and looking forward to their next outlets.



Chapter-3

An Overview

of Fish & Co.

Bangladesh

3.0 Overview of Fish & Co. Bangladesh

Fish & Co. is a Singapore-based casual, family chain Restaurant serving premium seafood in a pan. Designed with a casual, nautical ambience, Fish & Co. Restaurants together with her friendly crew, are cherry, inviting and warm.

Mission Statement: To provide good value seafood coupled with excellent service and outstanding quality, In a relaxed and entertaining environment.

Philosophy: We have a great passion in what we do. We care enormously about our customers, our employees and our reputation.

Brand Values, Customers First, Integrity, Long-term Vision, Passionate about people, Pursuit of Excellence, Teamwork are Key concerns of Fish & Co.

3.1 Location

Fish & Co. Bangladesh is in the heart of Gulshan, the affluent residential and business neighborhood which is home to a number of the restaurants, shopping centers, schools, members' clubs and hosts the majority of embassies and high commissions to Bangladesh. It is situated at Bay's 23 Gulshan Avenue, Bir Uttam Mir Shawkat Sarak, Dhaka 1212. Beside Laila Tower and Opposite of Mutual Trust & Dhaka Bank while heading towards Police Plaza Concord Shopping Mall from Gulshan-1 circle.

3.2 Physical Facilities



Features: Outdoor Seating, Private Dining, Seating, Parking Available, Television, Highchairs Available, Wheelchair Accessible, Digital Payments, Cash Only, Free Wifi, Accepts Credit Cards, Table Service, Family style



Though there won't be any ships hanging on the walls at Fish & Co Bangladesh, the light color patterns, minimal white design with ship wheel, ring buoys, ship hook, artificial aquarium, various tree showpieces and fish & shellfish decor provide a subtle nautical feel. These nautical-themed haunts are just for those who are missing out on summer houses by the water but looking for a piece of the coastal life. The casual atmosphere and coastal decor feel like having dinner on a ship. Two sides of the restaurant are lined with tall windows that peer outside. It features beautiful road views of Gulshan.



As people are flocking to restaurants not just with appetites but with iPhone in hand in search of a good and photogenic time. We have a right spot with proper lighting and an eye-catching jellyfish painting on the wall, perfect background for taking pictures.

The area is 5000 square feet which includes 96 seats capacity with outdoor smoking zone, private dining, bar, restroom, kitchen, housekeeping and small office room

Smoking zone consists of two round tables which have 4 chairs each. Also, we have some extra chairs for waiting guests.

Right at the entrance we have a great stand to welcome the guests in Fish & Co style and assist them in sitting at the right place considering the number of people. The floor is made of a wooden rainbow to give the vibes of a Ship. We have 3 table setup which have 4 Modern Luxury Ash Solid Wood Design chairs on each table. A group of four, eight or twelve people easily sit there enjoying delicious food and beautiful views of Gulshan Road as it features large windows.

On the right side of the restaurant is lined with tall windows that peer outside. There are 3 seater Couch on each side and a table in the middle where 6 people can easily fit in. We have 6 setups like this.

In the middle we have 12 White Marvel Tables consisting of 24 Modern Luxury Ash Solid Wood Design chairs which may convert into any number of dining tables like from 2 to 24-seater dining tables.

On the left side we have 2 seats on each side and a table in the middle where 4 people can easily fit in and a non-alcoholic drinks bar and entrance at the back of the house where only authorized persons are allowed with hairnet. End of the row food dispatch station with a big window which displays the live kitchen.

We have a private space of 2 table setup which have 4 Modern Luxury Ash Solid Wood Design chairs on each table. Also, it can be merged to a family dining or corporate meeting table of 10 people. Private dining is usually for meetings and small birthday parties.

At the back house a wide and long corridor go we dish wash set up along with dishwasher machine, office room, employees' locker, 4 big refrigerators for cold storage, fileting station. At the end of the corridor around 800 square feet area is for the main kitchen and back door.

3.3 Menu (Cuisine: Seafood; Meals: Lunch, Dinner, Drinks)

As Singaporean Fish & Co. Bangladesh is a seafood restaurant, Menu is one of the primary attractions of the restaurant. Menu divided into following section:

3.3.1 Salads & Starters

Cold Starter: 4 types of salad consist of various lettuce, signature dressing, grilled chicken, soft egg, anchovies (dry fish), herbs and vegetables.

