

Report On
How Covid-19 Has Impacted the employees of restaurant industry

By

Shafaet ara moon
13204062

An internship report submitted to the BRAC Business School in partial fulfillment of the requirements for the degree of Bachelor of Business Administration (BBA)

BRAC Business School
BRAC University
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Declaration

It is hereby declared that

1. The internship report submitted is my/our own original work while completing degree at BRAC University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all main sources of help.

Student's Full Name & Signature:

Shafaet ara moon
13204062

Supervisor's Full Name & Signature:

Tanzin Khan
Senior Lecturer, BRAC Business School
BRAC University

Letter of Transmittal

Tanzin Khan
Senior Lecturer
BRAC Business School
BRAC University
66 Mohakhali, Dhaka-1212

Subject: Submission of Internship Report

With due respect, I, the student of BRAC Business School, presenting the internship report entitled '**How Covid-19 has impacted the employees of restaurant industry**'. I am doing internship program from the Platinum Lounge. I have prepared the report on the basis of my information gathered from my working experience, and I also did some research as per your instructions.

The internship experience in the Platinum Lounge has definitely been beneficial for me to understand how the restaurant industry works and how covid-19 has created an impact on it. I believe will be useful in future and will also be adequately insightful in preparing this study.

I want to thank you for your kindness and support and to express my gratitude to you. Working on this internship under your supervision has been a great experience. I would be happy to answer any kind of question if you need some help in understanding my internship report.

Yours Sincerely,

Shafaet Ara Moon
ID: 13204062
BRAC Business School
BRAC University

Non-Disclosure Agreement

I recognize that I have gained access to various confidential information during the internship period which will not be released anywhere by me. I assure that I will never purposefully breach any confidentiality during and after my internship.

Intern's Full Name & Signature:

Shafaet Ara Moon

Organization's Supervisor's Full Name & Signature:

Fahmida Mishu

Managing Partner

The Platinum Lounge

Acknowledgement

I am very grateful to Almighty Allah at first for providing me the opportunity to complete this internship and generate this report. I have physically joined the Platinum Lounge for this internship experience and I have tried to contain my three months' hard work in this internship report.

Also, I would like to express my gratitude towards my internship supervisor, Tanzin Khan Miss, for her valuable time, supervision, encouragement, kindness and direction which helped me immensely to complete this report.

I would like to thank the Platinum Lounge for providing me the opportunity to do this internship, Also the managing partner Fahmida Mishu has cooperated me a lot. I also thank the staffs of the Platinum Lounge to provide me with necessary information.

Lastly, I would like to convey my sincere admiration to BRAC University for making this internship program compulsory as part of the credit requirements that really enabled me to have an understanding of restaurant industry and the work environment of the Platinum Lounge.

Executive Summary

This report is Titled as ‘How Covid-19 has impacted the employees working at restaurant industry. The report is actually how this global pandemic created an impact on the lives of the restaurant industry in Bangladesh. For this purpose, the Platinum Lounge which is a renowned restaurant in Dhaka city was taken as example. The beginning of this report consists a short description about the induction of the Platinum Lounge. Also, how the Platinum Lounge started its journey and its mission, vision, slogan, core values, organizational structure was written elaborately in the internship report. In addition, the report also includes the products offered by the Platinum Lounge and how the HR operations and financial operations are being maintained. Moreover, this report includes the limitations, research methodology, findings, and research questions. Also, I have completed a SWOT analysis to find out the strengths, weakness, opportunities, threats of the Platinum Lounge and I have also done porters five forces analysis to show the industry situation of the Platinum Lounge. This report also has financial performance, growth related facts. Also, there is information regarding responsibilities, outcomes from the internship and difficulties faced during internship, benefits, learning opportunities etc. So, it can be stated that all necessary information about this internship thesis has been mentioned in this report. More importantly, to complete this internship report and to provide authentic and updated information about my assigned topic, I have conducted an in-person interview and for that I have made a questionnaire of 15 questions and conducted interviews with the employees related to my report topic. Then, the main part of this internship has begun and according to the interview result assessment has been provided. Additionally, I have given necessary recommendations and conclusion based on writing the whole report. In the conclusion, the report has been completed with the references and interview questions.

Keywords: The Platinum Lounge; Internship; How Covid-19 Has impacted the employees of restaurant industry in Bangladesh; SWOT and porters five forces analysis; Survey;

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List of Acronyms

MFS	Mobile Financial Service
POS	Point of Sale
CSR	Corporate Social Responsibility

Glossary

Internship Report

An extended study paper that forms part of the final assessment process for graduation completion. It is also possible to identify the text as a project or a series of extended essays.

Covid-19

It is a disease caused by the latest coronavirus, which appeared in China in December 2019. The coronavirus tends to spread from individual to individual. A laboratory test has been used for diagnosis.

Chapter 1

Internship Overview

1.1 Student Information:

Name : Shafaet Ara Moon
ID : 13204062
Program : BBA
Major : Human Resource Management
Minor : Marketing

1.2 Internship Information:

Company Name : The Platinum Lounge
Internship Supervisor's Name: Fahmida Mishu
Supervisor's Designation : Co-Founder & Managing director

Before I started the journey of internship, I thought about achieving a professional experience from a real organization and the Platinum Lounge gave me that opportunity. After starting my internship at the Platinum Lounge, initially I felt overwhelmed because of the immense work pressure and the constantly moving working environment. However, the team members of the Platinum Lounge cooperated me to get myself acquainted with the work ambience there. As an intern my responsibility was to work collaboratively with the team of human resource management and the team of operation management. I have gradually prepared myself to work as a team player and to work together with different stakeholders for different purposes such as how the human resources management team organize daily and weekly staff training, how to prepare daily, weekly and monthly cash and due statement, how to prepare employee duty roster and salary sheet etc. Hence, the team of human resource management and the team of operation management guided me to work with everyone and solve various problems relating to the job. Before joining in the Platinum Lounge, I had no prior knowledge regarding how the restaurant sector works and how a business operates its daily activities but after I started my internship at the Platinum Lounge, I gained knowledge regarding restaurant industry. I have gained professional skills and an understanding of what it meant to be working in the fast-paced entrepreneurial world ever since I joined here. The Platinum Lounge was an inspiring experience for me and I believe that my experiences with the Platinum Lounge will give me opportunities to cultivate myself as a professional person to excel in my career in future.

