

Internship Report
On
Room Division Operations of
Sheraton Dhaka

Title: Room Division Operations of Sheraton Dhaka

Submitted By

Arif Bin Aziz Chowdhury

ID: 201-43-453

Department of Tourism & Hospitality Management

Faculty of Business & Entrepreneurship

Submitted To

Mr. Siddiquir Rahman

Assistant Professor & Head

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

Date of Submission: 4 February, 2024

Letter of Transmittal

4 February, 2024

Mr. Siddiquir Rahman

Assistant Professor & Head

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

Subject: Submission of Internship Report

Dear Sir,

I am submitting my report on 'Room Division Operations' of Sheraton Dhaka. It is my great pleasure that I am completing my report under your supervision. It was a great experience to work at Sheraton Dhaka. I have done Six months (180 days) of internship there. In this report I have mentioned about general working procedures and responsibilities of Room Division (Front Office, Housekeeping), also my experience of six months internship.

Your unwavering support and guidance on the research subject have been beneficial. Your supervision has not only permitted significant acquisition of information but has also considerably helped to the efficient implementation of the research. I really hope that you see it as advantageous and pertinent to the topic matter.

Sir, I will be very grateful if you receive this report and give your valuable thoughts on it.

Sincerely yours,



Arif Bin Aziz Chowdhury

ID: 201-43-453

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

Certificate of Approval

This Certifies that Arif Bin Aziz Chowdhury, ID: 201-43-453, a student in the Department of Tourism and Hospitality Management at Daffodil International University, has completed his internship report on “Room Division Operations of Sheraton Dhaka”. This report fulfills all the requirements, and I acknowledge its successful completion.

Arif Bin Aziz Chowdhury showed sincerity, proactiveness and attentiveness throughout the program. I wish him every success in his future endeavors.

Regards,



Mr. Siddiqur Rahman

Assistant Professor & Head

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

Declaration

I, Arif Bin Aziz Chowdhury, a bachelor's student in the Department of Tourism and Hospitality Management at Daffodil International University, hereby present my internship report titled "Room Division Operations of Sheraton Dhaka." This document reflects the completion of an original project conducted under the guidance of Mr. Siddiqur Rahman, Assistant Professor & Head in the Department of Tourism & Hospitality Management within the Faculty of Business and Entrepreneurship at Daffodil International University. The purpose of this report is to fulfill the internship course requirements as part of the Bachelor of Tourism & Hospitality Management degree. I affirm that the work presented in this report adheres to current copyright laws, and the conclusions drawn have not been previously submitted to any other educational institution for degree attainment or any other purposes. I also acknowledge my responsibility to compensate the department for any losses or harm resulting from a breach of the aforementioned commitment.



Arif Bin Aziz Chowdhury

ID: 201-43-453

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

Acknowledgement

I want to start with paying thanks to the Almighty God for providing me the courage to complete the research in the allocated amount of time. I am extremely grateful to my esteemed internship supervisor, Mr. Siddiqur Rahman, Assistant Professor & Head of the department of Tourism and Hospitality Management at Daffodil International University for providing me the guidance to finish the report. His insightful advice and direction were very helpful to me in organizing the preparation of this report.

Also, the Human Resources, Front Office & Housekeeping department of Sheraton Dhaka deserves my gratitude for helping me to finish the internship and write this report. I am thankful to all my managers, duty managers and colleagues because of their guidance that facilitated the application of my academic expertise inside this organization. In addition, I want to express my gratitude and honor my family for their unwavering support and assistance with this report's preparation,

Lastly, I express my gratitude to all my friends who have demonstrated a strong desire to see my internship through to its successful conclusion.

Executive Summary

This executive Summary says the different activities of Sheraton Dhaka, renowned for its luxurious rooms, flexible event venues, loyal customer base, cutting-edge marketing strategies, technical expertise, and unwavering dedication to guest happiness. This report offers a detailed account of the immersion internship experience at the Room Division Operations (Front Office & Housekeeping) of a prestigious 5-star luxury hotel in Dhaka.

The narrative advances by highlighting the hotel's outstanding location within the bustling city and highlighting its smart positioning. It also emphasizes the role that the operations of different departments of Room Division play in creating and preserving meaningful relationships with guests, highlighting departments significance in delivering exceptional, individualized service. The division encompasses several functions, such as Reservation, Front Desk Service, Housekeeping, Concierge. Additionally, emphasis was placed on how the Front Office and Housekeeping maintained efficient operations by adhering to local and standard operating procedures.

The internship report incorporates details of the duties undertaken as a Front Office Agent & Housekeeping Attendant at Sheraton Dhaka. The focus of the report encompasses discussions on the operations, responsibilities, analysis, findings, the business, the parental firm, and its activities. The entirety of the report revolves around the experiences gained during the internship.

Working for a hotel like World Gathering Place was an amazing experience. People from many walks of life frequented at Sheraton Dhaka every day. As a Front Office Agent & Housekeeping Attendant, it was great pleasure in serving them. Sheraton Dhaka is an excellent brand that attracts all sophisticated people, it is the hospitality division.

The Sheraton Dhaka is referred regarded be the global meeting venue for this reason. The visitor can find whatever he/she needs and the tranquility he/she desires there while visiting. And the opportunity to deliver the services genuinely desired by these visitors is deeply appreciated.

TABLE OF CONTENTS

Certificate of Approval	i
Declaration	ii
Acknowledgement	iii
Executive Summary	iv
CHAPTER 1	1
INTRODUCTION	
1.1 Introduction.....	2
1.2 Background of the Study.....	2-3
1.3 Scope of the Study.....	3
1.4 Objective of the Study.....	3
1.5 Methodology.....	3
1.6 Limitations of the Study.....	4
CHAPTER 2	5
OVERVIEW of SHERATON DHAKA	
2.1 Preface.....	6
2.2 Mission.....	7
2.3 Vision.....	7
2.4 Overview of Sheraton Dhaka.....	7-8
2.5 Organizational Structure.....	9
2.6 Major Departments of Sheraton Dhaka.....	10-12
CHAPTER 3	13
DISCUSSION & ANALYSIS	
3.1 Operation of Room Division.....	14-15
3.2 Operation of Front Office.....	16
3.3 Sub-Departments of Front Office.....	16-17
3.4 Responsibilities & Workflow at Front Office	17-18

3.5 Standard Check-In Process Through Opera.....	18-20
3.6 Performing Check-In Process Manually.....	20
3.7 Check-In Process of a Walk-In Guest.....	20-21
3.8 Check-Out Procedures.....	21-22
3.9 Elements of Guest Reservation Record.....	22
3.10 Methods of Payment.....	22-23
3.11 Night Audit.....	23
3.12 Other Duties & Responsibilities.....	23-24
3.13 Operation of Housekeeping.....	25
3.14 Layout of Housekeeping.....	26
3.15 Basic Responsibilities of Housekeeping.....	26-27
3.16 Public Area.....	27-29
3.17 Room Attendant Duties & Responsibilities.....	29-31
3.18 Room Status & Code.....	32
3.19 Chemicals for Cleaning Purpose.....	32-33
3.20 Laundry Operation.....	33-34
3.21 Duty Time Schedule.....	34
3.22 Learnings.....	34-36
CHAPTER 04.....	37
FINDINGS, RECOMMENDATIONS & CONCLUSION	
4.1 Findings.....	38-39
4.2 Recommendations.....	39
4.3 Conclusion.....	40
CHAPTER 05.....	41
References.....	41

Chapter 1

INTRODUCTION

1.1 Introduction

The Operations of Room Division of a hotel includes many departments such as Front Office, Housekeeping, Security/Loss Prevention, Reservation, Concierge, Guest Service and Communication. Among which the author has worked as an intern extensively in the departments of Housekeeping and Front Office at Sheraton Dhaka, situated in Banani, Dhaka, Bangladesh to complete the internship requirements of the Bachelor of Tourism and Hospitality Management (BTHM) degree program at Daffodil International University.

