



Internship Report

On

“AN ANALYSIS ON FOOD AND BEVERAGE SERVICE OPERATIONS OF HOTEL RADISSON BLU CHATTOGRAM BAY VIEW”

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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Batch: 7th

Department of
**Tourism & Hospitality
Management**

Date of Submission: 7th September 2022

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Management**

Letter of Transmittal

Date 7th September

Md. Golam Mostofa

Assistant Professor

Department of Tourism & Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

Subject: Submission of Internship Report.

Dear Sir,

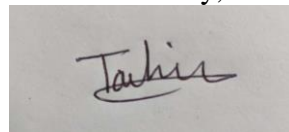
I am here by submitting my internship report “An Analysis on Food and Beverage Service Operation of Hotel Radisson Blu Chattogram Bay View” which is a part of our Bachelor of Tourism & Hospitality Management program curriculum.

It is an honor and a great pleasure for me to work under your active supervision. It is a broad open for me to work in the Hotel Radisson Blu, Chattogram as a trainee in the Food and Beverage Service for six months under the supervision of Sumon Roy (Asst. Manager, Food and Beverage Service).

All the general information are contained by this report about Food and Beverage Service of Hotel Radisson Blu, Chattogram. I have given my best to ensure your instructions for achieving the objectives of the report. The practical knowledge and experience that I gathered during the internship period will help me unconditionally in my further professional life. I tried my level best to follow your rules and guidelines in every aspect. I am thanking you cordially from my bottom heart for your guidance during the arrangement of this report.

I will be highly obliged and thankful if you are kind enough to receive this report and provide your valuable verdict. It would be my greatest pleasure if you find this report useful, educative and informative to have an apparent perspective on the issue.

Yours Sincerely,



.....
Tauhidul Islam

ID: 161-43-218

Certificate of Approval

This is to notify that the report titled “**An Analysis on Food and Beverage Service Operations of Hotel Radisson Blu Chattogram Bay View,**” is as a partial fulfillment of the requirement of “Bachelor of Tourism and Hospitality Management” degree from “Daffodil International University by Md. Tauhidul Islam, ID:161-43-218 has been complete under our supervision and guidance. I found him punctual, hardworking and sincere.

I thusly apprise that I have checked this report in my opinion; this report is adequate as far as quality and scope for the award of Bachelor of Tourism and Hospitality Management program.

I wish him success and prosperity.



Md. Golam Mostofa

Assistant Professor

Department of Tourism & Hospitality Management

Faculty of Business & Entrepreneurship

Daffodil International University

Acknowledgement

It is a great pleasure for me to thank all kinds of people who helped me unquestionably and encouraged me unconditionally. Their cooperation encouraged me directly or indirectly to the preparation of this report.

I could not finish this project without initially thanking my supervisor, Md. Golam Mostofa, Assistant Professor, Department of Tourism & Hospitality Management, Daffodil International University. He was a very big support and help throughout this process. Always available and willing to assist with any questions or doubts that I could have. Undoubtedly, the biggest guidance I had during this process.

I would also like to thank my family to have made my passing through this master possible and for all the assistance they have given me throughout this past four years and to always support me to do better and aim higher. Without them, this would never be possible.

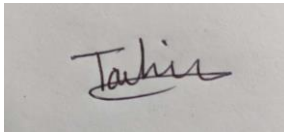
Lastly, I would like to thank to Md. Mizan, Food and Beverage Service In-charge of Hotel Radisson Blu, Chattogram, for helping me each and every time, who has been my biggest support throughout these six months; without his support this route would have been much harder.

DECLARATION

I declare that this written submission is the representation of my ideas in my own words and where I have compiled and included other's ideas or words, I adequately cited and referenced the original sources. I also declare that I have adhered to all principles of academic honesty and integrity and have not misrepresented or fabricated or falsified any idea or data or fact or source in my submission. This internship report on the topic of **“AN ANALYSIS ON FOOD AND BEVERAGE SERVICE OPERATIONS OF HOTEL RADISSON BLU CHATTOGRAM BAY VIEW”** has only been prepared for the fulfillment of Bachelor in Tourism and Hospitality Management Program (BTHM).

It has not been prepared for any other objective, present or presentation.

Yours Sincerely,



Tauhidul Islam

ID: 161-43-218

Department of Tourism & Hospitality Management
Daffodil International University

EXECUTIVE SUMMARY

The main objective of this report was to give an overview of the function of the Food and Beverage Service of Hotel Radisson Blu, Chattogram. This report has considered a different aspect of The Radisson Blu, Chattogram, particularly regarding the function of the Food and Beverage Department.

Throughout my internship I have been gone through with all kinds of practical knowledge on how the Food and Beverage Service of an organization operate its activities to ensure better customer satisfaction for the organization at all levels. I also learnt to ensure guest satisfaction what variables are needed in the right time to do the right job. On my internship I have also gotten deep insight into the operational culture of the organization and experienced how Hotel Radisson Blu manages its staffs with proper value and empowerment to ensure they are motivated to give their best to the organization. The study begins with an organization profile of Hotel Radisson Blu, Chattogram, giving its background, mission, vision, its products and service and a brief departmental overview.

The 2nd part of the study carries out mainly the job responsibilities that I had to do while serving as a trainee in the Hotel Radisson Blu. I gave the whole Idea about the Food and Beverage Service operation, how it works, how we organize our task so that every guest leaves with a smile and a pleasant memory.

The last phase of the study contains challenges, findings and recommendation on serious aspects regarding Food and Beverage Service of Hotel Radisson Blu, Chattogram. On the end, there is the conclusion followed by references.

