

Internship Report
on
Operation Procedures of the Reservation
Department of Hotel InterContinental Dhaka

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Operation Procedures of the Reservation Department of Hotel InterContinental Dhaka

Submitted to:
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Date of Submission: 25th January, 2024

Letter of Transmittal

25th January, 2024

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Lecturer,

Department of Tourism and Hospitality Management

Daffodil International University

Daffodil Smart City (DSC), Birulia, Savar, Dhaka-1216

Subject: Submission of the Internship Report

Dear Sir,

I am hereby submitting my internship report on Operation Procedures of the Reservation Department of Hotel InterContinental Dhaka 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 the InterContinental Dhaka as a trainee under the Reservation Department for 6 months under the supervision of Mr. Dewan Ebne Al Sajib (Reservation Manager). This report includes widespread information about my department as well as InterContinental Dhaka.

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,



Khondoker Ishtiaq Ahmed

ID No: 193-43-431

Department of Tourism and Hospitality Management,

Daffodil International University

Certificate of Approval

I am glad to approve the internship report on “Operation Procedures of the Reservation Department of Hotel InterContinental Dhaka” completed by Khondoker Ishtiak Ahmed ID NO: 193-43-431, Department of Tourism and Hospitality Management has been permitted for defense. Khondoker Ishtiak Ahmed worked under my supervision for this internship paper.

I am delighted to hereby authorize the data and findings illustrated in the report.

I wish him all success in life.



.....

Md. Mishkatul Kabir

Lecturer

Department of Tourism and Hospitality Management Faculty of Business and Entrepreneurship
Daffodil International University

Acknowledgement

I would like to illustrate my sincere gratefulness and cordial thanks to my teacher and supervisor Md. Mishkatul Kabir, lecturer of the Department of Tourism and Hospitality Management, Daffodil International University for his constant supervision, moral support, valuable teachings, and valuable guidance during study.

I am thankful to all the employees of the InterContinental Dhaka. Special thanks to Mr. Dewan Ebne Al Sajib (Reservation Manager), and all my colleagues in the reservation department of InterContinental Dhaka. I am furthermore thankful to all other department heads and directors for spending their time and describing me to the process of their particular areas.

Last but not least, my heartiest thanks and deepest gratitude to my family members for their long inspiration patience, sacrifice, and always indicating me the right way during my study period.



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Abstract

This study intends to understand the complex procedures of the hotel, with a specific focus on the reservation department of InterContinental Dhaka. This paper also demonstrates the organization chart of the hotel. A SWOT analysis is included to deliver a perspective of the hotel's strengths, weaknesses, opportunities, and threats. The objective of this study is to provide an exact summary of the complex activities of the reservation system, such as Opera PMS. To serve this purpose, this study focuses on the department to visualize how reservation activities play a crucial role in the case of guest satisfaction. In addition, this study also discusses reservation sales agent tasks as well as duties that reflect the completion of a student internship journey, and the knowledge and experiences earned during this period have especially contributed to a student's professional development and enthusiasm for a career in the hospitality industry.

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List of Abbreviations

F&B - Food and Beverage
ICD - InterContinental Dhaka
IC – InterContinental
IHG – InterContinental Hotel Group
SBRP - Strategic Business Revenue Planning
CC - Carbon Copy
RM - Reservation Manager
OTB - On The Book
DOS - Director of Sales
DOSM - Director of Sales and Marketing
GM - General Manager
IHGRC - InterContinental Hotel Group Reward Club
CRS - Central Reservation System
BBF - Buffet Breakfast
MS - Microsoft
PMS - Property Manage System
BSL – Bangladesh Service Limited
VIP – Very Important Person
OTA – Online Travel Agency
BTHM – Bachelor in Tourism and Hospitality Management
Pte Ltd – Private Limited Company

Chapter 01

Introduction

1.1 Introduction

The tourism and hospitality industry is one of the most prosperous industries all over the world and contributes most to the world's GDP. Tourism institution in developing countries like Bangladesh is constantly observing tourism to develop competitive policies and regulations that will help the destinations to be managed within a framework (Ananya et al., 2019). Moreover, in Bangladesh there are several possibilities of facing further growth as well. At the same time, hotels can be considered one of the major sources of economy in tourism and hospitality industry of Bangladesh. For instance, Hotel InterContinental Dhaka is one of the luxurious hotels that offers lavish experience to their customers as well as taking part to generate immense amount revenue every year. However, among all the departments, reservation plays the most significant role to satisfy their guest and creates revenue as well. Besides, the internship at this hotel is an effective and transformative experience as it helps students to grab the opportunities from the hospitality and tourism sectors. This hands-on knowledge experience, in a prominent organization like InterContinental Dhaka, has certainly provided students with a competitive advantage and helps to developed them to contribute practically in the world of hospitality. In addition, this type of program helps a student to bridge the gap between academic knowledge and pragmatic application in real life.

