

Internship Report
On
The Front Office Operations of
Hotel Bengal Blueberry

Submitted By

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Date of Submission

Letter of Transmittal

Date: 25 February 2024

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Subject: Submission of Internship Report

Dear Sir,

I am here by submitting my internship report on The Front Office Operations of Hotel Bengal Blueberry as it is an aspect of my BTHM program curriculum. It is a huge privilege and a tremendous dignity for me to work under your supervision. Besides it is an incredible chance for me to work in Hotel Bengal Blueberry as a trainee under the Front Office Department for 6 months under the supervision of Mr. Ahsaan-Ul-Alam (Front Office Manager). This report includes widespread information about my department as well as Hotel Bengal Blueberry.

I put my best effort to follow your guidelines in every aspect. I want to thank you warmly for your direction during the preparation of this report.

I will be positively obliged and thankful if you are kind enough to accept this report and provide your valuable appraisal. It would be my outstanding happiness if you find this report valuable and informative to have a noticeable viewpoint on this case.

Sincerely yours,



Md Alaul Al Rafi

ID: 193-43-439

Department of Tourism & Hospitality Management

Daffodil International University

Certificate of Approval

I hereby certify that Md Alaul Al Rafi, ID: 193-43-439 has completed his internship program under my supervision. He had prepared his internship report on ‘The Front Office Operations of Hotel Bengal Blueberry’ submitted with proper rules and regulation.

This report had been submitted to complete his degree program. This report is approved for submission.

Signature



Md Mishkatul Kabir
Lecturer

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Acknowledgement

First of all, I would like to thank Almighty Allah, because by his blessing I have completed my internship successfully, I can finalize my report on time. My appreciation to my supervisor and the friendly people around me who helped me to accomplish my report. My special thanks to my supervisor Mr. Mishkatul Kabir for this kind support and supervision. My dearest thanks to the Front Office Manager Mr. Ahsaan-Ul-Alam for his unbelievable guidance and support to understand everything about how it works. Besides I also want to thank my fellow colleagues and my team leader.

Abstract

This report represents the work process of Hotel Bengal Blueberry's Front Office Department. This report shows how the Front Office team members perform their responsibilities, how they tackle guest complain, reservation process and how they manage high occupancy rush hours. In my internship period I focused on guests handling and the communication skills to understand the guest needs and wants.

List of Abbreviations of Front Office

SC = Service Charge

ST = Service Tax

TA = Travel Agent

DOA = Date of Arrival

DOD = Date of Departure

ARR = Average Room Revenue

V = Vacant

O = Occupied

OOO = Out of Order

DND = Do not Disturb

MOD = Manager on Duty

RNA = Room not Assigned

PMS = Property Management System

POS = Point of Sale

B&B = Bed & Breakfast

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Chapter 01

Introduction

1.1 Background of the Report

Traveling for leisure to a destination is known as Tourism. Travelers buy services from the hospitality sector because they require a place to stay, somewhere to eat, and transportations to the local attractions. In order to provide a good first impression, oversee guest services, and ensure a pleasurable stay, the Front Desk is essential. Front Office is hotel's first department to interact with guests upon arrival and it's the last department to deal with them when they leave. Hotel Bengal Blueberry offers a pleasurable stay where the Front Office department performs their operations smoothly.

1.2 Scope of the Report

This report has covered the detail description about the Front Office Department of Hotel Bengal Blueberry. Every hotel has some different operational objective but all of them are related with each other. In short this report shows the operational activities of Front Office department of Hotel Bengal Blueberry.

1.3 Broad Objectives

The key objective of this report is to understand the operational activities performed by the Front Office Department of Hotel Bengal Blueberry.

1.4 Specific Objective

- To explain the operations of Front Office department of Hotel Bengal Blueberry.
- To outline few challenges of Front Office Department of Hotel Bengal Blueberry.
- To offer possible solutions to overcome the challenges.

1.5 Methodology

This report is descriptive in nature, focusing on my perception and frequent activities.

