Internship Report

On

Training and Recruitment Process of Dhaka Regency Hotel & Resort

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Letter of Transmittal

Date: 23rd December 2024

Md. Mishkatul Kabir

Department of Tourism and Hospitality Management

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Subject**: Internship report on "Training and Recruitment Process of Dhaka Regency Hotel & Resort."**

Dear Sir,

This is my immense pleasure to submit my internship report on **"Training and Recruitment Process of Dhaka Regency Hotel & Resort"** as a partial fulfillment of the BTHM program. I hope this report is informative and comprehensive as per your instruction. My internship at Dhaka Regency Hotel & Resort and working for this report has given me an enormous idea about the training and recruitment process. I have also learned different terms and rules of the HR Department and the Hotel Industry during my entire time of internship.

Therefore, I am very grateful to you for your valuable supervision, precious time, effort and support throughout the report preparation period. However, if any further clarification is needed regarding the report, I will be available to clarify those queries.

Yours Sincerely

……

Wazir Mahmud Sayem Reza

ID- 201-43-482

Batch: 19th

Department of Tourism and Hospitality Management

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Certificate of Approval

This is to certify that the internship report on "**Training and Recruitment Process of Dhaka Regency Hotel & Resort**". This is the work of Wazir Mahmud Sayem Reza as a partial fulfillment of the requirement of Bachelor of Tourism and hospitality management (BTHM) degree from the Department of Tourism and Hospitality Management, Daffodil International University. The report has been prepared under my guidance and it is a record of the bona fide work carried out successfully.

Signature of the Supervisor……

Date…….

Md. Mishkatul Kabir
Lecturer
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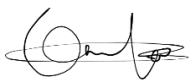
Student Declaration

I, **Wazir Mahmud Sayem Reza**, hereby declare that the presented report of internship titled "**Training and Recruitment Process of Dhaka Regency Hotel & Resort** "Is uniquely prepared by me after the completion of six months" works at Dhaka Regency Hotel & Resort, Airport Road, Nikunja 2, Dhaka 1229.

I also confirm that the report is only prepared for my academic requirement, not for any other purpose. It might not be used with the interest of the opposite party of the corporation.



.....

Wazir Mahmud Sayem Reza
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Acknowledgement

It is a great pleasure for me to submit this report after completion of a six months' internship program with The Dhaka Regency Hotel & Resort, Airport Road, Nikunja 2, Dhaka 1229. First of all, I thank my honorable teacher Md. Mishkatul Kabir Sir Who gave me his valuable instructions to complete this report. I also thank Commander Monirul Islam Sir (RETD) Head of HR Department of Dhaka Regency and Ayesha Akther, HR Executive at Dhaka Regency who gave me their utmost assistance and sincere co-operation with effective guidelines to make this report worthwhile.

I would like to give special thanks to those people who helped me a lot by proving information & Suggestions- Hridoy Mahmud, HR Officer and my entire intern mate for helping me immensely.

Executive Summary

This report examines the training and recruitment processes at Dhaka Regency Hotel & Resort, focusing on their role in maintaining service quality and operational efficiency. Through a six-month internship, observations and data were gathered on key HR practices, including employee onboarding, training programs, recruitment methods, and performance management. The findings highlight the hotel's emphasis on structured training to develop a skilled workforce and efficient recruitment strategies to ensure organizational alignment. Recommendations are provided to further optimize these processes and enhance overall employee satisfaction and performance. At the HR department helped to learn how the HR officer manages the employee, new employee joining procedures, recruiting, testing and interviewing program employee training program, leave system, company's rules and regulations and how it is maintained, employee termination & resignation system.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

Effective training and recruitment practices are the backbone of the hospitality industry, enabling organizations to deliver exceptional guest experiences and maintain operational excellence. The hospitality industry relies heavily on effective recruitment and training to uphold service excellence and drive customer satisfaction. This report presents an in-depth analysis of the training and recruitment strategies employed at Dhaka Regency Hotel & Resort, a prestigious establishment in the heart of Dhaka's hospitality industry. Established in 2007, Dhaka Regency has rapidly grown to become a favored destination for luxury accommodations and events [1]. With a commitment to quality and customer satisfaction, the hotel has prioritized efficient training and recruitment practices to maintain high service standards and a strong workforce.

