

# Internship Program

## Food & Beverage Department

This program is designed for students that would like to get practical experience in F&B operations. Students will be exposed to various positions in Restaurants and Kitchens of Dragon Hill Lodge and will be able to gain hands on experience of F&B operations. Upon successfully completing the program, students will be given a certification of completion of Internship program and will be given a merit point if the student seeks for employment in DHL.

### Programs Outline

#### Program 1: Restaurant operation (8 weeks)

Position	Schedule	Location	Evaluation
Food service worker	2 weeks	Greenstreet , Oasis	Interim evaluation by Supervisor
Hostess	2 weeks	Greenstreet , Oasis	Interim evaluation by Supervisor
Cashier	2 weeks	Greenstreet , Oasis	Interim evaluation by Supervisor
Assistant Supervisor	2 weeks	Greenstreet , Oasis	Interim evaluation by Supervisor
	8 weeks		Final evaluation by Restaurants Manager

\* Students are required to submit a 3-4 page report summarizing what he/she learned during the internship and any suggestions before the final evaluation.

#### Program 2: Restaurant Operations (4 weeks) & Culinary Operations (4 weeks)

Position	Schedule	Location	Evaluation
Hostess/ Assistant Supervisor	4 weeks	Greenstreet, Oasis	Interim evaluation by chef
Cook assistant	4 weeks	GS, Oasis Kitchen	Interim evaluation by chef
	8 weeks		Final evaluation by Exec. Chef

#### Program 3: Culinary operation (8 weeks)

Position	Schedule	Location	Evaluation
Cook assistant	4 weeks	Greenstreet & Oasis	Interim evaluation by Supervisor
Cook assistant	4 weeks	Main Kitchen & Bakery	Interim evaluation by Supervisor
	8 weeks		Final evaluation by Restaurants Manager

### Program 4: F&B operation (24 weeks)

Position	Schedule	Location	Evaluation
<b>Restaurant operation</b>			
Food service worker	2 weeks	Greenstreet , Oasis	Interim evaluation by Supervisor
Hostess	2 weeks	Greenstreet , Oasis	Interim evaluation by Supervisor
Cashier	2 weeks	Greenstreet , Oasis	Interim evaluation by Supervisor
Assistant Supervisor	2 weeks	Greenstreet , Oasis	Interim evaluation by Supervisor
<b>Culinary operation</b>			
Cook assistant	4 weeks	GS & Oasis kitchen	Interim evaluation by Chef
Cook assistant	4 weeks	Bakery, Main Kitchen	Interim evaluation by Chef
<b>Banquet &amp; Catering</b>			
Banquet Server	4 weeks	Catering dept.	Interim evaluation by supervisor
Assistant Captain	4 weeks	Catering dept.	Interim evaluation by supervisor
	24 weeks		Final evaluation by Restaurants Manager & Executive Chef & Banquet Captain

- Schedule may be adjusted based on student's area of focus.

### Position Details & Job Description

Position	Schedule	Location	Description
<b>Restaurant operation</b>			
<b>Goals:</b>			

- **To learn management skills and basic knowledge of the restaurant operation.**  
Assistant Supervisor – Learn scheduling, staffing, forecasting, handling guest complaints, internal controls, maintaining restaurants, supporting and training Employees, sales promotion, handling group party & special events.
- **To understand the restaurant operation by performing different jobs and to learn how each position is related to produce high quality products and service.**  
Food service worker – Learn proper table clearing, set up, restocking, controlling supplies. Assisting servers & hostess for faster service.  
Hostess/Cashier – Learn proper greeting, customer service, taking reservation, Micros POS System, daily sales audit.

<b>Food Service Worker</b>	2 weeks	Greenstreet , Oasis	<ul style="list-style-type: none"> <li>• Cleans and re-stocks all assigned service stations on a recurring basis as required throughout the tour of duty.</li> <li>• Clears and re-sets with proper cover all assigned tables upon guests departure. Removes china, flatware and glassware during the dining process when such equipment is no longer needed.</li> <li>• Performs routine janitorial duties in maintaining the restaurant in orderly and clean condition at all times. After each meal, sweeps, mops and polishes dining room floors.</li> <li>• Receives supplies, moves all items to the storeroom and places them in designated areas.</li> </ul>
<b>Hostess</b>	2 weeks	Greenstreet , Oasis	<ul style="list-style-type: none"> <li>• Greet patrons in a pleasant manner as they enter dining room. Confirms whether reservations have been made. For those without</li> </ul>

			<p>reservations, escorts them to tables available considering waitress workload and anticipated further patronage. Seats patrons and provides them with menus. May suggest consideration of certain menu items. Alerts waitress to take orders.</p> <ul style="list-style-type: none"> <li>• Determines waiter/ waitress station assignments for the dining period. Determines table assignments by considering size workload. Attempts to assure to the extent possible that workloads are even among waitresses with a view toward assuring optimum service to all, considering waitress effectiveness and speed in making assignments.</li> </ul>
<b>Cashier</b>	2 weeks	Greenstreet , Oasis	<ul style="list-style-type: none"> <li>• Controls all cash, check, credit card, guest checks or other form of payment accepted in the assigned food outlet per DHL cash-check handling standards of procedures.</li> <li>• Completes and balances all necessary paperwork according to direction of Accounting Dept. and responds any deviation of procedures or policy to the outlet manager and to the Accounting Dept.</li> </ul>
<b>Assistant Supervisor</b>	2 weeks	Greenstreet , Oasis	<ul style="list-style-type: none"> <li>• Responsible for the day to day operations of the restaurant during their assigned shift. Oversees and supervises the sales and serving of food and</li> </ul>

