

ESDES Internship Report
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Acknowledgment

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1. The Company

1.1 Introduction to the Company and the Market



DEB's Bistro is one of the best Indian restaurants [1], situated at 26 Rue Lortet, 69007 Lyon, France since 2019, DEB's Bistro has tried to bring genuine Indian cuisine right in the heart of Lyon. The restaurant is amongst the very best for its range of traditional Indian cuisine, lively ambiance, and excellent customer service. This restaurant has an exhaustive vegetarian and non-vegetarian menu which is authentically prepared using traditional recipes with ingredients that are the freshest.

- **Sector:** Restaurant / Food & Beverage (HoReCa: Hotel-Restaurant-Café)

1.2 Business Model, Objective and Vision

- **Business Model:**

- Targets both local residents and tourists in Lyon.
- Rotating weekly menu to keep variety and freshness.
- Host **brunches** and can be booked for **private events**.

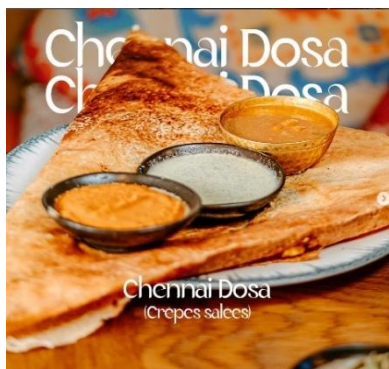
- **Objective:**

At DEB'S Bistro, we seek to bring the authentic taste of India to Lyon. Our goal is simple — serve delicious, authentic Indian food made with fresh local ingredients [2], just like in any typical Indian house. It's not about the food alone, however. We hope our customers to receive the hug of Indian hospitality the moment they enter the door. With a cozy atmosphere, friendly service, and a menu full of flavourful spices, every visit should feel like a little journey to India. We're here to offer more than just a meal — we're here to share an experience.

- **Vision:**

To be the most popular Indian restaurant in Lyon, serving the finest Indian food, with live interaction with the people and with every step towards customer satisfaction.

1.3 Products and Services



- **Popular Dishes / Products:**

1. **Chennai Masala Dosa:** A classic South Indian Favorite made from crispy rice and lentil crepes, filled with spiced potato and vegetable masala. Served with flavourful sambar (lentil stew) and fresh coconut chutney.

2. **Amritsar paneer kulcha:** A staple of the northern province of Punjab, a healthy, oil-free breakfast/lunch Favorite in the city. Kulcha bread stuffed with homemade paneer, pickled onions, pomegranate seeds, and spices. Served with sweet and sour chickpeas.

 3. **Delhi Butter Chicken [3]:**
An iconic North Indian dish made with marinated chicken thighs or soy-based vegan meat, grilled with tandoori spices and served in a rich, creamy butter masala sauce crafted from homemade spice blends.

 4. **Hyderabadi agneau biryani [3]:**
A fragrant and royal rice dish from South India made with tender lamb (agneau), slow cooked with aromatic basmati rice, saffron, fried onions, and a blend of traditional Hyderabadi spices. Served with raita for a complete experience.
- **Services:**
 - Weekly-changing Indian lunch boxes ("Dabbas").
 - Saturday **brunch** service with unique dishes.
 - Delivery and takeaway through local platforms.
 - private celebrations or group events.

1.4 Key Partners and Development Objectives

This internship made me realize how important strategic partnerships are for the smooth operation of business activities and customer contentment. To maintain their level of service, the restaurant works hand in hand with proficient suppliers of foods, beverages, delivery services, and even technological solutions. All these partnerships help in the primary business of managing supplies and order processing but serve for much greater purposes as well, such as menu development, modernization, and sustainability.

Key Partners:

1. Food Suppliers:

The restaurant buys fresh vegetables, fruits, dairy products, and bakery products from wholesale distributors like Promo cash and Metro. This retains the freshness of the products and encourages the local economy.

2. Beverage Partners:

The restaurant is in partnership with Lyon local company for Local beverages and the soft drinks.

3. Indian Ingredient & Beverage Suppliers:

To protect the integrity of Indian spices, the restaurant sources principal spices such as turmeric, cumin, garam masala, and cardamom from specialist Indian food importers in France.

Besides this, the restaurant also offers an assortment of Indian alcoholic beverages such as Kingfisher beer, Old Monk rum, and Sula wine, supplied through authorized ethnic beverage distributors.