1.3 Major Responsibilities:

As an intern in a quick service restaurant, I was given different types of tasks, but there were some crucial tasks which I had to do every day. These responsibilities were given by the co-founder. As the restaurant is a very busy place, I had to complete those tasks every single day. I assisted in the take away counter first few days and supervised if prepared foods are being packaged properly and being given according to token number. The rush during lunch hour was extremely busy and it was very difficult to work calmly when the customers do not spare more than three to five minutes for their parcels. Here is a list of tasks I have done under this team:

- ✓ Using the specialized POS machine
- ✓ Keeping track of the bill tokens and giving parcels by maintaining serials
- ✓ Communicating with the kitchen operations team
- ✓ Interacting with old and new customers

Despite these small tasks, the team members of the take away team helped me to understand my task properly.

Afterwards I was shifted to the operations management team which looks after the daily operations of the Platinum Lounge smoothly and efficiently. I have worked there till the end of my internship with an occasional switch to the human resources management team. Being a team member in the operations management team is a very demanding job as it requires hundred percent attention and precision during the duty hours but it was a very beneficial learning experience as well. At the operations management team, I had a wide array of responsibilities:

- ✓ Synchronize daily restaurant operations
- ✓ Learn how to deliver flawless service and maximize customer satisfaction
- ✓ Assist to respond competently and precisely to customer complaints
- ✓ Assist to review product quality on weekly basis and search new vendors providing better deals
- ✓ Assist to organize and supervise staff duty roster weekly on every Saturday
- ✓ Learn how to give performance appraisal to existing staffs and provide essential feedback to improve staff productivity
- ✓ Learn how to make the daily inventory to estimate future needs for raw materials, kitchen utensils, cleaning products etc.
- ✓ Learn how the core management team ensure compliance with sanitation and safety regulations
- ✓ Maintain restaurant's goodwill and suggest methods to progress it
- ✓ Learn how to work jointly with the purchase division to control operational costs and identify measures to cut wastage
- ✓ Learn how to create detailed weekly, monthly and annual reports revenues and expenses collaboratively with the accounts manager

1.4 Observation Regarding the Platinum Lounge:

The various aspects I found and learned during my internship at the Platinum Lounge are:

- The existing staffs of the Platinum Lounge are responsible and serious about their duties. They try to not leave their tasks for the next day.
- Effective work performance is moderately appreciated here but it should be increased and given on regular basis as due to hectic work environment the personnel can lack motivation which can lead to less revenue generation
- Number of staffs should be increased and to decrease wastage fast computers and operating systems should be included so that the workflow can be made quicker.
- Most of the staffs are cooperative to each other. Sometimes kitchen staffs have some issues among them.
- Due bill collection team should work more efficiently to collect pending bills from customers
- Purchase team should work more efficiently to minimize cost

1.5 Learning Outcomes from Internship:

I find myself luck as I received the opportunity to work under the supervision of the co-founder and managing director. This 3-month long internship program not only broadened my perspective but also gave me a newfound ability to work under immense pressure and take instant decision which ultimately improved my capabilities. Between my work schedules, I had to communicate with customers, vendors and staffs which actually invigorated me broaden my horizon to work swiftly and follow multiple commands simultaneously.

While doing this internship I got the opportunity to work with a real entrepreneur, discover her job responsibilities and get real time guidance applicable to this industry. I have understood my abilities and limits during my work period here. The ultimate result is the self-confidence and newly perceived ability to think from multiple angles and take the best decisions which are beneficial for the organization.

1.6 Challenges Experienced during Internship:

I came to know about various details about the Platinum Lounge during my internship. I stumbled upon some difficult issues, however, which sometimes hindered my progress. The problems I faced are described below:

- Too much work pressure on some specific days each week
- Lack of corporate professionalism to some points
- The duration of the internship is not enough to completely understand all the activities of the restaurant
- The employees are often occupied with their own tasks, and had less time to share detailed knowledge regarding their job responsibilities
- As the information of a restaurant business is very confidential, there were some restrictions on sharing insider knowledge which actually limited my actual research to some extent.

1.7 Recommendation:

- Focus on online marketing to create new customer base
- Create a modernized website with detailed information for the prospective customers
- Digitalize the documentation process to reduce the paper work
- Educate existing staffs with smart devices so that they can utilize Microsoft office, Google spreadsheet etc. to share information

Chapter 2

The Organization

2.1 Restaurant Sector in Bangladesh:

Bangladesh is a densely populated developing country. The culture and practice of eating outside own house has developed gradually over a time span of twenty-five years. As the buying power of consumers is increasing rapidly, working class consumers has less time to cook at home. Thus, they adopted a lifestyle of eating out at restaurants or taking food deliveries from restaurants at home. According to an article by Dhaka tribune, “the whole restaurant market of Bangladesh has been estimated at BDT 4500 crores in the year 2020 with an expected contribution of 2.1 percent to the country's GDP by 2021 Even the fast-food market that is estimated to be valued at BDT 450 crores alone”. Moreover, restaurant business is going through an incredible transformation. Quick service restaurant concept, dine in restaurant concept with live kitchen, ghost kitchen restaurant concept etc., frozen food business etc. are growing rapidly in Bangladesh. According to some research conducted by Future Startup, “the average growth rate of the food processing industry is about 8%. The total size of the domestic market is about US\$2.2bn (AVC, 2011)”.