Sheraton Dhaka is a luxurious 5-star accommodation favored by both business and leisure travelers. With 248 rooms, including 38 spacious suites, the hotel offers well-appointed accommodations equipped with modern amenities such as air conditioning, flat-screen TVs, minibars, and coffee makers. The lavish bathrooms feature both bathtubs and showers. At this time Sheraton is partially operational, so the current activities of the hotel include dining at the Sheraton Dhaka which is a delightful experience, with on-site restaurants like The Garden Kitchen offering international buffets, Yumi specializing in Japanese cuisine, and daily cafe Toastina to offer coffee, bakery and other light food items. Furthermore, the Lobby Lounge provides a relaxed setting for enjoying drinks. Also, On The Rocks is the place for those who want to consume alcohol in a vibrant ambience. The hotel also boasts various facilities, including Sheraton Club, a rooftop pool providing city views, a fitness center for active guests, a spa & saloon for both male and female offering indulgent treatments, and a well-equipped business center with modern technology to keep travelers connected.

Reflecting the comprehensive understanding and experience gained during the internship period in Room Division Operations at Sheraton Dhaka, there are some significant purposes behind selection of the topic which are subsequently holistic insight into hotel operations, operational challenges and solutions, and professional development.

1.2 Background of the Study

This comprehensive study explores and analyzes the operations, management, and coordination within the departments under Room Division, Sheraton Dhaka. Along with that, the foundation factors of this study include organizational structure, operational processes and efficiency of Front

Office, technological integration, uses of housekeeping machineries and chemicals integration, coordination and communication.

1.3 Scope of the Study

This report will provide an insight into the operational dynamics of Sheraton Dhaka's Room Division. Furthermore, it aims to evaluate the efficiency of Sheraton Dhaka's Room Division Operations. Additionally, a detailed examination of the Housekeeping and Front Office departments will be presented. The report aims to offer a comprehensive understanding of the hotel's Room Division, emphasizing the intricacies of key departments such as Housekeeping and Front Office.

1.4 Objective of the Study

The main objective of this report is to point out the operation procedures within the room division at Sheraton Dhaka, which incorporates:

- To Explain the Front Office Operation of Sheraton Dhaka
- To Explain the Housekeeping Operation of Sheraton Dhaka
- To Identify the problems related to Front Office & Housekeeping
- To Provide some recommendations

1.5 Methodology

The research is Qualitative & Exploratory in nature, based on the procedures of Room Division and secondary sources mainly:

- Marriott Global Sources
- Journals (academia.edu)
- Operation of Room Division (SOP)
- Textbooks
- Related Websites

1.6 Limitations of the Study

Compiling this comprehensive report demanded a significant volume of information, and progressing through numerous limitations and challenges posed difficulties. These include:

- As the hotel is not fully operational, greater exposure in a practical setting would likely enhance the learning experience.
- Insufficient documentation of the company's operations in books, papers, data, or statistics was noted, and access to official documentation was restricted.
- The major challenge arose from the agency management's reluctance to disclose necessary data for report generation, citing privacy concerns.
- Reliance on original sources introduced a potential for inaccuracy in the material, as respondents' unwillingness to share data hindered obtaining reliable information on other eateries.

Chapter 2

Overview of Sheraton Dhaka

2.1 Preface

The inception of Sheraton in Dhaka is intricately woven into the city's evolving hospitality scene. The journey commenced in 1966 when the Inter-Continental Dacca, a creation of architect William B. Tabler, emerged as East Pakistan's inaugural international five-star hotel. Originally recognized as the Inter-Continental Dhaka, this historic establishment played a crucial role in hosting significant political events that culminated in Bangladesh's independence in 1971, even serving as a neutral zone during the Bangladesh Liberation War.

In 1983, a new phase unfolded as the hotel underwent a transition to become Sheraton Dhaka, operating under the aegis of Starwood Hotels. This transformative period spanned 28 years, solidifying Sheraton's status as a premier hospitality destination in Dhaka.

However, in 2011, the Sheraton chapter concluded, and the hotel underwent a rebranding, assuming the name Ruposhi Bangla Hotel, accompanied by a change in management.

Fortunately, this marked neither the end nor the final chapter of Sheraton's narrative in Dhaka. A significant milestone occurred in 2020 with the unveiling of the new Sheraton Dhaka Hotel in Banani, Dhaka.

A short distance from Hazrat Shahjalal International Airport, the 28-storied Sheraton Dhaka Hotel features 248 newly renovated, air-conditioned guest rooms with garden or pool views. Equipped with Sheraton Sweet Sleeper beds, blackout shades, and daily cleaning, rooms offer comfort and security. Additional amenities include exclusive TV channels, en suite bathrooms, and a functional work area with a desk. The hotel provides guest transportation, secure parking, and travel arrangements. Its central location in Banani ensures convenience for guests seeking a comfortable stay near the airport and city center.

Location: 44 Kemal Ataturk Avenue, Banani, Dhaka-1213, Bangladesh

Reservations: 5 Star Deluxe.

Tel: 02-55668111

Fax: +880 2-55668131

Proximity:

From Hazrat Shahjalal International Airport: 9.6 KM

Brand Chain: Marriott International

Managing Director: Md. Noor Ali

2.2 Mission

Sheraton Dhaka's Mission is "To thoroughly understand the needs of our patrons, customers and the associates to consistently surpass their expectations by delivering personal and intuitive services."

2.3 Vision

Sheraton Dhaka's Vision is "As the Pioneer in providing the real hospitality services in Bangladesh, we will strive to remain best-in-class not only in our country but also in this region by ensuring the most efficient & quality services."

2.4 Overview of Sheraton Dhaka

The accommodation & services of Sheraton Dhaka include:

Accommodation:

Providing 12 types of opulent rooms and suites to accommodate a range of visitor preferences which are:

- Podium Deluxe King
- Podium Deluxe Twin
- Tower Deluxe King
- Tower Premier King
- Sheraton Club King
- Sheraton Premier Club
- Residence Suite
- Junior Suite
- Executive Suite

- Ambassador Suite
- Chairman Suite
- Presidential Suite

Services

- Meetings and Events Services
- Business Center
- Wellness and Recreation Services
- Spa Services
- Swimming Pool (Heated)
- Fitness Center
- Sheraton Club
- Restaurants, Cafe & Bar
- Fast Internet connectivity
- Recreational Activities
- Concierge and Guest Services
- Transportation Services
- Technology and Connectivity Services
- Free Daily Newspaper
- Disability Friendly Room & Restroom
- Jacuzzi
- Sauna
- Steam Bath
- Yoga
- Warm Bed