4. Marketing & Promotion Partners:

It collaborates with neighbourhood food bloggers, Instagrammers, and websites for marketing. It has a well-visible collaboration with a company called **Marketing Crew**, which specializes in producing quality marketing videos, managing photoshoots, and promoting social media content [4]. The collaboration has aided the restaurant in building a more solid brand reputation and attracting both local and foreign visitors.

5. Technology Partners

For online invoicing and payments, JDC Software is used within the restaurant and U Sell also manages customer management and online orders.

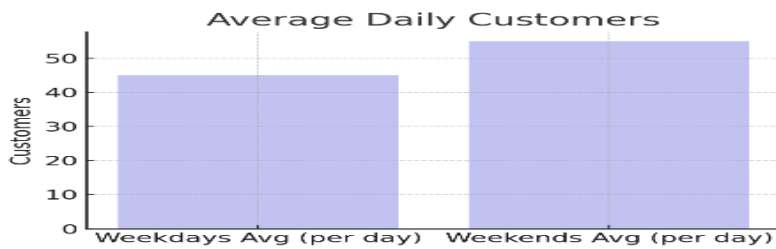
6. Delivery Platforms:

To cover extra ground and deliver online orders, the restaurant is listed with Uber Eats and Deliveroo and thus has access to more customers and higher revenues.[5]

Development Objectives:

As part of its ongoing growth and improvement in quality, the restaurant has created concrete development objectives. Among these, one of the principal objectives is the introduction of a seasonal vegetable menu based on fresh organic products to meet growing demand for healthy and plant-based products. This will not only appeal to healthy and vegetarian consumers but also be in line with sustainability movements. Another key area of emphasis is on increasing staff training in terms of digital technology and customer service, particularly areas such as point-of-sale technology, reservation systems, and dealing with online criticism. These aims are to better the overall customer experience while also maintaining operational efficiency and long-term brand equity.

1.5 Workforce Indicators



The restaurant currently possesses a small but dedicated workforce of five people, including kitchen personnel, service staff, and a manager. The workforce is multicultural, with people from Bangladesh and different part of the India—corresponding to the global-oriented and multiculturally-oriented nature of the restaurant. On average, the restaurant gets between 45 to 55 customers per day and provides dine-in and takeout foods. In addition to the main restaurant located in Lyon, DEB’S Bistro also operates a second outlet in Paris under the name “**DEB’s Street Food**”. This unit functions as a street-food style counter within a food court and follows a fast-service model. It is operated independently with its own team and operational setup.

1.6 External Diagnosis

In my internship, I conducted a SWOT analysis for DEB'S Bistro to identify the strengths, weaknesses, opportunities, and threats that the restaurant faces in its current market and PESTEL analysis for understanding external influences.

<p>Strengths</p> <ul style="list-style-type: none"> • Authentic Indian cuisine with a wide variety of vegetarian and vegan options • Qualified chefs and well-trained service staff ensuring consistent quality • Strong customer loyalty and patron trust • Positive online reputation on platforms like Google, Lyon Resto, and TripAdvisor 	<p>Weaknesses</p> <ul style="list-style-type: none"> • Limited digital marketing strategy and weak presence on social media platforms • Over-reliance on local market and regional clientele • Seasonal variations in customer flow affecting stable income
<p>Opportunities</p> <ul style="list-style-type: none"> • Growing interest in Indian cuisine among younger demographics • Expansion potential through online 	<p>Threats</p> <ul style="list-style-type: none"> • High competition from other Indian and international restaurants • Economic downturns impacting

ordering and delivery platforms <ul style="list-style-type: none"> • Opportunities to partner with local businesses, events, and food festivals 	discretionary dining budgets <ul style="list-style-type: none"> • Supply chain disruptions increasing ingredient costs or limiting availability
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Strengths

Genuine Indian Cuisine

DEB'S Bistro stands out for offering a true Indian culinary experience based on old recipes and great amounts of fresh ingredients. Its menu is varied, attracting not only meat eaters but also offering ample choices of vegetarian and vegan meals, which appeals to health-conscious and plant-based food lovers. This genuineness makes it a memorable experience that draws loyalty from customers.

Trained Chefs and Professional Service Staff

The restaurant benefits from having extremely trained chefs familiar with preparing local Indian dishes to ensure that the food is always of excellent quality and great tasting. To accompany them, well-trained waiters complement the dining experience by providing good, courteous, and informed service that justifies the restaurant's excellent reputation.