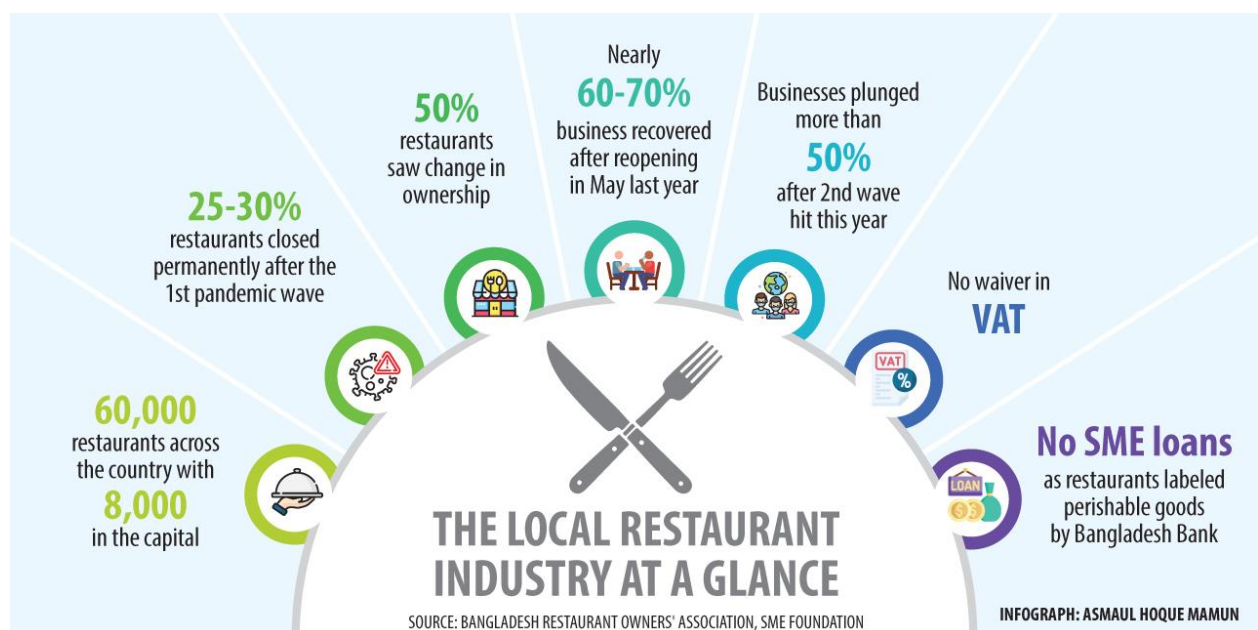


Table 1: Bangladesh’s Local Restaurant Industry

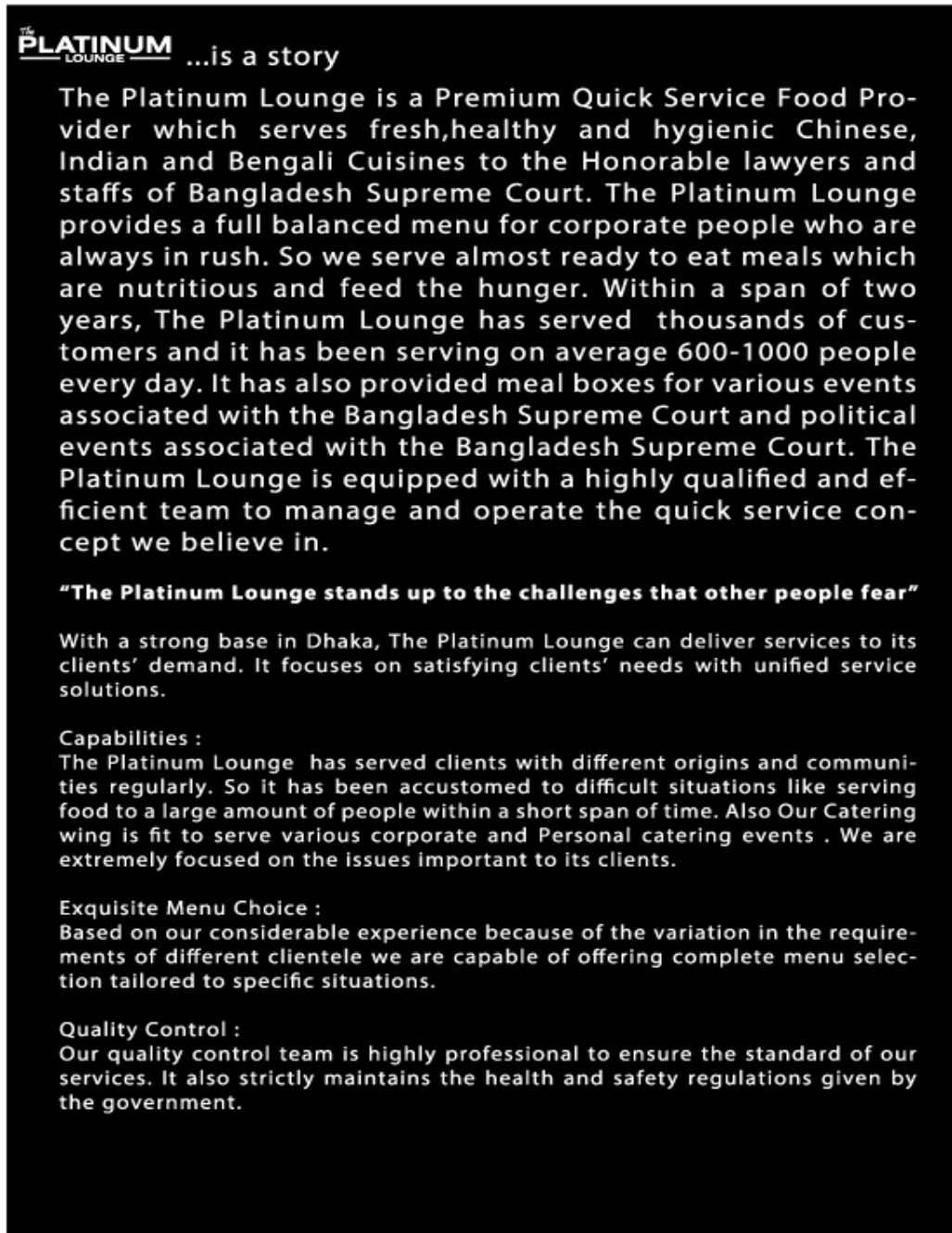
2.2 Current situation of Restaurant Industry in Bangladesh:

As Bangladesh as a country is progressing itself towards a developing nation, the buying power of the people has increased because of the steady economic growth which resulted to a rise in people's income. The concept of quick service restaurant business has been over the rise in Bangladesh for the last five to seven years approximately which inspired young entrepreneurs to explore in this genre of business (Daily Star). According to Bangla tribune and insiders working in this industry, the number of food service providers in Bangladesh is approximately 60,000 which hotels, restaurants and sweetmeat makers, where more than 15 lakh people are working in this industry. As per the statement given by Rezaul Karim Sarker Rabin, general secretary of the Bangladesh Restaurant Owner's Association to the Daily star around 10% of food related establishments have closed for good amid covid-19. He also added that that Over 15,000 restaurant and food service providers have yet to reopen and over 5 lakh restaurant employees' have remained unemployed since March 2020, according to BROA (Bangladesh restaurant owners association) which has over 12,000 members.