1.6 Data Source

This report has been developed by using secondary data from the related people, all manager of the all relative department. Most of the data comes from my practical knowledge of experience. And I made the report regarding the company policies and practices as well. I collected the secondary data from the following sources:

- Hotel Bengal Blueberry online platform.
- Social Media Posts.

1.7 Limitation of the Study

This report faced some limitations which are-

- Unavailability of data sources.
- Every organization has their own secrecy that is not exposed to others. While collecting data they did not disclose much information because of organizational policy.

Chapter 02

An Overview of Hotel Bengal Blueberry

2.1 Introduction of Hotel Bengal Blueberry

Hotel Bengal Blueberry is a Four-star boutique hotel, which is located in Dhaka's most diplomatic and economic zone Gulshan. In addition, because of the location it attracts both business and pleasure seeking tourists. Hotel Bengal Blueberry has total 107 rooms with 24/7 air conditioner, WI-FI, mini-bar, in-house telephone service. For dining and relaxation, it has 1 restaurant and a coffee shop which serves quality food by maintaining proper hygiene measures. For programs it has 3 banquet halls and a board room for meetings. For in house guests this hotel offers complimentary use of Fitness Center, Steam Bath and Sauna.

2.2 Mission of Hotel Bengal Blueberry

Cleanliness:

Bengal Blueberry is always determining about guests health and safety. Along with that they always try to maintain the clean environment from the beginning of guest's arrival to departure.

Food Safety:

They serve quality foods of various cuisines by maintaining proper hygiene and this is all a guest wants.

Trip Advisor Rewards:

It's rating distribution system that is managed by Trip-advisor. Bengal Blueberry is rated 8.5/10 many times by guests on Trip Advisor.

2.3 Vision of Bengal Blueberry

Blueberry Culture to lighten up your world:

Bengal Blueberry always cherishes the local culture with their own vibes across the world.