Strong Customer Loyalty and Trust

Over the years, DEB'S Bistro has established a loyal client base of repeat consumers who appreciate the consistency of quality food and warm atmosphere. The repeat consumers are often word-of-mouth brand ambassadors who refer others to the restaurant, which further anchors the business in the local market.

Online Reputation

The restaurant has excellent ratings and reviews on platforms such as Google Reviews, Lyon Resto, TripAdvisor, and Yelp. The good reviews enhance the reputation of the restaurant and act as a very effective marketing tool to bring in new consumers and make first-timers confident about the quality provided.

Weaknesses

Limited Digital Marketing and Social Media Presence

Despite its strengths, DEB'S Bistro has failed to fully develop the power of digital marketing and social media. The restaurant's internet visibility is yet minimal, limiting its ability to reach a larger market, especially younger, tech-savvy consumers who are prone to listen to word of mouth via social media.

Over-Dependence on Local Market

The restaurant deals primarily with customers in its geographic area. While local customers are important, this dependence subjects the business to regional economic patterns, population shifts, or variability in tourist traffic. Absent expanding to a wider market, the restaurant risks stagnating.

Operational Inefficiencies and Seasonal Variability

Inaccuracy, especially during busy operational periods tends to be a problem of incomplete or redundant manual processes pertaining to order, staff, and inventory management. Furthermore, the restaurant's cash flow is subject to the seasonal demand like summer and public holidays. Such cash flows turn into revenue obstructions because they become more unpredictable and difficult to manage.

Opportunities

Increasing popularity of Indian food

It captures the attention of even younger people who often go out to try new, exotic foods of various cultures. This shift in behaviour is a market gap DEB'S Bistro can target specific to new consumers that are willing to enjoy sampling delicious, authentic, and Indian foods.

Expansion Through Online Ordering and Delivery

With the shift in consumer behaviour towards ordering food online and eating from home, there is an opportunity for DEB'S Bistro to widen its market share by improving partnerships with delivery platforms such as Uber Eats and Deliveroo, as well as through its own online ordering system. This could particularly increase sales during non-peak dinner hour periods.

Local Event and Business Partnerships

DEB'S Bistro should aim at increasing target market attention by sponsoring local cultural festivals and food related shows to get the community attention, engage the culture, and build new customers.

Health and Wellness Trends

Since more and more consumers prioritize health and wellness, offering healthier menu options, organic ingredients, and promoting fresh, vegetable-based meals can help DEB'S Bistro tap into the health-conscious consumer population and differentiate from other rivals.

Threats

Brisk Competition

There are many Indian and international competitors in the restaurant business which makes this industry very competitive. To remain relevant in the market DEB'S Bistro has to continuously innovate, update the offerings, and must have an innovative value proposition that separates its place from other eating experiences. DEB'S Bistro also faces competition which comes from other Indian restaurants, international and local in Calgary.

Economic Uncertainty

Spending falls during economic periods of lax growth, financial crisis, or recession. Out of all expenditures, restaurants tend to receive the brunt of this damage. When consumers have a lower disposable income, they are likely to refrain from eating out, which decreases profitability and top line.

Supply Chain Risks and Ingredient Availability

Importation of Indian spices and specialty foods runs the risk of being interfered with internationally due to pandemics, political challenges, or delays in transportation. These occurrences will either increase operating expenditures or require menu alterations, which are both harmful to customer satisfaction and profit. Policy changes following these trends can lead to traditionally popular foods becoming obsolete due to an increase in demand for gluten free, low carb, or allergy friendly foods. Constant flexibility and sensitivity to change is crucial for DEB's Sustainably adapting.

PESTEL Analysis

Political

There is a peaceful political environment for carrying out business in France. Immigration, tax, or post-Brexit importing regulations for EU nations could influence the supply of labour and spice imports required for preparing Indian food in the future.

Economic

The hospitality sector is vulnerable to the business cycle. Rising inflation affects food costs and lowers discretionary consumption. However, DEB'S Bistro's value pricing puts it on a level playing field in a price-sensitive market.

Social

International cuisine is becoming increasingly popular in inner-city France, particularly among the young consumers. In addition, dietary trends are shifting towards vegetarian and sustainable food, which aligns with the restaurant fare.

Technological

Rise of food apps, contactless payment, and point-of-sale systems holds potential for efficiency. DEB'S Bistro's shift towards implementation of a POS system is in line with the direction towards modernization in the industry.

Environmental

Increased environmental awareness is on the rise. Customers value reduction of waste, use of recyclable packages, and local procurement. DEB'S Bistro's policies—use of biodegradable boxes and reduction of waste—are in tune with customer expectations.