Hot Starter: We have 4 types of unique creamy soup and each day prepare one. Then we have mouthwatering grilled & fried Calamari, Award winning blue mussels with garlic lemon butter sauce served with bread and a platter consisting of a salad and 4 different fried items.

3.3.2 Seafood

4 types of fish (Dory, Seabass, Salmon, Prawn) offered in grilled, baked and both serve with signature sauce with amazing two sides item from (Paella rice, Mashed potato, Homemade coleslaw, Seasonal vegetable and Chips)

3.3.3 Brothpoths & Platters

Caribbean and Korean style sharing Brothpoths consist of Prawn, Clams, Mussels, Scallops and served with rice. Individual and sharing platter with a combination of fish, shellfish and sides.

3.3.4 Combos

An interesting feature where guests can customer their own platter by their personal choice and taste. 3 steps of selection required to complete a customized platter.

3.3.5 Pasta

6 types of pasta: a great combination of seafood and spaghetti or fettuccine pasta with chicken, mushroom and signature sauce and herbs. Popular and tasty that guests will be coming back again.

3.3.6 Fish & Chips

The most popular wanted item on the menu and loved by everyone. A genuine masterpiece One dish, so many ingredients from around the world with homemade sauces and recipes. Seven types of fish & chips differ based on countries.

3.3.7 Beverage

Collection of all-time favorites: mocktails, juice, soft drinks, tea & coffees. The mocktails menu is a pleasant surprise for the eyes. Mojito, pink passion, candy crush or chockie junky are as exotic looking as they are named.

3.3.8 Kids Menu

A gentle portioning for 5-12 years kids' various combinations with fish, nuggets, rice, chips and pasta.

3.4 Service style

Fish & Co. Bangladesh has a unique service style. As it wants to ensure customer satisfaction at best. Throughout the whole journey of a guest Fish & Co. make customer delighted with following action:

3.4.1 Fish & Co. experience:

When customers have fun, are engaged, feel important and enjoy delicious seafood.

Fun: We are a casual dining restaurant, the approach to our customers is bubbly, enthusiastic and we smile all the time! Guests get to be part of the fun environment.

Engaged: Guests enjoy being engaged in all our activities. They are always looking for more involvement in our activities and are delighted with our special Birthday Splash.

Feel Important: Our Guests are the focus of our job. We prioritize our Guests' needs and we give them our fullest attention.

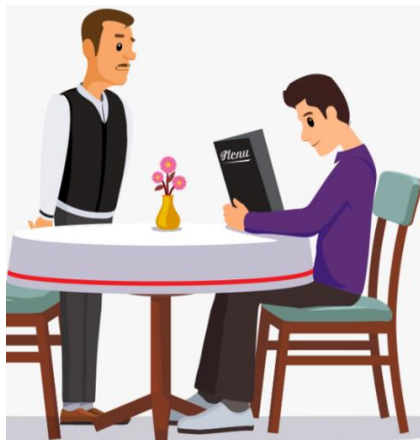
Enjoys: What Guests enjoy most is when the dining experience was seamless with all expectations met.

Delicious Seafood: Our Guests set us apart from others because we consistently serve delicious seafood in a unique style.

3.4.2 The Guest Delight Experience: A journey of delighted guests

We usually don't make reservations as we provide first come first service. Hence, when a guest put step at our premises a greater eye contact with the guest and open the door with smile and warm welcome stating:

❖ Hello! Sir/Ma'am, Good afternoon. Welcome to Fish & Co.



When a waiter assist the guest for seating. He/she announced:

- ✓ Our soup of the day,
- ✓ Chef recommendation,
- ✓ About promotion if available,
- ✓ Unavailability of items if any and
- ✓ Inform shortly a station master will come to take order.

Shortly a station master come to the guest and welcome the guest stating:



❖ Hello! Sir/Ma'am, Good afternoon. Welcome to Fish & Co. This is Mashur. Today I will be taking care of you. Are you ready to order sir?

The station master takes orders by assisting the guest with the menu if needed, making proper recommendations and suggestions. After order taking, he confirms the order by repeating the item and placing the order.

After placing the order, come to the food dispatch station to collect the order ticket. After collecting the order ticket, the station master goes back to the guest to reconfirm that all the orders are correctly placed. Then he announced the food serving time which are:

- ✓ Starter 4-7 minutes,
- ✓ Beverage 3-6 minutes,
- ✓ Main Course 10-12 minutes
- ✓ And dessert will arrive in 4-7 minutes.