Since the Covid-19 outbreak began in March 2020 in Bangladesh, the restaurant industry has taken the worst hit nationwide as customers started avoiding outside food to prevent infection. After the nationwide shutdown gradually started shifting in June,2020 and the economic activities started becoming normal only a few restaurants reopened their doors. Since August 2020 though, majority of the restaurants in Bangladesh started their normal operations but the sector was able to recover only 50% of the business compared to pre-pandemic period (The Business Standard). Unfortunately, there are still over 1,000 food service providing entities who are uncertain whether they will ever be able to reopen (The financial Times).

2.3 The Company Overview:

The Platinum Lounge:



THE PLATINUM LOUNGE ...is a story

The Platinum Lounge is a Premium Quick Service Food Provider which serves fresh, healthy and hygienic Chinese, Indian and Bengali Cuisines to the Honorable lawyers and staffs of Bangladesh Supreme Court. The Platinum Lounge provides a full balanced menu for corporate people who are always in rush. So we serve almost ready to eat meals which are nutritious and feed the hunger. Within a span of two years, The Platinum Lounge has served thousands of customers and it has been serving on average 600-1000 people every day. It has also provided meal boxes for various events associated with the Bangladesh Supreme Court and political events associated with the Bangladesh Supreme Court. The Platinum Lounge is equipped with a highly qualified and efficient team to manage and operate the quick service concept we believe in.

“The Platinum Lounge stands up to the challenges that other people fear”

With a strong base in Dhaka, The Platinum Lounge can deliver services to its clients’ demand. It focuses on satisfying clients’ needs with unified service solutions.

Capabilities :
The Platinum Lounge has served clients with different origins and communities regularly. So it has been accustomed to difficult situations like serving food to a large amount of people within a short span of time. Also Our Catering wing is fit to serve various corporate and Personal catering events . We are extremely focused on the issues important to its clients.

Exquisite Menu Choice :
Based on our considerable experience because of the variation in the requirements of different clientele we are capable of offering complete menu selection tailored to specific situations.

Quality Control :
Our quality control team is highly professional to ensure the standard of our services. It also strictly maintains the health and safety regulations given by the government.

Vision Statement:

Create a loyal clientele through maintaining hygiene and offering good quality food and service.

Mission:

- Establish a long-term goodwill so that customers trust their cuisine undoubtedly.
- Building cordial and sustainable relationships with customers and other external stakeholders.
- Create a Deshi brand which will be recognized around Bangladesh.

Slogan: Exquisite food with best service

Core Values:

The Platinum Lounge focuses on maintaining 'Authenticity'. Since its beginning it aims to provide food which are made using best resources and provide same service to all type of customers.

Strategic Objectives of The Platinum Lounge:

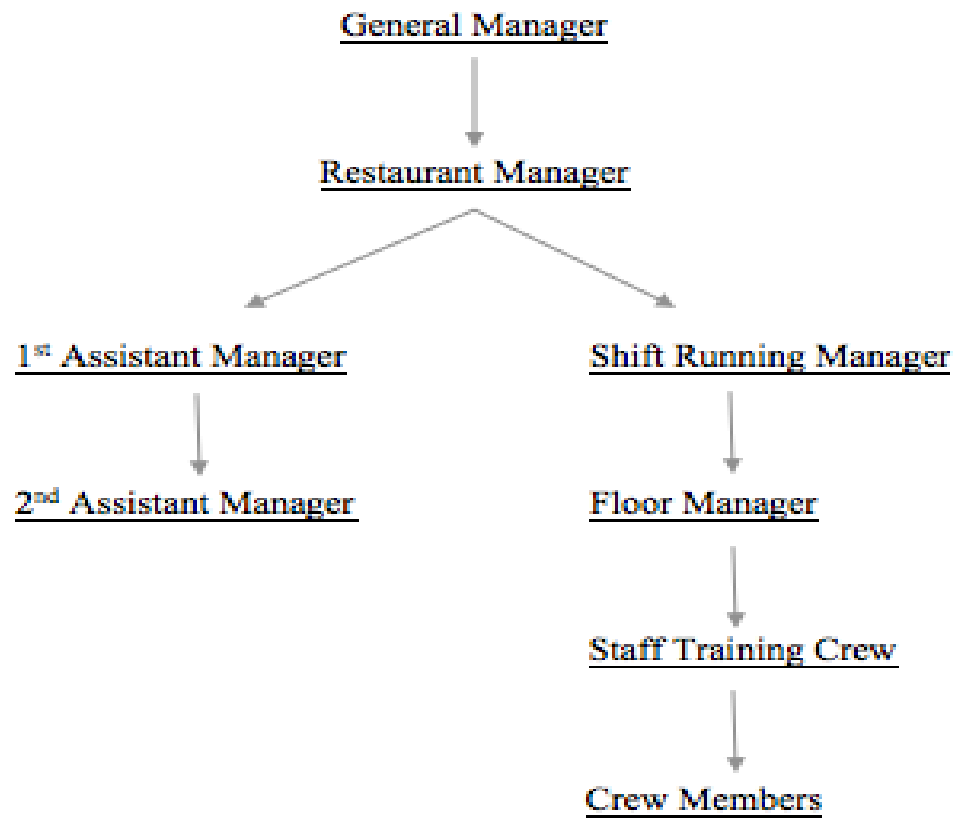
- Creating a repetitive and regular customer base
- Capturing market share through giving more outlets around the city and eventually around the whole country
- Partnering with various mobile financial services so that customers can make bill payment smoothly
- Partnering with telecom companies and life style brands to provide discount to customers through loyalty card

- Increase profitability through business expansion such as opening new branches in popular locations

Ethical Principles of The Platinum Lounge:

- **Customer Oriented:** Customers are the main driving force of the Platinum Lounge. Its main focus is to always serve customers first.
- **Quality and Hygiene:** The platinum lounge dedicated itself strongly to maintain loyal customers through ensuring the quality and hygiene of food.
- **Honesty and Integrity:** The platinum lounge always ensure honesty and integrity through their products and service.
- **Trust in Workforce:** The platinum lounge's strength is its experienced employees. They value each of the team members from floor cleaner to manager equally and give priority to each of their voices.
- **Teamwork:** The platinum lounge believes in team work. The management team always focuses on building a connection between the employees so that they can give their hundred percent to their work.
- **Corporate Social Responsibility:** The Platinum lounge does some charitable actions like giving donation to the families of employees when they need it, feeding under privileged children etc. as part of their corporate social responsibility.