2.4 Hotel Bengal Blueberry's Front Office Department organizational Chart

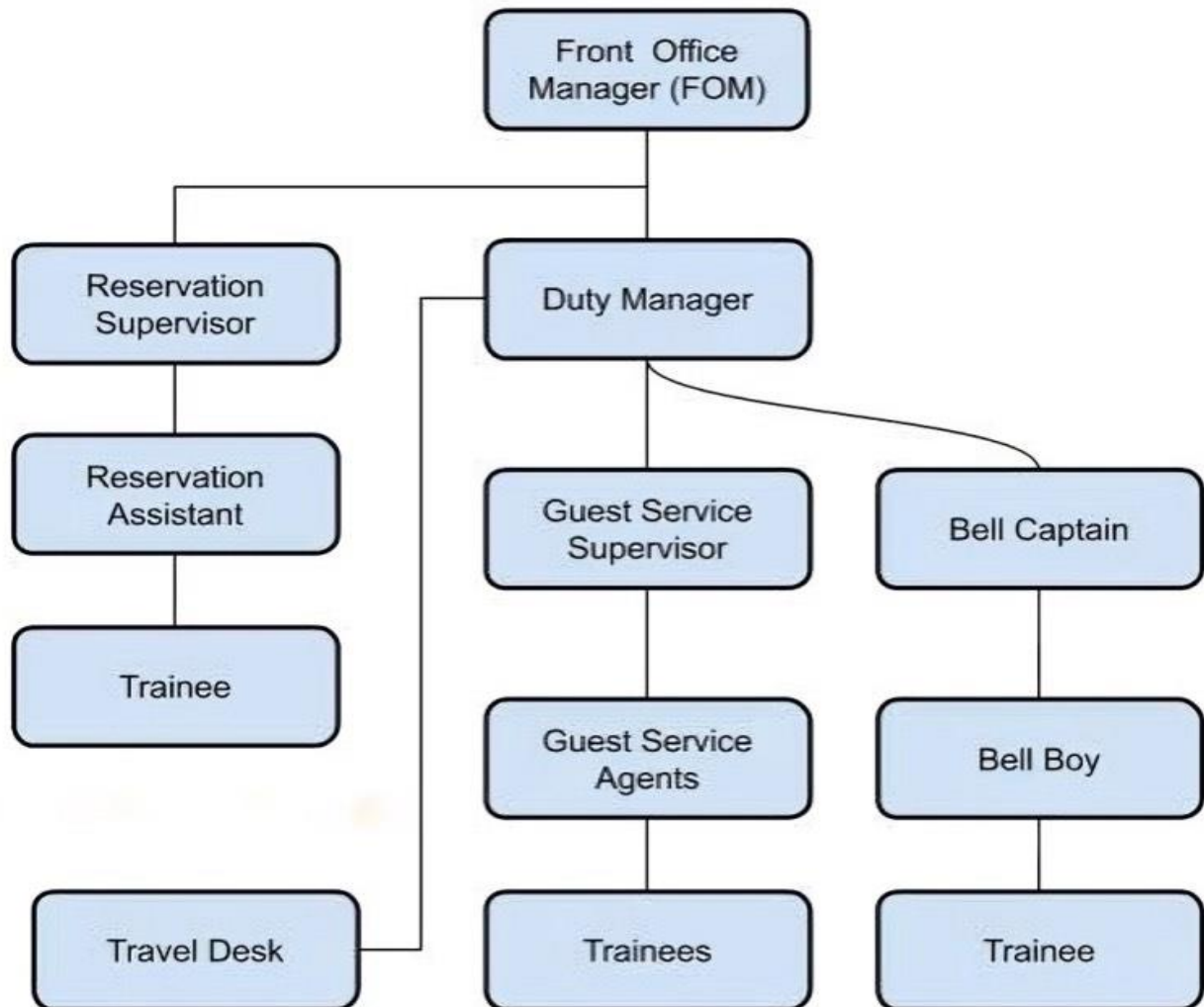


Figure: 01

Source: (Hotel Bengal Blueberry Website)

The chart represents how the chain of command is distributed from the top level manager to slightly to the lower levels.