Legal

Stringent labour laws, sanitation regulations, and cyber data protection acts (like GDPR) apply. The restaurant is already conforming to labour agreements and food safety regulations to minimize exposure to the law.

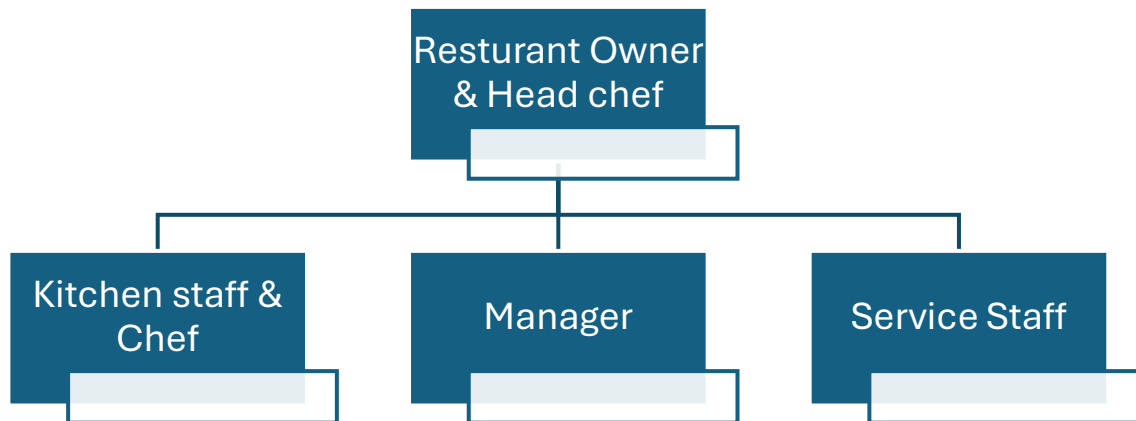
1.7 Strategic Issues Identified

From the SWOT analysis, it is evident that the major issue DEB'S Bistro is currently facing lies in its limited marketing strategy and insufficient digital presence. In today's competitive and economically uncertain environment, attracting new clientele requires a stronger focus on targeted promotion, especially through digital platforms and social media. The restaurant's dependence on local foot traffic and lack of geographical outreach restrict its visibility and growth potential. To sustain and expand its market share, DEB'S Bistro must address its positioning challenges and operational limitations while leveraging its culinary strengths to connect with a broader audience.

2. The Mission

2.1 Presentation of the Department

2.1.1 Organizational Chart



As the Head Chef, he is also the Owner of DEB'S Bistro. This means that he has full control of his restaurant both strategically and operationally. Throughout my internship period, I was under his direct supervision, and I learned a lot through my routine role as his assistant, especially in terms of how an actual restaurant works.

Some of my other responsibilities also include managing part of the front-of-house, tracking and controlling the flow of service, assisting in fulfilling the inventory requirements, and overall enhanced customer management.

The Owner's direct reports are the Chef and the Kitchen personnel. I had the chance to work closely with them while I was planning kitchen-work-service interfaces.

The Service Staff performed the same duties under the supervision of the Owner. I assisted them in coordinating table service, maintaining dining room standards, and guaranteeing customer satisfaction.

This organization provided opportunities for good communication exchange internally. The Owner had all the functions of the main leader and I as a part of the supporting team worked on the proper functioning of the restaurant.

2.1.2 Department's Role and Stakeholder Interactions

Since there was no formal departmental structure, I worked directly with the Owner across multiple areas of the restaurant, particularly supporting coordination between the kitchen and service staff to help achieve operational goals.

Role Overview:

My supporting position involved assisting with daily functions such as coordinating service flow, inventory tracking, and contributing ideas for customer satisfaction and profitability improvement.

Position in the Organization:

I reported directly to the Owner/Head Chef, providing support in both front-of-house and back-end operations. I acted as a liaison between the kitchen and service teams to help maintain workflow efficiency and service standards.

Stakeholder Interactions

Owner / Head Chef– Received direct instructions and collaborated on daily operations, stock management, and guest satisfaction strategies.

Kitchen Team – Worked alongside the chefs to align order timings and inform about inventory levels.

Service Staff– Assisted in coordinating service, addressing customer needs, and improving operational flow.

Customers – Interacted with guests to gather feedback, resolve minor complaints, and ensure positive experiences.