The Station master ensures all the necessary items like cutleries, fish wooden block for pan food, sharing plate, shell plate is at the table. And formally leave the place by stating:

❖ This is Mashur again, please let me know if you need any assistance. I will be around here.

Based on the food order the kitchen will prepare the food and keep it at the Food Dispatch station where a person is responsible to send the right food at the right table of the guest. A food dispatcher will hand over the food to a Food runner and inform the table number to serve the food. Then the food runner will go to the table and announce the food name and is it for sharing or who will have this food to place it correctly.



❖ Like: May I know who will have Caesar Salad with grilled Chicken? Then place the salad in front of the guest.

Based on the drink order the bartender will prepare the drink and handover it to a Bar runner and inform the table number to serve the drink. Then the bar runner will go to the table and announce the drink name to place it correctly.



❖ Like: May I know who will have Classic Mojito? Then place the Mojito in front of the guest.

Station master always follows up the situation at the table and makes sure all the food has been served in time. If there is delay:



The station master is responsible for taking feedback on the food and overall experience. We also provide a feedback form to know how the experience was with us. When guest ask for the bill, station master give the bill and give farewell by stating:

❖ Thanks for coming sir/ma'am. Hope to see you soon.

Greater also open the door and great while guest leaving by stating:

- ❖ Good afternoon, Sir/ Ma'am. Please come again.

3.5 Interiors

The ambiance is fun, because they decorated the place in a nautical theme with ships, wooden roof paneling, steel buckets for holding dinner utensils, comfortable lower decked chairs, etc. But it's really the loud chattering of people and clattering of steel forks on plates that really makes the place lively. The bright yellowed lighting suits the lively atmosphere. They play appropriate music at the right level to provide a white noise barrier so that conversations feel more private and enhance the mood. They ensure good ambience by keeping the restaurant premises and restrooms neat and clean.

3.6 Kitchen Equipment

Fish & Co. Bangladesh kitchen consists of:

Equipment	Uses
2 commercial freezer (49 Cubic Feet) for cold storage.	All the seafood and shell food are stored here.
3 commercial chillers (49 Cubic Feet) for cold storage.	One is used to store the vegetable items; second one is to store sauce and dressing. Third one is used for cooked or ready to eat items.
2 big tables of stainless steel	Which is basically used for defrosting frozen items and filleting fish. On the top there are kitchen shelves to keep boxes and utensils.
2 Under Counter Refrigerator with Worktop Cutting and shelves on the top	To keep spices and necessary equipment. Tables are used for cutting vegetables, preparing salads.
4 deep fryers	Used to cook fish & chips and many fried items.
2 racks	Used to store dry items like rice, oil, sauce, mayonnaise etc.
One big under counter with a food dispatch table and ticket holder.	Here all the foods are assembled and garnished by the following order ticket. On the top serving plates and below serving pans are kept.

One warmer with an under rack	Used to keep ready to eat food and below necessary items required for smooth operation are kept.
One eclectic oven	Used to prepare baked items. A big electric hot plate with under drawers and exhauster at the top used to store raw food and prepare grill items.
Alongside an electric 4 burner with under drawers and kitchen shelves.	Burners are used for many purposes like cooking pasta, warm food, preparing sauce etc. On the shelves cooking pans, pots and many other necessary items are kept.

3.7 Operations

Around 50 employees work at Fish & Co Bangladesh. 43 employees directly work at the restaurant including one restaurant manager, one assistant manager, one head chef and two assistant chefs, 17 FOH members, 16 kitchen members and 5 housekeeping members. The restaurant usually opens for guests at 11:00 am and closes at 1:00 am.

3.8 Supply Chain

Most of the items are imported at Fish & Co. Bangladesh. So, we have to bulk purchase for around 6-month products as the new import takes 3 months to reach. Hence, to store and maintain this huge inventory Fish & Co. owns a warehouse. Each Monday and Thursday of the week products are delivered to the restaurant as per order from the restaurant team. Some items we purchase locally from the vendors who also deliver the product on those days. We have a supply chain manager and two workers who work to deliver the product on time and save the restaurant from items unavailability.

3.9 Restaurant Rules & Regulation

There are few house rules we follow for the guests:

- ✓ No pets are allowed.
- ✓ outside food or drinks are allowed.
- ✓ We don't have any reservations till now we provide first come first serve.
- ✓ When the house is full, Guests need to wait outside for seating.
- ✓ We don't have any delivery service available. Only takeaway is available but do not recommend it. As seafood loses its taste when it gets cold.