Organizational Structure of the Platinum Lounge:



Co-Founders:

The PLATINUM LOUNGE ...is extraordinary team work



Fahmida Mishu
Managing Director

Graduated from East West university with major in HRM & Marketing; Have been successfully managing multiple business ventures for five years



Shafaet Ara Moon
HR Coordinator

Graduated from BRAC university with major in HRM; Oversees daily HR operations



Sadia Afrin
Social Media Manager

Currently she is a first year student of London College of Legal Studies (South); Manages social media accounts of Kella Fote & The Platinum Lounge

2.4 Products of the Platinum Lounge:

The Platinum Lounge offers Bengali, Thai and Chinese cuisine to its customers. Also, they offer other type of food on pre order basis. Here is their standard menu which is always available.

The PLATINUM LOUNGE

Breakfast Menu

1. Wonton	BDT 25
2. Spring Roll	BDT 25
3. Chicken Sandwich	BDT 50
4. Fried Chicken (Per Piece)	BDT 50
5. Chicken Com Soup (Per Cup)	BDT 60
6. Thai Soup (Per Cup)	BDT 80
7. Chicken Chowmin (Per Plate)	BDT 100

Lunch Menu (Chinese Set)

Any 1 item with Fried Rice and Vegetable	BDT 180
Any 2 items with Fried Rice and Vegetable	BDT 220

Afternoon Snacks

1. Jilapi (Per Piece)	BDT 10
2. Jilapi (Per KG)	BDT 190
3. Wonton (Per Piece)	BDT 25
4. Spring Roll (Per Piece)	BDT 25
5. Fried Chicken (Per Piece)	BDT 50
6. Chicken Com Soup (Per Cup)	BDT 60
7. Thai Soup (Per Cup)	BDT 80
8. Chicken Sandwich	BDT 50
9. Chicken Chowmin (Per Plate)	BDT 100

Beverage

1. Soft Drinks(Coke/Sprite/Fanta)	As Per MRP
2. Mineral Water	As Per MRP
3. Coffee	BDT 30

2.5 Financial Performances of the Platinum Lounge

Financial Performance	2020	2021	2022
Total Investment	30,00,000	1000,000	5,00,000
Investment Growth	30%	20%	15%
Total Assets	39,00,000	12,00,000	5,75,000

Table 3: Financial Performance from 2020-2022

When the restaurant started in 2020, the initial investment to start the restaurant was 30,00,000 BDT. As per the yearly statement from 2020-2022, it can be seen from the chart that the initial investment was a hefty amount but over the years outside cash investment decreased. If we look at the investment growth annually it has also increased gradually though after covid-19 restaurant business was really tough so this slow growth is still a huge improvement.

2.6: HR activities of the Platinum Lounge

The platinum lounge follows standard HR activities which are followed by restaurants normally. An organization's HR operations include a list of activities. The activities which are followed by the Platinum Lounge are written below:

- **Recruitment and Selection Process:** Normally the platinum lounge does the hiring procedure methodically. Firstly, a job post with the requirements is given to the designated person of bdjobs then they publish the post on their website. Then the potential candidates send their resumes in the email address of the platinum lounge. After sorting all the resumes by the management then candidates are called upon interview and then they are hired for three-month probation period by the higher management authority.
- **Training and development:** The employees which are hired by the authority for three months' probation period are first given an in-house training for one week then they can start doing their jobs. After three months' probation period if their performance is satisfactory then they are hired for one-year contract. Sometimes these employees are sent to other restaurants for practical day long training on providing service more professionally.
- **Evaluation & Performance Appraisal:** After the probation period all employees of the Platinum Lounge are hired on contractual basis. Normally the contract is for one-year period. After every three months each employee is put upon performance review and evaluation. The evaluation is done by senior management and feedbacks from other fellow staffs are also considered. Then if the staff's performance is satisfactory then he/she is given a salary raise after six months. In addition, once the staff is under

contract, they are also given medical allowance, transport allowance, food allowance etc.