2.5 Organizational Structure

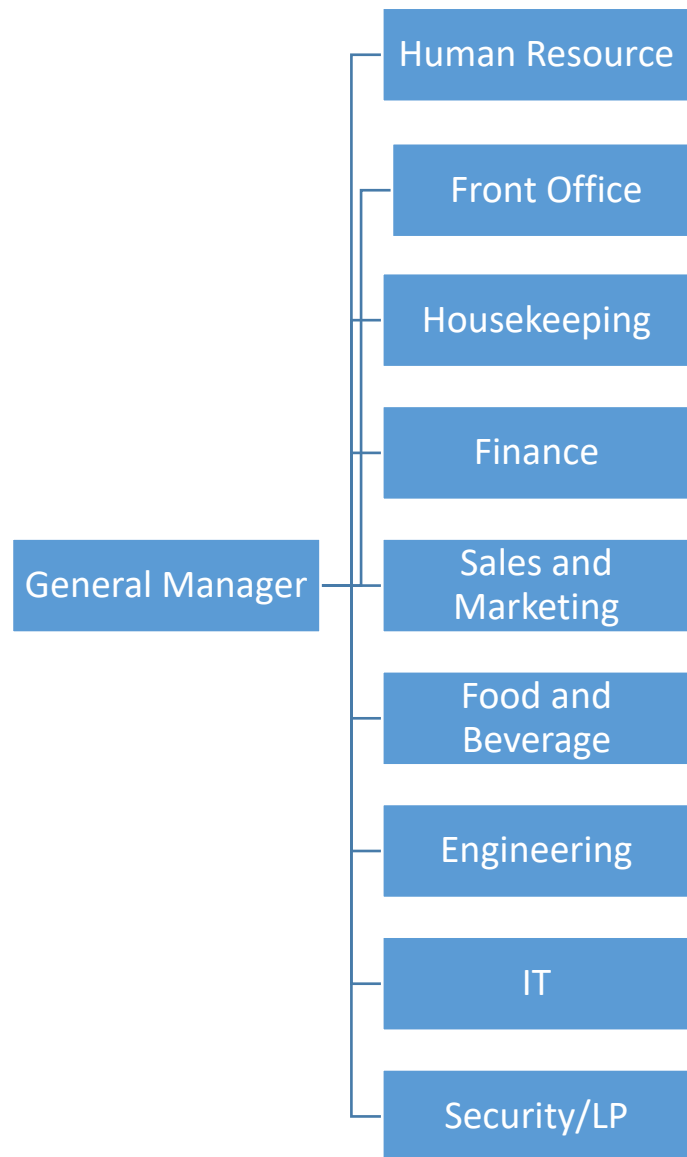


Figure 2-1: Organizational Chart

Source: Author Construction

2.6 Major Departments of Sheraton Dhaka

1. Front office:

- Check-in and check-out services for guests are the responsibilities of the front office department.
- Answering questions and making reservations.
- Supplying details about nearby activities and lodging services.

2. Housekeeping Department:

- Charged for keeping public spaces and guest rooms clean and well-maintained.
- Overseeing the linen and laundry services.
- Coordinating upgrades and repairs with upkeep.

3. Department of Food and Beverage:

Sub-Departments:

The Garden Kitchen Restaurant (Buffet):

- Provides a wide variety of cuisines from throughout the world.
- Services for lunch, dinner, and breakfast.
- Offers real Indian food as its specialty.
- A la carte menu with classic recipes.

Toastina:

- A laid-back cafe that serves beverages, pastries, and light snacks.
- Tea, coffee, and dessert options.

Yumi:

- Cocktails, drinks, and grilled food are available at Splash (Poolside Bar and Grill).
- Perfect for a lazy day by the swimming pool.

4. Sales & Marketing:

- Promoting the hotel's amenities and services is one of the sales and marketing department's responsibilities.
- Collaborating with corporate clients and travel agencies.
- Implementing marketing strategies to attract new clients.

5. Human Resources Department:

- Responsible for recruiting, orienting, and training staff members.
- Taking care of employee relations and welfare.
- Ensuring adherence to labor laws and regulations.

6. Finance Department:

- In charge of managing the hotel's budget and financial records.
- In accounting, payables and receivables.
- Financial reporting and analysis.

7. Engineering and Maintenance Department:

- One of your duties is to maintain the physical infrastructure in good shape.
- Overseeing repairs and improvements.
- Implementing strategies that are sustainable.

8. IT:

- Network Management
- System Maintenance
- Cybersecurity
- Hardware and Software Support
- Data Backup and Recovery
- 24/7 Monitoring

9. Security/LP:

- Surveillance and Monitoring
- Access Control
- Patrols and Vigilance
- Emergency Response
- Guest and Staff Safety
- Risk Assessments

Chapter 3

Discussions and Analysis

3.1 Operations of Room Division

Since the researcher did his internship under Room Division Operation at Sheraton Dhaka, specializing in the department of Front Office & Housekeeping. This varied experience fostered writer's versatility and departmental competency by giving deep insights into a range of hospitality operations aspects.

The General Manager entrusts the Rooms Division Director with the responsibility of overseeing and leading all operations within the rooms division departments, ensuring efficiency and effectiveness. Key areas of accountability encompass:

- Financial management of the rooms division
- Employee satisfaction objectives
- Guest satisfaction targets
- Guest services
- Guest relations
- Security

The rooms division comprises various departments, including front office, reservations, housekeeping, concierge, guest services, security, and communications.

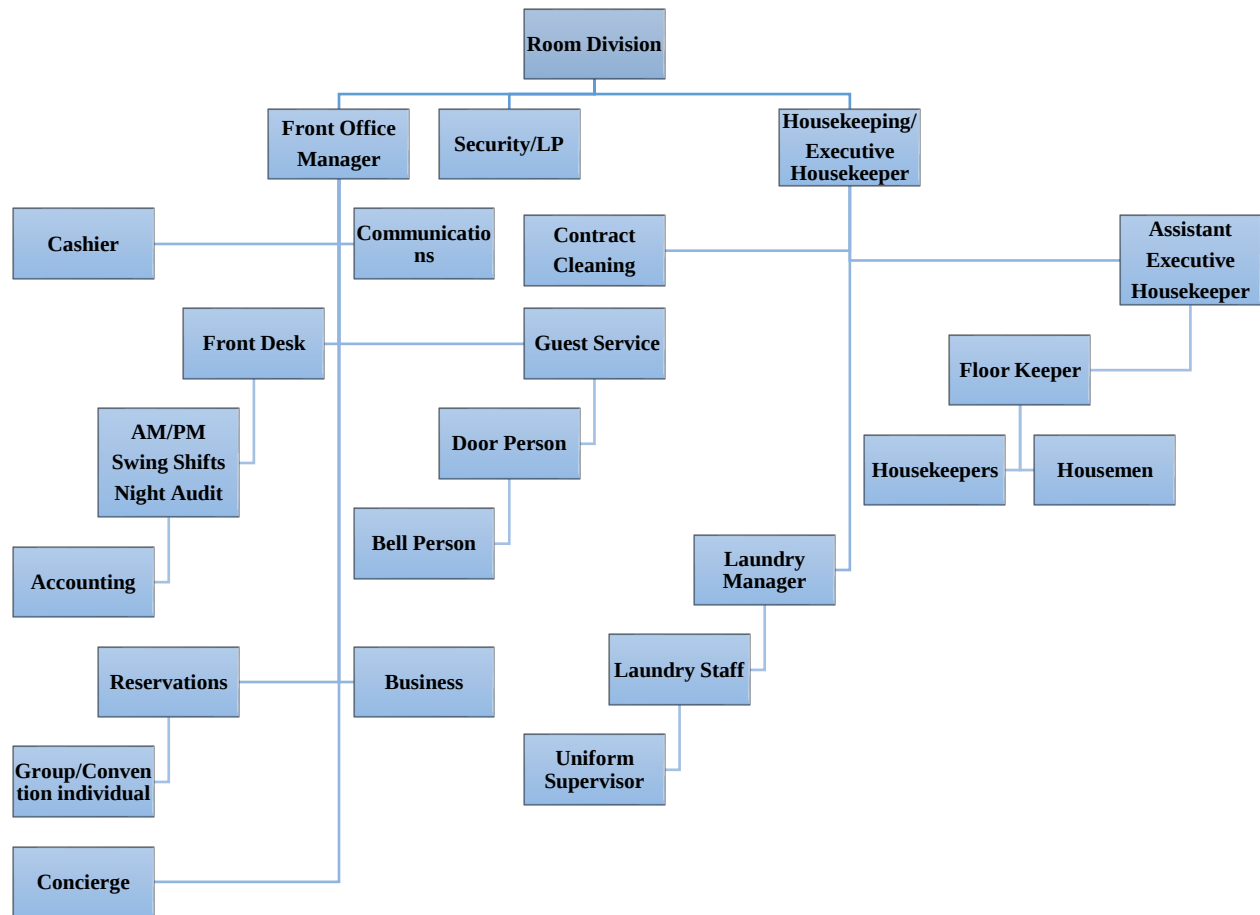
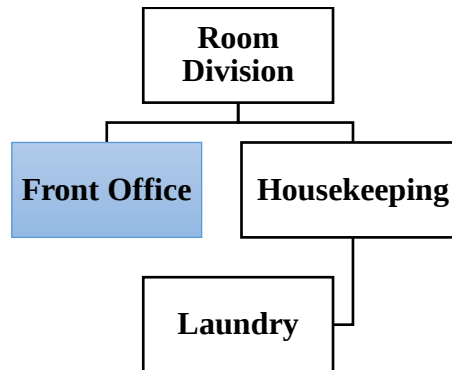


