

INTERNSHIP REPORT ON
“Operational procedures in the Food & Beverage production
department of Radisson Blu Dhaka Water Garden”

Submitted By

Asif Hossain

ID-191-43-380

Bachelor of Tourism and Hospitality Management
Department of Tourism & Hospitality Management
Faculty of Business and Entrepreneurship
Daffodil International University

Submitted To

Mr. Md Mishkatul Kabir

Lecturer

Department of Tourism & Hospitality Management
Faculty of Business and Entrepreneurship
Daffodil International University

Date of Submission: 28 February, 2024

LETTER OF TRANSMITTAL

Date: 28 February, 2024

Mr. Md. Mishkatul Kabir

Lecturer

Department of Tourism & Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

Subject: Submission of internship report.

Dear Sir,

I am hereby submitting my internship report on **“Operational procedures in the Food & Beverage production department of Radisson Blu Dhaka Water Garden”** which is a part of our BTHM program curriculum. It is a pleasure and a great opportunity for me to work under your active supervision.

The report is prepared on the basis of six months hands-on internship program in Radisson Blu Dhaka Water Garden which is a renowned property in Dhaka. It is an extensive opportunity for me to work in “Radisson Blu” as a Management Trainee in the food service production division for the supervision of Mr Jakir Hossain (Junior sous Chef). This project provided me the opportunity to relate my academic knowledge with real-life experiences.

I'm waiting for a positive response from you so that you can recognize my efforts and forgive my small error.

Thank you, sir.

Sincerely yours



Asif Hossain

ID: 191-43-380

CERTIFICATE OF APPROVAL

This is to notify that the report on “**Operational procedures in the Food & Beverage production department of Radisson Blu Dhaka Water Garden**’ as a partial fulfillment of the requirement of “Bachelor of Tourism and Hospitality Management” degree from “Daffodil International University” by Asif Hossain, ID: 191-43-380 has been completed under my supervision and assistance.

Signature



.....

Mr. Md. Mishkatul Kabir

Lecturer

Department of Tourism & Hospitality Management

Daffodil International University

ACKNOWLEDGMENT

It is a great desire for me to be grateful to all kinds of people for their friendly support and Inspiration who have contributed directly or indirectly to the preparation of this report. I would like to express to my gratitude to my Teacher and Supervisor, **Mr. Md. Mishkatul Kabir**, Lecturer in the Department of Tourism and Hospitality Management, Daffodil International University for his constant care, moral support, valuable pointers and helpful advice during her studies. I thank all the staff at Radisson Blu Dhaka Water Garden and Special thanks go to **Mr Jakir Hossain** (Junior sous Chef) and all employees in the food service production Division of Radisson Blu. Without their cordial support, I couldn't finish my internship and prepare for reporting in a short time. I am delighted to admit that all the information in this report is mine.

EXECUTIVE SUMMARY

The hotel industry in our nation is growing quickly and contributing significantly to our GDP. Being friendly is growing in popularity every day because people are so interested in traveling and conducting business all over the world. Each year, the travel and tourism industry contributes 4.4% of the GDP. However, a number of obstacles are currently plaguing this industry, including the nation's political unrest, fluctuations in the economy, a scarcity of skilled labor, and the ongoing economic crisis. Even though other international chains' four- and five-star hotels highly value it, the Radisson Blu Dhaka Water Garden is a very upscale hotel in Bangladesh with a well-known competitive advantage over all other five-star hotels. The Radisson Blu Dhaka Water Garden wants to provide exceptional group service. I have included the departments and amenities of Radisson Blu Dhaka Water Garden as well as the production of food service in my report. I did my best to elucidate to others the function and procedures of the Food & Beverage production department, where I was employed. A hotel's food service production division is essential to its business operations. The primary goals of this study are to address the current food production at the Radisson Blu Dhaka Water Garden, as well as to promote interest in pertinent topics, exchange firsthand accounts, and advance subject knowledge.