Dhaka Regency Hotel & Resort's success in the competitive hospitality industry can be attributed to its well-structured training and recruitment programs. The hotel places significant emphasis on selecting qualified candidates who align with its service-oriented culture. Once hired, employees undergo comprehensive training programs designed to enhance their technical skills, customer service abilities, and cultural awareness. Regular workshops, on-the-job training, and performance evaluations ensure continuous professional development. This proactive approach enables the hotel to maintain a skilled and motivated workforce, fostering a culture of excellence that translates into superior guest experiences and long-term customer loyalty.

1.2 Background

In the hospitality industry, effective training and recruitment are critical for success, as employees directly impact guest experiences and service quality. This study focuses on how Dhaka Regency addresses these challenges by developing structured onboarding programs and offering continuous skill development opportunities.

Industry literature was reviewed, and Dhaka Regency's approaches were observed, with a unique emphasis on tailored training to meet specific guest service needs being noted. This approach differentiates the hotel and contributes to a sustained high-performance culture in a competitive market.

1.3 Scope of the Study

The study is limited to Dhaka Regency Hotel & Resort, examining its specific recruitment methods and training programs that support service excellence. By focusing on this hotel, the report highlights key practices that can serve as a model for other organizations within the hospitality industry facing similar operational challenges.

1.4 Objective of the Study

The primary aim of the study is to understand the overall training and recruitment framework of Dhaka Regency Hotel & Resort, emphasizing strategies that ensure a skilled and committed workforce.

Specific Objectives:

- To understand the recruitment process and identify the criteria used for candidate selection.
- To assess the structure and content of the training programs provided to new and existing staff.
- To identify challenges in the recruitment and training processes.
- To propose improvements that could further optimize the training and recruitment efforts.

1.5 Methodology

This research adopts an exploratory and descriptive approach to analyze the recruitment and training practices of Dhaka Regency, blending qualitative methods to gain a deeper understanding of these practices.

1.5.1 Data Sources: The study includes both primary and secondary data sources. Primary data was collected through observations and interviews with HR personnel and selected employees. Secondary data was sourced from organizational documents, industry articles, and relevant HR manuals.

1.5.2 Target Population: The study focuses on the HR team, hiring managers, and selected employees involved in the training and recruitment process.

1.5.3 Sample Size and Sampling Technique: A non-random sampling technique was applied to select key personnel who were instrumental in recruitment and training. This approach allowed for more targeted insights, considering the time constraints of the internship.

Participant List:

Participant ID	**Designation/Role**	**Interview Duration**
P1	Front Desk Officer, Front Office Department	45 minutes
P2	Reservation Executive, Sales and Reservations Department	30 minutes
P3	Team Leader, Housekeeping Department	40 minutes
P4	Senior Chef, Culinary Department	50 minutes

1.5.4 Data Collection Method: Primary data was gathered through structured interviews and informal discussions, allowing a detailed understanding of recruitment procedures and training techniques. Additionally, data was recorded via direct observation of training sessions, providing qualitative insights into employee engagement and training effectiveness.

1.6 Limitations of the Study

The study faced several limitations:

- **Time Constraints:** The short duration of the internship limited the scope of direct observation for all training modules.
- **Data Accessibility:** Due to confidentiality, some recruitment metrics and internal HR documents were not accessible.

CHAPTER 2

COMPANY PROFILE

2.1 Introduction

Dhaka Regency Hotel & Resort, established in 2007, has become a prominent name in the hospitality industry in Bangladesh. Known for its dedication to luxury and guest satisfaction, Dhaka Regency has consistently set itself apart by providing top-notch services and memorable experiences to guests from all over the world. Its strategic location and commitment to quality have made it a preferred destination for both domestic and international travelers seeking exceptional hospitality in Dhaka.

2.2 Mission Statement

The mission of Dhaka Regency Hotel & Resort is mission is to deliver an unparalleled guest experience through high-quality service, innovation, and a dedicated team, ensuring each guest's stay is unforgettable. We strive to be leaders in luxury hospitality by creating a home away from home where comfort and service excellence are at the heart of everything we do.

2.3 Vision Statement

To be recognized as the premier hospitality provider in Bangladesh and beyond, celebrated for our commitment to excellence, guest satisfaction, and sustainable practices.