Suppliers – Helped track supply needs and inform the Owner for procurement.

2.1.3 Current Challenges and Objectives

As the Restaurant Manager Intern, I observed several operational and strategic challenges currently faced by the restaurant. These challenges directly impact customer satisfaction, profitability, and overall efficiency. Addressing them has been a core part of my internship objectives.

Current Challenges

- Limited Digital Marketing Reach: DEB'S Bistro has a good line of products but lacks a proper online presence. Word-of-mouth accounts for most new customers, and the restaurant is not making full use of social media and online platforms for promotions, thus limiting customer acquisition.

- Operational Inefficiencies During Peak Hours: Coordination between the kitchen and the service team is sometimes slow during peak hours, resulting in slower service and high team pressure.
- Manual Stock Management: Stock levels are being manually monitored, and this can lead to over-ordering or running out. This affects kitchen operations and can lead to wastage of food unnecessarily or late service.
- Manual Order-Taking Process: Orders are taken manually and communicated to the kitchen, giving a greater possibility of error and slowing down service. The restaurant will implement a POS by winter, with the intention of upgrading the process and making it more efficient.

Objectives for the Current Year

Increase Public Attention: Create and execute a fundamental marketing plan which includes social media (Instagram, Facebook) and Google reviews while also advertising within the community.

Improve Service Coordination and Flow: Improve communication between the kitchen and floor staff to further reduce delays during peak traffic periods and improve the guest experience.

Install POS: Change from hand-written orders to electronic systems to enhance order precision, speed, service delivery, and tracking. This is scheduled for implementation before Winter.

2.2 Context of the Assignment

I helped the Owner and staff with various operational tasks such as service coordination, basic inventory control, and join the meetings that pertained to planning promotional activities, discussions on the improvement and servicing of the restaurant.

I liaised with the kitchen and service departments, interfaced with patrons, and worked together with the Owner as they managed all the strategic and operational activities that happened within the restaurant.

2.3 Missions and objectives

2.3.1 Main tasks

As an intern supporting the Owner at DEB'S Bistro, I was involved in tasks essential to the restaurant's daily operation. My responsibilities included supporting dining room service flow, addressing customer feedback, monitoring stock levels, and reporting supply needs to the Owner.

I also contributed ideas for reducing wastage and participated in early discussions about implementing a digital POS system to replace the manual order process. Furthermore, I helped brainstorm limited-time promotions and assisted in their implementation.

I participated in a local cuisine event at Maréchal Lyautey in Lyon during my internship which was in collaboration with the SINGA association, a community group supporting social integration Lyon. DEB'S Bistro is a team in which I worked. I also attended the planning meeting which helped me understand the setup and the various logistics of the event. I helped in setting up our food stall and actively served food to the attendees for two days. This experience helped me learn about public service and coordination in relation to restaurant services and its adaptability to other events.

2.3.2 Assigned Goals and KPIs

<u>Objective</u>	<u>Key Performance Indicators (KPIs)</u>
Ensure smooth dining operations and guest experience	Number of complaints resolved, customer feedback, table turnover time
Maintain stock accuracy and availability	Weekly stock reports, number of shortages avoided
Reduce operational waste and control costs	Waste percentage reduction, daily cost tracking
Support commercial growth and retention	Effectiveness of promotional offers, increase in repeat customers
Strengthen coordination with chef and owner	Internal feedback, fewer service disruptions
Contribute to POS system planning	Progress in digital ordering setup, reduction in manual order errors
Internal coordination	I initiated short briefing between kitchen before Saturday brunch, which helped align order flow and reduced wait times. This informal step became part of weekend routine.

2.4 – Results and Analysis

2.4.1 Performance and Achievements

During my time at DEB'S Bistro, I helped improve service efficiency and supported both the kitchen and service staff during high-traffic hours. I interacted directly with customers, addressing concerns and enhancing their overall experience.

I also helped the Owner in identifying cost control measures and resource optimization. My involvement in discussions regarding a future POS system added practical value to long-term digital transition goals. Some small promotional campaigns I helped suggest were implemented and positively received.

My coordination with the Owner ensured alignment between service execution and strategic goals, while also enhancing my learning through direct involvement in the restaurant's daily challenges.

One of the highlights of my internship was participating in a public food event at **Maréchal Lyautey, Lyon**, organized in partnership with **SINGA**. I contributed to planning, setting up the DEB'S Bistro food stall, and directly managing food service for event attendees. This enhanced my confidence in managing high-volume customer interactions outside the restaurant and provided valuable experience in external event coordination.

