



SCHOOL OF HOSPITALITY, TOURISM & CULINARY ARTS

INT 60103 INTERNSHIP FOR HOSPITALITY (1)

INTERNSHIP REPORT

Bachelor of Science (Culinology®) (Hons.)

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Bachelor of International Hospitality Management (Hons)

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Bachelor of Culinary Arts & Food Service Management (Hons)

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Bachelor of International Tourism Management (Hons) (Events Management)

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Bachelor of International Tourism Management (Hons) (Travel & Recreation Management)

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Name of the Student	NG ZHI YI
Student ID	0321716
Batch N° / Intake:	BH10 / AUGUST
Name of the Company	FOUR SEASONS RESORT LANGKAWI
Internship Dates	5 TH JANUARY 2016 – 12 TH MARCH 2016

SUBMISSION DATE: 18 April 2016 (Monday)

TABLE OF CONTENTS

1. Acknowledgements.....	3
2. Introduction.....	4
3. Internship Placement Profile.....	5
4. Schedule, Duties, Challenges and Learning Outcomes	7-8
5. Conclusion.....	9
6. Appendices.....	10
7. TCHT Internship Survey.....	11-12
8. Internship Evaluation Form by Supervisor.....	13
9. Marksheet	14

Acknowledgements

I am very grateful because I manage to complete my Internship 1 module by the guidance of Ms. Vivien Teh, Career Counsellor from Career Service Centre. She guided me through the application of my internship and provided me the necessary information and procedure to do own placement for this internship. Besides that, I would like to special mention about my employer Four Seasons Resort Langkawi which have given me extraordinary internship experience again. I will also never forget to mention my referrer Ms. Jasmine Chen. She had given so much faith on me for this internship and willing to be my referrer without second thought. Last but not least, I would like to express my gratitude to my friends and colleagues for the support and willingness to guide and advices me during my internship and my future plans.

1. Introduction

This will be the second experience for me working with Four Seasons Resort Langkawi. The first experience working was during 2014, I had my 6 months internship experience in the Food and Beverage Division during my Diploma.

Previously, it was a very intense experience working in the Italian restaurant which serves breakfast and dinner. Adapting in a new environment and first time working in the resort was really challenging and exciting. However, the best part was able to work around with the team and an open door working culture makes us as intern able to share our thoughts and feedback easily towards the managers and able to get direct advice on from them. I had a great experience working with them and it makes me believe in that company which leads me to return to the property and experience and learn more from them.

I was very honor to have a very smooth recruitment return to this property. I was very grateful for able to attach myself with the Four Seasons Hotel and Resort company for both of my internships. The reason I trying my best to stay attach with this company is trying to expose myself to a service oriented company and learning how to meet and to exceed guest expectation when the high expectation level set by the guest.

To be an intern joining this property for the second time, I am expecting myself to get more involved in the team and be more committed and participate in most of the non-operation discussion. I expect myself to be more mature working in this place, as in not spending too much time to adapt myself in the workplace but to try to involve myself to make the place slightly better. At the same time, I believe that it will build me to be a strong character as a person. Improvement of product knowledge as in I will most probably need to learn the new menu and beverage list if I'm assigned to a new restaurant, learn to work with different people and building myself to meet and exceed guest experience in the resort will be a definite learning experience for this internship.

In this Internship Report, I will include brief information of the resort and company and also the details regarding my experience during this 10weeks internship.

2. Internship Placement Profile

You are required in this part to complete the table below. You must at least supply the content expected for each box. You are required to adapt the content based on your respective training. The content can be written in essay form or by using bullet form but **must remain as a table**.

NAME OF THE COMPANY & OPENING DATE	Four Seasons Resort Langkawi, Malaysia Opening date: 27 th May 2005
AFFILIATION OF THE COMPANY TO A GROUP	Four Seasons Resort Langkawi, Malaysia is managed by company Four Seasons Hotels and Resorts. Currently it is owned by Kingdom Hotel Investments (KHI)
LOCATION	Four Seasons Resort Langkawi is located along the coastline on Jalan Tanjung Rhu. It is at the very north part of Langkawi Island facing the west and has a beautiful angle towards the sunset. Jalan Tanjung Rhu has one of the best beaches in Langkawi with a very low traffic of tourist as the resorts along the coast are considered high-end and luxurious. Therefore, it also able to provide a sense of privacy and calm for the guest.
TARGET MARKET	The Resort is targeting family and honeymooners from foreign countries like Europe, Middle East and China, United State, Australia and locals as their main market. Majority stays in a range of 2 nights to 5 nights, long stay guests can stay up to a month.