TABLE OF CONTENTS

LETTER OF TRANSMITTAL.....	ii
CERTIFICATE OF APPROVAL.....	iii
ACKNOWLEDGMENT.....	iv
EXECUTIVE SUMMARY.....	v
TABLE OF CONTENTS.....	vi
ABBREVIATION.....	viii
CHAPTER-1.....	1
INTRODUCTION.....	1
1.1 Introduction:.....	2
1.2 Background of this Report:.....	2
1.3 Scope of the Report:.....	3
1.4 Objective of the Report.....	3
1.4.1 Broad Objective.....	3
1.4.2 Specific Objectives.....	3
1.5 Methodology:.....	3
1.5.1 Sources of data.....	3
1.6 Limitation of the Report.....	4
Chapter-2.....	5
AN OVERVIEW OF ORGANIZATION OF HOTEL.....	5
2.1 Organizational Overview:.....	6
2.2 Objective of Radisson Blu Dhaka Water Garden:.....	6
2.3 Mission, Vision and Goal:.....	7
2.4 Organizational Chart of Food & Beverage Department:.....	8
2.5 Products/Services and department of Radisson Blu Dhaka Water Garden:.....	8

Chapter-3	9
ANALYSIS.....	9
3.1 The food safety protocols, evaluate hygiene practices and training:	11
3.2 Mise en Place	14
3.3 The task, duties, and responsibilities	17
CHAPTER-4	19
FINDINGS, RECOMMENDATIONS AND CONCLUSION.....	19
4.1 Findings	20
4.2 Recommendation.....	21
4.3 Conclusion:	21
REFERENCE.....	23

ABBREVIATION

RBWG	Radisson Blu Water Garden
CO	Check-Out
DO	Due Out
DNCO	Did not check out
DND	Do Not Disturb
EC	Early Check-in
GM	General Manger
LC	Late Check-out
LO	Lockout
OP	Offers & Packages
OOS	Out of Service
OCC	Occupied
OOO	Out of Order
PIA	Paid-In-Advance
PPMS	Popular Property Management Systems
PMS	Property Management System
SWOT	Strengths Weaknesses Opportunities Threats
THM	Tourism and Hospitality Management
VC	Vacant and Clean
VIP	Very important person

CHAPTER-1

INTRODUCTION

1.1 Introduction:

According to British Act 1931, If a legitimate traveler has the funds and is in a fit state, a hotel is defined as a place where they can get food and lodging. A hotel is a kind of hospitality service with the primary goal of serving those who can afford it financially, intellectually, and physically with food and lodging. More properties in the hospitality industry include eateries, hotels, motels, resorts, inns, restaurants, guest houses, lodges, and so on. However, it is only when these activities are combined that the idea of a hotel is considered. Actually, this entails meeting all of the needs and expectations of the visitor. One of the many departments in a hotel is the food service production department. In addition to tasting and evaluating food quality, visitors can receive information and assistance from the food service production during their stay. The center of a hotel's guest activities, this department creates both the first and the last impressions. The food service production team's responsibilities include welcoming guests, collecting orders, delivering food, obtaining feedback on the meal, and keeping guests informed throughout their stay at the hotel. The services provided by the hotel's food service production staff account for the majority of its revenue.

1.2 Background of this Report:

This internship report's primary focus is on the actions of the Radisson Blu Water Garden Hotel Dhaka and how they foster a relationship between the hotel and its patrons. Working in a hotel is an excellent way for a student pursuing a bachelor's degree in tourism and hospitality to obtain experience. The report, "Operational procedures in the Food & Beverage production department of Radisson Blu Dhaka Water Garden" relates to the hospitality industry and the Bachelor of Tourism & Hospitality program in particular because it provides an opportunity for students to obtain real-world experience during their internship. Ensuring and maintaining guest happiness is one of the most important management issues facing the production industry today, and it is the focus of this study. The goal of the Radisson Blu Water Garden Hotel in Dhaka, Bangladesh is to establish itself as a top player in the hospitality industry. With 120 rooms, the property is concerned with the level of satisfaction of its visitors in order to improve, raise revenue, and preserve its goodwill by providing a variety of culinary and hospitality services. All of the hotel's staff members—the front desk agents,

housekeeping staff, food service production division staff, and recreation staff—owe a duty of care to all of their patrons. Despite the fact that it is challenging to satisfy every single one of them, customer satisfaction is a prerequisite for any hotel trend. On the other hand, Bangladesh's long-term tourism growth necessitates a fresh viewpoint from time to time, which the property is currently doing frequently.