			<p>beverage items adequate stock levels are maintained, correct receipt and pricing procedures are adhered to and requisitions merchandise as required.</p> <ul style="list-style-type: none"> <li>• In responsible for opening and closing the restaurant. Assigns work stations and side work based on scheduled employees and anticipated work load. Cashes out the cashier on duty, taking POS reading and reports and verifying the cash count and deposit. Maintains security of cash, fixed assets and merchandise inventory. Participates in the work of hostess, cashiers, wait staff and bus staff when work load warrants. Ensures compliance with fire, safety, sanitation and security regulations and procedures.</li> <li>• Resolves customer complaints, elevating the more serious ones to the restaurant manager.</li> <li>• Supervises and provides on the job training of assigned employees. Prepares work schedules for assigned staff. Modifies employee's schedule to meet unexpected sales fluctuations.</li> </ul>
<b>Culinary Operations</b>			
<b>Goals:</b> <ul style="list-style-type: none"> <li>• <b>To learn the kitchen operation.</b> GS &amp; Oasis assistant – Learn how to prepare, season, and cook a wide variety of</li> </ul>			

meats, vegetables, soups, breakfast dishes, and other food items in large quantities.

Learn inventory control; food ingredients and supplies from main kitchen and pantry as required for daily operations.

- **To learn how standard recipes work and how they relate to producing high quality food products.**

Bakery assistant – Learn how to prepare and bake pastries, rolls, cakes. Records inventory

of supplies and orders stock from main storeroom to replenish shortage of various items by estimating daily and weekly requirements.

- **To learn management skills and basic knowledge of the kitchen operation.**

Main kitchen assistant – Learn how to review production schedule to determine food

requirements including the variety and quantity of food for preparation.

Gaining familiarity with assembling supplies and other equipments needed

for daily cooking activities. Learn how to Instruct and functionally supervise

the activities of other employees performing related duties.

**Cook assistant**

4 weeks

GS& Oasis kitchen

- Performance is evaluated for adequacy of demonstrated skill in meeting standards of quality particularly as applies to ingredient preparation and final appearance and flavor; timeliness of work accomplishment, adherence to sanitary requirements.
- Prepares and cooks to order various foods which require a short preparation time, such as burgers, hot dogs, chops, steaks, chicken fries, poultry, fish, bacon, eggs, sausage etc. Adds seasonings to food and regulates cooking

			<p>temperatures. Serves such items to customers as necessary.</p> <ul style="list-style-type: none"> <li>• May assist in assembling, garnishing and preparing for service a variety of convenience foods, sandwiches, salads and other food items.</li> </ul>
<b>Cook assistant</b>	4 weeks	Bakery	<ul style="list-style-type: none"> <li>• Duties include selecting, weighting, measuring and mixing of ingredients then baking such products as bread, pies, pastries, biscuits, cakes, cookies and rolls.</li> <li>• Determines from a knowledge of baking processes or from a recipe, the kind and amount of ingredients. Determines the amount of fermentation time and agents for each kind of baked product to be produced from dough into desired shape.</li> <li>• Greases baking pans and places product into pans for baking. Exercises in care to avoid mis-shaping the product which would detract from its appearance and permit uneven baking.</li> </ul>
<b>Banquet &amp; Catering Goals:</b>			

- **To learn management skills and basic knowledge of the banquet operation.**

Assistant Captain- Learn how to review BEO (banquet event order) and its floor plan, staffing, review event's menu, design (tables, room atmosphere, lighting), set up, function time. Gaining extensive knowledge on the actual party accountability (food and beverage, posting), as well as any required paper/e-mail documents.

- **To understand the banquet operation by performing different jobs and to learn how each position is related to produce high quality products and service.**

Banquet server- Learn how to prepare the area for the event: room design, table setting, buffet line setting, time line, type of service (meeting break, reception, buffet or plated menu), cleaning procedure.

<b>Banquet Server</b>	4 weeks	Catering	<ul style="list-style-type: none"> <li>• Serves as overall attendant at banquet functions, performing a combination of duties related to providing proper table settings, decorations, equipment, service and clean up. Sets up dining areas, private dining rooms and outside facilities for formal dinners, parties, meetings, conferences, wedding receptions, and other social functions.</li> <li>• Takes orders from guests and transmits to cook or bartender. Obtains bread, butter, fruit, juices, salads or other food items from appropriate stations. Serves food on individual dishes to each diner, or places certain items of food in large containers on tables.</li> <li>• Perform minor housekeeping duties as required. Restores room or area to proper configuration. Removes, transports and stores</li> </ul>
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			property and equipment.
<b>Assistant Captain</b>	4 weeks	Catering Dept.	<ul style="list-style-type: none"> <li>• Supervises banquet and event set up ensuring adherence to established schedules of activities and priorities. Ensures adequate event staffing for set up, service and recovery. Assists clients with set up details and assists banquet staff in set up, service and recovery.</li> <li>• Turns in party contract documentation upon completion of the event and assists in proper documentation, reconciliation and collection of payments.</li> <li>• Maintains inventory records of supplies and equipment and orders as required.</li> </ul>
	24 weeks		Final evaluation by Restaurants Manager & Executive Chef & Banquet Captain

\* Students will be evaluated by supervisor after completing each position.

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