COMPETITORS	The competitors for this resort are mainly the few numbers of luxury and 5 stars resorts on the island. The location of the resort may not be a factor for competition but the standard of service and facilities provided. The main competitor of the resort is The Datai Langkawi as well as the new upcoming St. Regis by Starwood company.
COMPANY DESCRIPTION	• The hotel offers to guest 4 restaurant outlet named respectively Serai (Italian Restaurant), Ikan-Ikan (Signature Restaurant serving local Malay cuisine) Kelapa Grill (international western cuisine), Rhu Bar offers a light snack menu and an evening beverage list featuring house special tropical cocktails, specialty malts, international beers and an extensive wine list. Apart from that, In-Villa Dining offers a private dining experience for the guests either in their villa or pavilion. • Beside all that, the resort also provides a romantic and private dining experience by the beach. They have options of dining in a dreamy rajasthani tent at the Serai beach and Private beachfront cabana dinner in front of Ikan-Ikan restaurant. • The resort businesses are mainly from direct booking from the regional head-quarter which currently based in Singapore. The private events and functions reservation are directed to regional office and then hand over to the respective properties. • The resort also offers promotions for early booking guests, 3 nights package, 5 nights package and so on. • The resort also have few other facilities such as the Geo Spa, Fitness Facilities (gym, tennis courts, archery, rock climbing), Family Pool and Adult Quiet Pool, water sports, excursions around the Langkawi GeoPark and so on. • The resort has a total of 91 unique accommodations and divided into 2 categories which are the Melaleuca Pavilions and Villas. Melaleuca Pavilions are divided into Partial Sea View and Garden View with the options of either Upper Floor or Ground Floor. There are few types of Villas, for instance Royal Villa, Two-Bedroom Villa, Family Beach Villa and Beach Villa.

Schedule, Duties, Challenges and Learning Outcomes

INTERNSHIP PLACEMENT BREAKDOWN	
<i>PERIOD OF PLACEMENT</i>	<i>DEPARTMENT</i>
5 th January 2016 to 12 th March 2016	Ikan-Ikan Restaurant
	In-Vila Dining (Room Service)

1st Department: Ikan-Ikan Restaurant

- My main duty is to provide personal, natural and engaging services in the restaurant. Create guest interactions that are genuine and customized and in the end of the day ensure that all guests have an enjoyable and comfortable experience by following our service sequence. As each and every guest has their individual and unique preference, I cannot meet the guest expectation by just following our service sequence. In order to achieve guest individual expectations, I need to individually connect, adjust my behavior, adapt procedures to the guest's time, mood and situation, show self-control in all situation and be engaged, energetic and speak with confidence to the guest.
- The challenge which I have met in this department is to get to understand the products in the restaurant. For instance, I need to learn the menu and the beverage served in the restaurant. I have to understand the main ingredients of the dish, the presentation, the expected taste and potential allergic ingredients. I take it as a challenge because I expect myself to understand the menu within a week because I have a short internship in this place or at least the signature and best-selling items.
- The learning outcomes from this department are Lifelong Learning, Thinking and Problem Solving Skills and Citizenship and Global Perspectives. During internship, I have to learn independently because I understand that there will be no one able to help me if I don't put initiative to learn myself. Problem Solving Skills is a definite as everyday working in a restaurant there will be at least some surprise and unrespecting request to deal with. Finally, working in a cultural diversity company allows me to learn a lot from each other by working as a team in the restaurant and so do from the guests.

2nd Department: In-Villa Dining (Room Service)

- I had a cross exposure opportunity within the Food and Beverage Division and to work in the In-Villa Dining (IVD) for a week. During this week, I need to get in early to the pantry to prepare daily amenities for daily arrivals and in-house guests. I also need to restock guest rooms' minibar items and etc. Reading guests arrival report, observe and learn how the seniors plan their assignments to replenish amenities and minibar before the guests arrived. If the breakfast delivery team is out of hands, we need to re-organize the team to support each other.

- The challenge I had at the beginning of working in this department is to understand the layout of the resort and the villa locations. I was quite lost when we need to rush around the resort to deliver the orders. As the resort area is almost 2 acre and it divided into north and south wings, and we have a total 91 villas and melaleuca spread around the resort, getting to identify where is are the exact locations of each of them is not easy within few days. However, I am glad that I able to get the whole ideas of the restaurant in 3days, therefore I am able to drive myself a buggy with partners to get the checklist done in the morning.