2.5 Organizational Chart of Hotel Bengal Blueberry

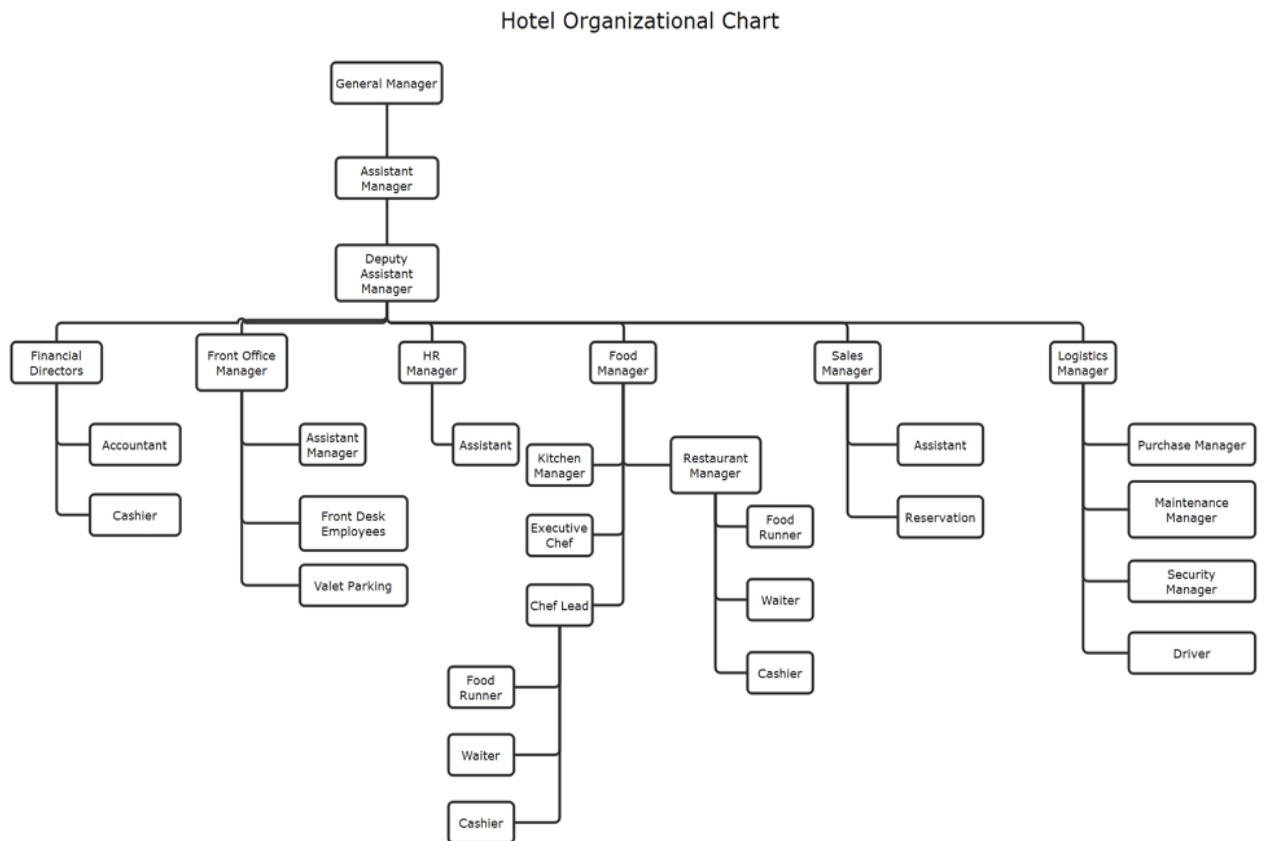


Figure: 02

Source: Hotel Organizational Chart Explained with Examples | EdrawMax Online. (n.d.).

The chart represents the chain of command from top level management to lower levels of Hotel Bengal Blueberry. For a better workflow, it is essential to maintain the chain of command of the hotel.

2.6 The Departments that Hold's Bengal Blueberry

- ❖ **Human Resources:** Human resources give a lot to the hotel because they not just recruit employees but also find the hidden talent of each individual.
- ❖ **Front Office:** Front Office is the head of every hotel, because they play a significant role by handling the guests and by performing the check-in/check-out procedure.
- ❖ **Housekeeping:** Housekeeping team plays a very essential role by keeping the hotel clean and well-organized.
- ❖ **Food & Beverage:** From the very beginning of making food by maintaining proper hygiene to serve it to the guests table, F&B department plays a key role.
- ❖ **Sales & Marketing:** When a new product or service is introduced or old product or service is modified, hotels dynamic sales & marketing team reached it to the guests.
- ❖ **Accounts:** Hotels account team maintains all the revenue and transaction of the hotel.

2.7 Hotel Bengal Blueberry's Product & Services

As a business oriented hotel, Hotel Bengal Blueberry comes up with elegant product and services. Bengal Blueberry has 107 rooms which consists 4 categories with high speed WI-FI, Iron & Iron board, TV, Hair dryer, Mini-bar, and Air-conditioner.

Deluxe Room

Deluxe is a standard category room, The room size is 260 SFT.

Single occupancy or double occupancy both can stay comfortably here. With every reservation we provide complementary buffet breakfast, free one way airport transport.

Premium Room

This category of room is slightly upgrade from the previous one. The room size is 270 SFT. With every reservation we provide complementary buffet breakfast, free one way airport transport.

Premium Twin

This category of room is mainly designed as guests demand. As it have two separate beds. The room size is 300 SFT. With every reservation we provide complementary buffet breakfast, free one way airport transport.

Royal Suite

This category of room is the most luxurious category because it comes with an inbuilt Jacuzzi. The room size is 400 SFT. With every reservation we provide complementary buffet breakfast, free one way airport transport

Restaurant & Café

Hotel Bengal Blueberry is equipped with 1 restaurant and a café. The restaurant serves Buffet, a la carte and lives BAR-B-Q. The restaurant is known as Bluelicious, and the café is well-known as the Swiss Delight.

Bluelicious:

This dining restaurant is located on the second floor, which serves Buffet breakfast, a la carte lunch and dinner. The in room dining is open for 24/7 HRS.

Swiss Delight:

This café is placed besides the Front Desk, So that one can blow away the awfulness with a sip of coffee while the rush hours are going on. They serves baked pastry item as well.