3.10 Guests Review (Fish & CO experience).

Few reviews of the guest are picked up from the official Facebook page of Fish & Co. Bangladesh.

- ❖ The ambiance is very welcoming and charming. Amazing food and service. Staff are extremely knowledgeable and make great recommendations.
- ❖ This place is great! Atmosphere is chill and cool but the staff is also really friendly. They know what they're doing and what they're talking about, and you can tell making the customers happy is their main priority. Food is pretty good for their prices.
- ❖ The staff truly cares about your experience.
- ❖ This cozy restaurant has left the best impressions! Hospitable hosts, delicious dishes, beautiful presentation.
- ❖ This place is elegant with an awesome vibe. The service was speedy and friendly.
- ❖ Loved everything about the Fish & Co. Starting from the amazing yum food to super nice staff.
- ❖ Hands-down the best seafood in town. The mouth-watering food combined with the friendly staff was truly an amazing experience.
- ❖ From ambience to taste to service everything was 10 on 10. My friends ordered some of their signature dishes like a platter for one, fried calamari, fish & chips and one prawn item. We really just loved it! The food was absolutely mouthwatering, the waiters were very friendly and helpful. Would love to visit there again and again. Thanks to Fish & Co. for coming back!
- ❖ Excellent ambience, lovely fresh food, best service even at rush hours and very polite behavior of staff. In one word Best.

Chapter-4

Duties &

Responsibilities

during the job

at Fish & Co.

Bangladesh

4.0 Job Description:

As a Trainee Team Member, I was responsible to follow command and fulfill the tasks assigned by the restaurant manager. I have done all the FOH division duty by changing my position after a few days which I am describing below:

4.0.1 Station Master: Station master created the first impression to the guest by maintaining proper communication and ensuring all the service sequence.

As a Station Master, I was responsible for:

- ✓ Taking orders from the guest and ensuring guest satisfaction by maintaining service standards.
- ✓ Communicate with the other service member.
- ✓ Suggest appropriate drinks go with the food and also the right meal for those who are new with seafood.
- ✓ Following up all the food are served at the mentioned time.
- ✓ Full-fill guest demand, take feedback and bill.

4.0.2 Food & Bar Runner: As a Food runner my responsibility was,

- ✓ To serve the food and drinks to the right guest at the right table by following the command of the food dispatcher and bar tender. It was a fun job to do.

4.0.3 Greeter and Busser: As a greeter I used to,

- ✓ Open the door for the guest who enters or exits by greeting them in Fish & Co. style.

As a busser I was responsible for ensure cleanliness by,

- ✓ Clean all the tables.
- ✓ Clean glasses.
- ✓ Clean the restroom,
- ✓ Wash the used clothes and etc.

4.0.4 Food Dispatcher: Then I worked as a Food dispatcher. It was

the toughest job among all the FOH duty. During rush there is huge pressure on the Food dispatcher.

As a Food Dispatcher my duty was,

- ✓ When kitchen deliver a food, recognize the food and sequence then handover the food to the Food Runner by telling the right table number.

4.0.5 Bartender: Being a bartender, it was fun making all the drinks. As a Bartender my responsibility was,

- ✓ Mise en place of bar ingredients.
- ✓ Making drinks.
- ✓ Ordering products for bar.
- ✓ Bar inventory.
- ✓ Organize and cleaning of the Bar.

4.0.6 Cashier: Lastly, being a cashier learns a lot about cash handling, using the NBR (National Board of Revenue) machine which is newly introduced to the industry by the government to track vat collection. And handover cash to the manager at the end of the shift.

4.0.7: Additional learning with the help of team leader, seniors, restaurant manager and chefs.

- ✓ Inventory after each 10 days of a month.
- ✓ Ordering products based on need and stock capacity for FOH operations like takeaway box & bags, guest tissue and etc. necessary items.
- ✓ Purchasing entry on registered book, database.
- ✓ Filling the money receipt by category.
- ✓ Types of reports are needed to identify the restaurant performance.

4.1 Challenges involved in restaurant operation:

There are many challenges we face on day-to-day operation. These are the challenges we have experienced during operations which hamper our service standard and Fish & Co. experience of the guest.