2.4.2 Gaps and Explanations

One of the key areas that remained unaddressed during my internship period was the implementation of a structured inventory tracking system. Currently, the restaurant continues to rely on manual stock monitoring, which at times leads to small inefficiencies such as over-ordering or urgent restocking. Although this issue was identified, and the management has indicated a willingness to correct it, no concrete system was created during my internship. However, it is hoped that this project will be considered and possibly implemented in the next few months, and I would be happy to help plan and test it if the opportunity presented itself.

Similarly, the POS system, though actively discussed and evaluated, was not yet deployed within my internship timeline due to the decision-making and budgeting process still being underway. In the area of customer feedback, while I handled guest interaction directly, there was no formal method of collecting structured feedback data such as surveys or review forms. This remains an area of future improvement for better service tracking.

These gaps were not due to lack of effort, but rather due to timing and operational priorities. Nonetheless, I was able to provide suggestions and input that may support these future enhancements.

2.5 Resources Used from Academic Knowledge

My academic background in international business administration provided a strong basis for my internship. Understanding of operational procedures, supplier coordination, and stock monitoring requirements enabled me to critically observe the shortcomings of the current manual inventory system. Exposure to service marketing principles enabled me to seek ways to leverage the restaurant's visibility and customer loyalty, particularly through specific promotions and offers aimed at improving cover on low-activity days.

Multicultural work environment required the use of leadership principles and inter-cultural communication skills from lectures to help in communicating effectively with team members of diverse backgrounds and having a harmonious working environment. The ethical aspect was also critical to my thinking in handling complaints from customers or suggesting operational improvements in ensuring that decisions favoured both the business and the customers.

Possessing the ability to read information, detect patterned problems in service, and evaluate risk factors — even informally — allowed me to approach problems more in an analytical way. Controversies regarding putting in place a computerized ordering system forced me to tackle the long-term strategic implications of computerization in small enterprises, something I was already accustomed to thanks to my academic practices. In addition, I was able to relate customer service excellence with perceived value, as well as realizing how slight details of improvement in the dining experience can help build the image of the restaurant and ensure its long-term success.

Overall, the learning acquired through my coursework enabled me to appreciate the big picture in restaurant management, while at the same time endowing me with the competencies to take the initiative, critically assess daily operations, and meaningfully contribute to the operational objectives of the restaurant.

2.6 – Self-Assessment

2.6.1 Key Learnings and Skills Gained

This internship gave me the advantage of applying theoretical principles in a real restaurant environment and gaining insights on operational management. One of my major takeaways was managing between two groups—kitchen and service staff—balancing customer needs at top priority. I acquired the skill to address customer complaints professionally and offer

solutions in a timely and calm manner, which upgraded my interpersonal and conflict resolution skills.

I also gained important organizational skills such as daily service flow management, anticipating delays, and better team schedule coordination. Participation in cost control activities and commercial promotion work helped me understand how minor operational decisions can influence profitability. Discussion about the introduction of a digital ordering system enhanced my strategic thinking and technical understanding of how digital technologies can help with restaurant operation.

In addition to this, immersion in a French-speaking community also made me more language- and culture-adaptable. Even though I previously possessed a fundamental knowledge of French, the internship increased my more tangible day-to-day vocabulary and assertiveness when interacting with co-workers and consumers. Nevertheless, I know I must make my fluency stronger so that I could communicate more naturally and effectively in any situation.

In total, the internship enhanced my communication, technical, and organizational skills and allowed me to develop in a multicultural, multilingual working environment—skills I would find valuable in any future management role in the services or hospitality sectors.

2.6.2 Areas for Improvement

While the experience was good, I also recognized some areas where I need to get better. First, I want to be more assertive and firmer during stressful service hours. Sometimes I hesitated before making rapid decisions or giving stern instructions to employees. Increasing my leadership presence, especially under stressful circumstances, is something I would like to work on.

Second, as I was discussing installation of POS systems, I realized that my experience with digital restaurant tools such as inventory software or POS analysis is limited. Having more hands-on experience with such applications would allow me to be a greater asset to future projects.

Finally, I would also like to develop my ability in customer behaviour data analysis, which will help me to make more efficient marketing and customer retention decisions. I would also like to continue improving my business communication skills in the French language to perform more confidently and independently in French-speaking business environments.