Operating Hours:

Breakfast starts 06:30 AM–10:30 AM, while Lunch start serving from 01:30 PM-03:30 PM, and the dinner take place at 07:30 PM-10:30 PM.

Banquet Hall:

Hotel Bengal Blueberry is furnished with 3 Banquet halls. They named it- White Hall, Annex Hall and Empire Hall. Every hall comes up with 250 PAX sitting arrangement, fast WI-FI, sound system and microphone facilities.

Health Club:

Bengal Blueberry's fitness center is facilitating with highly advanced fitness equipment's. This also allow guests to enjoy the Jacuzzi, Sauna and Steam Bath

Chapter 03

Discussion & Analysis

3.1 Understanding of Front Office

It is believed that Front Desk is the head of any hotels. Because they directly interact with guests and connect all the hotel activities.

The following functions are done by Front Office Department:

- Greeting the guests with smile
- Check-in
- Check-out
- Cash Handling
- Maintaining Log Book
- Billing
- Handling Phone Calls
- Taking walk-in guests reservations
- Providing Hotel Information
- Management of Transportation on guests request
- Banquet bill settlement
- Night Audit

3.2 Interaction of Front Office with other Department

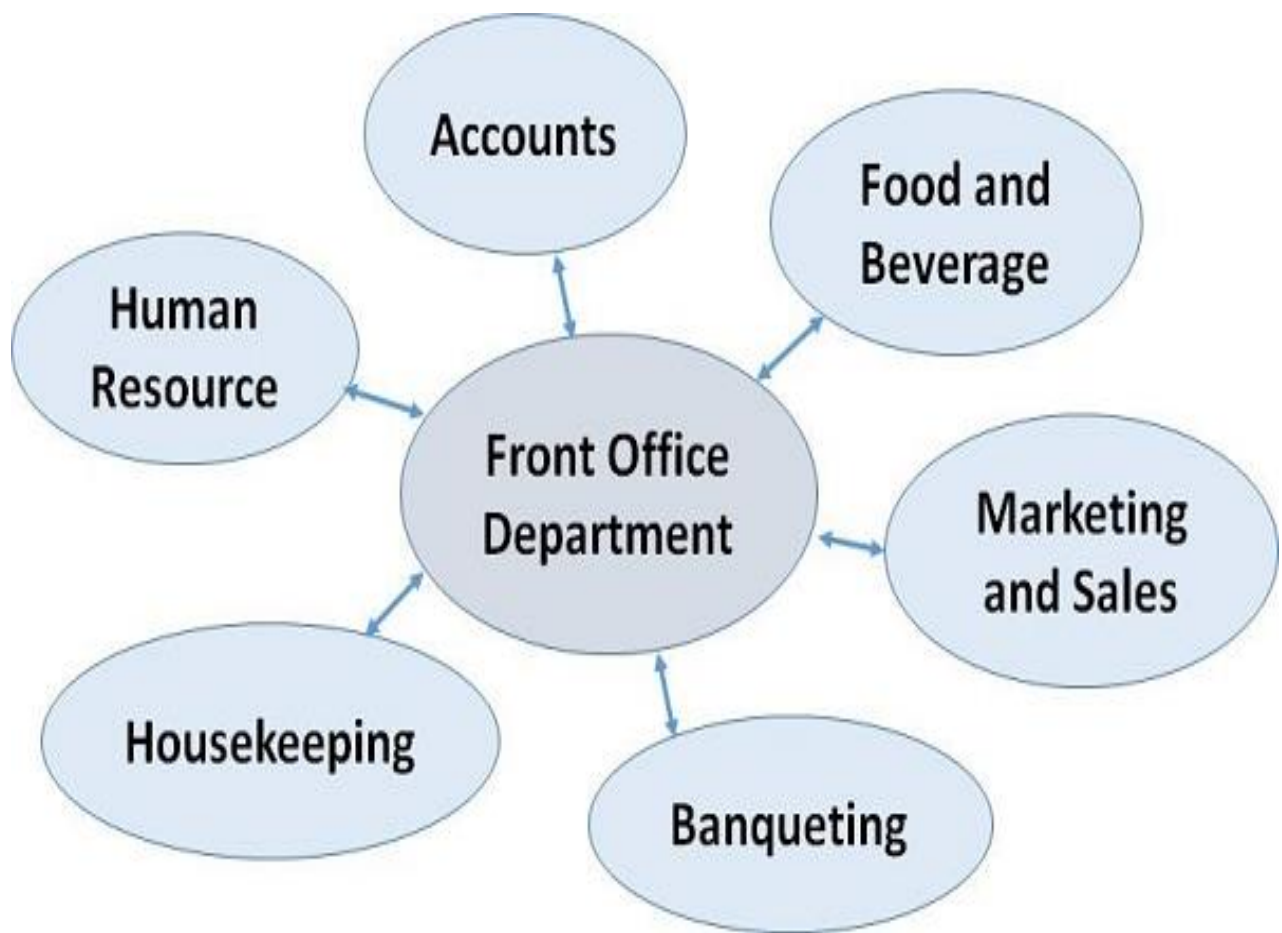


Figure: 03

Source: (Hotel Bengal Blueberry Website)

In order to coordinate with other departments inside a hotel, the front office department is essential. It works with housekeeping to update room status, notifies the kitchen about guest's preference, and works with maintenance to arrange room repairs. In order to manage reservations and help customers learn more about the hotel's amenities and services, the front office department also need to communicate with the sales and marketing department.

3.3 Schedule of Duties

Bengal Blueberry has assigned 9 hours duty for the employees and trainees as well. 3 shifts of staffs run the hotel 24/7 hours. As a trainee I am blessed enough to work in all 3 shifts.

The Shift timings are-

- Morning Shift (07:00 AM-04:00 PM)
- Evening Shift (02:00 PM-11:00 PM)
- Night Shift (10:00 PM-07:00 AM)

3.4 Duty Checklist for Front Office:

In morning shift every team member have to follow the below checklist-

- ✓ Check own grooming standard
- ✓ Takeover the shift
- ✓ Read the Log Book