- ❖ During rush it's tough to handle guests because we do not have enough waiting area. Guests do not prefer to wait outside and sweat.
- ❖ Some guests with kids make the seating area dirty. Cleaning of tables and floors becomes tough.
- ❖ Does not have many recovery options while service guests. Like if a station master mistakenly places the wrong item no one will know until the food is served to the guest table. It can happen with any one, a food runner can go to the wrong table or the food dispatcher sends it to the wrong table. It causes food waste and a bad experience for guests.
- ❖ Single two restrooms and a small hand washing area cause jams during rush which do not create a good impression for us.
- ❖ Operation can stop at once by load Shedding or power down.
- ❖ A big hazard is losing the internet during service.
- ❖ Housekeeping struggles to supply the clean utensils during rush hour as the place is small.

- ❖ Whipping glass, washed cutlery is a big hustle during rush.
- ❖ Sometimes the bar gets jammed and wet by water leakage or problems in the fountain machine.
- ❖ Shortage of ice or co2 is a big challenge as most of the drinks are ice and soda based.
- ❖ Packaging leftover food is challenging because we do not have any dedicated space for it
- ❖ New employees who are unknown to most of the situation struggle a lot.
- ❖ Sometimes vendor does not deliver the order items timely or some products are not available in the market cause item unavailable on the menu.
- ❖ Sometimes employee got sick or faces family issue and do not come to the office which create employee shortage for smooth operations.

Chapter-5

Findings,

Recommendation

& Conclusion

5.0 Findings and Recommendation

Fish & Co. Bangladesh is a truly outstanding and premium international chain restaurant in Dhaka city. They are giving their best effort to ensure guest satisfaction by ensuring the best service standard. However, as a learner there needs to give some recommendations to them which assist them with approaching the future to make at best among the premium restaurants in the city.

- ❖ In the preparation time must partition the entry-level position period with working spots so that one student can become familiar with all the division work appropriately.
- ❖ FOH team members are not confident and comfortable in speaking English. As there are many foreign guest visits to ensure best service FOH team needs English speaking sessions to improve their English proficiency.
- ❖ Arrange the gathering session, in any event, one time in the feeble.
- ❖ Maintain an appropriate schedule which allows workers enough rest and family time.
- ❖ Need more opportunities for a representative to do their own work.
- ❖ Train up the new preparation to be adjusted with the genuine working experience.
- ❖ Recruit more staff for better administrations.
- ❖ The intern is constantly critical to provide good service to the guest. Procedures and in particular solid administration are the enduring establishment for giving the better learning.

5.1 Conclusion

During these six months in Fish & Co. Bangladesh, it may arrange a tidy life. Their found the opportunity to execute my insight and ability and furthermore got the opportunity to learn numerous new things in different FOH divisions. Most important I got the opportunity to experience working with various individuals. The Staff there are useful, helpful. These individuals helped me a ton during my stay.

Here, I got open doors to learn. It has helped a great deal to develop myself rationally and physically. One significant thing is that they have consistently urged me to do the new position and they never indicated any indignance towards me, despite the fact that when I committed an error. Rather than being irate, they offered me a chance to adapt new things yet never rehash the same slip-up.

In Fish & Co. Bangladesh, I got the opportunity to see and work with individuals from various social foundations. There, I became acquainted with the distinctive culture, conduct and way of life of individuals from better places. I found a distinctive workplace. The workplace there doesn't let you feel that you are working for other people. During my preparation period, I additionally became more acquainted with the restaurant business and got its capacities. During work time I tried to adopt such a large number of things. There I learned the operational angle of the FOH divisions.

Appendix

Student Name:	ABDULLAH AL MASHUR	DIU ID:	182-43-346	Semester/Year:	Fall 2022
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Organization Name:	Fish & Co. Bangladesh	Business Type:	Restaurant
Working Area:	FOH Division	Supervisor:	MOHAMMAD SUNNY

Date	31-08-2022	Time In:	17:00	Time Out:	2:00
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List of Jobs	Observations (Constrains/ Challenges)	Lessons Learned	Recommendations
Answer guest queries and Ensure guest satisfaction by providing best service. Perform task assigned by MOD.	Some guests are very demanding and hard to handle. Ensuring guest satisfaction during busy hours is challenging.	Handling guest. Critical thinking. Service language. Restaurant operations. Working under pressure.	Continuous training is crucial to enhance employee's skills and work ability.

Supervisor Observation & Signature		Academic Assessor Observation	
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Chapter-6

Reference

Reference

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