1.3 Scope of the Report:

This report encapsulates a comprehensive evaluation of operational procedures in the food & beverage production department at Radisson Blu Dhaka Water Garden-focusing on efficiency, quality control, and adherence to safety standards to enhance overall departmental performance.

1.4 Objective of the Report

1.4.1 Broad Objective

The objective of this report is to gain knowledge about Operational procedures in the Food & Beverage production department of Radisson Blu Dhaka Water Garden.

1.4.2 Specific Objectives

- To analyze the food safety protocols, assessment hygiene practices and training.
- To learn about proper mise en place for efficient cooking.
- To understand the task, duties, and responsibilities.

1.5 Methodology:

Methodology refers to the processes, plans, and techniques used to collect data. The report is descriptive and exploratory in nature.

1.5.1 Sources of data

- Hotel website
- Official records.
- Online Data Base.

1.6 Limitation of the Report

Real-world practical knowledge and theoretical knowledge are not exactly the same. When I attempt to gather data and information, I face some limitations due to various circumstances.

The limitations were:

1. The operation and production services at Radisson Blu Dhaka are busy, leaving each department employee absorbed in their own tasks and obligations. This makes it difficult for me to receive substantial assistance during my data gathering efforts.
2. There is a shortage of essential reference materials such as books, articles, butchers, and statistics in the areas where data is recorded.
3. Certain data has been designated as confidential from management, and it is not to be shared.

Chapter-2

AN OVERVIEW OF ORGANIZATION OF HOTEL

2.1 Organizational Overview:

The luxurious five-star Radisson Blu Dhaka Water Garden hotel is located in Dhaka, the capital city of Bangladesh. Travelers will find the hotel conveniently located near the Hazrat Shahjalal International Airport. There are many different types of comfortable, tastefully decorated rooms and suites with modern amenities available at the Radisson Blu Dhaka Water Garden. Examples of different types of rooms are suites, business class rooms, and standard rooms. The hotel has a range of dining options, including pubs and restaurants with various menu items and ambiances. A few possible dining options are Spice & Rice, Sublime, Water Garden Brasserie, and Chit Chat. The hotel may offer recreational facilities like a fitness center, outdoor pool, and spa. Numerous facilities and services are offered by them, such as: - Conference and event spaces for business meetings, conferences, and weddings A fitness center and pool, spa, wellness centers, complimentary guest Wi-Fi, airport transportation, and 24-hour room service are just a few of the amenities available to guests. The Radisson Blu Dhaka Water Garden is a popular choice for business travelers due to its large event and meeting spaces. Address: 1206 Dhaka Cantonment, Airport Road, Dhaka.

2.2 Objective of Radisson Blu Dhaka Water Garden:

1. Responsible and Restorative Business Management: To enhance company-wide operations in a way that contributes to the well-being of people, the environment, productivity, and the earth.
2. Food Security: Establishing a uniform food system based on the understanding that food plays an important and culturally significant role in our daily lives and celebrations.
3. Positive and Clean Energy Management: Reducing overall carbon footprint through the use of cutting-edge clean and renewable resources, technologies, and sources.
4. Responsibly Manage Water: To increase the water footprint's impact while concentrating on production, usage, and consumption across all operational and managerial domains (including supply chain and chain sourcing).
5. Zero Waste Management: To adopt zero waste management in order to boost recycling and improve waste monitoring.

2.3 Mission, Vision and Goal:

1. Responsible Air Quality Management: achieving ideal indoor air quality (IQA) in order to improve the comfort, well-being, and productivity of building occupants.
2. Responsible Sourcing and Procurement: to support a program that focuses on "Localism" in Sourcing and Procurement, Fair Wage, and Carbon Positive Fair Trade.
3. Low Carbon Mobility: By reducing the overall environmental impact of the supply chain and the overall carbon footprint of the transportation sector, this initiative aims to promote low-carbon mobility.
4. Thought Leadership and Awareness Raising: By employing "Thought Leadership," you can differentiate yourself from the competition and achieve a greater level of self-empowerment.