1.2 Background

In the case of the hotel industry, the term 'Reservation' is a common phenomenon that is considered the most significant department. It has been seen that the big hotel chains began to use computerized reservation systems or CRS in the early 70s, to manage their inventory of vacant rooms. (Arteaga et al. 2006). Nowadays, the majority of hotel reservations are made by electronic means that encourage marketing strategies and sales opportunities as well (Schegg et al. 2013). According to (Sofronov, 2018), the development of the tourism industry is reflected in the increasing order of the people for an ever-increasing range of consumer goods and services which can be considered as demand that stimulates the manufacturing and service sectors. At the same time, it is also leading to an increase in economic action and consumption, independent of the normal evolution of market trends.

1.3 Objective of the Study

1.3.1 Broad Objective

This paper intends to gain an understanding of the operational procedures of the reservation system of the Hotel InterContinental Dhaka.

1.3.2 Specific Objective

- To understand the PMS software used for creating reservations.
- To understand the room, inventory management and room selection process.
- To know the activities during morning, mid and evening shift.

1.4 Methodology

The study is descriptive and exploratory in nature. This study was developed by using secondary data from the related articles. Besides, the organizational data was collected from the hotel's annual report. Overall, the data were collected from the Secondary Source.

1.4.1 Data Source

1. Handbook and SOP of Reservation Department
2. Company Website
3. Journals and Articles
4. BSL Annual Report 2019

1.5 Limitations of the Study

This study mainly covers the reservation department of InterContinental Dhaka where it has some limitations and these are given as follows:

- Due to the limited time, it was difficult to gather huge information.

Every company has its sensitive data where the employees are not authorized to disclose the information with others. Due to confidential issue, agents were not reveal vast information about the organization. As a result, it was difficult to receive all the crucial data and there could be a chance of inaccuracy.

Chapter 02

Company Profile

2.1 Introduction to the InterContinental Dhaka

Bangladesh Services Limited (BSL), is a Public Limited Company that was established in 1973. At the same time, this company has been involved in the hospitality industry for over 45 years and has pioneered the international standard five-star hotel business in Bangladesh. However, BSL operated under the name Ruposhi Bangla Hotel until its closure for renovation in 2014. Previously, BSL operated under Hotel Inter-Continental Dhaka and Dhaka Sheraton Hotel. BSL signed a 30-year management agreement with InterContinental Hotels Group (Asia Pacific) Pte Ltd. (IHG) for the hotel's management in 2012. Then the hotel underwent extensive renovation to meet InterContinental standards and in December 2018, it began commercial operation as well. (BSL Annual Report, 2019)

2.2. Mission Statement

“Ensure the highest level of customer satisfaction by maintaining world-class facilities and services blended with the culture and tradition of Bangladesh.” (BSL Annual Report, 2019)

2.3 Vision Statement

“Be a leader of the upscale hospitality industry in Bangladesh.” (BSL Annual Report, 2019)

2.4 Company Overview

2.4.1 Front Office

The Front Office department of the hotel InterContinental Dhaka plays an essential role in guest check-in, assistance, and satisfaction. By utilizing Property Management Systems (PMS), they facilitate procedures, control guest profiles, and inspect room availability. At the same time, it also serves VIP guests manages payments, and ensures guests 'safety' as well. Overall, the department is divided into eight divisions such as concierge, airport and transportation, business center, Club lounge, and instant service. In this department, mandatory training programs are required for front office staff to maintain professionalism and guest service skills. (BSL Annual Report, 2019)

2.4.2 Housekeeping

The housekeeping department of InterContinental Dhaka maintains cleanliness, order, and convenience, cleaning guest rooms, sanitizing public areas, controlling laundry facilities,

monitoring supplies, and supporting guest requests. At the same time, the department cooperates with other units to make smooth transitions and transparent communication as well. (BSL Annual Report, 2019)

2.4.3 Food and Beverage Service

Hotel InterContinental Dhaka delivers a variety of restaurants such as Elements, Cafe Social, Opus Lounge & Bar, Aqua Deck, Amber Room, and Club Lounge. These establishments also provide a variety of breakfasts, casual meals, and festivals, with international buffets and opulent ambiance. Besides, elite members can enjoy complimentary breakfast at Elements and alcohol at the Club Lounge. (BSL Annual Report, 2019)