Table of Contents

Serial No.	Subject	Page
Chapter - 1	Introduction	1-5
1.1	Introduction Rationale	2
1.2	Background of the Report	3
1.3	Scope of the Report	3
1.4	Objectives of the Report	4
1.5	Methodology	5
1.6	Limitations of the report	5

Serial No.	Subject	Page
Chapter - 2	An Overview of Radisson Blu Chattogram	6-16
2.1	Overview of Radisson Blu Chattogram	7
2.2	Introduction to the Hotel	7
2.3	Background of the Hotel	8
2.4	Facilities and Service of the Hotel	9
2.5	Meetings & Events Facilities	11
2.6	Restaurants and Bars	12
2.7	Cleaning and safety practices	15
2.8	Amenities	15

Serial No.	Subject	Page
Chapter - 3	Overview of the Food and Beverage Service	17-27
3.1	Introduction of the Food and Beverage Service	18
3.2	Food and Beverage Service Overview of the Hotel Radisson Blu, Chattogram	18
3.3	Role and Function of the Food and Beverage Service	19
3.4	The Organization Chart of the Department	19

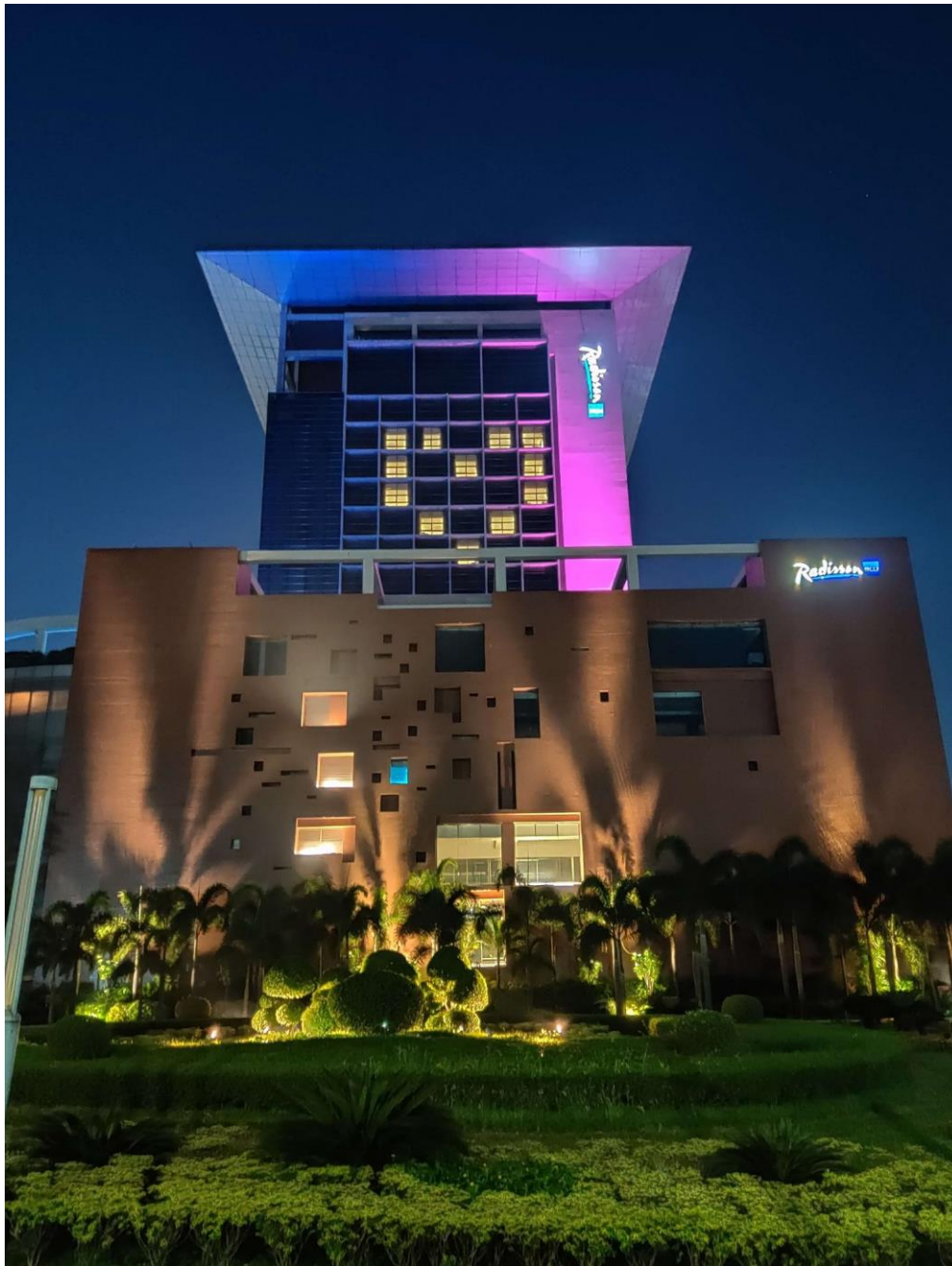
3.5	Outlet Description of the Food and Beverage Service	21
3.6	Food and Beverage Service Coordination with other Departments	23
3.7	SWOT Analysis of the Department	25
3.8	Conclusion	26

Serial No.	Subject	Page
Chapter – 4	Activities Undertaken, Constraints/Challenges and Lessons Learned	28-31
4.1	Activities Undertaken	29
4.2	Constraints/Challenges	30
4.3	Lessons Learned from the Internship Program	31

Serial No.	Subject	Page
Chapter – 5	Findings, Recommendation/Suggestion and Conclusion	32-34
5.1	Findings of The Study	33
5.2	Recommendations	33
5.3	Conclusion	34

