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Subject:- New Renaissance hotel in Bangladesh (Resourcing the food and beverage department)

INTRODUCTION:-

Renaissance Dhaka Gulshan hotel, 78 Gulshan avenue, Dhaka 1212, Bangladesh, its built up 2019. Its upto 19 floors building, there 185 guest room, 26 suites and 10 meeting rooms (about 12120 square ft total meeting room space). New Renaissance Gateway to Dhaka 5* hotel in Bangladesh. Local attraction Shaheed Minar, Baitul Mukarram National Mosque, Jatiyo Sriti Shoudho, Dharmarajika Buddhist Monastery, Lalbagh Fort, Dhaka University, Farmgate area for street food, Kurmitola Golf Club, Army Golf Club, Jamuna Future Park about 3.1 miles, Shishu Park 5.2 miles, and Square Hospital. The Renaissance Hotel is situated in the Business Epicenter with close proximity to the shopping malls and idea places for food lovers. The conveniently located in the most popular and dynamic neighborhood of Gulshan. 20 minutes away from international Airport The Hazrat Shahjalal. The hotel is deal for leisure travellers and business alike. 24 hours 7 days are open fitness centre. specialized fusion restaurant, meeting rooms, internet access, enjoy gourmet food from around the globe in SEAR, public and lobby area, complimentary on site parking and valeting. check in 3:00pm and check out 12:00pm every single day, exquisite Restaurants with live stations and breathtaking skyline views. Free newspaper, air condition, coffee maker, non smoker, iron board. diversity and inclusion extends to global markets. over 30 diversity organization.

Workforce

Food and beverage manager:- education skills GED or high school diploma 3+ years qualified in the food and beverage or experience or related major, 2+ years degree from an accredited university.

Food and beverage operation all foods and beverages policies produced by supervising, trainee, procedures throughout the hotel industries. All applicable beverages laws are managed in compliance and understanding in food and beverage control including cost control burn course issue and return protu control, food standard period and inventory and mix of sale analysis for beverages. Operating statements comprehend budgets and parole reports are needed for the financial apartment via the assistant manager and plan to exceed budgeted goals. Food service and sanitation maintains to managers and investors to manage inventories to the buying budget to ensure employees understand expectations and peremitres. All critical information and communication to the beverage staff and regarding each event. Ensuring excellent and exceptional customer service review and feedback from the customers to manager service levels or any problems and complaints are responded to as soon as possible. Guest satisfaction doing focus and all departmental meeting continuous improvement in individual service performance

Recruit

We recruit people by online advertising (jokowi, careerjet, doynic potrika, inqilab, ita fac or independent newspaper) telling friends and relatives to also tell others also all around the world

who is interested in the job, man or woman because it is an international hotel so you can employ people from anywhere no matter who.

You could give people job training so they can have more experience of the job by teaching them they need to do this so they can understand many things such as different cultures e.g Bengali people may do things different to people in England so you need to know the difference, they need to know when Ramadan is and when they need to pray and consider if they can pray somewhere so you may need to have a praying area in the hotel. In Ramadan in Bangladesh during the month they don't work because most people are Muslim in that country therefore they close most shops during the day because that is the time they fast. When a Bengali person is in the hotel especially if they are a Muslim they need to think about what they are going to eat because Muslims can't eat specific things if they are not halal so that is considered. A Muslim lady would wear a hijab while other religions may do things different as in clothing wise.

In the hotel they employ young people who are smart and have the qualifications so they are fit for the job

When you work in a hotel you need to understand a variety of different people with different beliefs so you need to know how they do specific things and if the hotel would need facilities just for them specifically. You'll learn this in 30 day training and a 40 day review and in 90 days you'll know if you did good and if you'll get the job.

Performance management is a process of ensuring the set of activities and outputs that meet an organization's goals in an effective and efficient manner. A manager can focus on the performance of an organisation. A department, an employee or the processes in place to manage particular tasks. The food and beverage manager plan can forecast and control the ordering of food and beverage for a hospitality properly. He also manages the finance related to the whole process of purchasing food and drinks for the hotel premises/building

Bangladesh is a developed country, it has a lot of holiday places, it has natural wealth, it is a good place for business due to the clothes they make (lots of garments), They have a good government policy, good security and when they create another renaissance hotel like other developed hotels people will go more to the place especially if they decorate the place and make it more attractive because if it looks good it will attract more people to go to the hotel. People go to Bangladesh because they visit family, has a nice hot sunny weather, hotels have good service, there are multicultural staff which will give their best assistance and there are attractions which bring in other people from around the world, they are connected to the English media and have good relationships with other countries from the whole world also people will come over for business trips or maybe even to make a film.

