

CHAPTER I

INTRODUCTION

1.1. Background of Study

The Food and Beverage (F&B) department in a hotel manages and operates all dining and catering services within the establishment, including restaurants, bars, cafes, room service, and banquet facilities. The F&B team is tasked with menu creation, food preparation, beverage services, upholding quality standards, and delivering outstanding guest experiences. They also manage inventory, control costs, train staff, and adhere to health and safety regulations. The F&B department is vital for improving guest satisfaction and enhancing the hotel's reputation, playing a significant role in the success of the hospitality industry. Given the importance of the F&B department, it becomes an excellent venue for aspiring F&B professionals to gain valuable industry experience and exposure.

Choosing a hotel for a Food and Beverage (F&B) internship provides a well-rounded learning experience in the hospitality sector. Such internships offer practical exposure to various facets of the industry, including menu planning, food preparation, beverage service, and customer interactions, all while enhancing professional skills. Hotels typically maintain high service standards and offer structured training programs, often led by seasoned F&B professionals, which ensure thorough mentorship and skill development. The dynamic and fast-paced environment of hotel F&B services also offers lessons in handling large volumes, upholding quality, and accommodating diverse guest preferences. This is especially beneficial for those looking to deepen their understanding and capabilities in the industry.

The notable reputation of the restaurant and pastry services at Shangri-La Qaryat Al Beri, Abu Dhabi has significantly influenced the author's choice of this venue for a six-month internship. Lacking experience in both professional settings and large-scale production, the author views this as a chance to significantly boost their skills and knowledge in pastry crafting within a professional environment. This report details the author's prior internship at Shangri-La Qaryat Al Beri, Abu Dhabi, which spanned from December 12, 2023, to June 12, 2024. Following this, the author chose to intern at Shangri-La Qaryat Al Beri, driven by a desire to better understand their capabilities and gain hands-on experience in the pastry industry. This setting offers a fertile ground for professional growth and skill enhancement.

At Shangri-La, interns are assigned departments by HR, with the author being placed in the pastry department. This internship presented an opportunity to develop their pastry skills, embrace creativity, handle various responsibilities, learn new techniques, and discover new recipes, all while applying the concepts learned at Ottimmo. The internship experience is designed to be comprehensive, covering a range of tasks that contribute to the intern's overall professional development.

The motivations for pursuing an internship are diverse, but primarily they revolve around acquiring practical experience in a domain pertinent to one's academic studies. Internships facilitate the expansion of one's professional network and enhance skill sets while providing a glimpse into potential career trajectories within a specific industry. These roles offer a chance to explore personal interests and aptitudes in a professional setting. Moreover, internships often fulfill academic requirements and serve as crucial components of educational programs, thereby bolstering one's credentials when applying for future job opportunities. Through this practical exposure, interns can align their career aspirations with their academic pursuits and personal interests.

1.2. Industrial Training Objectives

1. To enhance cooking skills
2. To gain insights into the professional pastry industry
3. To cultivate teamwork and communication skills crucial for success in a professional kitchen
4. To emphasize the significance of efficient time management in the kitchen
5. To improve customer interaction skills

1.3. The Benefits of Internship

1.3.1. For Students

1. Get direct experience in the working environment
2. Take responsibility for specific tasks and duties.
3. Gain firsthand experience interacting with customers.
4. Improve the ability to quickly address and solve problems.
5. Enhance time management and organizational skills.

1.3.2. For Ottimmo International

1. Expanding Ottimmo's reach to a wider audience.
2. Establishing connections with prestigious 5-star hotels.
3. Allowing students to apply and deepen their theoretical knowledge and understanding through practical internship experiences.

1.3.3. For Shangri-La Qaryat Al Beri, Abu Dhabi

1. Forge strong connections with leading culinary institutions to create beneficial partnerships.
2. Obtain additional human resources without incurring extra salary expenses, allowing for cost-effective workforce management.
3. Gain promotion and positive word-of-mouth from trainees, which will attract future students and enhance the institution's reputation.

4. Identify and evaluate potential future staff members from among the trainees, facilitating the recruitment of talented individuals for long-term positions.