CHAPTER-1

INTRODUCTION



1.1 Introduction Rationale:

Food and Beverage (F&B) service have been an integral part of hotel operations and the general hospitality experience since the advent of written history. **“An analysis on Food and Beverage service operations of Hotel Radisson Blu Chattogram Bay View”** is my internship report topic title. In this report I tried to piece together my academic knowledge of Food and Service and

assemble it with practical decorations as learned during my internship period. I tried to cover all the major actions of Food and Beverage service. The major functions are-

- Cleaning/washing
- Storage
- Food Preparation
- Service

Where I have delivered my theoretical knowledge of the various functions of Food and Beverage Service throughout this process. At the very end of the internship report I did an analysis of SWOT on the Food and Beverage practice and tried honestly critics on some major points. I have also delivered some suggestion based on my training in the internship period.

1.2 Background of the Report:

To be a student of BTHM, I have to complete an internship in an established hotel to complete under graduation. As it is must to complete 6 credits hour internship in a reputed hospitality service provider, I was transferred to Hotel Radisson Blu Chattogram Bay View. Radisson Blu Chattogram Bay View As the city's premiere upscale international hotel. Their 241 rooms and suites offer modern style and thoughtful amenities, which is why I have been to this hotel to gather more knowledge about hospitality standard.

1.3 Scope of the Report:

This report illustrates elaborated description of the Food and Beverage Service at Radisson Blu Chattogram Bay View. In this report I will show the responsibilities of Food and Beverage Service associates and how we managed the guests, their request, demand and other major things in the Hotel Radisson Blu Chattogram Bay View. I was greatly helped by the company portfolio to prepare the internship report. Briefly, this report provides the performances of Food and Beverage Service of Hotel Radisson Blu Chattogram Bay View.

1.4 Objectives of the Report:

A report has lots of objectives both in the academic and professional world. But since it's usually used in the professional world most of the time, this report is going to share the two significant purposes of this document:

- Broad objective
- Specific objective

1.4.1 Broad objective:

The very first target of this internship report is to improve the operational activities of Food and Beverage Service system and also understand the general process of the food and beverage service. This report will show Food and Beverage service is the integral part of hotel operations and this plays a vital role for customer satisfaction and company's income.

1.4.2 Specific Objective's:

The specific objectives of this report are given below:

- To know the service culture and to compare the different functions of the department
- To acquire knowledge and skills about operational activities of food and beverage service
- To find out the relationship between the food and beverage service and other departments
- To create impression on the guests service and determine the guests responses of the service

1.5 Methodology:

Mainly the daily activities help me to do this report and the report is narrative. Generally, I collected the information and data from two individual sources

- Primary Sources
- Secondary sources

1.5.1 Primary sources:

- Real time interactions with the guests
- From practical work in Food and beverage service
- Eye to eye meeting with the associates of the organization
- Discussion with the superiors

1.5.2 Secondary sources:

- Websites of Hotel Radisson Blu Chattogram Bay View
- Facebook profile of Hotel Radisson Blu Chattogram Bay View
- Hotel Radisson Blu board meetings
- Journal, Magazines, Brochures of Hotel Radisson Blu

1.6 Limitations of the report

- Limited access to information
- Time constraints
- Lack of solid data
- Trainee aren't allowed use to some software
- Organizational confidentiality
- Non-availability of old data

Chapter-2

An Overview of Hotel Radisson Blu

Chattogram Bay View

2.1 Overview of Radisson Blu Chattogram

The Radisson Blu Chattogram Bay View city's premier international hotel offers memorable stay with landscape views of the Bay of Bengal and the Hill Tracts of Chattogram. Enjoy suites and posh rooms within some fott distance of M. A. Aziz Stadium and amazing features like the Circuit House in the commercial capital (Chattagram). It takes 10-minutes move from the city's main business centre and not more than 45 minutes from Shah Amanat International Airport.

Guest can start their morning having complimentary Super Breakfast buffet at The Xchange, one of their five on-site restaurants and bars. Their hotel cracks the city's largest pillar less event procedure as long as Business Class lounge, making the perfect selection for conferences and events in Chattogram. After a busy working day of meetings, unwind with a swim in the circular outdoor infinity pool, an enchanting beverage from the pool bar, or a unique care at the spa.

2.2 Introduction to the Hotel

Hotel Radisson Blu, Chattogram is a five-star hotel which is located in Chattogram, Bangladesh. Radisson Hotel Group owned it as a hotel of Radisson Blu brand. This is the earliest five-star hotel in Chattogram.

History:

Sena Hotel Development, in partnership with Radisson Hotel Group (formerly named as Carlson Rezidor Hotel Group) had taken three and a half years to construct the hotel. It was opened by Prime Minister Sheikh Hasina on 1st March, 2015, and the hotel opened for service on April 14, 2015, in the 1st Bengali month.

2.3 Background of the Hotel:

Night view of Hotel Radisson Blu Chattogram



The hotel offerings 241 bedrooms, three bars, an outdoor tennis, two banquet halls, a swimming pool, court, four international restaurants and a spa center.