Figure 3-1: Room Division Organizational Chart

Part - A

3.2 Operation of Front Office



The front desk at Sheraton Dhaka plays a crucial role in the systematic booking and selling of rooms, overseeing guest registration and room allocation. Daily reports, including check-in details sourced from OPERA Global Source, are accessible to executives. While reservations, guest registration, and check-ins may occasionally occur manually by Guest Service Agents, the overall process involves the exchange of payment for room stays, commonly referred to as a "sale." Room tariffs are determined for weekend days, spanning from noon to noon the next day, and half-day rates are available with a distinct pricing structure. Given that over 50% of hotel revenue is generated from room sales, the front desk holds significant importance, acting as the primary point of interaction for guests and collecting data for future use. Data input into Marriott Global Source and Guest Voice ensures that guest preferences, satisfaction, and demands are available to other Marriott hotels in the future. The front desk, serving as the central hub for guest operations, plays a vital role in forming a guest's impression and facilitating communication between guests and the hotel.

3.3 Sub-departments of Front Office

- Front Desk
- At Your Service
- Concierge
- Bell Desk
- Transportation

- Business Center
- Sheraton Club
- Sheraton Fitness
- Shine Spa
- Airport Lounge

3.4 Responsibilities & Workflow at Front Office

During the internship at Sheraton Dhaka as a Front Office trainee, the researcher gained practical experience and enhanced knowledge in various areas, such as front desk operations, guest services, reservation management, and concierge services.

Greeting Guest

Welcoming visitors at Sheraton Dhaka involves the skill of creating a friendly and personalized experience. The front desk staff greets guests with a warm smile and offers refreshing beverages, such as fresh fruit juice, as a dedicated gesture to their well-being. This simple yet sincere greeting sets the tone for an enjoyable stay, where every visitor is not merely a guest but a valued part of a hospitable encounter. Team members are expected to follow the "15-5" rule, initiating a smile and making eye contact when the visitor is at a distance of 15 feet, and extending a warm welcome when they approach within 5 feet. Greetings include a "Good morning/afternoon/evening" and a welcome to Sheraton Dhaka, ensuring a hospitable and inviting atmosphere.

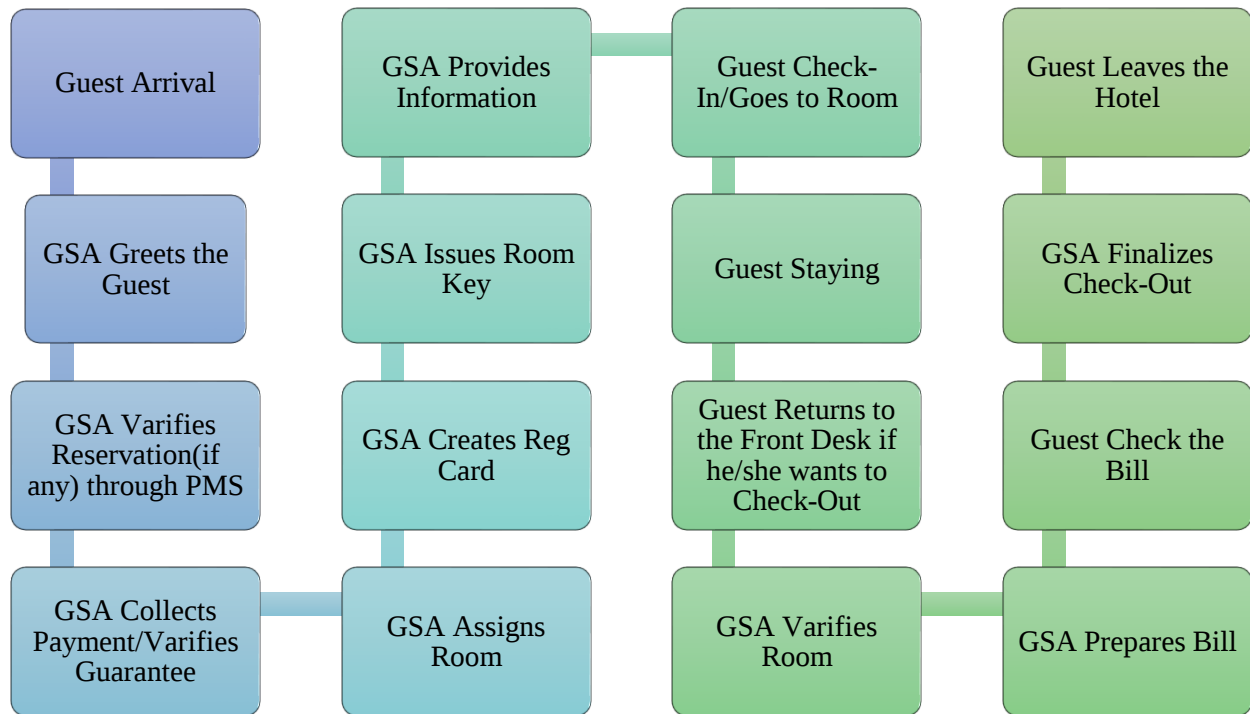


Figure 3-2: Guest Check-In to Check-Out Workflow Chart

3.5 Standard Check-In Process Through Opera

After welcoming the guest warmly, the associates will go by May I have your passport/business card? Search for the last name in Opera if found then print the registration card and hand it over to the guest.