2.4 Company Overview

Dhaka Regency offers a range of luxury accommodations and high-end facilities, catering to the needs of diverse clientele, from leisure travelers to business professionals. Our hotel features well-appointed rooms, fine dining options, conference and event spaces, wellness centers, and personalized services, ensuring a comprehensive and luxurious experience for all our guests. Dhaka Regency is also renowned for its commitment to environmental sustainability, reflected in practices across our operations that promote eco-friendliness and responsible tourism.

2.5 Key Milestones

2010 / Milestone #1: Attained Five-Star Status

In just three years since its establishment in 2007, Dhaka Regency achieved official five-star recognition, marking a significant advancement in luxury and service standards. This milestone established the hotel as a premier destination for both local and international guests seeking a high-quality experience in Dhaka.

2013 / Milestone #2: Partnership with International Booking Platforms

Dhaka Regency broadened its reach globally by joining prominent online booking platforms, including Booking.com, in 2013. This expanded visibility allowed for increased reservations from international travelers, enhancing the hotel's reputation and appeal in the competitive hospitality market.

2016 / Milestone #3: Launch of Regency Club for Premium Members

To enhance guest loyalty, Dhaka Regency introduced the Regency Club in 2016, a premium membership program that offers exclusive perks such as priority bookings, personalized services, and event invitations. This initiative strengthened customer retention and provided returning guests with a more personalized experience.

2018 / Milestone #4: Completion of Major Renovations and New Facilities

To maintain high standards and cater to modern travelers, Dhaka Regency completed a major renovation in 2018, including the addition of new suites, upgraded dining areas, and enhanced recreational facilities. This expansion allowed the hotel to accommodate more guests and offer an improved hospitality experience.

2022 / Milestone #5: Launch of Eco-Friendly Initiatives

In 2022, Dhaka Regency introduced a sustainability program focusing on energy efficiency, waste reduction, and eco-friendly practices. This initiative demonstrated the hotel's commitment to reducing its environmental impact and aligned with global trends in sustainable tourism.

CHAPTER 3

DISCUSSION & ANALYSIS

This chapter provides an in-depth analysis of the training and recruitment processes at Dhaka Regency Hotel & Resort, exploring how these functions align with the hotel's mission and support its growth and service standards. Each section addresses specific objectives related to the internship study.

3.1 Recruitment and Training Approach at Dhaka Regency Hotel & Resort

An introduction to the recruitment and training strategies used by Dhaka Regency, emphasizing their importance in maintaining high service quality. The flow chart of the recruitment and training process of Dhaka Regency Hotel & Resort.