- ✓ Check the airport pickup/drop list
- ✓ Check the early arrival and departure list
- ✓ Cross check the reservation form of check-in guests
- ✓ Check the function list
- ✓ Check the wakeup call list
- ✓ Take show rooms from house keeping
- ✓ Handling the cash
- ✓ Maintaining the Log Book
- ✓ Taking follow ups to the airport shuttles schedules
- ✓ Perform the check-in/check-out procedure
- ✓ Handover the log book and cash to Evening Shift

In Evening shift every team member have to follow the below checklist-

- ✓ Check own grooming standard
- ✓ Takeover the Log book & cash from Morning Shift
- ✓ Check the late check-out list and remaining check-in list
- ✓ Taking follow ups to the airport shuttles schedules
- ✓ Maintain Log Book
- ✓ Cash Handling
- ✓ Attend phone calls of guests
- ✓ Report issues to supervisor
- ✓ Take over the next day's reservation papers from the sales concern person
- ✓ Take wakeup call and early checkout schedules from the guests
- ✓ Handover cash and Log book to the Night Shift

In Night shift every team member have to follow the below checklist-

- ✓ Check own grooming standard
- ✓ Take over log book & cash from Evening Shift
- ✓ Check the early morning check-in/checkout and airport pickup list
- ✓ Print the next day's check-in reservation form of guests
- ✓ Print the airport pickup/drop list
- ✓ Maintain the Log Book
- ✓ Attend guests phone calls
- ✓ Call maintenance department if needed
- ✓ Day close the system if there is no remaining check-in/check-out
- ✓ Print and attached the sale report, control chart and bill copies of Coffee Shop, Restaurant, Housekeeping.
- ✓ Attached all the check-out guests bill copies and POS machines receipt and daily collection chart
- ✓ Wrap up the Night Audit

3.5 Check-in & Reservation Procedure

NICEPMS software is used by Hotel Bengal Blueberry to perform their daily operations and widely used in many other boutique hotels around the country. The standard check-in procedure takes 3 minutes and the check-in method is given below-

Greeting:

- Good Morning/ Good Afternoon/ Good Evening.
- To new guest (Welcome to Hotel Bengal Blueberry).
- If repeated guest (Welcome back Sir/Ma'am, pleasure to have you again).
- Ask the guests to provide their Passport/National ID.