Location: S. S. Khaled Road, Lalkhan Bazar, Chattogram, Bangladesh

Mobile No for bookings: +880 177770 1111, +880 177770 1136

Website: www.radissonhotels.com/en-us/hotels/radisson-blu-chattogram

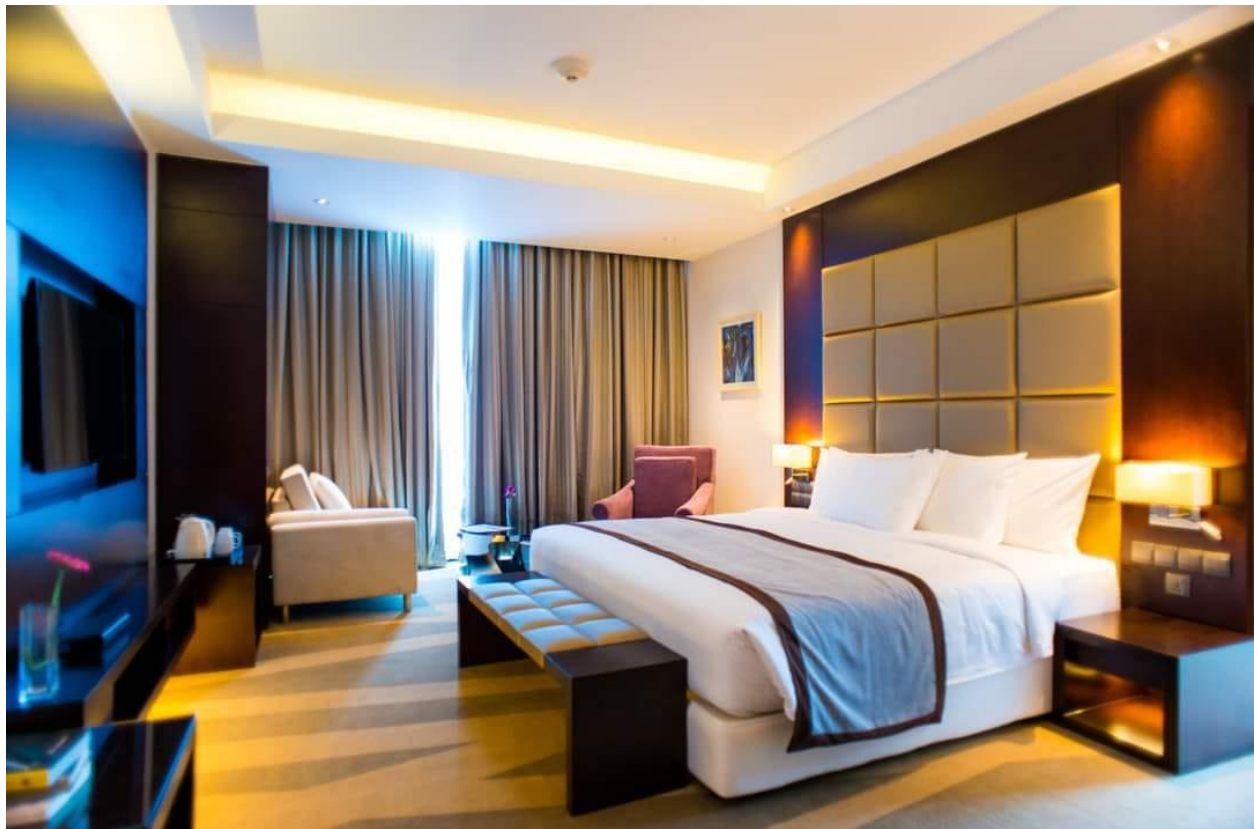
2.4 Facilities and Service of the Hotel

At Hotel Radisson Blu, customer can choose from 241 unique hotel rooms and suites with floor-to-ceiling windows for sites of the city, the Hill Tracts and the bay. Each of accommodations ensures plush bedding and one of six contemporary outlines with an amazing color scheme. After back-to-back meetings, enjoy amenities such as satellite TV channels, a minibar, and free ultra-speed wireless internet. For additional space and perks, serving a customer to a stay in one of the suites. Want to outing with family? Up to one or two children under the age of five can stay in the same room with an adult that free of charge.

2.4.1 Superior Room:

Size: 38 M²

Maximum Guests: 2 adults & 2 children (Aged: 0-11)



They have totally 156 Superior Rooms with an alternative of two twin beds or one king bed, and can relax with comfort on a memory foam mattress. The pillows are down-filled comforter and goose-feather. Highly wireless internet connection and a forty-inch LCD TV ensures the guest

plenty of in-room refreshment choices and guests can pamper with super premium bathroom amenities. Guests also are given a welcome drink on arrival.

2.4.2 Business Class Room:

Size: 38 M²

Maximum Guests: 2 adults & 2 children (Aged: 0-11)

When work or leisure brings anyone to Chattogram, Hotel Radisson Blu provides the guest 66 Business Class Rooms offer huge competency and luxury with comfort, with four pieces of complimentary laundry service. Situated on floors 16 through 19, these unique rooms feature stunning city views and options of a king bed or two twin beds. Facilities of turndown will prepare guests memory foam mattress, which also including with premium down bedding to ensure a peaceful sleep. In addition to all standard amenities, take facilities on dry-cleaning service and complimentary evening mocktails with entrance to the Business Class lounge. Accessible room options are also available.

2.4.3 Junior Suite:

Size: 92 M²

Maximum Guests: 2 adults & 2 children (Aged: 0-11)

They have 13 Junior Suites that combine roomy accommodations and Business Class amenities, including access to the individual Business Class lounge, for a stress-free stay. After a packed itinerary, guest can wrap in a soft bathrobe and unwind in the separate living area with a drink from the minibar. When it's time to show in, a king-length bed having a luxurious reminiscence foam beds awaits in the private bedroom. All preferred service apply, In addition to the complimentary laundering of four garments, a welcome drink and a fruit platter on arrival, and daily turndown service.