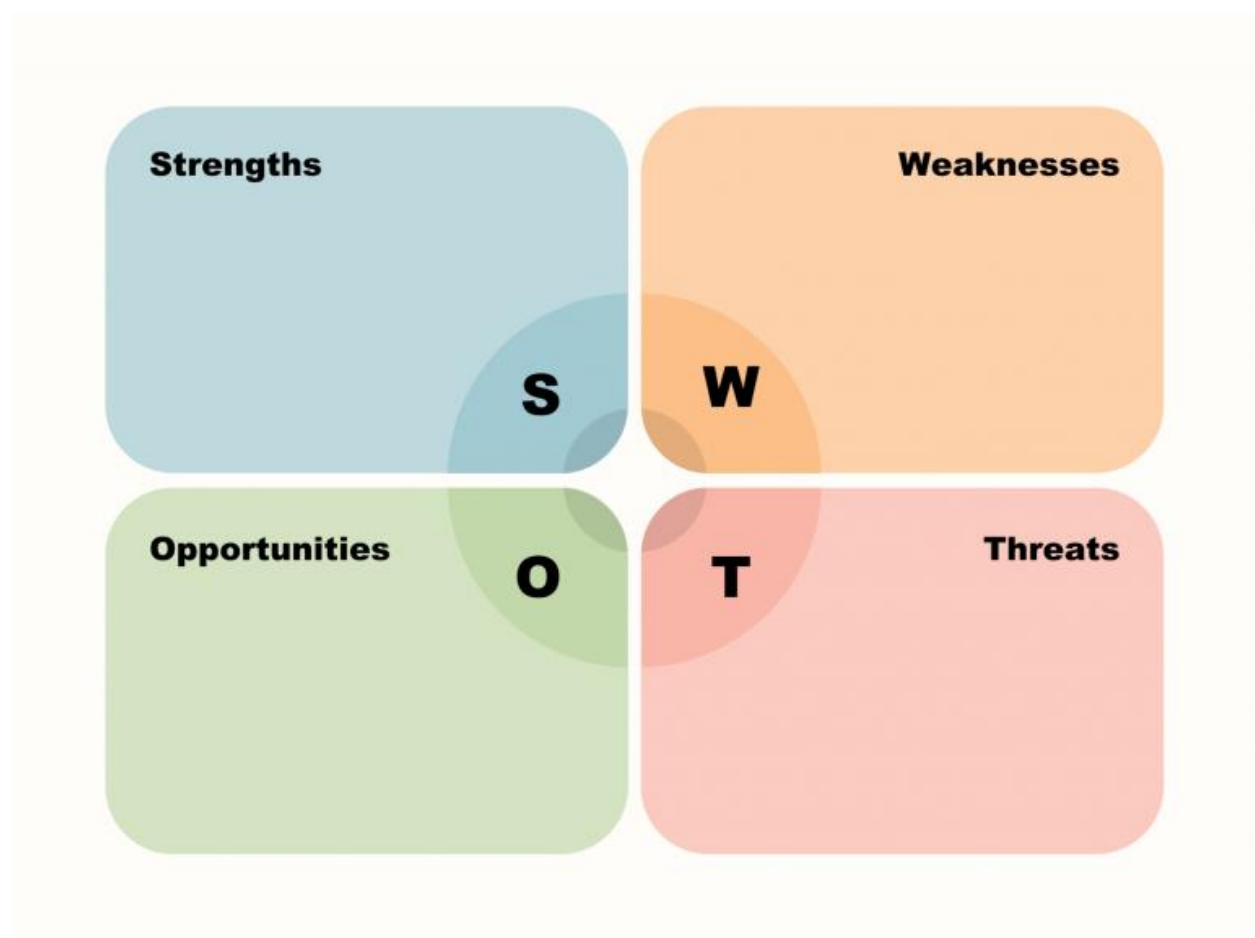
- **Compensation Management:** The salary structure of the Platinum Lounge is based on based on the grade level of an employee. In addition, employee salaries are also compared with other restaurant's salary structure for better assessment. Also, there are some additional benefits for the staffs such as: lunch benefits, transportation allowances etc.

2.7 Corporate Social Responsibility Activities of The Platinum Lounge:

- The platinum Lounge provides iftar and sehri to homeless people during Ramadan.
- Moreover, during covid-19, the Platinum lounge provided salary to all the staffs during the nation wide shut down period which have helped the staffs and their families tremendously.

2.8 SWOT Analysis for The Platinum Lounge:

The SWOT analysis is an evaluation of an organization's assets, limitations, opportunities and risks. An analysis was performed during the internship period on the Platinum Lounge which was based on the strengths, limitations, opportunities and threats of the restaurant. The following is a brief SWOT review of the Platinum Lounge:



Strength:

- Experienced and well-mannered employees
- A restaurant with proper hygiene and well-equipped kitchen
- Customer first attitude
- Loyal to the needs of customer
- Cater to the various need of customers such as online and offline delivery, customized menu creation for personal and professional events etc.

Weaknesses:

- Sometimes during the rush hour service becomes slow as the staffs cannot maintain many clients at the same time
- Sometimes the delivery staffs are slow with the food delivery that is why customers are lost
- Dine in guests sometimes complain because of order misplacement
- Service waiters sometimes do not hear orders from manager
- Gap in coordination between kitchen staffs and service staffs

Opportunities:

- Strong and loyal customer base
- Regular delivery orders
- High quality food is grabbing attention of outside investors
- Opportunity for branch expansion in other areas

Threats:

- Other restaurants are trying to get in this place with better offers
- Pricing competition with nearby restaurants
- After covid-19 raw material prices have increased and because of that product prices have increased and because of these issue customers have dropped
- Technical issues in online orders and delivery

2.9 Porters Five Forces Analysis:

Porter's five powers, also known as P5F, developed in 1979 by Michael E. Porter, are a method of evaluating an industry or organization's attractiveness. It does this by analyzing five powers operating on the industry. These forces are determinants of profitability for that sector or organization. The five powers are below:



Threat of New Entrants: High

As the place where the Platinum lounge is situated is a high demanding place, so other restaurants are trying to get into this place. That is why the threat of new entrants is very high. There are many other restaurants which are trying to offer cheap priced low-quality food to compete with this restaurant. So, the Platinum lounge need to refurbish them with better offers towards the customers otherwise they will be in high risk in future.

Bargaining Power of Buyers: Moderate

As the platinum lounge has a fixed price menu, customers cannot bargain with the regular menu. But they can bargain while giving customized take away and dine order prices.

Bargaining Power of Suppliers: Moderate

There are many vendors who are offering raw materials and other necessary items needed for restaurants. So, the bargaining power of suppliers is moderate as the platinum lounge can negotiate among many alternatives.

Threat of Substitutes: Moderate

As this is the only Chinese restaurant which is offering premium Chinese cuisine at low prices, the threat of other restaurants offering same products is moderate. The combination of service and products of the Platinum lounge make it unique.

Rivalry among Existing Competitors: High

As there are other restaurants which are offering various types of food in the supreme court premise, there is intense rivalry among existing other restaurants. So the Platinum lounge is offering high quality food and service to be the best among all the existing restaurants.

Therefore, it can be seen that the platinum lounge falls under moderate position in porter's five forces analysis

Chapter 3:

Project Part

3.1 Problem Statement and Purpose of Study:

The topic of this internship report was to understand how the pandemic situation affected the employees working in restaurant industry. As restaurant business is a highly booming and cash generating business so it is widely popular in Bangladesh mostly in Dhaka and other major cities. For this internship report I have taken employee feedback from the Platinum Lounge which is a popular Chinese restaurant in Dhaka. During covid-19 when the country was at halt; nationwide restaurant industry and the people related to it suffered a lot. In addition, restaurant businesses are owned by mostly young entrepreneurs and private business owners so they did not have that much financial capacity to run their businesses along with run the households of their staffs.