2.4 Organizational Chart of Food & Beverage Department:

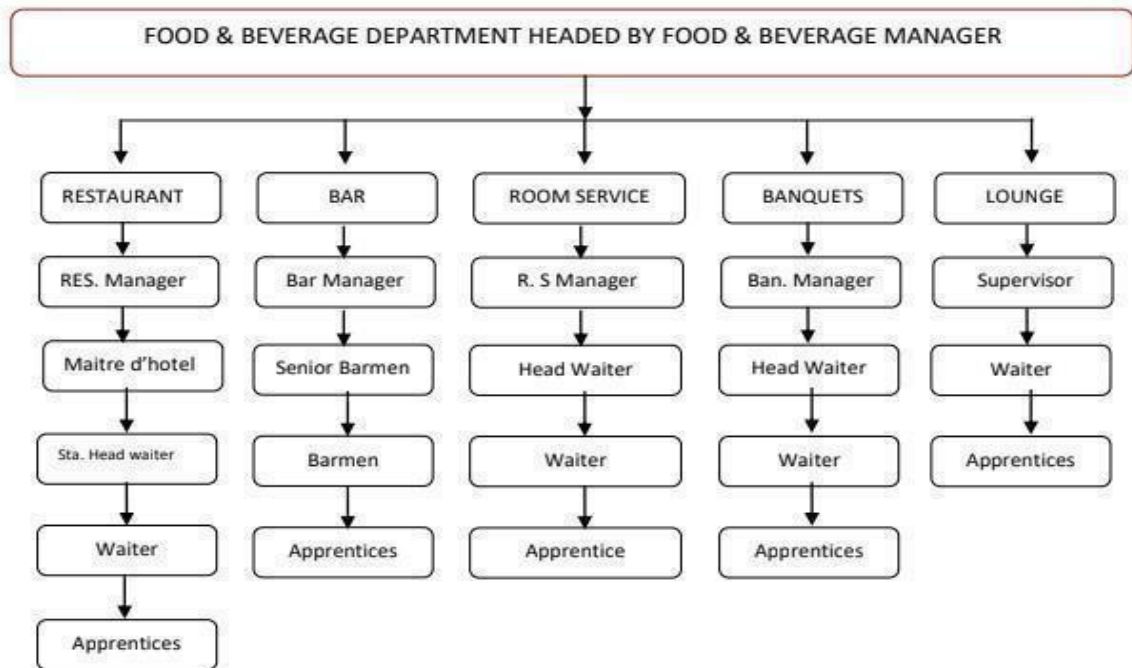


Figure: 1 Food & Beverage Department Headed by Food & Beverage Manager

Sources: <https://www.radissonhotels.com/>

2.5 Products/Services and department of Radisson Blu Dhaka Water Garden:

As a five star resort the Radisson Blu Dhaka Water Garden take the maximum revenue from rooms.

Services Swimming Pool Spa

GYM-Fitness Centre

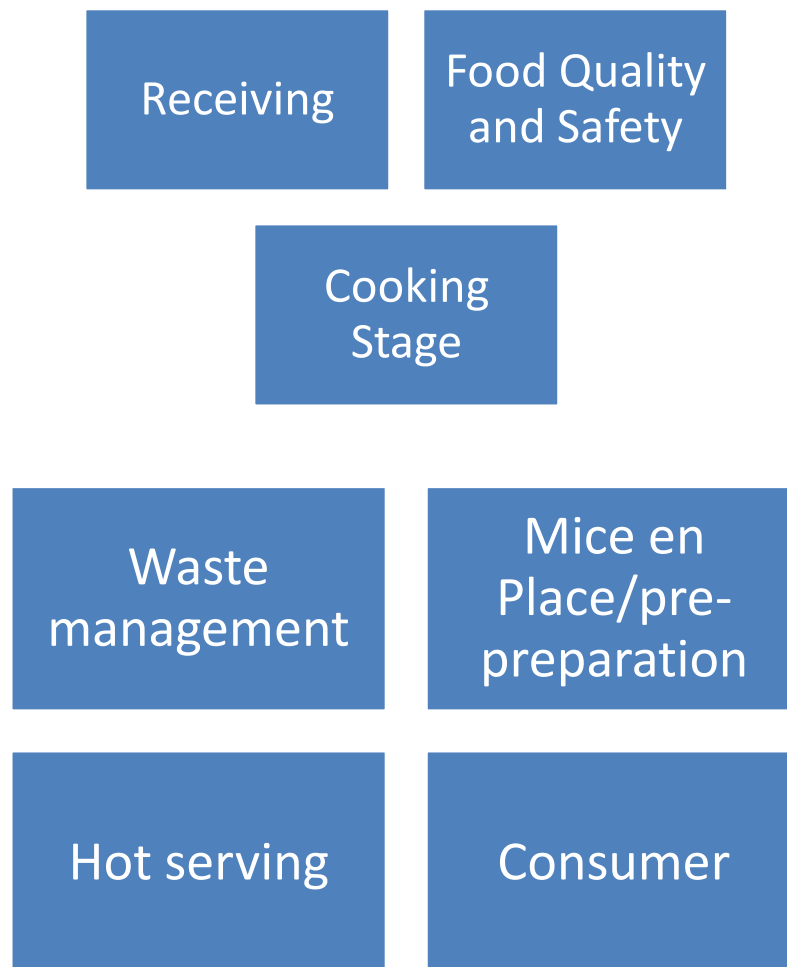
Food service production overview Front Office