2.4.4 Executive Suite:

Size: 132 M²

Maximum Guests: 2 adults & 2 children (Aged: 0-11)

Whether visitors on a corporate experience or an extended live with cherished ones, choose one of the Executive Suites for space to work and relax in a separate living area. Guest can operates their schedule using free high-speed wireless internet and stable valuables within side the secure whilst exit for the day. After a relaxing night on the rich ruler bed, enjoy a fortifying rain shower and a sparking cup of coffee. In expansion to all standard comforts, these suites offer encomiastic laundry service for four cloth wears, facilities of turndown, a fruit along with chocolate platter, and also a welcome drink on receiving.

2.4.5 Royal Suite:

Size: 288 M²

Maximum Guests: 2 adults (No children)

Royal suite Located on hotel's 18th floor, Royal Suite capabilities the upscale beauty of a non-public deck with an infinity pool. Guests can make feel at home with the service of a plush king-size bed with premium bedding, a separate living and dining area, and a second bedroom with a bathroom and a king bed. Lavish fixtures and a restroom with a whirlpool are simply many of the highlights of this excessive suite. Including all standard amenities, along with a welcome drink as well as with a fruit platter on incoming, regular turndown facility, and complimentary laundering of four pieces of garments.

2.4.6 Presidential Suite:

Size: 304 M²

Maximum Guests: 4 adults (No children)

Radisson Blu's magnificent Presidential Suites are featured two stunning bedrooms with plush king-size couches. Also offering an individual living room, a modern meeting room, a dining room, these luxurious accommodations are an ideal place to entertain guests or host on small gatherings. Besides a spa-like bathroom with a whirlpool tub, this 18th-floor suite offers spectacular city views from the private balcony with its own infinity pool. All widespread service apply, alongside with daily fruit platters, complimentary incoming faxes, and turndown facilities.

2.5 Meetings & Events facilities:

Named for eminent Chattogram Rivers and islands, the Potenga, Shangu, Naaf, Swandip, St. Martin, Sonadia, Kaptai, Halda, and Karnaphuli boardrooms are located on second and third floors of the hotel. Every single room can accustom up to 18 visitors.



Each boardroom features modern conferencing technology and free high-speed wireless internet for optimum efficiency. The hotel's professional events management team is available for technical support, audiovisual assistance and event planning recommendations.

2.5.1 Mohona Ballroom:

Approximate volume: 950 m² | Retention: 1,500

Mohona Ballroom's situated on the hotel's fourth floor, the exclusive Mohona Ballroom is preciously good for massive meetings, conferences, corporate events, celebrations or gatherings.

2.5.2 Mezbaan Ballroom:

Conveniently residing on the 1st floor of the hotel, this magnificent ballroom offers a flexible, pillarless space, ideal choice for banquets, weddings, and meetings.

2.6 Restaurants and Bars:

In Hotel Radisson Blu, Chattogram having a choice of four stylish restaurants, places international food lovers in their premises. The Xchange represents a delicious Super Breakfast buffet each beginning of the day and a night meal buffet and the Mezzetto, situated in 20th-floor, specializes in contemporary Mediterranean kitchen. Instantly, casual bite between the gatherings, head for the

Port Bar & Deli, where guest can also relax with a classic cocktail or with a new glass of fine wine. Guests can enjoy live music in the evenings at the Baikal Bar.

2.6.1 Mezzetto:

Onset hours: Daily 6–11 pm

For an ideal business dinner or a meal with families, Mezzetto provides a newborn, Mediterranean-influenced menu. Home-made pasta, savor gourmet pizza, originative entrees, and ambrosia wines in a warm, contemporary layout. The state-of-the-art eating room additionally commands unforgettable 20th-ground perspectives of Chattogram City.



2.6.2 The Xchange:

Opening hours: Daily 6:30 am–11 pm

The Xchange boasting a number of the area’s finest global cuisine. The Xchange offers a signature Super Breakfast buffet along with a scrumptious night buffet. Guest can enjoy themselves to a variety of pleasant favorites at the buffet or order one of the delicious à la carte selections. The Xchange is ideal for any dinner though Guest’s choice whatever, for their realistic weather embellishment.



2.6.3 Port Bar & Deli:

Opening hours: Daily 9 am–9 pm | Deli

Daily 9 am–11:30 pm | Bar



To crave freshly baked breads, pastries, cocktails, cakes, and wine with suitable armchairs and sofas, a grand piano, the cake “jewelry box,” and a courteous establishment, Chattogram’s only deli is the significant place. A relaxed, casual atmosphere ideal for business guests and leisure travelers are ensured by Port Bar & Deli alike. Guests can get work done in the comfort of the lounge through free high-speed wireless internet.

2.6.4 Baikal Bar:

Opening time: 6 pm–1 am

Opening Days: Saturday–Thursday

In the evenings Baikal Bar offers live music. Guests can let their strain of the day slide away with its beautiful views and live music in the evening bar. Fresh-pressed juices is provided additionally to wine and beer, a liquid for everyone is also offered by Baikal Bar.