- I would say Communication Skills and Interpersonal Skills is the biggest lesson I can learn from this department. The organizing and planning with teamwork is obviously seen. The IVD team fully utilizes the walkie-talkie and telephone to communicate update task status. Even though everyone has different culture and background, the team able communicates well and has good briefings every time. Next, interpersonal skills, a positive team dynamic is formed when the teammates encourages each other to keep everyone motivated. Each and every person in a team plays an important role to motivate each other and not just the leader of the group. However, the leader plays an important role to identify his teammate's condition and try to help them out from time to time.

Conclusion:

After comparing my expected learning outcome and the real learning outcome from this internship, I realized that the teamwork is the most important lesson I gained. As I can see, I expected I will be improved and learn something as an individual such as knowledge and so on. However, the most memorable and impact myself a lot if not just myself but the overall improvement and teamwork is more important. I have been able to significantly improve my concern of a team dynamic and learn how to understand people and make sure everyone is viewing the same goal and direction. For example, during my internship in Ikan-Ikan Restaurant, we will always discuss on how to make the restaurant better. When we have an idea, we will bring up and share with everyone and take everyone's comments into consideration to make it better. Moreover, I also gained a lot of unexpected learning, especially in terms of working in multi-cultural team. Miscommunication will always happen when everyone have a different way to express themselves and way of thinking. Learning how to understand your people and give yourself more chance to talk to them allows you to learn more. It makes me believe that everyone have a story to tell, and lesson to learn.

This internship has really helped me to broaden my perspective of this people industry. Self-improvement is important but overall team dynamic is also important at the same time because when I will meet and deal with people. If the people skills (soft skills) are there, I will not able to enjoy working in this place, not even need to consider growing and leading people. However, I regret I could not stay in this place longer as the resort is under renovating and a lot changes are implying to improve the overall structure of the resort and system. However, since I have a better understanding of the industry and what they expected from the fresh graduates, I will keep on polish myself to be more mature and better within this final year of my Bachelor so that I will be more ready to be in this industry.

In overall, I am glad that I chose to return to this property and I learn more than what I expected. The feeling of having people recognizes me 2 years after first working experience is amazing, I also made me have more trust towards the company and strongly believe that this will be a best place for me to start my career.

Appendices

There are two appendices attached in this report.

Appendix I: My name has been mentioned as “Mr. Z” from Mr. Chen Chien Yu in Medallia Comment form after staying with us. That was a wedding anniversary planned by the Chen’s couple as a family with 2 daughters. We are glad that they have a memorable anniversary with us in Langkawi, Malaysia.

Appendix II: An honor for receiving an appraisal letter from Mr. Andrew Harrison, General Manager for Four Seasons Resort Langkawi.

Appendix III: An internship completion letter from Ms. Christina Lai, Learning Manager to show that I have completed my Hospitality Industrial Training with Four Seasons Resort Langkawi.

3. TCHT Internship Survey

Name of the Company	Four Seasons Resort Langkawi
Internship period	5TH JANUARY 2016 – 13TH MARCH 2016
Departments covered	Ikan-Ikan Restaurant, In-Villa Dining (Room Service)

Thank you for taking the time to answer these questions using the Likert rating scale presented below.

5 – Strongly Agree 4 – Agree 3 – N/A 2 – Disagree 1 – Strongly Disagree

		5	4	3	2	1
1	I received a full orientation of the company's facilities & operation.	√				
2	I understood what was expected from me during my internship.	√				
3	I received necessary training on all the tasks I was asked to complete		√			
4	I was given proper and valuable training by the supervisor.			√		
5	I received frequent feedback and guidance from my supervisors.		√			
6	I found the overall quality of supervision appropriate and sufficient.	√				
7	I found this internship challenging but interesting for my future.	√				
8	I was able to learn more and to apply my practical knowledge.		√			
9	I was able to give suggestions or ideas to my supervisors/managers.	√				
10	I was given opportunity to work independently with minimal supervision.	√				
11	I have now a much better understanding of skills, systems & procedures in place and needed.	√				
12	I have learned and now feel more confident about my skills and competencies	√				
13	I felt my presence was appreciated by the staff & management.	√				
14	I was treated with respect by management and fellow employees.	√				
15	My superior was available and accessible when I had questions or concerns.	√				
16	I felt well integrated and welcomed in this working environment.	√				
17	I have been treated fairly and was given relevant tasks to achieve.	√				
18	I was satisfied with staff welfare (allowance, paid overtime, duty meals, uniforms, etc...)		√			
19	This internship fulfilled my expectations		√			
20	This experience gave me a realistic preview of my field of interest.	√				

List down three critical learning that you have gained during your internship

1. I have more courage to voice out what I want or what are my concerns during working.
2. I learnt how to adapt myself towards different colleagues with different backgrounds and nationalities by understanding each other.
3. I learnt how to work as a team and understand my own limits.