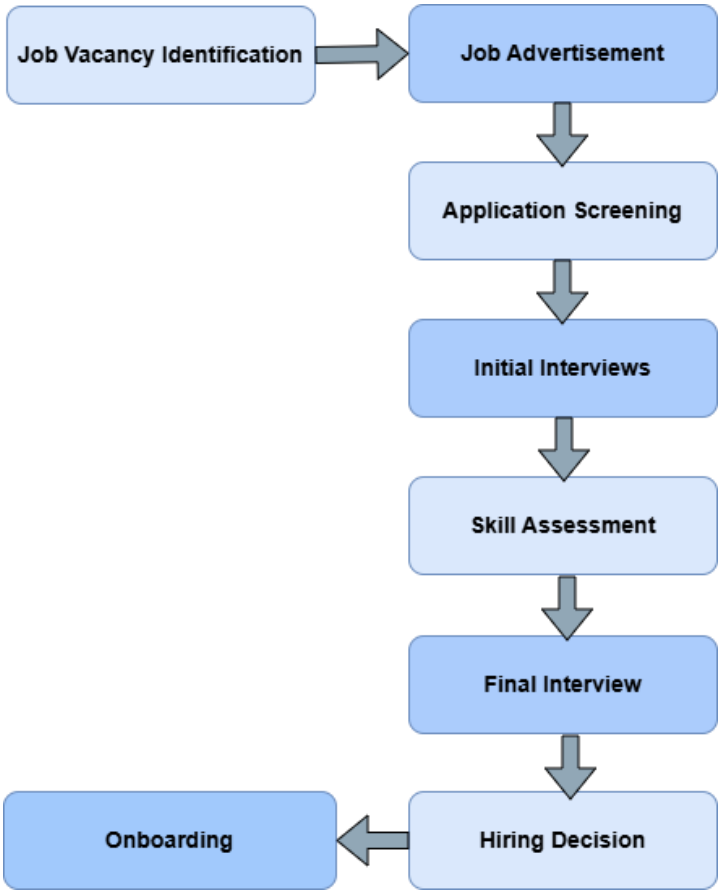
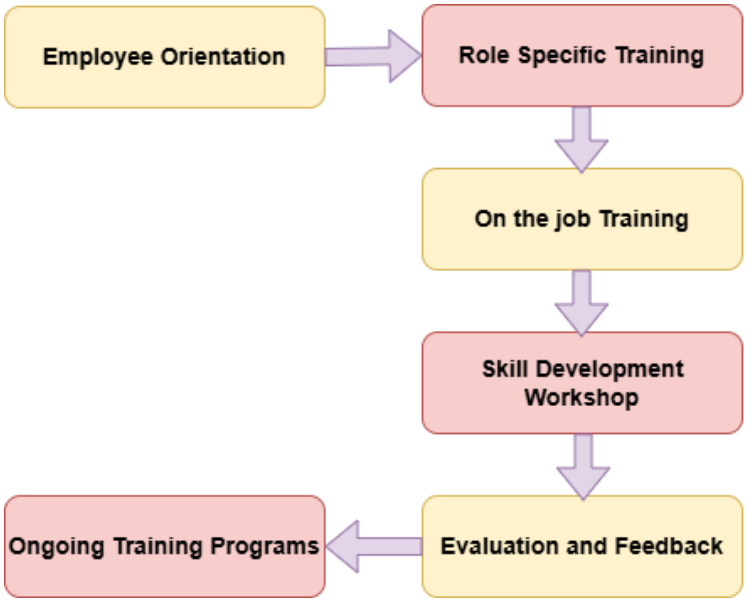


Figure 3.1: Recruitment and Selection Process (Author's Construct, 2024)



I. **Figure 3.2:** Training Process (Author's Construct, 2024)

3.2 Recruitment Process at Dhaka Regency

3.2.1 Recruitment Objectives

The recruitment objectives of Dhaka Regency Hotel & Resort are centered on attracting individuals who not only possess relevant skills but also have the educational foundation necessary for a high standard of service in the hospitality industry. By prioritizing candidates with strong technical skills and a solid educational background, Dhaka Regency ensures its team is well-prepared to meet and exceed the expectations of a diverse, international guest base.

- **Skill and Competency:** Dhaka Regency places significant emphasis on recruiting individuals who have mastered the skills needed for their specific roles, whether in customer service, culinary arts, administration, or management. Skills like effective communication, attention to detail, and adaptability are prioritized across all positions to maintain the hotel's reputation for exceptional service. For specialized roles, applicants are assessed for technical competencies that align with industry standards, ensuring they can perform tasks efficiently from day one.

- **Educational Background:** An applicant's educational qualifications play a key role in the recruitment process. Dhaka Regency values formal education in fields related to hospitality, business, and management as these provide a solid foundation in essential skills and practices. Candidates with relevant academic backgrounds are often better equipped to understand industry standards, grasp the complexities of guest interactions, and adhere to operational protocols. By valuing education alongside experience, Dhaka Regency builds a knowledgeable, adaptable team.
- **Cultural Fit and Service Orientation:** Working in the hospitality industry requires not only technical skills but also a service-oriented mindset. Dhaka Regency seeks individuals who can align with its customer-first culture and demonstrate qualities such as patience, empathy, and a commitment to making each guest experience memorable. Candidates are screened for attitudes and personality traits that reflect the hotel's core values, fostering a workplace where every team member contributes positively to the guest experience and overall brand reputation.
- **Long-Term Growth and Stability:** Dhaka Regency aims to retain talent by hiring individuals who are committed to their roles and who see long-term growth potential with the organization. This objective not only reduces turnover but also encourages a stable, experienced team that understands the hotel's standards and operational flow, ultimately enhancing service consistency and guest satisfaction.

3.2.2 Recruitment Channels

To attract a pool of qualified candidates who align with its high standards, Dhaka Regency Hotel & Resort employs a mix of recruitment channels that cater to various audiences. By leveraging both traditional and digital platforms, Dhaka Regency strategically reaches a diverse set of candidates to fill a range of roles, from entry-level positions to specialized roles in hospitality.