[This part is based on my personal internship experience and on-the-field observations at DEB'S Bistro]

3. CSR Focus

3.1 Results and Diagnosis

3.1.1 CSR Strategy and Step-by-Step Actions

The restaurant showcases a pragmatic and reflective approach towards Corporate Social Responsibility (CSR) with a focus on economic, social, and environmental sustainability through everyday business. Despite the absence of policy-level CSR and departments, the practiced habits reflect strong support for responsible business practices.

Waste Management

The restaurant effectively manages waste, with minimal excess food from operational kitchen management and stock management. Spoiled or expired items are disposed of in an eco-friendly way. Waste segregation is carried out on a large scale: paper and cartons are deposited into yellow bins, glass bottles are collected in special containers, and non-recyclable items are deposited into black bins. Big waste items like wooden packaging or broken commercial appliances are loaded into an electric vehicle and transported to a Decentre recycling facility, Lyon. The process is accomplished with environmental control and green waste recycling.

Source of Ingredients

A balanced mixture of sourcing has local and foreign items. Local wholesale stores like Metro and Promo cash provide fresh produce, fruits, and staples like flour, which support the locals and reduce carbon footprints by transporting goods from far-off locations. Indian spices and specialty items needed for authentic Indian food are imported from India. Fresh fruits like mangoes during summer are purchased seasonally, procured from nearby French markets. This double approach is a burden on both quality and customer demand as well as sustainability.

Energy and Resource Conservation

Energy-saving habits are incorporated in the routine activities. Gas lines are switched off during non-working hours, and lights are switched off during non-working hours, i.e., during nighttime. Water is utilized for cooking, cleaning, and hygiene purposes only, with all efforts to avoid wastage. This is augmented by operational awareness of resource conservation without any cost on service quality.

Workplace Ethics and Employee Welfare

The restaurant ensures staff welfare through contract-based working hours. Working conditions and hours are clearly outlined in employment contracts to adhere to labour laws and ensure fairness. Though there is no formal Human Resources department or written HR policy, the contractual clarity provides for all the staff to have the necessary breaks, rest

times, and holiday observances. This practice promotes uniform scheduling and equitable treatment.

Employee morale is great, fostered through respect from management, explicit expectations, and good team culture. The restaurant also celebrates Indian holidays with employees, encouraging team building and cultural identification. Such informal but significant activities contribute to great employee morale and retention.

Community Involvement

The restaurant is engaged with the local people, specifically in Paris, through the owner's contacts for Indian Embassy event catering and local cultural events. This fosters cultural ties and brand recognition. The restaurant is also a model of social responsibility as it sometimes caters to homeless or hungry individuals, being kind and local in nature.

Digitalization and POS System

The restaurant utilizes a Point of Sale (POS) system primarily for enhanced work efficiency and acceleration of service. While the focus has not been on reducing paper usage, the system improves proper operations and customer service, indirectly supportive of sustainable business processes.

Sustainable Packaging

The restaurant uses eco-friendly packaging materials, including biodegradable paper bags and reusable containers for food supply and take-away orders. This minimizes the utilization of plastic and non-recyclable materials, in line with environmental responsibility goals. The owner encourages such green packaging solutions openly as part of the CSR program.

3.1.2 Internal Organization and Monitoring

Today, CSR practices are followed with standard routine practices and not by policy-formulated or specific departments. Segregation and disposal of waste is uniformly followed with standard operating procedures. But there is no systematic monitoring and reporting system to track CSR performance or measure progress.

Staff welfare management is founded on contractual terms to establish terms of work, which de facto ensures legal compliance and staff satisfaction. Unofficial cultural and social conventions are making good workplace relationships but lack the formalization that can provide more certain direction and measurable results.

Community engagement relies heavily on the personal network of the owner and available local opportunities. Though effective, the strategy can be enhanced by having formal partnerships with NGOs or local organizations for long-term social impact.

The POS system improves the operation but does not integrate environmental targets such as paper reduction or receipts via electronic means. The CSR activities do not have systematic feedback or monitoring mechanisms for assessing the success of the CSR activities or areas to prioritize for improvement.

3.2 Recommendations

3.2.1 Economic, Social & Environmental Sustainability actions

Economic Sustainability

Enhance collaborations with local organic farmers and vendors to expand sustainable agriculture and reduce the environmental impact. This will further enhance freshness of the product and customer demand.

Establish partnerships with local food banks and charities to donate surplus edible food, reducing waste and addressing community hunger.

Software Upgrade the POS to include stock management and inventory forecasting, cutting down over-purchase and wastage of food, and increasing cost-effectiveness.