- **Elements**

All day dining with international buffet of rich offering

Open: 6.30 am-10.30 pm, Seating Capacity: 144 Pax

- **Café Social**

Lobby Café with French bakeries, snacks and light meals

Open: 6.30 am-11.00 pm, Seating Capacity: 90 Pax

- **The Amber Room**

Offering the juiciest and tender steaks

Open: 7.00 pm-11.00 pm, Seating Capacity: 70 Pax

- **Opus Lounge & Bar**

The club bar with an ambience of exclusivity and opulence

Open: 5.00 pm-1.00 am, Seating Capacity : 38 Pax

Aqua Deck

Pool Bar & Restaurant

Open: 10.00 am -10.00 pm, Seating Capacity: 40 Pax

Source: Hotel Website

2.4.4 Food and Beverage Production

There is three kitchen of InterContinental Dhaka:

- Main Kitchen
- Cold kitchen
- Pastry

2.4.5 Human Resource Department

The HR department of InterContinental Dhaka assists other departments in hiring, recruiting, and training employees, supervises the Medical Center, and manages the Staff Cafeteria. (BSL Annual Report, 2019)

2.4.6 Sales and Marketing Department

The sales and marketing department of InterContinental Dhaka promotes hotel rooms and products, with the Director supervising sales, business promotion, and catering efforts. Similarly, the department also manages business advertisement, guest relations, and public relations as well. (BSL Annual Report, 2019)

2.4.7 Reservation

The Reservation Department is the foremost point of communication for guests looking for luxury as well as comfort. Besides, its role is to provide flawless and extraordinary guest service by delivering a booking experience that fits the organization's standards. However, the department is reliable in encouraging reservation requiring immediate, efficient, as well as with a personal touch. Therefore, a team of highly experienced and passionate reservation agents is at guest service, trained to expect their needs and also provide further on than their anticipations, guiding them for their promising stay. (Reservation Handbook, 2018).

2.4.8 SWOT Analysis of the Hotel

The term "SWOT Analysis" refers to a process that evaluates a hotel's strengths, weaknesses, opportunities, and threats as well as helps to identify the areas that need improvement and strategic planning.

Strengths:

1. Well known as an internationally prestigious hotel tempting global tourists.
2. It offers elegant rooms for a relaxed stay.
3. The prominent location subsidizes easy entry to business, government, and cultural hubs.
4. It delivers amazing dining as well as excellent cuisine.

Weakness:

1. It may restrict attraction to economical guests and hit occupancy in economic decline.
2. High-end hotels in Dhaka generate intense competition for luxury guests.
3. Infrastructure stand against in Dhaka, like traffic congestion and untrustworthy utilities, influences the guest experience.

Opportunities:

1. Bangladesh's developing tourism industry seduces both leisure and business tourists.
2. Collaborating with regional businesses can stimulate corporate bookings as well as generate revenue.
3. Manipulating digital marketing and online booking boosts spread to possible guests.
4. Eco-friendly initiatives attract environmentally aware tourists.

Threats:

1. Economic instabilities may affect luxury component guest interest.
2. Safety problems discourage global travelers and affect occupancy.
3. Government law modifications influence procedures and profit.
4. Dependence on OTAs boosts expenses and decreases control.
5. Health situations like COVID-19 could hardly affect travel and hotels.

(BSL Annual Report, 2019)