- Newspapers: Traditional newspaper advertisements remain an effective recruitment channel for Dhaka Regency, especially when targeting a local audience familiar with the brand. By publishing job openings in reputable newspapers, Dhaka Regency reaches candidates who may not be active on digital platforms but have the experience and interest

in hospitality. Newspaper ads are particularly effective for recruiting mid-level positions and administrative roles, as they cater to a broad demographic in the local community.

- Job Portals (e.g., BDJobs): Dhaka Regency actively utilizes popular job portals like BDJobs, one of Bangladesh's largest online job platforms. This channel is highly effective in attracting a wide range of applicants with varied skill sets, education levels, and experience in the hospitality industry [2]. Job portals allow for detailed job descriptions, qualification requirements, and application processes, helping streamline recruitment and pre-filter candidates based on specific needs. BDJobs also provides a higher level of reach among young professionals and tech-savvy candidates, expanding Dhaka Regency's applicant pool to include skilled individuals actively seeking employment in hospitality.
- Career Fairs and Networking Events: Participating in career fairs and networking events provides Dhaka Regency with an opportunity to meet potential candidates in person, assess their interpersonal skills, and gauge immediate interest in hospitality roles. Career fairs offer access to students, recent graduates, and career changers who are actively seeking positions and open to exploring various opportunities in the industry. For roles that require a strong cultural fit and customer-focused mindset, these in-person events are effective in identifying individuals who naturally align with Dhaka Regency's service standards.

3.2.3 Selection Process

Dhaka Regency Hotel & Resort follows a structured selection process designed to evaluate candidates thoroughly, ensuring that each hire aligns with the hotel's quality and service standards. This multi-step process includes application screening, interviews, skill assessments, and background checks. Each phase is crafted to assess not only a candidate's qualifications but also their cultural fit and commitment to service excellence.

1. Application Screening

The selection process begins with a careful review of all submitted applications. The Human Resources team screens resumes and cover letters to identify candidates with relevant qualifications, such as educational background, work experience, and specific skills pertinent to the role. Candidates with hospitality education or prior experience in customer service are

prioritized, as these backgrounds often align well with the hotel's service-oriented values. This initial screening filters out applicants who lack the basic qualifications, allowing the HR team to focus on those most likely to meet Dhaka Regency's standards.

2. Interviews

Selected candidates are invited for a series of interviews, which typically include an initial HR interview followed by one or more departmental interviews with hiring managers. The interview process allows the team to evaluate a candidate's interpersonal skills, problem-solving abilities, and adaptability—essential traits in the hospitality industry. Interviews also provide insight into the candidate's attitude toward customer service and their ability to handle challenging situations professionally. By focusing on these qualities, Dhaka Regency ensures that new hires are well-suited to provide an exceptional guest experience.

3. Skill Assessments

Skill assessments are conducted based on the requirements of the specific role. For positions that directly interact with guests, assessments may include role-playing exercises to gauge a candidate's response to typical customer scenarios. For technical or specialized roles, candidates may be asked to complete relevant practical tasks to demonstrate their competence. These assessments help verify that candidates possess the skills needed to perform their duties effectively and meet the hotel's standards of service.

4. Background Checks

Once a candidate successfully passes the interviews and skill assessments, the HR team conducts background checks to ensure there are no issues that may compromise the hotel's reputation or security standards. This includes verifying previous employment, education credentials, and any other pertinent information. Background checks add an additional layer of security to the selection process, ensuring that all hires uphold Dhaka Regency's ethical and professional standards [3].

5. Selection Criteria Analysis

Dhaka Regency's selection criteria focus on a balance between skill, experience, and a service-oriented mindset, all critical in delivering the high-quality service for which the hotel is known.

- Skill and Experience: By prioritizing candidates with relevant experience in hospitality or customer service, Dhaka Regency ensures that new hires have a foundational understanding of the industry's demands. This criterion helps streamline training efforts and reduces the time required for new employees to adapt to their roles.

- Customer Service Orientation: Hospitality roles require a unique dedication to customer satisfaction, so assessing attitude and behavior during interviews is essential. Candidates who display empathy, patience, and effective communication skills are more likely to excel in a service-based environment, directly contributing to positive guest experiences.