Acknowledgement:

- Double check all the alerts.
- Let the guest know about their reservation.
- Provide the guests about their room type, check-out date and room number.

Registration Paper:

- Place the registration paper in front of the guest and request the guest to fill up necessary information.
- Take signature on the registration paper.

Payment:

- Check the reservation paper and the payable amount.
- If the guest is new take advance payment, if guests refuse to pay in advance then explain about the policy.

Key Card:

- By explaining the offers, amenities and discount you can handover the room key to the guest.
- Wish the guests a nice stay with us.

3.6 Reservation Record of the Guests

- Address
- Arrival Date
- Contact
- Room Rent
- Preference (Smoking/Non-smoking Room)
- Payment Method
- Check-out time
- Passport, Visa/ National ID card

The image shows a screenshot of a hotel registration card form. The form is titled "Registration Card" and includes a "Confirmation No. :" field. The form is divided into several sections for guest information, room details, and payment information. The guest information section includes fields for Last Name (BAURA), First Name (RICHARD), Designation (N/A), Passport No./Id (N/A), Place of Issue (N/A), Date of Issue (01-Jan-1900), Country (N/A), Date of Birth (01-Jan-1900), Male/Female (M), Occupation (N/A), Address (N/A), Visa No. (N/A), Place of Issue (N/A), Date of Issue (01-Jan-1900), Company Name (HABITAT FOR HUMANITY IN), and Business Source (N/A). The room details section includes Roomno (406), PAX (1), Extra Bed (0), Travel Agency (No), No Post (No), Rack Rate (\$1140, Tk. 11900), Offer Rate (\$39.53, Tk. 3360.05), Discount (%0, Tk. 8539.95), and a "Rate Modify" button. The payment section includes Mode of Payments (PREMIER SINGLE) and Registration Limit. The bottom section includes Mobile No. (0), E-mail (0), Reg. Card (201907050006), Remarks (PROVIDE GOOD ROOM & SERVICE.), and Type of Guest (RESERVATION). The form has a blue header bar with the date 05/2019 and time 2:59 AM. At the bottom, there is a navigation bar with buttons for Check In, Cancel, Search, Reservation, No Show, and Close.

Guest Information		Room Details		Payment Information	
Last Name	BAURA	Roomno	406	Mode of Payments	PREMIER SINGLE
First Name	RICHARD	PAX	1	Registration Limit	
Designation	N/A	Extra Bed	0		
Passport No./Id	N/A	Travel Agency	No		
Place of Issue	N/A	No Post	No		
Date of Issue	01-Jan-1900	Rack Rate	\$1140 / Tk. 11900		
Country	N/A	Offer Rate	\$39.53 / Tk. 3360.05		
Date of Birth	01-Jan-1900	Discount	%0 / Tk. 8539.95		
Male/Female	M	Rate Modify			
Occupation	N/A				
Address	N/A				
Visa No.	N/A				
Place of Issue	N/A				
Date of Issue	01-Jan-1900				
Company Name	HABITAT FOR HUMANITY IN				
Business Source	N/A				
Purpose of Visit	N/A				
Coming From	N/A				
Check In Date	05-Jul-2019				
Check In Time	04:52:55				
No Of Night	17				
Check Out Date	22-Jul-2019				
Check Out Time	04:52:55				
Drop, Time, Flt	NO				
	N/A				

Figure: 04
The Interface of Registration Form

3.7 Payment Method

Guests can pay in plenty of ways. Those are given below-

- Cash
- Apple Pay
- Debit Card/Credit Card
- City Ledger (Company Payment)
- Through Mobile Banking

3.8 Check-out Procedure

Settlement of Charges:

- The remaining balance for incidentals, additional services, and room rents are paid by the guests.

Return of Room Keys:

- Guests need to return the room keys whole check-out time.

Confirmation of Departure Details:

- Staff at front desk verifies departure information, including transportation and any other special requests.

