



Discovery Samal
Island Garden City of Samal, Davao del Norte, Philippines

Food and Beverage Department
Server

Edward Sanchez, Food and Beverage Manager

600 Hours
April 24, 2025 - July 24, 2025 (Food and Beverage Department)

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Bachelor of Science in International Hospitality Management
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I. THE ESTABLISHMENT

A. Company Overview

Discovery Samal is the first and only Discovery Resort brand in Mindanao, proudly part of the award-winning Discovery Hospitality group. Located in the country's premiere resort city, Samal Island, the property is distinguished as having the largest resort convention facilities in Davao, making it ideal for both leisure and business travelers.

With 153 luxurious villas and plush accommodations, world-class dining outlets, a tranquil spa and wellness center, and awe-inspiring pools overlooking the Davao Gulf, Discovery Samal combines refined comfort, modern convenience, and natural beauty. True to the Discovery brand's signature, it is guided by its promise of "Service That's All Heart (May Malasakit)," ensuring every guest experience is marked by warmth, sincerity, and genuine Filipino hospitality.

B. Competitive Environment, Vision, Mission and Core Values.

Vision

To be the leading world-class resort destination in Mindanao, offering unparalleled experiences that blend Filipino hospitality, luxury, and sustainability, while nurturing the genuine culture of care known as "Service That's All Heart (May Malasakit)."





Mission

To inspire memorable stays by:

- Delivering warm, personalized, and heartfelt service that exceeds guest expectations.
- Showcasing the natural beauty of Samal Island while promoting sustainable tourism.
- Providing state-of-the-art convention and leisure facilities that cater to both business and recreation.
- Celebrating global flavors with a touch of local mastery in dining experiences.
- Creating an atmosphere where every guest feels valued, cared for, and at home.

Core Values (Based on STA^H (Service That's All Heart) Training)

- **Heartfelt Service: Hospitality vs. Service** – Going beyond standard service to create genuine, memorable guest connections.
- **May Malasakit** (Compassionate Care) – Serving with empathy, concern, and responsibility.
- **Magiliw** (Warm and Welcoming) – Making guests feel truly at home through Filipino warmth.
- **Magalang** (Respectful) – Upholding respect and courtesy in every interaction.
- **Mapagkakatiwalaan** (Trustworthy) – Being dependable and consistent in service and commitment.

II. THE INTERNSHIP POSITION

A. Food and Beverage Department (Banquet Outlet) - Server

A. Daily Tasks

- Guest signature greetings (ex. Madyaw na Hapon) and welcoming of guests (giving of leis and welcome drinks)
- Guest support and communication ensuring guests at the function have a smooth and memorable experience
- Set-up and Preparation Needs for different functions (polishing, table set-ups, linen inventories, etc.)
- Doing table set-up and table service sequence depending on type of service (American service, Russian service, Family Style etc.)
- Taking roles during event service as either a mainstay, buffetman, or runner
- Help in the egress after event (clearing of set-up and arrangement of equipment back to storage)
- Double check for the completeness of food menu based on banquet order and double check with safety officer to adhere with food safety and hygiene protocols (usually for buffets)
- Handling guest request and complaints during functions
- Sometimes help out other restaurant outlets (Haribar, Morning Catch, etc.) if hotel is in high occupancy.
- Linen inventory
- Polishing of cutleries, chinaware, and glasses in preparation for functions.





B. Events/Team Activities

Team activities joined as a student trainee

- Product Knowledge and Health and Safety Training
- STAHL (Service That's All Heart) Training

Events joined or assisted in service as a student trainee

- Ring Central Lunch Buffet
- World Day Training
- Cathay Drug Registration (Welcoming) and Dinner
- Lovel Samal
- Cenojas & Aragones Wedding Reception
- SPMC Function
- 7/11 Function (2-day event)
- Sala & Zerna Wedding Ceremony
- Yap and Golisao Wedding
- Mindanao Polytechnic Dinner
- Home Credit (400 pax) 2-day function
- STAHL Training for Executives and for Student Trainees
- OPS briefing
- Wyeth Phil. Function
- Strong Hold Insurance Company Function
- Bell-Kenz Pharma Dinner
- Bangko Sentral ng Pilipinas (BSP) Welcome Dinner
- BARMM Function
- Pj Trigon (Samal Shores) Lunch
- Pajes and Oraya Wedding
- Discovery Samal Father's Day Celebration
- Glamping Soirée
- HSBC Welcome Center
- UNOPS SUBRATA Dinner
- Maelissa Baguio Thanksgiving party
- Wong and Gao Weddin
- DELIVA & LABRADOR wedding
- Lu Family Reunion (2-day)

C. Reflection (Lessons in Class VS. Actual Work and Improved Skills)

Table service sequence and table set-up lessons were two of the most applicable lessons we had that got to use in my actual workplace as a student trainee. Other than that, knowledge about the different types of cutleries, chinaware, and glasses were very helpful in my completion of tasks. The guest greeting practices done in school were also quite helpful in adjusting to the greeting practices at the hotel since they were quite similar.