2.7 Cleaning and safety practices:

Promoted cleanliness dimensions:

- Overhead-contact surfaces are disinfected and wiped
- Make sure well-known disinfection and cleansing practices of Indemnity Protocol
- Ensures Disinfectant is used properly to clean the property
- Follows enterprise disinfection and cleansing practices of Secure Journeys

Communal spacing:

- Protective equipment in vicinity at main concern areas
- Contactless check-in
- Communal distancing measures in premise

Indemnity dimension:

- Temperature assessment to be had for guests
- Masks and gloves to be had for guests
- Staff worn Personal protecting equipment (PPE)
- Temperature assessments given to staff
- Provided Hand sanitizer

2.8 Amenities:

Internet: <ul style="list-style-type: none">• All rooms Free Wi-Fi are available• Free Wi-Fi service are also Available in some public premises	Transportation & Packaging: <ul style="list-style-type: none">• Availability of Wheelchair-accessible parking• Availability of Free valet parking on premises
Food & Beverage: <ul style="list-style-type: none">• 1 poolside bar and 1 bar• 24-hour room service• 3 restaurants	Restaurants on space: <ul style="list-style-type: none">• Mezzetto• Asian Fusion• The Exchange
Objects to do: <ul style="list-style-type: none">• Fitness centrum• Full-service spa• Sauna	Family matey: <ul style="list-style-type: none">• Free infant beds• Laundry service• Outer pool

<ul style="list-style-type: none"> • Spa basin • Steam room • Golfing • Outdoor reservoir 	<ul style="list-style-type: none"> • extra beds • Snack bar • Soundproofed chambers
<p>Conveniences:</p> <ul style="list-style-type: none"> • ATM service • Banquet plow • Lift • Front-desk table 	<p>Guest Facilities:</p> <ul style="list-style-type: none"> • 24*7 hour front desk • Laundry service • Luggage tankage • Windbag staff • Concierge facilities • Everyday housekeeping • Dry clearing facility
<p>Business service:</p> <ul style="list-style-type: none"> • Business center • Meeting room 	<p>Outdoors:</p> <ul style="list-style-type: none"> • Yard • Courtyard
<p>Spa:</p> <ul style="list-style-type: none"> • Aromatherapy • Body scrubs • Body care • Detox tucks • Facials 	<ul style="list-style-type: none"> • Manicures • Massage

Chapter-3

Overview of the Department Food and Beverage Service

3.1 Introduction of the Department Food and Beverage Service:

The food & beverage corporation is a wide corporation known to everybody. As Woody Allen once quoted – “Why does man kill? He kills for food. And not only food. Frequently there must be a beverage.”

Food and Beverage service have been a full part of hotel operations and the general hospitality expertise since the creation of written history. It is not necessary to go as far back, Mesopotamia or ancient Greece to find a bottom relations between the provision of accommodation and Food and Beverage in hospitality.

The simple expectation of clients for food and beverages are met through the foodservice industry. The food and beverage service is a segment of the career-oriented hospitality industry. Food and Beverage service may be a part of a large inn or tourism enterprise and it may additionally be perform as an unbiased enterprise.

So, the method of preparing, providing and serving of meals and liquids to the customers may be extensively defined as Food and Beverage Service.

3.2 Food and Beverage Service Overview of the Hotel Radisson Blu, Chattogram:

The meals costing, best quality of food and service, managing restaurant, bar, etc. are maintained by Food and Beverage Department for maintaining. In Hotel Radisson Blu the Food and Beverage Service Dept. ensure the highly quality of the food and service. Their motto is: Guest satisfaction is our satisfaction. And they ensure this things with the top notch service from Food and Beverage Service.

3.2.1 Mission:

Their long-term mission is, “We will pride our Clients with service and products of uncompromising quality, outstanding flavor and value, and are without problem inside their reach.” “Every great hotel establishes an undertaking statement constructing upon the muse of

Quality League – their control technology, to spotlight its precise competitive side to be the most excellent in its worth.”

3.2.2 Vision:

Their slogan is “Radisson Hotel Group, your first desire”

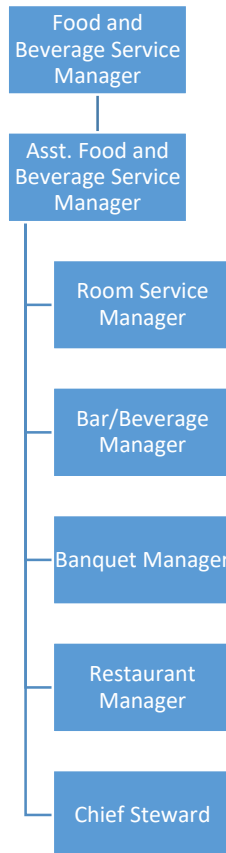
Their long-term period is to be the company of first for clients, proprietors and talent. Whenever a visitor plans a trip, or an investor or proprietor is taking into account of a partner, or on every occasion a person is seeking out a profession within side the hospitality industry, they will all reflect consideration on Radisson Hotel first.

3.3 Role and Function of the Food and Beverage Service:

- How to setup and close the restaurant
- Bar techniques, cocktail and mocktail guidance and beverage service.
- Effective verbal exchange with the visitor in right manners.
- Health and Safety in Catering and Hospitality.
- Legislation in Food and Beverage Service.
- Menu Knowledge and Design.
- Understand numerous forms of wine and the way to serve wine to the visitor.
- Understand about food and fashion of foodservice.
- Expand salesmanship.
- To apply Workplace Skills.
- General guidelines of Beverage Product Knowledge.
- Service of Hot Beverages

3.4 The Organization Chart of the Department:

Each and every department of an organization has a chart of their own. The organization chart of Food and Beverage Service are:



Employees under Room Service Manager:

- Room Service Captain
- Order Taker
- Room Service Waiter
- Trainees

Associates under Bar/Beverage Manager:

- Bar Tender
- Bar Waiters

Employees under Banquet Manager:

- Asst. Banquet Manager

- Banquet Captain
- Banquet Waiters
- Trainees

Men under Restaurant Manager

- Asst. Restaurant Manager
- Restaurant Captain
- Restaurant Waiters
- Trainees

Associates under Chief Steward:

- Stewarding Supervisor
- Stewards

3.5 Outlet Description of the Food and Beverage Service:

Nowadays, several types of food and beverage service outlets have arisen within side the market. These outlets provide a huge variety of food and beverage service that the clients can avail. The type of service outlet determines the extent of service. There are a few elite class fine dining outlets which show of elegant articles in the house and offer elaborate meals offerings. They encompass drive-via service of fast food where the customers can buy their desire food without having to leave their motors and pick-up points where food is introduced in minutes.