What effects this internship has made on your future career goals?

After this internship, I am much clear on where I want to start my career from. I enjoy the working culture in this place. We treat each other equally with respects and I do not feel I am just an intern throughout this internship as my voice will be heard and we are all open to listen and discuss on each other opinions. I believe that I will enjoy working in such company and believe in their way of managing.

What can be further improved to enhance the overall internship program at this hotel/restaurant?

I would say the experience will be much better if the internship period can be extended or longer (6 months at least) instead of only 3 months. The reason is as a 3months intern; the employer does not have enough time or does not see a need to further training a 3 months intern. If I am the employer, I may just consider this 3months intern as a temporary part time worker for that certain period.

Would you recommend this hotel to other student or your friends?

☒ Yes ☐ No, why? Kindly specify:

Certainly! If my friends have the passion to drive further in this industry and know that what they want to be or to do in the future. I would strongly recommend them to start their career in this company. In terms of learning experience, I have no doubt that they have a proper coaching system and open door policy to allow everyone to express and share their thoughts to every people in the hotel. Staff benefits are very appeal if working under the company and also the staff transfer is very easily accessed if he is ready for it.

If you had the opportunity, would you like to join this hotel as permanent staff?

☒ Yes ☐ No, why? Kindly specify:

Definitely a yes! I can join their management in training in this property when I finish my Bachelor's Degree. However, I also do have plans to try my best to apply as a permanent staff or as an intern in the other properties of Four Seasons Hotel and Resort. For instance, I am very keen to join one of the two resort properties in Maldives. Therefore, I would say I will join this hotel/company as permanent staff to start my hospitality career.

Please mark your overall experience during this internship out of "20"

☒ 17 / 20

Name: NG ZHI YI

Signature:

Date: 12th April 2016

4. Internship Evaluation Form by Supervisor

I have received 3 evaluation forms from 3 different managers.

The evaluation forms is attached after this page with an arrangement of,

- i. Derrick Yee, Restaurant Manager
- ii. Putra Narayana, Restaurant Manager
- iii. Christina Lai, Learning Manager

Both Restaurant Managers are the managers I am directly reporting to during my internship and I had worked under both of their supervisions. This is because in the middle of my internship, Mr. Putra Narayana is transfer to Ikan-Ikan Restaurant. However, Mr. Derrick Yee is moved from Ikan-Ikan Restaurant to Kelapa Grill Restaurant.

Besides that, Ms. Christina Lai is the Learning Manager who is in charge of the interns in the resort and I have to report to her from time to time in order to make sure if I am progressing during the internship.

Marksheet

INT 60103 INTERNSHIP - MARKSHEET

ASSESSMENT COMPONENTS

1. Pre-Internship Training/Workshops/Briefings (10%)	
1.1 Internship Briefing by Career Centre	___/3
1.2 Internship Module Briefing / Report Guidelines + E-portfolio briefing	___/4
1.3 Career talk workshop	___/3
Pre-Internship Training: TOTAL (Marks)	(A) ___/10
2. Internship Period (50%)	
Internship Evaluation Forms by Supervisors	
Q1-10 – total marks:	
Internship Period : TOTAL (Marks)	(B) ___/50
3. Post-Internship Report (40%)	
3.1 Portfolio / e-portfolio	___/10
3.2 Internship Report	___/30
Post-Internship Report : TOTAL (Marks)	(C) ___/40
GRAND TOTAL (A + B + C)	___/100

NOTE TO MARKING LECTURERS:

Forms and Reports which are submitted late to the Divisional Office will be penalized as follows:

<i>Submitted one (1) day after deadline</i>	-	<i>deduct 5% from mark awarded</i>
<i>Submitted two (2) days after deadline</i>	-	<i>deduct 10% from mark awarded</i>
<i>Submitted three (3) days after deadline</i>	-	<i>deduct 15% from mark awarded</i>
<i>Submitted four (4) days after deadline</i>	-	<i>deduct 20% from mark awarded</i>
<i>Submitted five (5) days after deadline</i>	-	<i>ZERO (0) mark for the assignment</i>

Incomplete documents will be rejected.

ASSESSER's NAME and SIGNATURE		GRADED ON (DATE)	
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