While working as a student trainee in the establishment with my prior knowledge, I have also learned a lot of new skills like how to carry multiple glasses in one hand to make work more efficient. In addition to that, I have also gotten used to carrying a bar tray with a lot more glasses compared to when I was doing it at school. Moreover, new service skills I got was how to do table





service for family style and Russian style in a real actual setting. Other new skills that I gained is the used of a spoon and fork during service as tongs and how to debone a steamed butterfly-cut fish in front of the guest. During my training period, I also got to learn a bit about the different food menus and beverage selections from different restaurant outlets that I could suggest according to the guests' preferences though I still have much to learn about food and beverage pairings. In my department specifically, I learned a lot about different kind of function set-ups from boardroom U-shape set-ups to specifically tailored arrangements as requested by organizers. Other things I picked up during my training period was also table napkin folding though I already did it during some of our lessons at school, I got to improve on it more during my OJT period.

D. Difficulties and Problems, and Your Solutions

At first, I really needed to adjust my physical body with the workload we have since I'm not quite as fit as the other people in my department but within the first few weeks, I got used to it and got to work in a more efficient manner compared to my first days. I usually encounter difficulties when faced with new tasks, but I get used to it with time and with the very hands-on help from my colleagues (especially our senior student trainees, casual employees, and supervisors). I think I also had a pretty good working environment in our department outlet since I felt that we more like a team when working for different events rather than just different individuals working.

I must say though handling guest complaints at first were really hard for me since I did not know the answer or solution to what the guest demands like it felt like most of the complaints were out of my scope as a student trainee, but I learned to handle it with time and with the assistance of the casual employees and our supervisor. Also, I gained better confidence in speaking with guests as time passed by. The things that I could have done better was probably making a more personalized rather than a just a standardized experience for the guests and maybe in some aspects of my role as a server there are things that I could have finished more efficiently to not only keep up with the deadline but to also have helped in more tasks for the event.

III. WORK ENVIRONMENT

Since I was only assigned to one department and one specific outlet – the Banquet outlet, I'm not sure if its because of the familiarity and the fact that I spent 600 hours in the said outlet but I'm quite satisfied with my working environment during the whole duration of my training. As I said before, my colleagues were very helpful and we always worked as a team so I never really felt out of place and when I was unsure about my task there was always a person I could ask for help. I'm not sure if it was because we were trainees but they really treated us and taught us with patience and a sense of camaraderie.

In terms of dealing with guest, we could never avoid the guests who seem to be complain out of emotion alone or just case of a few opinionated ones, but I think I had more pleasant guests encounter than bad ones I could not event recall that much. So, overall, I think I liked the work environment I was exposed to during my OJT





period though there were quite notable mishaps with our training period as a large group of students but aside from that my personal individual experience was not bad at all and I quite enjoyed it maybe even more than regular school.

IV. LESSON LEARNED

In summary, throughout the practicum period, I learned to never compare your workload with others no matter what your department is or what your assigned role is because everyone has their own hardships that could never be compared to just anyone – just like how different people have different things that their good at. That's why it was such a shame that during my training period that I was not able to rotate to different department because I believe that experience is really the best teacher and that to see is to believe. But, since we weren't so fortunate to grab that opportunity, I learned with working alongside different people from different walks of life and departments, that comparison is really something to be frowned upon on.

Also, I got to put in mind that all kinds of work can be learned that it isn't much about having prior knowledge about something but rather the willingness to learn and work around difficulties is very important in learning the different tasks in our industry. Maybe having been blessed to work with such hardworking and helpful people, I gained the motivation to pursue this kind of work and meet more people that could not only help me but also someday people that I could be of help to. Probably, one of the best takeaways that I had during my time there is that a good working environment makes any type of job as learnable and as achievable it can possibly be.

V. DOCUMENTATION



Wedding Set-up @SBG1 near the Divine Chapel





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HSBC Function Set-up @Samal Grand Ballroom



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