In a checklist you have breakfast and the staff need to set up the restaurant early in the morning. They need to sort everything out e.g turning the coffee machines on, heat up the food make desserts, make sure lights are working and cleaning the tables they need to do this for breakfast lunch and dinner. The waiters/staff have to ask what the people want and the

cooks/chefs need to make sure all the food is good and ready also if it is good enough to eat also people have to check some advance bookings through online. They need to set up the tables and make sure they have spoons forks knives and clean plates. They need to make sure the ventilators are okay. They need to hand out menus and inform the customers of the specials for the day. There may be discounts to be considered.

Job description:-Food and beverage supervisor their job is to arrive at work before 6am

6am- They get a checklist and check the desk, dashboard and computer. Check if the telephone line is working. They check any emails.

6:05am- They check if all the lights are working

6:10am-Check if all tables are set up and clean

6:15am-They check if the sign boards are good to show that it is open/closed

6:20am-They see if all the breakfast food and dishes are ready

6:25am-They contact to chefs to see if the food is ready

6:30-Breakfast starts until 11:30am

Dinner checklist

5:30pm-Check if dinner plates and tables are ready, check if the windows and light are clean and working

5:35pm-Check how many customers are advance booking for dinner

5:40pm-Double check if wine glasses are on tables and napkins, if card machines are working

5:45pm-make sure there are enough drinks for people of any ages and coffee machines need to be working. Check if the disabled and normal toilets are clean and able to use. Disable entrances are usable. Lifts need to be working. Make sure uniform is clean through the laundry

5:50pm-Make sure the chefs know the menu and have everything prepared

5:55pm-Check the room temperature and see if all staff are present at work

6pm-Dinner starts until 11:30pm

FOOD AND BEVERAGE SUPERVISOR

Job description

Position:-food and beverage supervisor in training

Business unit:-Master of Human Resource in Dhaka

Department:-F&B

Reports to:-Head of Manager/Assistant of Manager

Job summary:-The New Renaissance Hotel is controlling and maintaining all stock levels of standards of cleaning materials and linen supplies to ensure at all times.

Candidate profile Experience:-The daily operations of business that prepare food and drink or serve to customer. Typical Duties include interviews, training, hiring, providing an excellent dining management staff, experience, overseeing health and safety, and ensuring efficiency.

Skills and Knowledge:-Service standards

Department of Health and Food safety Regulations

Monitor compliance and resolve customer or staff complaints

Fire Regulations regarding food preparation and serving

Regarding food quality and service

Education or certification:-

Higher secondary and diploma certificate

Specific duties:-

To ensure brand standards and company running at all times

Make worker rota and check to see if people are absent or attending

To make sure cleaning materials gas supplies lining and adherence of appropriate stock control systems

Health and safety for any staff training

Audit bar and restaurant area

Lost property to be managed properly

Important procedures should be followed

To help supervision and management of all food and beverages associates

Checklist

Table 1	M	T	W	TH	F	SA	SU
Cut limes and lemons ice down							
Milk and cream and stock							
Sugar, Coffee, Tea, Soft Drink							
Emergency drinks canister							
Straws, Napkins, Stock glasses,							
Saucers, coffee mugs and machine							
Clean and wipe windows							
Co2 tanks ready to replace							

Table 2							
Put chairs in right places							
Condiment holders cleaned							
Flowers and candles							

Table 3

Set table-Napkin,Wine glass etc							
Make sure salt and pepper is not empty							
Sweeteners and sauces							
Clean areas , check floors and straighten chair							
Make a smoking area/section							
Fold napkins correctly							
Spoons forks knives to go in bag							

Conclusions:-

SEAR specializes in fusion cuisine restaurants that showcase a distinct selection of offerings from across the globe. In the SEAR Bar, we welcome the guests with a welcome drink as a pre-dinner drink. The R Bar opens from the morning until late in the evening. The pool side bar offers refreshing cocktails, mocktails, home-made styled iced teas and other beverages.

Checklist for members of staff is very important. During the checklist, it shows what the members of staff need to do each day. Such as housekeeping, front desk, banqueting and restaurant, bar and breakfast. Also they are given what time they need to start and finish each day. Laws or regulations for hotel restaurant hours, you have to follow the procedures such as fire exits, first aid etc. Once or twice a month, you have to work early mornings like 6am - 5pm, late nights from 5pm - 12pm. It is important that the customers are happy with our services during their stay in our hotel. For the price, a customer staying for one night will be £200.

Being a manager and running the hotel is all about being tough, managing and recruiting new members of staff, operating the different departments of the hotel. Advertising new job roles online so people who are interested in working in a hotel and train with them when they are successful in the application. We recruit both full time and part time roles in the hotel. The members staff will be paid monthly. The staff will also get sick pay, holiday pay. If the member of staff has been working for a long time, they'll get a special discount, meaning they get to stay in the hotel two nights for free of charge! A friend or family member can come with you for the two nights in the hotel.

Customers can book our hotel for social events such as weddings, parties, conferences, charity events and more. Weekly, members of staff have meetings with the general manager to talk

about what's the plan during the week. Every month, the general manager gives an announcement to all the staff about employee of the month.