2.5 Key Milestones

2.5.1 Organizational Structure

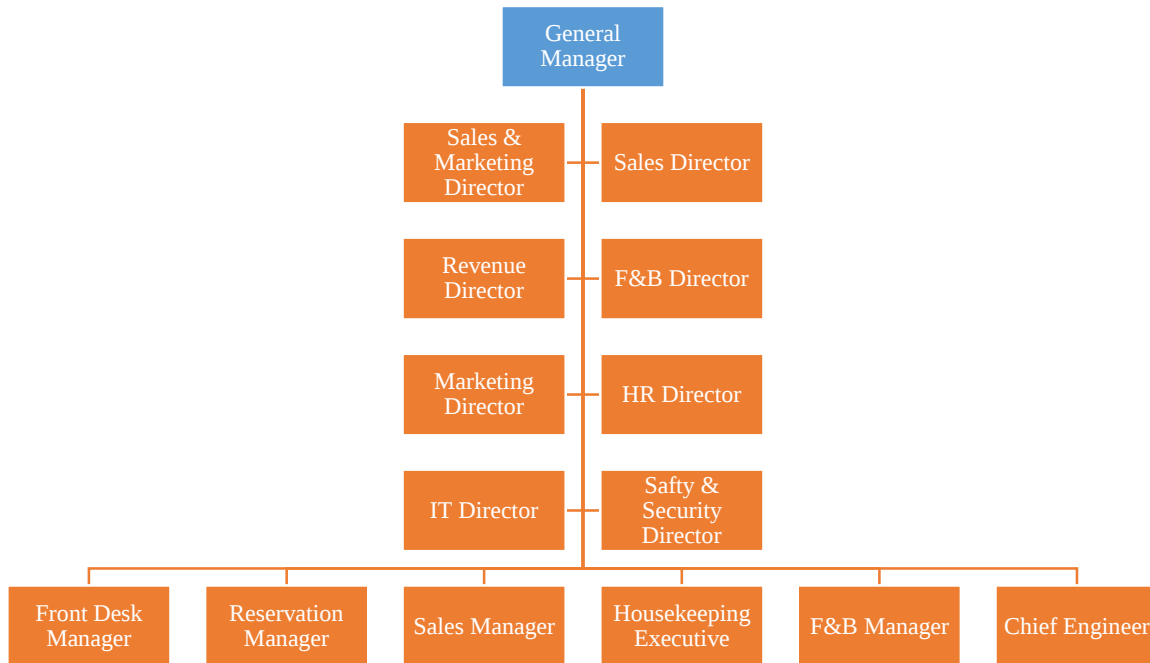


Figure 1: Source Author's Construction

Chapter 03

Analysis and Discussion

3.1 About Opera PMS

The term 'Opera' is a cloud-based property management system (PMS) that permits hotels to organize their reservations, rates, inventory, guest profiles, billing, and reporting. That means Opera is developed to simplify the procedures and workflows. It gives total control over future bookings as well as real-time availability to ensure full occupancy during peak periods.

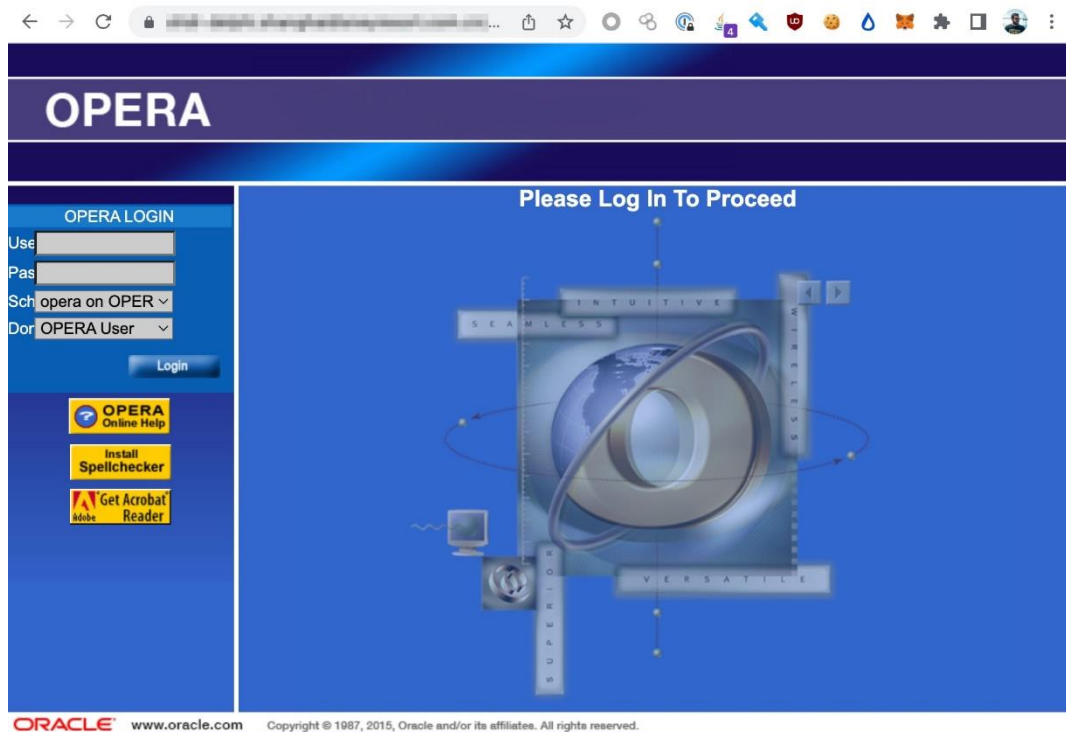


Figure 2: Opera PMS Interface

This is the interface of opera PMS. An agent is required to log in with username and password.