The following should be verified with the guest:

- Confirm the check-out date and time
- Refer to the registration card to identify the rate without saying it loudly

- Validate guest preferences, including room type, smoking preference, and bed type
- Request the guest's signature on the registration card
- Inquire about the preferred method of payment
- Secure authorization for the payment
- Complete the 'Check-In' process in Opera
- Ask if the guest is a member of Marriott's Loyalty Program
- If yes, obtain the loyalty number, check in GXP, and express gratitude for their loyalty to Sheraton & Marriott as a valued member
- If not, inquire if the guest is interested in joining the Marriott loyalty program
- If a guest inquiry about benefits and the joining process, inform them that becoming a member of the Marriott loyalty program it is easy and free to redeem. They can accumulate points with each stay at any Marriott hotel globally, receiving 10% points for every eligible dollar spent at the introductory level. These points can be redeemed for complimentary nights, airline mileage, and even unique, once-in-a-lifetime experiences. If the guest is uninterested or occupied, provide them with an SPG/Marriott brochure, and they can approach us at a more convenient time.
- Give information about the hotel and benefits
 - Restaurants/Outlets (Timings / Special Promotions)
 - Internet (username and password)
- Hand the room key over to the guest and indicate the room number by pointing to it on the key jacket. If breakfast is part of the guest's package, inform them, "Your package includes breakfast, available from 06:30am to 10:30am at 'The Garden Kitchen' restaurant on the 14th floor."
- Extend warm wishes to the guest for a delightful stay
- Ask concierge to escort the guest to the room with the luggage (if any)
- Give a courtesy call to the guest room after 5 minutes of check-in: Ask guest the following:
 - Good morning/ afternoon/ evening (say guest name), this is (give your name) calling from the front desk.
 - How do you like the room?
 - If you require anything throughout your stay, please contact At Your Service by dialing 0 for service.

3.6 Performing Check-In Process Manually

Here the hotel sometime uses Property Management System (PMS) as well as paper documentation. But sometimes only the paper documentation is used for the check-in process. If a guest make/confirm a reservation through phone/email then initially the front desk makes a registration card through computer for the guest with the details of him/her, arrival date & time, room no, room type, no of person(adult/children), check-in date & time, check-out time, room tariff and few more. The room is assigned by communicating with housekeeping. Housekeeping updates the room status from its end. So, the registration card needs only verification of that concerned guest. Along with the RC an electronic room key is made upon certain room. As soon as the guest is arrived at the hotel, front desk first asks for the passport/ID/business card from the guest to make a copy of it which is attached with the RC. After verification of the guest and all the procedures, the guest receives the room key and escorted to the room by concierge.

3.7 Check-In Process of a Walk-In Guest

- Welcome the guest warmly according to the time of the day
- Ask the guest if they have a reservation or if they would like to check-in as a walk-in guest
- Check the availability of the rooms
- Based on availability, provide the guest with options for room types and locations
- Collect necessary information from the guest, including personal details and contact information
- Verify the guest's identity by checking a valid ID and, if applicable, their method of payment
- Clearly explain the room rate, any additional charges, and hotel policies to the guest
- Collect payment or guarantee the reservation with a credit card
- Provide the guest with a room key or card
- Ask concierge to escort the guest to their room with their luggage
- Provide information about Sheraton Dhaka's facilities, services, and any special promotions
- Ensure the guest understands and acknowledges any terms and conditions related to their stay

- Express gratitude for choosing the Sheraton Dhaka and wish the guest a pleasant and enjoyable stay

3.8 Check-Out Procedures

The standard Check-In time at Sheraton Dhaka is 2:00pm and Check-Out time is 12:00pm. There are some procedures of checking out of a guest which are as follows:

- Greet the guest with a smile while he/she is at the front desk to check-out
- Address the guest with the last name & ask him/her about the stay at Sheraton Dhaka
- Collection of room key
- Inform the housekeeping department about the guest check-out and the concerned department inspect the room.
- Check if there's mini bar consumption or any last-minute charges
- If there is any late check-out that needs to update about the charges to the guest
- Check if any special request is made from the management for not charging upon late check-out
- Make a guest folio and present the bill to the guest for reviewing and verification
- After getting verification from the guest ask him/her how he/she wants to make the payment
- Collect the payment and settle the bill
- If the bill is to the company, then verify either the company will be paying all the charges or only for the room and extras will be paid by the guest
- Hand over the settlement folio to the guest with vouchers and payment receipt or credit card slip
- Ask the guest if he/she is requested or require any transportation
- Ask the concierge department to help the guest with the luggage
- While leaving say thank you to the guest with a smile for staying in Sheraton Dhaka
- When the guest left update the room status
- Keep all the bills, folios & necessary documents in a separate file

Other than these Sheraton Dhaka also offers Express Check-In & Check-Out facility at Sheraton Club. The guest can avail this service if he/she is a member at Sheraton Club or pay for this.

3.9 Elements of Guest Reservation Record

- Full Name of Guest
- Residential Address
- Arrival Date
- Departure Date
- Contact Information
- Enrollment in Marriott Bonvoy Program
- Loyalty Number
- Benefits under Bonvoy Program
- Assigned Room Number
- Room Rate
- Rate Code
- Allocation of Rooms
- Guest Preferences
- Payment Method
- Payment Details
- Checkout Time
- Company Information (if applicable)
- Copy of Passport and Visa/National ID

3.10 Methods of Payment

- Cash
- Debit/Credit/Visa Card
- Online Banking
- Virtual Credit Card
- Bill to Company by City Ledger

3.11 Night Audit

- Compute the overall revenue for each financial statement
- Obtain details regarding reservation cancellations

- Verify the authenticity of vouchers and paperwork processed by the front office cashier
- Examine the records maintained by the front desk cashiers
- Generate a daily written log
- Apply charges for NO SHOW and ROLL OVER cases
- Prepare an Incident Statement (if applicable) during the night shift

3.12 Other Duties & Responsibilities

Every sub department of Front Office follows the checklist and this helps to ensure workflow, time management. Other than that, there are some duties as well as responsibilities that every Front Office Agent must follow.

- Arrive at the designated workstation at least 15 minutes before your shift, wearing the appropriate dress code
- Record the start time on the timesheet.
- Read and endorse the department's logbook. Give a look on the pigeonhole and notice board for any recent information or updates since the previous shift.
- Participate in the morning briefing.
- Ensure the seamless transfer of all details and reports from the preceding period, including information on arrivals, departures, VIPs, current guests, expected arrivals, and any outstanding tasks as per the trace report.
- Organize and rule the workspace.
- Receive the shift transition from the prior shift.
- Verify the cash amount in the float and obtain approval on the handover form from the team leader and duty manager.

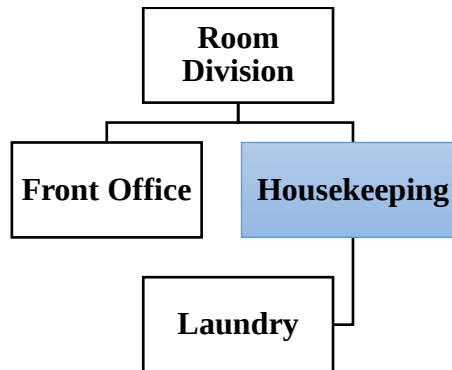
Front Desk Member Must Need to Know

- Arrival Preparation
- Check-In
- Trace Reports and Remarks
- Credit Card Handling

- Exchange Rate
- Expected Departure Visitor
- Extension of staying
- Room Move
- Late Check-out Charge
- Mail & Message Service
- All Room Category & Information
- Opera Log In
- Opera Posting
- Payment By Cheque Received from Guest
- Upselling Higher Category Rooms & Suites
- Up to Date Service
- Updating guest profile
- V.I.P
- Airport Pick Up & Drop
- Receiving Internal & External Calls
- How to Enroll Loyalty Members
- Complimentary & House Use Rooms
- Guest Information Confidentiality
- Check House Status
- Check-Out/Departure Procedure

Part – B

3.13 Operation of Housekeeping



Housekeeping is a pivotal function within the hospitality industry that plays a fundamental role in maintaining a clean, organized, and welcoming environment for guests. It encompasses a range of tasks and responsibilities aimed at ensuring the overall cleanliness, comfort, and aesthetic appeal of the hotel. From meticulously cleaning guest rooms and public areas to managing laundry services. This internship report delves into the various aspects of housekeeping operations, shedding light on the meticulous processes, standards, and attention to detail required to uphold the high-quality standards associated with the hospitality industry.