Here are some famous types of food and beverage outlets:

- Airport Lounges
- Cafeterias
- Family/ Casual Dining Restaurants
- Food Courts
- Poolside Barbeque
- Pubs
- Take-away Counters
- Specialty/Ethnic Restaurants
- Grill Rooms

- Coffee Shops

- Discotheque/Nightclubs

- **Airport Lounges:**

In airport lounges self or assisted service are provided whole day and night. Travelers can choose food and beverage and take to the table. Guests can have their breakfast, lunch and dinner with cold and hot beverages including main meals.



- **Poolside Barbeque:**

Generally poolside Barbeque are located nearby pools with energetic music. Roasted meats and seafood including wine and beer are provided there.

- **Cafeterias:**

In cafeterias pre plated and low priced service are provide. Here, Guests can get short dining menu with less food items. Cafeterias are attached with educational or industrial organizations.

- **Coffee Shops:**

Coffee shops provide quick and mid-priced service for customer. There hot and cold beverages, snacks and light meals are offered.

- **Food courts:**

Multi cuisine food items are kept in the food courts. Here, service need to be done very fast with minimum attention.



- **Nightclubs:**

In nightclubs entry permissions are limited, only member on charge can be there. There, Clients can get snacks with beverages.

- **Ethnic Restaurants:**

Customers can get specific menus like Chinese, Thai, Indian, Italian or Mexican dishes. Service staffs wear uniform according to the theme of the country where the meal actually originates.



3.6 Food and Beverage Service coordination with other Departments:

Food and Beverage Service known as the heart of all department of a hotel. Therefore, Food and Beverage service directly connected to all other departments. A diagram is given below that provides information about the coordination of Food and Beverage Service with other departments of a hotel:

3.6.1 Adjustment with Catering Service:

Verities of food and beverage items as per customer requests are prepared by it coordinating with the Catering service for any party. The Catering service additionally adjustments with the food and beverage service department concerning the out of doors caterings, functions and promotional activities.

3.6.2 Adjustment with Housekeeping:

Regarding the cleanliness of the outlets, special Food and beverage sections and everyday supply of staff workforce and soil linens of housekeeping branch are coordinated with Food and beverage service.



3.6.3 Interrelation with Human resources department:

Food and beverage service communicate with the human resources management to screen job candidates. Moreover, instruction for and training in screening methods must be provided. For this department may depends on food and beverage associates to act as an initial point of contact for effective staffs in all sections.

3.6.4 Adjustment with Sales and marketing department:

Food and beverage service communicates with the sales and marketing branch for the sales of banquet halls, fixing menu price, and providing provisions and service as per the Banquet Event mandate.

3.6.5 Interrelation with the Other F&B Outlet:

Food and beverage service communicates with the other F&B Outlet to make a convenient service for the guests rightly. Food and Beverage service provide all the components to these outlet.

3.6.6 Adjustment with front office department:

The coordination between the food and beverage department and the front office is very much needed. A few communique is conveyed by relaying messages and offering accurate information on transfers, which are paperwork used to make a charge to a guest's bill.

3.6.7 Interrelation with Stores and Purchase

To supply of food, beverages, and essential stationeries regularly for the outlet food and beverage coordinates with the materials department.

3.6.8 Interrelation with Finance department:

Food and Beverage service are interrelated with the finance department for budget development and payment of wages.

3.7 SWOT Analysis of the Department:

Strengths:

- Refreshing
- Largely-enthusiastic team
- Reputable Supplier
- Extravagance Cost
- Great customer service
- Diversity
- Expertise management team
- Rate of Return

Weaknesses:

- Limited Chain of Command

- Minor Profit
- High price with small share
- Long waiting duration
- Turn Over Period
- Price disorder
- Cash Flow
- Low category booking system

Opportunities:

- Training & Development
- Health aware trend
- Wide Population
- Cost Competence
- Aerial exposure location
- Tourism Industry

Threats:

- Pandemic
- Competitors
- Flatulence & Interest
- Recent trends
- Finite Suppliers

3.8 Conclusion:

A great portion to the profit margin in hospitality enterprise are contributed by Food and beverage service industry. A number of non-public and social instance, a major range of clients go to catering enterprises frequently for rising importance of enterprise gatherings. It is the professionals who working entirely to intensify customers experiment through their serving. It is to be summarized that the food and beverage sector is the world's most profitable serving. The

Flatulence, highly rate of interest, lockdown, pandemic, and healthy diet bias are few of the main obstacles. To make any further judgment new food and beverage enterprise should keep these objection in their mind.