As we all know, restaurant industry has an important part in the economy of Bangladesh and during covid-19 thousands of people lost their jobs because people stopped eating outside and thousands of restaurants shut down because the owners could not continue injecting liquid cash in their businesses and eventually, they had to shut down their businesses. During Covid-19 the workforce associated with the restaurant industry faced some issues which are written below:

- **Emotional wellbeing:** During covid-19 the employees who were working in restaurant industry suddenly realized that they have lost their jobs and this effected their emotional wellbeing drastically. The stress and constant anxiety due to lack of job and financial security have negatively affected their emotional health. The owner of Platinum Lounge tried her best to help all the employees financially and counsel them.
- **Stagnant Situation:** The platinum lounge which was always bustling through crowd and people suddenly became a place with no one. As govt. started restricting public movement and started limiting crowd in public places, people stopped coming to restaurants. So, a constantly moving place suddenly faced a stagnant situation.
- **Unpredictability:** Restaurant industry was one of the highest affected industries which took financial hit during covid-19. No employee knew if they were going to get their jobs back or not. This pandemic situation has made the restaurant owners realize that everything can be lost in one day and this volatile restaurant industry should always aim for financial backup otherwise business can shut down any way.

- **Transformation in regulation:** The platinum lounge has adopted cashless billing during covid-19. Also, they have become paperless as they are uploading everyday paper work and invoices in an online drive so that they are not lost.

The management of the Platinum Lounge has realized that crisis moments has built their team bond strong. The HR team checked up on all the employees constantly and tried to provide financial and emotional support as needed by them.

This report has been prepared under the guidance and supervision of Tanzin Khan , Senior Lecturer, BRAC Business School, BRAC University and Fahmida Mishu, Managing partner, the Platinum Lounge.

3.2 Origin:

As it is compulsory for the students of BRAC Business School to complete a three-month internship program to understand the work culture of a real organization. I have chosen the Platinum lounge to do my internship as I am part of this business venture since its inception as a cofounder. Through the support of my on-site mentor Fahmida Mishu, Managing Partner, I completed my internship report on "How Covid-19 has impacted the employees of restaurant industry". My academic advisor Tanzin Khan, Senior lecturer at BRAC Business School, BRAC University has finalized the particular topic and permitted me to write the report as part of the internship demand and to provide me with relevant guidance from time to time.

3.3 Objectives of the Study:

The core purpose to conduct this study is to obtain relevant information from the organization regarding this particular topic. Through this study I have understood how the platinum lounge has been managing employee and customer relationship. Also, how the HR handled employees during pandemic situation has also been understood through the internship period.

3.4 Research Question:

A research question identifies the goal of the study conducted during the research period. We have focused on the main question Which is:

- How covid-19 has created an impact on the lives of employees of the Platinum Lounge?

3.5 Methodology:

For this research I have gathered information about restaurant industry through primary and secondary data. Then, the data gathered was organized for format and analysis.

Primary Data vs Secondary Data



Primary Data:

- Doing the internship program.
- Active engagement with employees during the internship.
- Talking to the employees to gather information
- Direct communication with management

I have conducted in person interview with each employee to collect the primary data regarding this research topic.

Secondary Data:

- News Paper articles
- Similar research articles

Method of research: In person interview

Sample size: 20

Area of Sample: Bangladesh

Method of Sampling: Convenience Sampling

3.6 Limitations:

At the Platinum Lounge the management team and employees are very supportive and decent. They tried to share necessary information I needed to conduct this study. Still there were some limitations which are:

- Relevant information regarding restaurant industry is not available so much online
- Limited time to conduct this report
- Employees are always occupied so I had less opportunity to engage with them

3.7 Literature Review:

When the covid-19 pandemic started first the management team of the Platinum Lounge have conducted a conference call with all the team members. In that meeting how the business will be operated and how the employees will be compensated during the covid-19 period were discussed. At first, it was discussed that during the nationwide shut down period, the Platinum lounge will be closed and employees will go back to their respective houses out of Dhaka. After the shutdown has been uplifted the employees will come back to Dhaka and the restaurant will resume its operations. All the employees have been given two-month salary in advance to run their families. It was a critical decision and all the employees and management team have made this decision jointly.

Every Thursday morning a conference call was conducted where all the team members participated and shared how they are passing their lives during covid-19 and how their emotional and physical wellbeing is getting hampered gradually with the constant worry and tension.

Chapter 4

Survey Result and Analysis:

To complete this report, I have conducted a survey in the form of in-person interview to know about the sufferings of the employees during covid-19. I have taken in person interview to altogether twenty people to conduct this research study. During this global pandemic the HR team of the Platinum lounge has directly communicated to the employees to solve any kind of issues they have faced.

4.1 Evaluation and Outcome:

Demographic Part:

As the platinum lounge only hires male employees. So, the demography was only male population. Currently fifteen male staffs are working altogether in the Platinum Lounge.

Age:

The age group of front staffs are from 20 years to 30 years. Young people are hired as service staffs because this age group people are spontaneous and they are able to learn and move faster. The age group of the kitchen staffs are from 30 years to 50 years as these people are more experienced

Profession:

All the respondents are employed by the Platinum Lounge. As target group for the survey was people who work in the restaurant industry, therefore interview of all the employees were taken into consideration for this survey.

Income Status:

Among 20 employees, salary scale is distributed among three categories which are basic level where the beginning level employees start their job at ten thousand takas per month and after a mandatory six-month probation period, they get a one-year permanent position and a raise according to their pay scale. The other two categories are temporary staffs who are hired on daily basis and they are given daily wage at the end of each day and these employees are called 'on-call staff' and the third category employees are kitchen staffs and they are permanently employed and they are given salary from fifteen thousand takas to thirty-five thousand takas. The salary of the kitchen staffs is given based on their experiences in cooking.

Reasons how covid-19 impacted the employees of restaurant industry:

In this section of the report, we will discuss about how covid-19 has created impact on the employees of the restaurant industry both positively and negatively. When the nationwide shut down started the Platinum Lounge also stopped its operations. The management team have given two months' salary to each of the employees as advance and but it could not pay any extra money to the employees until the first shut down in 2020 which lasted four months. As a consequence, all the staffs suffered as they had to go back to their villages and they had no other income sources. And this similar situation happened to most of the employees working in the restaurant industry as majority of the restaurant owners could not afford to pay the operational costs of the restaurants during covid-19 and a huge number of restaurants had to shut down. As hundreds of restaurants shut down during covid-19, the livelihood of the employees was disrupted tremendously. As restaurant industry is a private industry, this industry does not offer any kind of medical insurance. As a result, the employees who had covid-19 did not receive any kind of medical help from the restaurants. Moreover, some restaurants kept their delivery and pickup option available on a limited scale. So, the employees who worked during that period were at high risk. If they were affected with covid-19 or died due to covid-19 most of them did not receive any kind of financial compensation for that. Furthermore, it can be stated that restaurant industry is a neglected private sector with no governance from the govt. Though it is generating revenue for the economy but regulations should be made for this sector like other sectors such as the RMG industry.