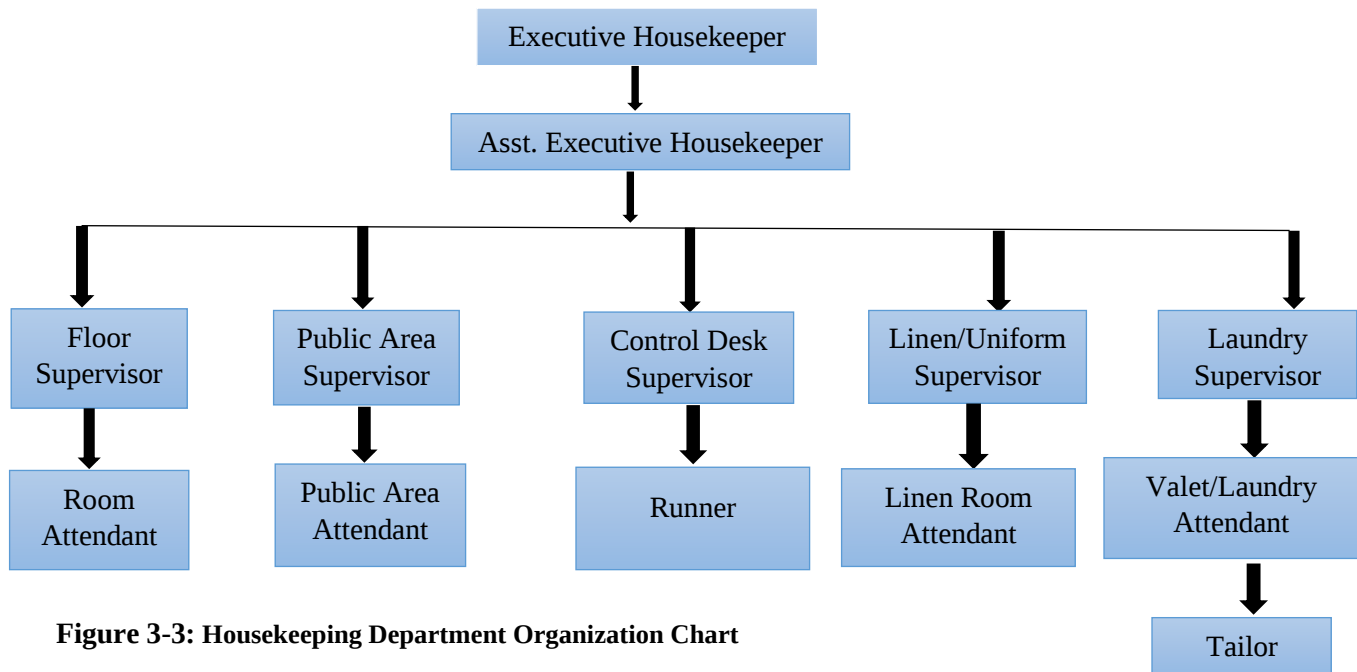


Figure 3-3: Housekeeping Department Organization Chart

3.14 Layout of Housekeeping Department

There are some areas which constituted the layout of Sheraton Dhaka. The following are:

- Executive Housekeeper Cabin: He is the in charge of the housekeeping department and responsible for planning, organizing & directing housekeeping activities.
- Assistant Housekeeper Cabin: Assists the executive housekeeper in managing department operations. He may oversee specific areas or functions within housekeeping.
- Desk Control Room: This area serves as the central hub for housekeeping communication, where information is both transmitted and received for the department. It functions as the reporting and checkout point for all staff during their duty shifts. The room features a notice board for posting relevant information for the staff.
- Uniform Room: Storage area for housekeeping staff uniforms and personal belongings.
- Linen Room: This room is for storage and management of clean and soiled linens. Also, storage and management of clean and soiled linens.
- Lost and Found: This is the storage area for items left behind by guests. It could be a small room with security. Lost & found is the system for recording and cataloging lost items.
- Equipment & Chemical Store: Storage for housekeeping equipment and chemical. This storage usually partitioned into 2 parts. One for hardware another one for chemical.
- Floor Pantries: A floor pantry is essential on each guest floor, serving as a storage space for an additional set of linens, guest supplies, and cleaning materials. This pantry is designed to maintain a complete set of linens beyond what is currently in use in the rooms on that floor.
- Horticulture Equipment Store: Storage for horticultural equipment is necessary, encompassing items like lawn mowers, spades, rakes, and pots crucial for gardening operations. The required storage space increases with the size of the landscapes to be maintained.

3.15 Basic Responsibilities of Housekeeping

- Ensuring cleanliness in guest rooms
- Cleaning and maintaining public areas

- Managing the upkeep and replacement of linens and uniforms
- Overseeing laundry operations
- Handling communications via the Control Desk

3.16 Public Area

At Sheraton Dhaka, there are many areas which typically not private or restricted to specific individuals. It may include lobbies, lounges, hallways, restaurants, conference rooms, and other shared spaces where guests can gather, socialize, or conduct various activities. Public area attendant is responsible for cleaning and keeping up all open space.

Supervisor Duties & Responsibilities

- Scheduling
- Shift wise briefing
- Assigning duties to each of the attendant and monitoring progress
- Inspection of the work place & take corrective actions if necessary
- Supply Replenishment
- Equipment Maintenance
- Handling Complaints
- Providing Assistance
- Communication with other departments

Duties & Responsibilities of a Public Area Attendant

- Report in time to the department according shift
- Wear uniform
- Join in shift briefing
- Understanding the days task and area
- Allocate necessary equipment and chemicals for cleaning purpose
- Vacuum carpets, mop floors, and polish surfaces to maintain a clean appearance
- Depending on the floor situation use dry mop, wet mop, dust mop
- Dust and wipe down furniture, fixtures, and other surfaces

- Clean & polish glass surfaces, mirrors, and other decorative elements. This helps to remove germs & fingerprints
- Empty trash bins and replace liners
- Pest Control the areas where it is necessary
- Check and restock supplies in public restrooms, including hand towels, hand sanitizer, tissue, and soap
- Ensure that amenities such as brochures or magazines are neatly arranged and available for guests
- Sweep and clean outdoor areas, including entrances, walkways, and seating areas
- Address any specialized cleaning tasks as assigned by supervisor, such as cleaning artwork, sculptures, ceiling, side walls, AC vents, or other unique features in public spaces
- Monitor inventory levels of cleaning supplies and submit requests for replenishment as needed
- Communicate with other team members and supervisors regarding the status of tasks and any issues that require attention
- Report maintenance issues or safety concerns to the appropriate department
- Provide assistance to guests when needed, offering directions or answering inquiries about the facility
- Respond promptly and courteously to guest requests related to public areas
- Clearing up after any events or gatherings held the previous night, which may include disposing of waste, addressing spills, and rearranging furniture to its original placement
- Collecting lost & found items, and inform it to the shift supervisor