Chapter-4
Activities Undertaken,
Constraints/Challenges and Lessons
Learned

4.1 Activities Undertaken:

4.1.1 Early Days Preparation:

- At very first light after going to hotel we need put on uniforms
- At first manager delivers a speech and we have to listen his briefing attentively
- The briefing is about our whole days activities and do our work by following the briefing

4.1.2 Bar Preparation:

After the early days preparation then captain sent me to the bar. My activities in Bar are given:

- Make ensure Bar is neat and clean
- If bar isn't clean, I have to clean it and organize everything
- Checking the booking lists and estimated how many orders will be given
- Ensure that all menu catalogue and card staffs are showed in a proper way
- Ensure that enough beverage are stored as per order and bookings
- Ensure that glasses, tea spoons, tea cups etc. are available

4.1.3 Restaurant Preparation:

- Ensure that table are net and clean
- Setup all the cutleries and cookeries
- To fold the napkins and settle cleanly
- Glass should be kept after cleaning on left
- Put nametag on the side of menu
- Play Background music as like Opera
- Side station should be full filled all the time

4.1.4 Guest Service:

Firstly, we greet the guests. Then request him to sit on reservation table as per his reservation. If he don't know the way, I show the way in formal manner. After his sitting I give over him the restaurant menu card. After 2-3 minutes as per his request taking the order. I request the guest to wait for preparing the menu. Then Punch the order on Micsros (A well-known software for F&B

Service) to confirm the order into kitchen. For ensure totally I Make phone call to ensure the order on kitchen or the chef. Look over the kitchen if foods are ready, if the food is ready, take the food from the kitchen and serve to the guests. When he/she done with the food, we request him to mark a review on our service. After taking the review, I show the bill to him. At last, I thank him cordially

4.1.5 Room Service:

- Handling the telephone calls from room guests
- Taking the order
- Punch the order on Micsros
- Take the food from the kitchen and take it to the room
- Make the bills

4.1.6 Bio-Bubble Service:

On my internship period I served the Bangladesh and Afghanistan Cricket Team. They were under Bio-Bubble service. Bio-Bubble service is a sanitization and disinfection service for the hotel residential. The service on Bio-Bubble are given below:

- It was a ten days service
- Setup breakfast, lunch and dinner buffet
- Set up two tables on different spaces for two teams
- Refill the beverages for the players
- We made A lots of fruit juices for the players
- Serve the meals in room

4.2 Constraints/Challenges:

- It was difficult for me to understand the service about very beginning
- As the hotel located in Chattogram and I can't understand their dialect, so it leads communication gap with local customers at very beginning of internship period
- I'm also not fluent in English, it's a great hole in the communication process

- Always need to maintain the strict rules and regulations of the hotel
- Sometimes it takes so much time to prepare and the serve the food
- Complication in inventory management

4.2.1 Missing knowledge that need to be learned in the University:

Bookish knowledge and practical things are very different. The things I faced in Internship period was a totally different things. If the university can add some practical session in the course it will be great for us.

4.3 Lessons Learned from the Internship Program:

During my internship period had gone through different types of activities and responsibilities. The key features of my learning are given below:

- **How to work in a group:** To work in food and beverage service, the most important thing is staffs need to work in a group. As a trainee of this I department, now I know to how to work in a group.
- **What was I learned most:** Undoubtedly, it's the communication. In my internship period I learn some useful communication skill.
- **How to do the work properly:** Noticeably, learn some proper languages that make the workflow fluent.
- **Which qualities I Learnt from the program:** In the internship period I have to be very punctual. I have known the worth of times when serve a clients.
- **Which two core values were learnt from the Internship:** From the internship period I earned two core values and that's are sincerity and honesty
- **Which important gestures I have learnt:** Learnt some friendly, energetic and active gestures during the internship period
- **What is the most important thing in serving:** It is much needed in food and beverage services to remember the guest requirement and serve them properly.
- **Who helped me to learn all the new things:** Honestly saying, I getting vast knowledge from the department and branch manager on various meal item, foods and beverage pairing, modesty and job method

Chapter-5

Findings, Recommendation/Suggestion and Conclusion

5.1 Findings of the Study:

Like everything else in the world I also found both pros and cons in the hotel Radisson Blu, Chattogram. At one time when I did a temporary job here, I tracked down a couple of positive and negative perspectives of their organizations and advantaged labor force ways of behaving and couple of different things. All the negative and the positive things are described below:

- In the hotel I had seen great bonding with one to another department. They are very helpful to another and help one another without any conditions.
- Manage the customer cordially when waiting time is longer
- Asst. Manager of Food and Beverage Service is very friendly
- The customer satisfaction was affected most by responsiveness of the food and beverage service department staffs.
- Hotel is just 10 minute away from motors from the Chattogram's main business Centre.
- Better cleanliness and sanitation measures in premise to implement the sound health, proper security and purity.
- A few visitors I found who were well disposed
- Their associate policy book is highly rich enough for ensuring proper associate guideline.
- Distances are maintained with appropriately for the Corona pandemic.
- Seating limit has diminished for visitor as a result of pandemic circumstance.

5.2 Recommendations:

- ✓ Ensure transparent and open communication with staff and clients
- ✓ Organizational data should be kept properly
- ✓ Should recruit eligible staffs from Tourism and Hospitality background
- ✓ Must arrange some proper training and development program to ensure work efficiency
- ✓ Need registered house doctors
- ✓ More opportunities should be given to the staff to express their skill and hidden talent
- ✓ Opportunities for trainee should be increased
- ✓ Guest waiting time should be reduced in a proper manner
- ✓ Need to develop security system

- ✓ Transportation system for guest should be developed
- ✓ Separate training program on English should be conducted for better communication

5.3 Conclusion:

Hotel Radisson Blu, Chattogram is one of leading five-star hotel in Bangladesh. I have done my intern from this renowned hotel. Though the intern period was a practical session of our academic lessons, I have learnt so many professional things in this time period. I have acquired a lots of skill from the individuals and that will help me in my further career. Staffs are very helpful and friendly. I was in the Food and Beverage Service department. The staffs of this department think me as their own. For this, I never felt alone on my internship period. There I became contacted with the specific culture, conduct and lifestyles. During this period I have become more familiar with the hospitality management. This will assist me to be real hotelier in the future. I hope my learning from this internship program will help me to develop the concept of tourism and hospitality management in this country. And luckily through my career, someday I will contribute something better in this prestigious sector.

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