Sales and Marketing Department Department of Purchasing Housekeeping Department

Department of Maintenance Accounts Department

Chapter-3

ANALYSIS



Radisson Blu Dhaka water garden food production process Flow chart

3.1 The food safety protocols, evaluate hygiene practices and training:

- **Hygiene Practices:** Imposing strict guidelines on kitchen staff members' personal hygiene, including frequent hand washing, wearing gloves when necessary, and wearing sanitized uniforms to prevent cross-contamination. During their training at the Radisson Blu Dhaka Water Garden, they carefully rehearsed and followed strict hygiene guidelines to guarantee the highest levels of safety and cleanliness. This involved:

1. Personal Hygiene: Wore the supplied uniform and the appropriate protective gear, kept a well-groomed appearance, and adhered to a rigorous regimen of frequent hand washing with antibacterial soap.

2. Food Handling: The guidelines for handling food properly, such as keeping raw meats and vegetables on different cutting boards to avoid cross-contamination. Surfaces and utensils were routinely sanitized.

a. Cross-Contamination Prevention: Procedures to avoid contaminating raw and cooked food at the same time. This entails keeping raw meats and vegetables in separate storage areas and on separate cutting boards and utensils.

b. Storage Practices: Arranging food products according to their needs; for example, putting raw meats on lower shelves to avoid possible drips onto prepared foods.

3. Kitchen Sanitation: They took an active part in disinfecting and cleaning the kitchen's surfaces, appliances, and utensils. To reduce the chance of contamination, this included routinely cleaning frequently touched surfaces and workspaces.

4. Waste Management: Made sure that various waste kinds were properly separated and disposed of in accordance with safety and environmental regulations by adhering to the established waste disposal procedures.

5. Training and Communication: Attended the Radisson Blu Dhaka Water Garden's hygiene training sessions and engaged in active dialogue with coworkers to promote good hygiene habits. This encouraged a mindset of group accountability for preserving a hygienic and secure workplace.

6. Compliance with Regulations: Acquainted with and faithfully followed local health and safety laws as well as the internal sanitation and hygiene policies of Radisson Blu Dhaka Water Garden.

7. Customer Interaction: The stressed the value of projecting a tidy and professional image by adhering to proper hygiene and sanitation practices both in the kitchen and when interacting with customers.

- **Temperature Control:** following exact temperature guidelines when reheating, cooking, and storing food to avoid the growth of dangerous microorganisms that only survive in particular temperature ranges.

Refrigeration: In order to maintain the freshness and quality of ingredients while halting the growth of dangerous bacteria, appropriate temperature controls for refrigeration and storage were monitored and kept up to date. It is essential to record and monitor refrigerator temperatures on a regular basis.

Cooking Temperatures: observing the recommended cooking temperatures for different foods, since different heat levels destroy different pathogens. For accuracy, food thermometers must be used.

- **Staff Training:** offering thorough training courses on food safety concepts, such as appropriate food handling, storage, and hygiene procedures, to kitchen employees. This guarantees that every member of the team is knowledgeable and adheres to best practices.

Regular Workshops: holding frequent training sessions and workshops for kitchen employees to emphasize the value of good hygiene, equipment usage, and food safety.