Cleaning & Inspecting Areas

- Restaurants and Bars
- Executive Office
- Business Center
- Meeting Rooms
- Banquet Halls
- Pool and poolside

- Lobbies
- Guest Restrooms
- Prayer Room
- Basements
- Parking Area
- Employee locker room
- Employee restrooms
- Stair case and lifts cleaning
- Any cleaning is arranged before on a particular date

3.17 Room Attendant Duties & Responsibilities

Room Attendant play an important role in the hospitality sector, ensuring guests have clean, relaxed, welcoming experience during their stay. As the researcher worked as a trainee in the housekeeping he got to experience and learn practical tasks of a room attendant. There are some important duties and responsibilities for each of the room attendant which he/she must follow. Here are the following:

- Attendant shift wise briefing
- Note down if there is any specific data/status of the room and guest requests
- Maintain uniform, gesture well and keep a smiling face to the end of the shift
- Maintain individual cleanliness
- Go to the assigned floor
- Go to floor pantry and take a look if everything is available for cleaning, guest need & services
- Ensure all necessary supplies and amenities are stocked in the cleaning cart
- Make MOD rooms & Showrooms.
- Check room status and prioritize rooms for cleaning based on guest check-out or specific requests
- Make beds, change linens, and replace towels in guest rooms
- Vacuum carpets and mop floors to maintain cleanliness
- Dust and wipe surfaces, including furniture and fixtures

- Clean and sanitize bathroom fixtures, countertops, and mirrors
- Empty trash bins and replace liners
- Monitor and restock in-room amenities such as toiletries, coffee, and tea
- Report any damaged or missing items to the appropriate department for replenishment
- Conduct inspections to ensure that rooms meet established cleanliness standards
- Identify and report maintenance issues or damages in guest rooms
- Accommodate special requests from guests, such as additional amenities or specific cleaning preferences
- Managing time effectively to complete tasks within designated timeframes
- Paying attention to detail to ensure that rooms are thoroughly cleaned and meet the hotel's cleanliness standards
- Attend meeting & training sessions for developing oneself.

Room Cleaning Procedures

- Gathering Supplies in the housekeeping cart/trolley:
 - Ensure all necessary cleaning supplies and amenities are stocked, including cleaning agents, linens, towels, toiletries, and room accessories.
- Preparation:
 - Knock the door and announce your presence before entering the room.
 - If the guest is present, inquire about their preferences for cleaning times or if they have any specific requests.
- Room Entry:
 - Use a master key or electronic access card to enter the room.
 - Check for any signs of damage or maintenance issues that need attention.
- Opening Windows and Curtains:
 - Open curtains and windows to let in natural light, if applicable.
- Bedding:
 - Strip the bed of used linens and pillowcases.
 - Check for any stains or damage on the mattress and report to the supervisor.
 - Make the bed with fresh, high-quality linens, ensuring crisp, clean folds.
- Dusting and Wiping:

- Dust and wipe down all surfaces, including furniture, countertops, and electronic devices.
- Use appropriate chemicals for cleaning to ensure surfaces are sanitized.
- Vacuuming:
 - Vacuum the entire room, including carpets and any upholstered furniture.
 - Pay attention to corners, edges, and under furniture.
- Floor Cleaning:
 - Mop hard floors with a appropriate cleaning solution.
- Bathroom Cleaning:
 - Clean and sanitize all bathroom fixtures, including the toilet, sink, bathtub, and shower.
 - Replace used towels with fresh ones.
 - Replenish toiletries, tissues, and other amenities.
- Glass and Mirror Cleaning:
 - Clean mirrors and glass surfaces using certain chemicals.
- Trash Removal:
 - Empty all trash bins and replace liners.
 - Dispose of trash in accordance with hotel policies.
- Inspecting for Left Items:
 - Check for any personal items left behind by the room guest, submit those to lost & found and report to the supervisor.
- Final Inspection:
 - Conduct a final inspection of the room to ensure all cleaning tasks have been completed to the hotel's standards.
- Closing Windows and Curtains:
 - Close windows and curtains if opened during the cleaning process.
- Room Freshening:
 - Use soothing air fresheners to maintain a pleasant fragrance in the room.
- Closing and Securing the Room:
 - Ensure all lights are turned off.
 - Close and lock the door securely.
 - Verify that the "cleaned" sign is appropriately displayed, if applicable.

3.18 Room Status & Code

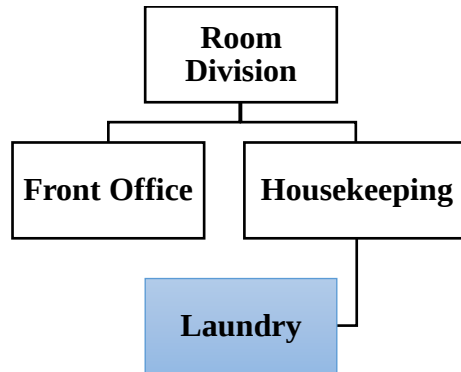
Code	Status
OCC	Occupied
DND	Do Not Disturb
OOO	Out Of Order
OOS	Out Of Service
DO	Due Out
CO	Check Out
LC	Late Check Out
VC	Vacant & Clean
VD	Vacant & Dirty
VR	Vacant & Ready
OC	Occupied Clean
OD	Occupied Dirty
DL	Double Lock
HU	House Use
SO	Sleep Out
SR	Service Refused
MUR	Make-Up the Room

3.19 Chemicals for Cleaning Purpose

Taski R1	Bathroom Cleaner & Sanitizer
Taski R2	Hard Surface Cleaner (All Purpose Cleaning Agent)
Taski R3	Glass Cleaner
Taski R4	Furniture Polish
Taski R5	Air Freshener
Taski R6	Toilet Bowl Cleaner

Taski R7	Floor Cleaner (Oil & Grease)
Taski R9	Bathroom & Fittings Cleaner
Taski Metal Polish	All-purpose metal cleaner and polisher

3.20 Laundry Operation



As an extension of the general housekeeping department, the laundry department provides extra facilities to guests. This department has many works, each under the jurisdiction of specialist attendants with specific duties:

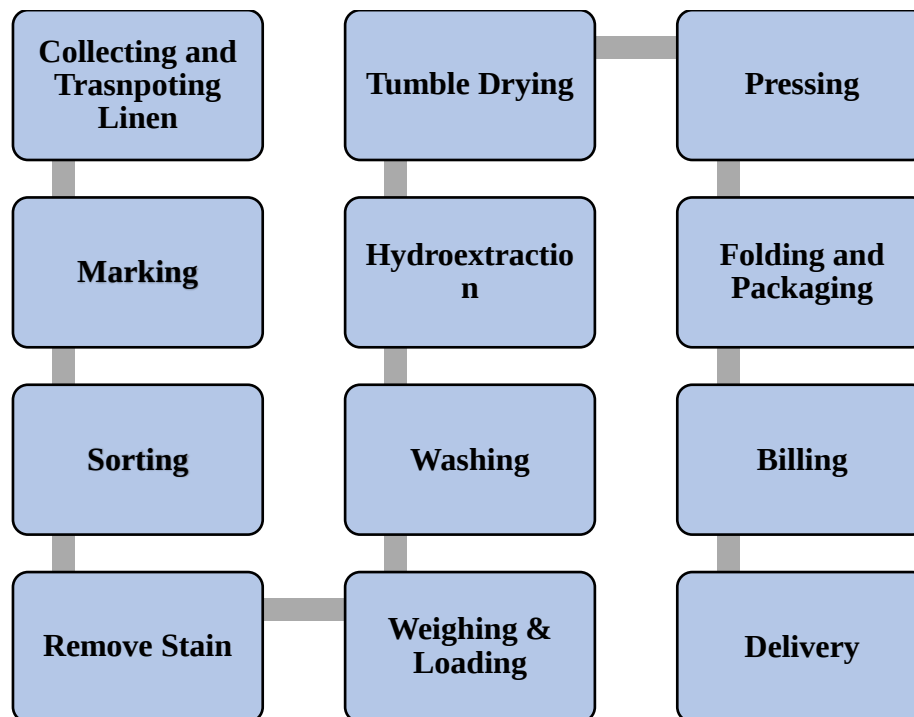


Figure 3-4: Laundry Workflow Chart

Chemical In Laundry

- Detergents
- Bleach (Chlorine, Oxygen)
- Neutralizers
- Starch
- Softener
- Specific stains like ink, blood, tea remover