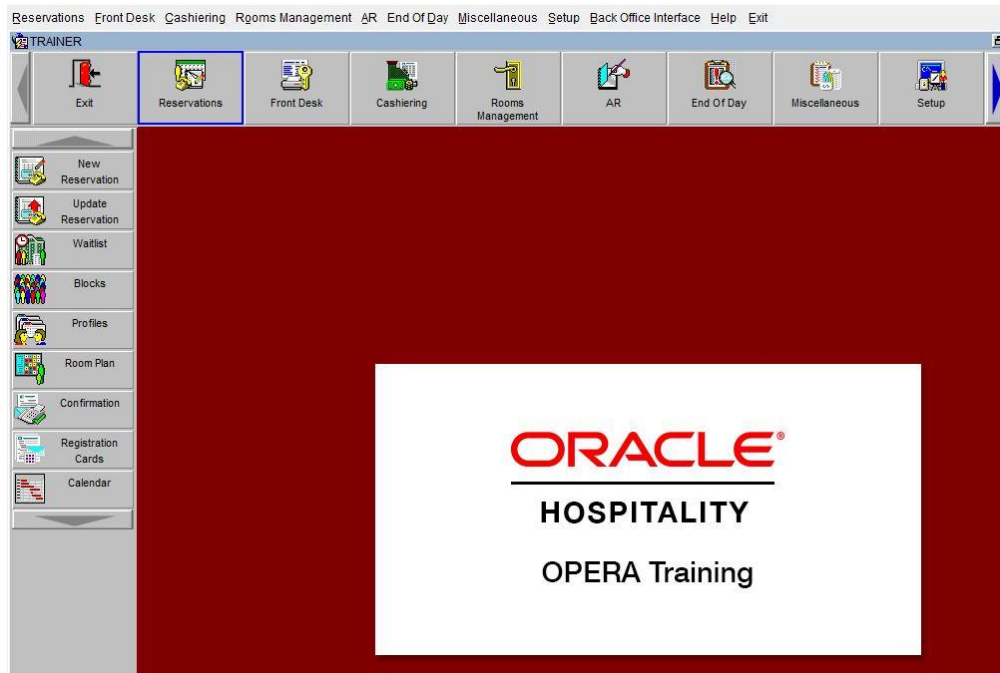


Figure 3: Dashboard Interface

The main dashboard of the PMS. Reservation sales agent has some limited access that are given as follows:

1. Reservations
2. Miscellaneous
3. New Reservation
4. Update Reservation
5. Waitlist
6. Blocks
7. Profiles
8. Room Plan

3.2 Requirements to Create a Reservation

1. Guest name
2. Phone number
3. Email address
4. Passport or NID

3.3 Reservation Process

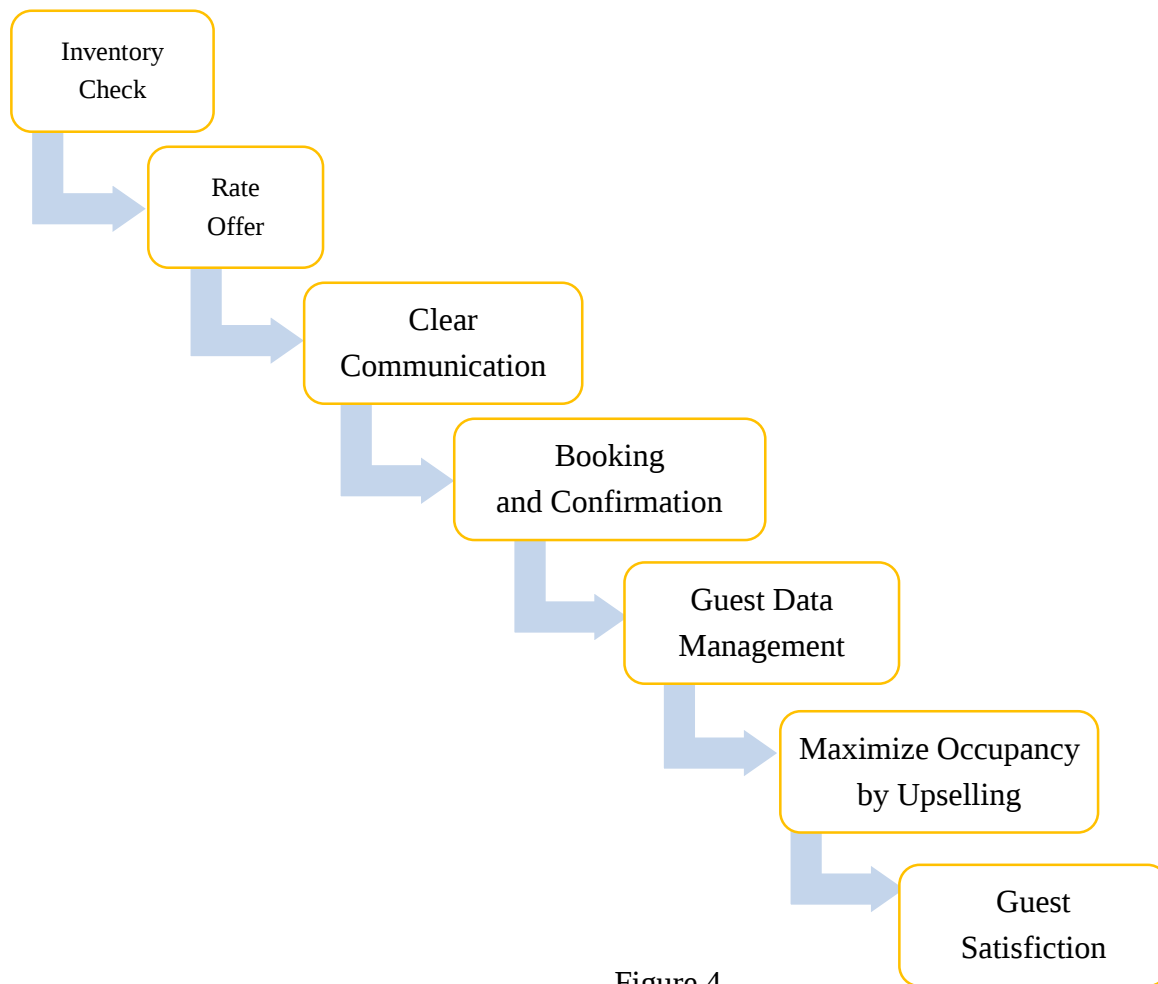


Figure 4

3.4 Discussion of the Process

Initially, agents are required to log in to the PMS with their username and password. Then they have to complete other steps that are discussed as follows:

1. Inventory check: Using the PMS software agents are required to check the room rate and availability of the day
2. Rate Offer: According to the PMS, agents have to select the special rate to offer guests.
3. Clear Communication: Deliver precise customized information on room availability, room rates, packages, promotions, and requirements for the booking.
4. Booking and Confirmation: After creating the booking a confirmation is generated automatically and sent to the guest's email.
5. Guest Data Management: Due to confidential guest data, agents are required to store guest information securely.
6. Maximize Occupancy Upselling: Agents usually optimize room occupancy by upselling and managing room inventory in teamwork with other departments like the front office as well as sales and marketing.
7. Guest Satisfaction: An agent is required to deliver outstanding customer service with reservations, modifications, and any sort of inquiries, as per the guest's expectations and ensuring satisfaction.

DOCUMENT - Reservation 2025219 CHECKED IN

Name: Samuels		Phone: 433 794-5834	Agent:
First Name: Pete		Member Type:	Company: Metro Design
Title:	Country: US	Member No.:	Group:
Language: E	VIP:	Member Lvl.:	Contact:
City: Guide Ro	Zip: 68942	State: NE	Source:

More Fields: Original Arrival 12/27/05, Room: New Gu, Stays: 0, Last Rate:

Arrival: 01/01/06 Sunday Nights: 10 Departure: 01/11/06 Wednesday Adults: 1 Child: 0 No. of Rms.: 1 Room Type: DLX Room: 523 Rate Code: DAILY Rate: 275.00 Packages: BICYCLE Block Code: ☒ Turndown	Res. Type: CHECKED In Market: ALL Source: AIR Origin: Payment: CA Credit Card No.: CC Name: Exp. Date: CRS No.: Approval Code: Approval Amt.: Suite With: Confirmation: Tax Type: 0	Guest Balance: 912.79 Disc. Amt.: % Reason: ☒ No Post Specials: Comments: Check financials Promotions: Item Inv.: MEN781 Preferences: FLWR Features: For MW 8/12/14:
--	--	--

Created By: CHAD On: 12/27/05 Updated By: DOCUMENT On: 01/03/06

Figure 5: Reservation Interface

This is the main screen of a reservation. The information that needs to be filled out is given below:

Last Name	First Name
Tittle	Phone
Membership Type	Membership No
Membership Level	Company
Contact	Arrival Date
Departure Date	Adults
Number of Rooms	Room Type
Rate Code	Market Code
Source	Origin
Payment	Credit Card Number
Credit Card Name	Credit Card Expired Date
Specials	Comments
Traces (For online reservation)	Preferences
Profile Note	

MOTTI - Individual Profile ID - 4500252

Individual

More File... Stats & Info Contact Protected Property MOTTI

Address Information

Last Name Tadmor
 First/ Middle Hertzal
 Language / Title HEB
 Address ADDRESS1
 Home ADDRESS2
 Cleansed ADDRESS3
 City Naples
 Postal Cd. / Ext. 34120
 Country / State US FL