Social Sustainability

Develop Formal Staff Welfare Policies

Document working hours, break policies, health and safety expectations, and equal opportunity commitments. Formal policies will improve clarity, compliance, and staff satisfaction.

Regular Employee Training and CSR Awareness

Offer regular training sessions on CSR and sustainability matters to engage employees and connect their work with organizational goals.

Scale Up Social Welfare Programmes

Organize regular feeding initiatives for poor individuals and associate with local NGOs to scale up social welfare.

Environmental Sustainability

Enhance Waste Management via Composting

Establish composting facilities for organic waste to reduce landfill burden and generate useful organic fertilizer, promoting circular economy practices.

Enhance Energy Efficiency

Install energy-efficient kitchen appliances and LED lights. Explore renewable energy solutions such as solar panels to reduce carbon footprint.

Implement Water Conservation Technologies

Install water-saving fixtures and train staff on water conservation. Install greywater reuse for non-potable uses.

Promote Paperless Operations

Upgrade POS to accept electronic receipts and encourage paperless documentation, significantly reducing paper consumption.

Encourage Sustainable Packaging Inventions

Continuously innovate sustainable packaging by exploring biodegradable packaging materials and rewarding reusable container return.

4. Conclusion

4.1 Regions for Reflection and Future Mission Development

During my internship at the Indian restaurant, I got to experience multiple dimensions of operations, customer interaction, and team handling. While the environment was pleasant and the staff cooperative, I personally believe there are a few areas that could be improved upon for more efficiency as well as social good.

First, use of digital systems could be expanded. While the POS system helped streamline ordering and speeding up of service, there is still a reliance on processes such as stock tracking or customer feedback collection. The use of computerized inventory management software and paperless invoicing could streamline operations and reduce the environmental impact. This would also align with overall sustainability goals.

Second, I have noticed occasional but goodwill gestures of feeding starving or homeless individuals. I believe it is doable to turn these good deeds of small scale into a proper

community program. For example, planning a monthly food-distribution program of surplus food, or collaborating with a local NGO, can contribute to the restaurant's CSR legitimacy and serve the local community positively.

Third, while employees in general were satisfied, there is room to provide short training sessions — once a month, for example — in topics such as hygiene, customer relations, or emergency response. Not only would this boost professionalism but also let team members know that they are valued.

In my second year of Master's, I would like to know how small businesses can establish good CSR strategies and apply digital transformation in operational activities. Knowing more about these subjects will help me with conducting business operations efficiently, especially if I work in or have a hospitality or service company in the future.

4.2 Summary and Skills Pitch

In practice, through internship exposure at DEB'S Bistro, I gained hands-on knowledge in most aspects of restaurant functions, including customer service, inventory management, and event planning. Supporting the Owner, I gained insight into the importance of effective communication among front-of-house management and workers for reaching customer satisfaction and operational efficiency. I also learned to adapt challenges, such as how to manage stock and participate in activities within the community, which widened my experience of corporate social responsibility in a small business.

Some of the most important skills I learned are effective customer communication, coordination of the team in high-stress environments, basic inventory management, and the ability to contribute towards operational effectiveness such as the encouragement of digitalization. Further, regular interaction with the team during a community event enhanced my organizational and public service abilities, and coordination of logistics and delivering quality service was enhanced.

These skills equip me to pursue future business development or management careers in the hospitality or services industries, where customer focus is paramount and efficiency in operations is vital.

I am confident that my field experience combined with studying for a Master's degree will enable me to contribute appropriately to businesses looking for sustainable growth and stable community engagement.

4.3 Assessment: Career Contribution and Professional Integration Plans

This internship has significantly influenced my career aspirations and professional insertion plan. Having access to the daily operations of a restaurant broadened my interest in the service and hospitality sectors and revealed to me the importance of linking operational with social commitment.

Professionally, I am motivated towards getting jobs with both business management and CSR operations, preferably in mid-sized organizations which value innovation and community work. Exposure to the implementation of digital systems and community work has motivated me to look for opportunities where I will be in a position to apply technology towards efficiency and sustainability enhancement.

Geographically, although I'm based in France for study purposes, I am still open to working in multicultural environments that embrace diversity and inclusion, as with the case of DEB'S Bistro with community groups. The internship has reaffirmed my vision of working in dynamic international environments where I can further develop cross-cultural communication and project management skills.

Overall, the project has entrenched my applied knowledge and refined my career path, convincing me to seek a role that combines operational excellence and social impact.

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