Continuous Education: keeping employees up to date on the most recent advancements in food safety and stressing the significance of their contribution to preserving a secure cooking environment.

- **HACCP (Hazard Analysis Critical Control Point):** In order to ensure food safety, Hazard Analysis Critical Control Point (HACCP) implementation was essential. The following actions were necessary for the HACCP application:

1. Hazard Analysis: Took part in identifying potential risks connected to every phase of food preparation, from obtaining raw ingredients to presenting the finished product. The biological, chemical, and physical risks that could jeopardize food safety were taken into account in this analysis.

The process of identifying critical control points (CCPs) We determined the crucial control points in the food production process using the HACCP plan as a guide. These are particular actions that can be taken to prevent, get rid of, or lower risks to a manageable level using control measures.

2. Establishing Critical Limits: To make sure the control measures effectively manage the hazards, set critical limits for each identified CCP, defining the acceptable range of parameters like temperature, time, and concentration.

3. Monitoring Procedures: took an active part in keeping an eye on the critical control points to make sure the predetermined critical limits were regularly reached. This required tracking the process through documentation and frequent measurements and checks.

4. Training and Communication: The principles and procedures of HACCP were thoroughly trained to all staff members, including trainees. For the purpose of ensuring that everyone in the team understood their roles and responsibilities in the implementation and upkeep of the HACCP system, clear channels of communication were set up. The Radisson Blu Dhaka Water Garden systematically managed and controlled potential food safety hazards by incorporating HACCP into their daily operations. This proactive approach upheld the high standards of quality and safety expected in the hospitality industry, in addition to meeting regulatory requirements.

Regular Inspections and Audits: carrying out routine audits and inspections of the kitchen to make sure that food safety regulations are being followed and to pinpoint areas that need improvement.

Internal Audits: Performing regular internal audits to identify areas of improvement and ensure ongoing compliance with food safety standards.

External Inspections: Collaborating with outside auditors and health inspectors to confirm compliance with laws and industry standards.

Communication: Keeping the lines of communication open in the kitchen to promptly resolve any concerns regarding the safety of the food. This means encouraging staff members to report

issues and fostering an environment of accountability.

Open Dialogue: Encouraging open communication about concerns regarding food safety among kitchen staff and promptly addressing issues to maintain a proactive approach.

- **Compliance with Regulations:** Keeping up with and abiding by neighborhood health and safety laws to guarantee that the kitchen runs in accordance with the law.

3.2 Mise en Place

"Mise en place" is a French culinary term that means "gathering" or "putting in place." It refers to the discipline and order that a talented chef exhibits in the kitchen. A chef may prepare and set up all of their ingredients and supplies in accordance with mise en place before they begin to cook. The use of mise en place can be advantageous in a variety of circumstances. Whether a chef uses it for food preparation, cooking, or other duties, it is an essential tool for any kitchen. It describes the procedure of arranging and preparing every component prior to beginning the cooking process. This entails chopping veggies, weighing spices, and preparing all necessary tools. Mise en place facilitates more efficient cooking, keeps work areas tidy, and helps chefs work more smoothly. It's a basic idea that encourages accuracy and organization in professional kitchens. In order to maintain the high standards associated with the hotel, mise en place at the Radisson Blu Dhaka Water Garden entails carefully preparing and organizing ingredients, tools, and workstations. This cooking method is essential to providing customers with an outstanding dining experience, which is consistent with the hotel's dedication to providing top-notch service and food. Mise en place comprises a few essential components. Let us now clarify the Mise en Place procedures followed by the Radisson Blu Dhaka Water Garden. This will reveal the methodical arrangement and careful planning in their kitchen, illuminating the essential elements that are vital to attaining culinary brilliance:

1.Premium Ingredients: Radisson Blu places a high value on quality, sourcing and using only the best, freshest ingredients to continually uphold the high standards demanded in the hospitality sector.

2. Complete Basic preparation Work

The dish at Radisson Blu will come together more easily if the ingredients are prepared ahead of time. This type of prep work includes trimming meat, washing fruits and vegetables, grinding spices, toasting nuts, and dicing, paring, or chopping ingredients.

3. Professional kitchens: At Radisson Blu, chefs use mise en place to prepare a variety of ingredients, including mirepoix. They maintain their prep throughout the day by making sure that ingredients are measured, ready, and cleaned before cooking.