Internal Information

Salutation
 VIP
 Nationality AM
 Ref. Curr.
 Bus. Seg.
 Mail Action
 Mailing List
 Keyword
 UDFN40
 Suffix Junior

Date of Birth 01/01/74
 Passport
 Client ID. 2314187
 Central AVR No.
 Communications
 EMAIL micke@micros.cc
 BUSINESS 2394304111
 EMAIL mickey@micros.c
 Active Contact History
 Business Title

Search Name First

Name
 Tadmor, Hertzal
 Tadmor, Micke
 TADMOR, MICKE

Attributes CIS History History Information

Member Level Last Room
 Member Status Last Rate
 Member No. AA - 3452345345 Last Visit

Subscription Addresses Neg. Rate Comm. Notes More...

Created By OXI-V6 On 05/02/08 09:58 AM At ZOLTAR Updated By MTADMOR On 10/14/08 09:17 AM At NAPLES

Search
 Scan
 Options
 QK
 Save
 New
 Close

Figure 6: Guest Profile Interface

PMS - Reservation Options

Accompanying	Add Qn	Agent/Company	Alerts
Attachments	Call History	Billing	Changes
Confirmation	Credit Cards	Delete	Deposit/CXL
Facility Scheduler	Fixed Charges	History	Housekeeping
IFC Account	Key Opt-In	Keys	Locator
Messages	Package Option	Party	Privileges
Prg-Forma Folio	QMS Tasks	Rate Info.	Register Card
Room Move	Routing	Scheduled Activities	Shares
Resync	Traces	Track It	Virtual Numbers
Vouchers	Waitlist	Wake-up Call	Web Links

Close

Figure 7: Reservation Options Interface

Room Plan

Date: 18/09/13
 Property: DOCUMENT
 Room Type:
 Room Class:
 Rooms:
 Floor:
 Features:
 Smoking:
☒ Assigned Rooms
☒ Unassigned Rooms
☒ Partially Assigned Rooms
☐ Vertical Zoom
☐ Horizontal Zoom
☐ Component Rooms

Search
Advanced

Room	Status	Rm. Type	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed
202	Inspected	SUP	Esquelin, Ivor >>									
19897	Clean	WINTER	Walker, John >>								Drexel Indus >>	
333	Clean	TD	Hancock, Hi >>									
502	Clean	SUP			Idozer, Alan >>							
120	Inspected	SUP	Hazel, Harri >>									
604	Clean	TK			IEarnhardt, Dale >>							
901	Dirty	CK	ISlattery, Se >>									
501	Clean	DLX	* IGiff, Harry/Jacob, John (2) >>									
106	Dirty	DLX	ICarstens, Arthur >>									
102	Inspected	SUP	Hazel, Harri >>									
421	Dirty	CK	* Michaels, EMichael, Ec >>									
419	Clean	CK	IDavis Corp (3) >>									
904	Clean	CD						Gabriel, Paul				
417	Clean	CK	IGordon, Jeff >>									
420	Clean	CK	IHunter, Cha >>									
1221	Clean	DBL	IDay/Santiag >>									
912	Clean	CD	IRam Is Tes >>									
523	Dirty	DLX	ISamuels, P >>									
105	Dirty	DLX	Walkins, Daniel >>									
344	Dirty	DLX	ISchman, J >>									
119	Dirty	DLX	IStephens, R >>									
101	Dirty	DLX										
505	Dirty	DLX	IDevers, Mar >>									
107	Pickup	DLX	IDever, Bob >>									
9000	Clean	PM										

Gabriel, Paul << < Deposit/Cat No Post > >>

Statistics
Edit
Rm Assign
Check In
Options
QOO / OOS
Calendar
Close

Figure 8: Room Plan Interface

DOCUMENT - Rate Query Details

Monday, January 02, 2006, 1 Nights, 1 Rooms, 1 Adults, 0 Children
 Currency:
 Item Inv.
 Waitlist
 Rate Info
 Analyze
 Long Info
 Turnaways
 Scope
 OK
 Close

Room Types	Total	ABC	CD	CK	COMP	COMPO	DBL	DLX	ED	ESTAR
Include Overbooking		0	0	6		0	-6	3	0	0
Physical Inventory	98	0	0	6		0	-6	3	0	0
BAR1 USD			175.00	175.00			175.00	175.00		
CITYSAVER USD C			350.00	350.00				350.00		
DELUXE USD Pkg (Inv)			320.00	320.00			320.00	320.00		
DYNBR USD			210.00	210.00			210.00	210.00		
ECONOMY USD Pkg			195.00							
ECOTOUR USD I Pkg (Inv)			310.00	310.00			310.00	310.00		
HOSPITALITY USD			275.00				275.00	275.00		
LEISURE USD I			175.00	175.00			175.00	175.00		
MVICE USD			0.00							
PICNIC USD			100.00	100.00						
RAM USD		100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