- Cultural Fit: The hotel's environment requires employees who are adaptable, professional, and aligned with its values of service and excellence. Interviews and assessments allow hiring managers to identify individuals who not only have the required skills but also embody the hotel's culture and ethos.

3.3 Primary Goals of Dhaka Regency's Training Initiatives

Dhaka Regency Hotel & Resort places a strong emphasis on employee training, recognizing that continuous skill development is essential to maintaining high standards in service and guest satisfaction. The hotel's training initiatives are structured to meet key goals: improving service quality, enhancing operational efficiency, and ensuring guest satisfaction. These focus areas support the hotel's commitment to excellence in every aspect of its operations.

1. Improving Service Quality

One of the core goals of Dhaka Regency's training initiatives is to elevate the quality of service provided by all team members. The hospitality industry relies heavily on customer-facing interactions, so staff training focuses on interpersonal communication, professionalism, and adaptability. Training programs for guest services and front-line employees emphasize responsiveness, empathy, and effective problem-solving to ensure that guests feel welcomed and valued. By investing in service quality, Dhaka Regency can better meet and exceed guest expectations, strengthening its reputation and encouraging repeat visits.

2. Enhancing Operational Efficiency

Operational efficiency is critical to delivering high-quality services within a timely and organized framework. Dhaka Regency's training sessions include detailed guidance on process improvements, time management, and teamwork. For departments such as housekeeping, food and beverage, and front desk operations, training modules highlight streamlined workflows and best practices for handling peak periods. Through targeted training, employees become better equipped to manage their tasks effectively, reduce delays, and operate as cohesive units. This emphasis on efficiency enables the hotel to maintain smooth operations, even during busy seasons, contributing to both staff productivity and guest satisfaction.

"I found the training sessions to be incredibly valuable. The emphasis on customer service skills has helped me better understand our guests' needs. I feel more confident handling complaints and ensuring guest satisfaction. Overall, these sessions have significantly improved my performance."-P1

"The technical skills training provided was excellent. I learned new techniques for managing our booking system, which has made my daily tasks much easier and more efficient. I appreciate how the training directly relates to our work, allowing us to implement what we've learned immediately."-P2

3. Ensuring Guest Satisfaction

Ultimately, guest satisfaction is at the heart of Dhaka Regency's training goals. The hotel understands that creating memorable experiences is key to building lasting guest relationships. Training programs therefore focus on anticipating guest needs, personalized service, and complaint resolution. Staff are trained to observe and respond to guest preferences, ensuring a more personalized and enjoyable stay. The hotel also emphasizes the importance of attention to detail, courtesy, and consistency in every interaction, helping to ensure that each guest leaves with a positive impression.

"I really enjoyed the soft skills training focused on communication and teamwork. It has not only improved my interactions with guests but also fostered better collaboration among my colleagues. I feel more motivated and engaged in my role after participating in these programs."-P3

3.4 Impact of Training on Employee Performance and Satisfaction

3.4.1 Employee Performance and Skill Enhancement

At Dhaka Regency Hotel & Resort, the training program plays a pivotal role in enhancing employee performance and building essential skills, both soft and technical. By focusing on comprehensive training, the hotel ensures that its team members become more adept at managing various aspects of customer service, from handling guest requests to addressing concerns with professionalism and poise. Employees who undergo regular training sessions exhibit greater confidence, a deeper understanding of their roles, and heightened efficiency, all of which contribute significantly to the quality of service provided to guests.

"The training on our hotel's culinary heritage was eye-opening. It enhanced my appreciation for our local dishes and taught me how to communicate this passion to our guests effectively. I believe this knowledge will help us create a more authentic dining experience for our patrons."-P4

3.4.2 Job Satisfaction and Retention

Training initiatives at Dhaka Regency not only elevate performance but also play a crucial role in boosting job satisfaction and retention rates among employees. By offering opportunities for skill development and career growth, the hotel demonstrates its investment in its workforce, making employees feel valued and motivated. Staff members who feel supported in their professional development are more likely to be engaged in their roles and express higher job satisfaction, as they view the hotel as a place where they can grow and advance.