4. Hibachi style cooking: Hibachi chefs use large, open surfaces while cooking with multiple ingredients at once. Use the "Show kitchen" cooking method. When they follow mise en place, they achieve the best outcomes in this case.

5. Washing fruits and vegetables: It's important to maintain a clean workspace when washing fruits and vegetables. Follow mise en place to ensure that nothing in the produce is out of place.

6. Cutting fruits and vegetables: When chefs chop fruits and vegetables, it's important to keep them separate. By doing this, chefs can maintain the high standards of hygiene and quality at Radisson Blu by preventing cross-contamination and making sure that ingredients are ready to cook.

7. Cutting meat: The mise en place method guarantees that every cut of meat is carefully accounted for and sorted, regardless of whether chefs are preparing lamb, beef, or any other kind of meat.

8. Gathering supplies: Chefs can work more efficiently when their supplies and cooking utensils are organized with mise en place. This approach guarantees that they will not only find the necessary equipment easily, but also keeps their workspace neat and easy to use, which adds to the overall seamless functioning of the Radisson Blu kitchen.

9.Sort: Sort each ingredient into a bowl, dish, or other container that is the right size. By doing this, can be sure that each ingredient is easily recognized.

10. Place ingredients: Arrange ingredients so chef are easily accessible around cooking station.

Here are additional details on how mise en place is implemented at Radisson Blu Dhaka Water Garden:

1. Seasonal Variations: Adapting mise en place techniques to accommodate seasonal variations in ingredients, allowing for a dynamic and diverse menu that reflects freshness and local flavors.

2. Collaborative Teamwork: Fostering a culture of teamwork among kitchen staff, where each member contributes to the mise en place process, ensuring smooth coordination during busy service hours.

3. Waste Reduction: Implementing careful portioning and minimizing food waste through effective mise en place practices, aligning with sustainability goals and responsible culinary practices.

4. Training Programs: Conducting regular training sessions to educate kitchen staff on the importance of mise en place, emphasizing its role in maintaining the hotel's culinary reputation.

5. Adaptability to Events: Tailoring mise en place strategies for events and special occasions, ensuring the kitchen can handle varying scales of demand while maintaining consistency in quality.

6. Technology Integration: Leveraging modern technology for inventory management, recipe tracking, and communication within the kitchen, enhancing the efficiency of mise en place procedures.

3.3 The task, duties, and responsibilities

For the Radisson Blu Dhaka Water Garden, a smooth integration into the hotel's operational framework required a thorough grasp of the tasks, duties, and responsibilities. The following crucial elements were involved in the process:

1. **Observational Learning and Accompanying:** Acquire a practical understanding of the daily duties and responsibilities by working alongside seasoned team members in the appropriate department. This practical method made it possible to observe tasks being completed, understand the nuances of the workflow, and take in best practices.
2. **Training Sessions:** To explore the nuances of the related tasks, structured training sessions were arranged. These lectures gave a thorough rundown of the necessary knowledge and abilities by covering both theoretical and practical topics.
3. **Supervision and Guidance:** Ongoing oversight and direction from seasoned chefs and supervisors was crucial for answering questions, resolving issues, and putting a trainee on the correct path. This strategy promoted a helpful learning atmosphere.
4. **Hands-On Practice:** The took an active part in practical exercises and hands-on activities related to their duties. Applying theoretical knowledge to real-world situations through experiential learning strengthened comprehension and enhanced skill development.
5. **Clear Communication:** Open communication between supervisors, trainees, and trainers was made possible by the establishment of regular communication channels. This made sure that everyone knew what was expected of them and that any changes or extra help needed during the training process was taken care of right away.
6. **Performance Feedback:** Frequent feedback sessions were held to assess performance, pinpoint areas in need of development, and acknowledge achievements. Giving constructive criticism helped me improve my skills and grasp of the position.
7. **Task Delegation:** Progressively given more responsibility as training advanced. The distribution of tasks was done gradually to facilitate a seamless transition and guarantee efficient management of the workload.
8. **Training Materials and Resources:** Independent learning was aided by having access to pertinent manuals, training materials, and other resources. These resources

offered extra information and acted as references to strengthen knowledge of particular tasks and responsibilities.