Rate Shopper 175.00 << < Deposit > >>

☒ Average Rate
☐ Total Rates
☐ First Night
☐ Closed
☐ Negotiated
☐ Day Use
☐ Cat Pkg
☐ Apartment Lease
 Rate Code:
 Info: Best Available Rate One, Deluxe Rooms
 Sell Msg:
 Events: Jazz Festival

Figure 9: Rate Query Interface

3.5 Activities that need to be undertaken

A trainee is instructed to learn the procedures of the department in detail and attempt to do it with the help of the manager as well as senior colleagues. There are three shifts in a day. However, trainees need to work each shift as per the roster. Systematically, there is a plethora of activities and tasks to do from morning to evening.

3.6 Work-Related Task and Responsibility

3.6.1 Morning Shift

Generating morning reports which need to be stored in the system and send files through email to GM, CC RM, DOSM & DOS. Which includes:

- History Forecast of three months: Need to generate running and 2-month after history forecast.
- Reservation cancellation: Need to generate per-day cancellations for instance how many guests cancelling their bookings.
- Reservation Entered One and by means a report about the quantity of the reservations entered into the system from yesterday to today.
- Profile Production Statistics: A report about all of the package information in the running year. Also counting the number of guests who are availing of which packages. And update the Package Summary report.
- Guest INH: Report about how many guests are already staying in the house.
- Generate a "Next 14 Days Availability" report from PMS and keep it in check regularly to ensure availability of rooms.
- No Show of the Day: A report about the number of guests who have confirmed booking but have not come. For that reason, it will be charged for one night as per the hotel policy.
- Generate and upload SBRP (Actuals & OTB) reports on the hotel's website to store data.

3.6.2 Mid Shift

1. Check CRS Bookings twice on every shift.
2. Check guest profiles and merge duplicate profiles.

3. Check & update IHGRC membership details

4. Arrival Follow-up of next 2 days

Pre-arrival checkpoints:

- Check the arrival and departure date
- Check More fields and Update flights
- Check the mode of payment and comments
- Update/collect membership details if any
- Check the rate code and update benefits with a market segment
- Check special requests if any
- Check the Specials field and package (BBF/Dinner)
- Reward club special sources/special instructions if any

5. Respond to emails and calls according to IHG Standards.

6. Check the reservations made by the front desk.

7. After doing all the tasks in the morning shift and mid-shift each agent is required to take handover to the evening shift agent.

3.6.3 Evening Shift

1. Need to save "History & Forecast Report" of the Current and Next 2 months, Reservation Cancellation & "Reservation Entered On & By" reports at shift closing time & send them to the reservation manager.
2. Send the "Profile Production Statistics" report of ICD packages to the reservation manager.
3. Today's arrival checks if any pending.
4. In-house guest reservations check.

Chapter -04

Findings, Recommendation, and Conclusion

4.1 Findings

1. Internationally recognized prestigious hotel that attracts global tourists.
2. Different types of elegant rooms are available for a relaxed stay.
3. They have a prominent location that subsidizes easy entry into the business.
4. It delivers excellent cuisine.
5. A lengthy process of recruitment and decision-making consumes time.
6. Shortage of employees is considered as a drawback.
7. A high volume of phone calls in reservations during high occupancy or promotions, like "buy one get one," is challenging.
8. Due to a less powerful system server it is difficult to work smoothly.
9. Shortages of professional-grade computers create challenges for smooth work.
10. Insufficiency of first aid equipment does not meet the need in an emergency.

4.2 Recommendation

- InterContinental could provide adequate training to employees to more effective in operating the procedures of the hotel.
- They can install powerful computers and strong servers to provide promising services to guests.
- The quality of the food can be increased in terms of satisfaction of employees.
- First aid equipment can be expanded in every department to fulfill urgent needs.

4.3 Conclusion

The hospitality industry is one of the rapidly growing sectors in Bangladesh. InterContinental Dhaka stands as the most dominant participant. Apart from some restrictions, the hotel excels in delivering quality service as well as personalized experiences to its customers. However, reservation is an extensively significant department in terms of approaching guests with satisfaction and generating revenue for the hotel industry. On the other hand, knowledge, and practical experience are essential for comparing it with academic knowledge. The internship duration could be extended to gain a more comprehensive knowledge of all operations. To conclude, the period is crucial in terms of learning and achieving experience in this sector and can enormously benefit individuals' professional careers.

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