Furthermore, the training program fosters a positive work culture where employees are encouraged to learn and refine their skills continually, which helps reduce turnover rates. Employees are more likely to remain loyal to an organization that offers them learning opportunities and pathways for career progression. This emphasis on training not only helps Dhaka Regency retain skilled employees but also builds a team that is consistently engaged, productive, and committed to the hotel’s standards of excellence, thus lowering recruitment and training costs associated with frequent turnover.

CHAPTER 4

MAJOR FINDINGS

4.1 Major Findings

During the analysis of the recruitment and training processes at Dhaka Regency Hotel & Resort, several key findings emerged:

Skill and Educational Emphasis: Dhaka Regency prioritizes skills and educational background in its recruitment process, ensuring that new hires possess both the technical knowledge and practical abilities required in the hospitality sector. This approach has enabled the hotel to maintain a standard of quality in service.

Effective Recruitment Channels: The hotel utilizes job portals, social media, and partnerships with local hospitality institutions to attract talent. Additionally, publishing recruitment posts on local job websites and newspapers has proven effective in reaching a diverse applicant pool. However, reliance on these channels may limit visibility to younger, digitally active candidates.

Training as a Key Performance Driver: Training initiatives have had a positive impact on employees' skill levels, especially in customer service and operational efficiency. Staff members who undergo training display improved response times, heightened problem-solving capabilities, and an overall enhancement in guest service delivery.

Employee Satisfaction and Retention: Training has been instrumental in boosting job satisfaction, with many employees feeling valued and supported in their professional growth. However, some staff have expressed a need for more specialized training tailored to specific roles, which could further enhance engagement and reduce turnover rates.

Challenges in Consistency: One challenge identified is maintaining consistency in the training quality across departments. Due to varying schedules and responsibilities, not all employees receive the same level of training, potentially leading to gaps in service standards.

4.2 Major Problems & Challenges

Training Gaps across Departments: Ensuring all employees receive the same standard of training has proven challenging. These gaps may lead to inconsistent service experiences for guests.

Retention of Skilled Employees: Although training has a positive impact on job satisfaction, retention of skilled employees remains a challenge, especially in a competitive job market where trained staff may seek opportunities elsewhere.

4.3 Recommendations

- Training programs could focus more on role-specific skills and soft skills development.
- Regular performance evaluations may be conducted to identify training needs and improve employee engagement.
- Collaboration with industry experts could enhance training quality and align it with current hospitality trends.

4.4 Conclusion

In conclusion, Dhaka Regency Hotel & Resort's focus on recruiting skilled candidates with strong educational backgrounds has contributed to maintaining high standards in hospitality service. However, the analysis reveals opportunities for improvement, particularly in expanding recruitment outreach, standardizing training, and implementing retention strategies. By addressing these areas, Dhaka Regency can strengthen its workforce, improve service quality, and establish itself as a leading provider of exceptional guest experiences. With focused efforts on improving the recruitment and training process, the hotel is well-positioned to continue its growth and uphold its commitment to quality service in a competitive industry.

CHAPTER 5

APPENDIX

The appendices section provides additional information that supports the content in the main chapters without disrupting the flow of the primary themes. Each appendix contains supplementary data, detailed tables, or extended references that provide further insight into Dhaka Regency's recruitment and training analysis.

Appendix A1: Employee Feedback Summaries

List of Participants and Their Positions

1. **Name**: Md. Arif Hossain
   Department: Front Office Department
   Designation: Front Desk Officer
2. **Name**: Ms. Sharmin Akter
   Department: Sales and Reservations Department
   Designation: Reservation Executive
3. **Name**: Md. Tanvir Alam
   Department: Housekeeping Department
   Designation: Team Leader
4. **Name**: Ms. Rina Khatun
   Department: Culinary Department
   Designation: Senior Chef

Appendix A2: Sample Survey Questionnaire

This is a survey designed to understand the training and recruitment effectiveness in the Hospitality industry. The information collected will be used for research purpose only.

Name (Optional): _____
Gender:

- ☐ Male
- ☐ Female
- ☐ Other

• Age:

- ☐ Below 25
- ☐ 25–34
- ☐ 35–44
- ☐ 45 and above

• Current Job Role: _____

II. **How satisfied are you with the training provided?** (Please specify)

Ans.

III. **Do you feel the training improved your customer service skills?** (Please specify)

Ans.

IV. **Would you recommend these training programs to other employees?** (Please specify)

Ans.

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