Findings and Assessment:

I came across few important findings linked to the Platinum Lounge while writing this report. These findings are mainly about the restaurant's daily activities in short:

- The Platinum lounge hired a mix of experienced and novice employees so that the experienced employees can train these novice employees. These employees have mutual respect and trust for each other and together they are solving every day issues occurring at the restaurant.
- The service staffs maintained proper hygiene when the restaurant reopened after the shut-down but the kitchen staffs could not maintain such as they could not wear masks as the kitchen area is very hot. Some of the employees got covid-19 and they have suffered a lot.
- Employees sometimes react negatively with the decisions higher authority takes regarding the restaurant. Sometimes they create undisciplined situations due to their dissatisfaction towards the management which impacts the service of the restaurant.
- The employees are hired by the management team of the Platinum Lounge directly. There is no separate recruitment team.
- It has been observed that all the employees were working additional hours during weekdays. But they have two days off in Friday and Saturday. Also, the supreme court where the Platinum Lounge is situated is shut down during public holidays and vacations so work hours are flexible during that time.
- The authority of the Platinum Lounge provides extra financial compensation during religious holidays like eid, puja, Christmas etc. Also, the authority provides free food frequently to the under-privileged people near the court premises.
- After interviewing the employees, it has been found out the most of them think if the restaurant was open during covid and online delivery service was available then employees would have been less vulnerable financially and the restaurant would not incur this much financial loss overall. Since, online delivery has been started and online bill payment methods such as bkaash, debit cards, credit cards has been also introduced in the Platinum Lounge
- The platinum lounge has not yet digitalized their documentation system and they have loads of documents. Bill payment documents are maintained through manual documentation and it is really risky as these documents are not being stored digitally. The platinum lounge should introduce digitalized documentation system immediately to avoid any occurrence in future.

Recommendations:

Covid19 is a global pandemic and no one was enough experienced in handling it. But life goes on anyway. So many people died and lost their family members due to this pandemic. The whole restaurant industry and the people associated with it suffered drastically. But this was a cash generating industry. However, to keep the economy afloat and active, people had to continue working and there are so many people who do not have that privilege to sit at home without working. If they do not work, their family will suffer. So, no matter how devastating the circumstances are show must go on otherwise everything associated with it will shut down. While doing this research I have found some issues with the Platinum lounge which should be solved so that the employees of the Platinum Lounge can work as a team to provide everything best towards its clientele. Some recommendations are written below:

- The management staffs of the Platinum Lounge should oversee properly regarding the everyday hygiene maintenance and also the service staffs need to check temperature of customers entering the restaurant premise and provide hand sanitizers to everyone. Also, the restaurant should be cleaned properly every single day.
- There should be a clear check list of the daily chores which should be done before opening the restaurant every day.
- The platinum lounge should educate and give proper training to all the employees so that they can adapt things doing online such as documentation processing, team meeting in zoom, online delivery procedures etc.
- As working in a busy restaurant can be very hectic and managing stress on daily basis can take a toll on mental health. In addition, covid-19 also created great distress for employees' physical and mental health. So, the management should arrange a monthly counselling session regularly for all the employees. So that the employees' productivity is boosted and they feel motivated to work.
- Most of the employees of the Platinum Lounge are from outside Dhaka. So, they are away from their family for a very long time. The platinum lounge can arrange a family meet greet event in every three months to motivate the employees and make them feel valued. Also, employees should be compensated for working overtime.
- The authority should encourage open communication and sharing feedback session every week with all the staffs so that the employees feel that they are important for the organization and their opinion matters
- Sometimes, it can be seen that some employees are over-burdened with extra work and some employees are roaming carefree. So, the supervisor should oversee that tasks are distributed equally.
- There should be a crisis fund in the name of the Platinum Lounge so that, if any kind of calamity like covid-19 happens then the organization can run on normally for at least six months and employees can be compensated.

Conclusion:

As the economic conditions of Bangladesh has changed upside down during and after covid-19, the restaurant and hospitality industry has suffered a lot too because of this economic shift. The economic growth of the Platinum Lounge has turned downward during covid-19 due to the nationwide lockdown. Fortunately, after covid-19, market has shifted and the situations got better gradually.

As I discussed earlier, The Platinum Lounge has been trying really hard to adapt with the situation and taking necessary decisions which are beneficial for the organization's future. As remote work culture cannot be adapted in restaurant business, the authority has taken proper precautionary measures to run operation smoothly. The employees are being given training on handling issues successfully in a calm manner. As there are many other competitors in the same compound which are trying to take away customers of the Platinum Lounge by giving better service at less price and giving extra benefits to the employees as well it is high time that the Platinum Lounge adapts measures so that the employees' lives are not affected negatively and they can work in a healthy environment.

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Appendix

1. Gender

- Male

2. Age group

- 20 years to 30

3. Profession

- Employed
- Student

4. Salary Range

- 5000 – 15000 taka
- 16000 – 25000 taka
- 26000 – 40000 taka

5. Was it effective to shut down the restaurant during covid-19?

- Yes
- No

6. Would it help the employees if the restaurant was open on limited scale?

- Yes
- No

7. Should the organization have adopted online delivery methods during covid-19?

- Yes
- No

8. Did the employees need more financial assistance than they were provided with during covid019 by the organization?

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

11. Should the Platinum Lounge provide mental counseling session for employees ?

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

12. Offline training on how to deal with customers during pandemic should be given

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

13. Do the Platinum lounge have employee shortage which creates work stress?

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

14. Do the supervisors of the Platinum Lounge have biasedness for some employees?

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

15. Should the Platinum Lounge arrange weekly feedback team meeting to increase productivity among employees?

- Yes
- No