Room Inspection:

- Staffs of housekeeping department check the room for any damage or missing items.

Feedback Form:

- A feedback form may be requested of guests in order to get information about their experience.

Issuance of Final Invoice:

- A final invoice is given to the guest once everything has been settled.

Expressing Gratitude:

- Staff shows appreciation for choosing the hotel and may inquire about the entire stay.

Wishing Safe Departure:

- As the guests depart from the hotel property, we wish them a safe and enjoyable travel.

3.9 Things that a Front Office team member must know

The basic terms & skills that a Front Office Executive must have are-

1. Use of PMS- NICE software to confirm flawless operation.
2. Use of Phone & Extension.
3. Use of Photocopy machine and replace toner cartridges.
4. How to make room keys.
5. Passport & Visa scanning in system.
6. Use of POS machine to take payment.
7. Help guests by providing flight information.
8. How to deal unusual guests.
9. Understanding the emergency code.

3.10 Operational Activities Taken:

A friendly work place and co-operative colleagues of the Front Office team of Hotel Bengal Blueberry helps one to understand all the important terms and guest handling easily. A friendly work environment helps individuals to enhance their corporate communication skills as well. As a Front Office Trainee, I had to handle a shift with a supervision of senior team members.

3.11 Bell Desk/Door man:

As a trainee my first assigned duty was on the Bell Desk. Because I have to understand the process of service from the entry level. The activities I have performed as a Bellboy-

- Pulling doors for guests and greet them.
- Assists guests with their luggage.
- Assists guests to their rooms.
- Deliver luggage to guest's rooms
- Directing the guests if there was any function.

3.12 NICE PMS Software

PMS stands for Property Management System; every organization has their own property management system or software to operate the operations of the hotel. In Bangladesh, most of the boutique hotels use NICE software as their PMS. As Hotel Bengal Blueberry is a business oriented and boutique hotel, they use NICE software as their property management system. Keeping guest's record and generating their room bills day can easily handle with this PMS. This type of PMS is easy to use and if there's any mistake happen while making bill, it's quite easy to solve the errors.

NICE stands for NIMBLE code Execution System.

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Chapter 04

Findings, Recommendations and Conclusion

4.1 Findings

Every organization has its positive and negative traits. During my internship period in Hotel Bengal Blueberry on the Front Desk, My attention is drawn to something.

They are-

- The Front Office team members are helpful and understanding, they created the work environment so friendly that anyone can do their job without any difficulties.
- Another trend in consumer behavior is the growing emphasis on sustainability. Guests will revisit the hotel if they get their expected service.
- While working there I found everything very organized that helped me to perform my duties even better.
- It's essential to check the mini bar while if there's any consumption by guests. Because of that sometimes check-out process gets delayed and guests became angry.
- When the higher authorities were not present at the hotel, the Duty Manager take care all the work and handle if there's any problem occurs.
- If there's any technical problem occurs in guest's room, maintenance team attends guests very shortly. Sometimes their work get slower because of higher guest complains.
- The major thing is there's no in-house doctor to give guest a primary treatment in time of needs.
- Sales target was fixed by company for every sales people which was too high to achieve, sometimes create frustration among sales people and ultimately they became unmotivated.

4.2 Recommendation

In regard to findings while working there, here is some recommendation based on that:

- Hotel Bengal Blueberry may arrange more meeting including all departments and a free speech platform so that everyone can share their obstacles they face while working to make inner department relationship more strong.
- They may assign an in-house doctor to provide primary treatment to the guests.
- Hotel Bengal Blueberry maintenance team may need to be more sincere and active while attending the guests.
- They may focus on guest's review so that they can get a top notch service whenever they came back to the hotel to stay.

4.3 Conclusion

As a part of my Bachelor's degree program, I have completed my six months internship at Hotel Bengal Blueberry in Front Office Department. In this past six months of internship I have striven to acknowledge the key terms of the front office department, how they handle guests, check-in/check-out procedure. This past six months was beneficial for me because I learned how the Front Office Department as well as how a hotel operation actually works. Hopefully, it will help me in my later life and in my career.

Reference

<https://www.bengalblueberry.com>