CHAPTER-4

FINDINGS, RECOMMENDATIONS AND CONCLUSION

4.1 Findings

I've discovered a number of novel discoveries while working at the Radisson Blu Dhaka Water Garden. These discoveries have helped me in my professional life and have been made throughout the entire property, not just in the kitchen.

- How food is prepared both for special occasions and regular activities arrange kitchens, stores, appliances and cooking supplies at strategic locations.
- A method of controlling costs by choosing the appropriate stock of means to use at the appropriate time when to use freezer meat leftover and when to store more meat.
- Excellent staff communication a handful of coworkers is incredibly kind and encouraging. Supervisors are always trying to stay up to date with technology.
- The food service production department staff's responsiveness had the biggest impact on client satisfaction. In particular, we always strive to deliver food as soon as possible, but the length of time food is prepared for an al-la-carte order matters for a healthy operation.
- Every division is incredibly cordial and helpful.
- The taste of the food at the staff canteen was unappealing.
- The operation suffered from a shortage of equipment. Inadequate tools were utilized, impacting the overall efficiency of the process.
- Limited availability of the elevator.
- Overtime duty for trainee.
- Chef trainee without pay.

4.2 Recommendation

The report makes it evident that Bangladesh's Radisson Blu Dhaka Water Garden has established itself as a five-star chain hotel. Radisson Blu Dhaka Water Garden has established itself via constant innovation. Additionally, the property has consistently set itself apart from its rivals. Thus, it may come as no surprise that the Radisson Blu Dhaka Water Garden has been a huge success.

But since the future is so unpredictable, the property must always be on guard to take advantage of any opportunities that may arise or to avoid potential threats. Analysis reveals a few recommendations that can increase the Radisson Blu Dhaka Water Garden's efficacy.

- The recruitment can be based on hospitality and tourism educational background.
- The Food production and service can be more fast and efficient.
- The Food menu can update regularly.
- Regular training and development program can arrange for staffs.

4.3 Conclusion:

I felt incredibly fortunate to work with the best corporate and one of the largest lodgings at Radisson Blu Dhaka Water Garden, as I had to finish my entry-level program in the hospitality industry in order to finish my BTHM program. It's an incredible experience for me to work for a company the size of the Radisson Blu Dhaka Water Garden, and as a marketing major, having direct conversations with regular and VIP guests has improved my networking and communication abilities. This multi-month temporary employment program gave me the chance to experience corporate culture, the workplace, work life, etc. The lifestyle and work environment at the Radisson Blu Dhaka Water Garden are entirely different. Specifically, the group I am a part of has never considered me a management trainee; rather, they have always considered me a family member. Now that I work here, I genuinely think that the Radisson Blu Dhaka Water Garden is the people-oriented brand in Bangladesh. To fulfill its ideal corporate objectives, the Radisson Blu Dhaka Water Garden has always underlined the significance of creating a strong direction framework. Since its establishment, the company has gone above and beyond

to achieve these objectives by collaborating, learning from the past, listening to what customers need, and constantly improving. Furthermore, the Radisson Blu Dhaka Water Garden aims to provide guests with a personalized experience so they can fully enjoy their services and remain focused.

REFERENCE

Radisson Blu Dhaka receives highest level of "Safehotels Executive Certification" (March 23, 2024). *The Daily Star*

<https://www.thedailystar.net/lifestyle/news/radisson-blu-dhaka-receives-highest-level-safehotels-executive-certification-3176336>

Wikimedia Foundation. (2024, March 16). *Radisson Hotels*. Wikipedia.

https://en.wikipedia.org/wiki/Radisson_Hotels

Book Your Meeting Rooms and Conferences Now | Radisson Hotels (March 23, 2024).

Flexible, functional, and impactful Meeting & Event solutions

<https://www.radissonhotels.com/en-us/meeting-conference-hotels>

Radisson Blu Water Garden Hotel, Dhaka (March 23, 2024). *Welcome to Radisson*

Meetings <https://www.radissonhotels.com/en-us/hotels/radisson-blu-dhaka>

Radisson Blu Water Garden Hotel, Dhaka (March 23, 2024). *Radisson Resorts*

<https://www.radissonhotels.com/en-us/hotels/radisson-blu-dhaka>