3.21 Duty Time Schedule

As a 5-star hotel like Sheraton Dhaka, the Front Office & Housekeeping department is 24/7 operational. There are 3 shifts and each duration for 9 hours. The author experienced working in 3 shifts on these 2 departments. All employees have different id. The HR controls punch-in & punch-out system of every employee by their individual id while they are in the duty.

Front Office	Housekeeping
Morning: 7am – 4pm	Morning: 7am – 4pm
Evening: 2pm – 11pm	Evening: 2pm – 11pm
Night: 10:30pm – 7:30am	Night: 10:30pm – 7:30am

3.22 Learnings

Front Office

After the successful completion of the internship from Sheraton Dhaka is an incredible learning experience, which expose the researcher to the core operations of the hotel and has given valuable knowledge, skills applicable to diverse career paths.

- Guest Service
- Communication
- Problem Solving & Negotiation
- Property Management System (PMS)
- Reservation

- Check-In
- Check-Out
- Uses of Technology
- Room Category
- Upselling Technique
- Occupancy Rate
- Average Daily Rate (ADR)
- Revenue Per Available Room (RevPAR)
- Multitasking & Time Management
- Posting
- Marriott Bonvoy Membership
- Bill Settlement
- Registration Card Making
- Key Card Making
- Check Rate
- Float Cash Handling
- Check List Fill Up
- Professionalism & Team Collaboration

Housekeeping

- Cleaning Technique
- Operation of Equipment & Chemicals
- Inventory Management
- Attention to Detail
- Maintaining Service Standards
- Hygiene Practice
- Guest Service Skill
- Efficiency & Prioritization
- Amenities Supply
- Laundry & Linen Care

- Understanding of Laundry Operation
- Understanding Laundry Equipment Chemical Uses
- Linen Sorting, Washing, Drying, Pressing
- Quality Control
- Time Management
- Workplace Safety

CHAPTER 04

Findings, Recommendations & Conclusion

4.1 Findings:

- Check-In & Check-Out: Efficiency in the check-in and check-out procedures. Accuracy in handling guest information and reservation details. Also, effectiveness in processing payments and managing billing procedures.
- Guest Service: Personalization of services to meet individual guest preferences.
- Technology Utilization: Efficiency in using property management systems (PMS) and other relevant software like Opera.
- Room Cleaning: Thoroughness and efficiency in cleaning guest rooms. Attention to detail in cleaning and maintaining all areas of the hotel, including rooms, public spaces, and amenities. Attention to detail in cleaning and maintaining all areas of the hotel, including rooms, public spaces, and amenities.
- Lost & Found Procedures: Effectiveness in managing lost and found items.
- Sorting and Categorization: Proper sorting and categorization of linens based on fabric type, color, and cleaning requirements.
- Hardware & Software Related Issues: Faced problem in dealing with slow computer connectivity with the host which incorporates property management system (PMS) that slow down the processes and increase manual work.
- Managing VIPs: Maintaining & giving service to the high-profile guest with specific requirements are sometime challenging.
- Communication & Coordination: Miscommunication and lack of coordination with other departments arose problems.
- Guest Privacy: Ensuring the privacy of guests during cleaning tasks, treating their belongings with utmost care, and handling "Do Not Disturb" scenarios with tactful discretion is challenging.
- Chemical Sensitivities: To ensure the safety of the guests and housekeeping staff while using chemicals for cleaning purpose is challenging.
- Limited time for Laundry: Ensuring efficient processing and timely delivery of cleaned linen is challenging.

- Space Limitations & Equipment: Limited space for laundry facility while it needs a large space for operation is a problem. Some older machines in the laundry makes the operation less efficient.
- Transportation for Associates: While it was the ending of the evening shift at 11pm, there were not enough shuttle service from the hotel comparing with the number of the associates which is problem.

4.2 Recommendations

- Regular update and maintenance of both hardware and software to ensure optimal performance and arrange some training sessions for staff on troubleshooting common connectivity issues.
- Implementation of a comprehensive VIP guest management system to track and fulfill specific requirement. Developing personalized checklists for VIP services to ensure nothing is overlooked.
- Regular cross-departmental meetings to enhance coordination and establish clear communication channels between different departments.
- Provide thorough training for housekeeping staff on guest privacy and discretion.
- Adequate training on the proper use of cleaning chemicals and their potential impact on guests. Make a record for the staff who has any chemical sensitivity or allergies.
- Optimize laundry processes to ensure efficiency and timely delivery. Consider outside laundry services during peak periods to meet demand.
- Use off-site storage options for laundry facilities and gradually replace older machines with newer, more efficient models for better efficiency.
- Increase the frequency of shuttle services during shift changes to accommodate all associates or first conduct a survey to understand associates' transportation needs and adjust services accordingly.

4.3 Conclusion

In conclusion, to ensure the well-being of visitors, The Sheraton Dhaka must recruit informed and accommodating staff, including chefs with advanced culinary training. Additionally, the presence of a quality control officer is imperative to uphold service standards. This report unfolds a narrative encapsulating the core identity of Sheraton Dhaka. It narrates a story of the most meticulous attention to overall detail, an unwavering commitment to excellence, and a steadfast dedication to crafting memorable experiences for every guest.

More than a compilation of facts, this report functions as a guiding compass, steering Sheraton Dhaka towards a future replete with opportunities and fortified resilience against challenges. It pays tribute to Sheraton's relentless pursuit of hospitality excellence, portraying the hotel as a beacon of luxury, impeccable service, and an unyielding commitment to ensuring customer satisfaction, all of which contribute to creating lasting memories for every visitor.

Chapter 05

References

Hotel in Dhaka. *Sheraton Dhaka*. (n.d.). <https://www.marriott.com/en-us/hotels/dacsi-sheraton>

Marriott Global Source. (n.d.). <https://mgs.marriott.com/>

SHERATON DHAKA - Updated 2024 hotel reviews (Dhaka Division, Bangladesh). (n.d.).

Tripadvisor. https://www.tripadvisor.com/Hotel_Review-g293936-d21400670-Reviews-Sheraton_Dhaka-Dhaka_City_Dhaka_Division.html

Hocini, F. *TOURISM AND HOSPITALITY MANAGEMENT*.

https://www.academia.edu/31607508/TOURISM_AND_HOSPITALITY_MANAGEMENT

Hayers, David K, Miller Allisha A, Ninemeier, Jack D. *Hotel Operation Management*. Pearson, 2021.