

Internship Report

on

Front Office Operations and Guest Service of

Renaissance Dhaka Gulshan Hotel

Submitted by

Shahjada Shakil

ID: 201-43-493

Department of Tourism & Hospitality Management

Faculty of Business & Entrepreneurship

Daffodil International University

Submitted to

Fairooze Waziha

Lecturer

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

Daffodil International University

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LETTER OF TRANSMITTAL

21 January 2024

Fairooze Waziha

Lecturer

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

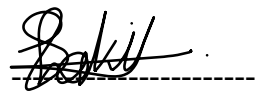
Subject: Submission Of Internship Report

Dear Ma'am,

I am submitting my internship report entitled "Front Office Operations and Guest Service of Renaissance Dhaka Gulshan Hotel." Being closely supervised by you has been a notable achievement, and your direction has played a crucial role in the effective completion of this report. 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 with the efficient implementation of the research. I exerted conscientious and thorough efforts to guarantee the excellence of my report. I really hope that you see it as advantageous and pertinent to the topic matter. I kindly ask for your approval of my internship report and would really appreciate it if you consider it beneficial for the relevant topic.

I express my gratitude for your mentorship and assistance during this internship.

Sincerely,



Shahjada Shakil

ID: 201-43-493

Department of Tourism & Hospitality Management

Faculty of Business & Entrepreneurship

Daffodil International University

CERTIFICATE OF APPROVAL

This Certifies that Shahjada Shakil, ID: 201-43-493, a student in the Department of Tourism and Hospitality Management at Daffodil International University, has completed his internship report on “Front Office Operation and Guest Service of Renaissance Dhaka Gulshan Hotel.” This report fulfills all the requirements, and I acknowledge its successful completion.

Shahjada shakil showed sincerity, proactiveness and attentiveness throughout the program. I wish him every success in his future endeavors.



Fairooze Waziha

Lecturer

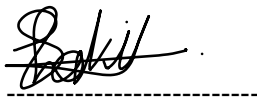
Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

DECLARATION

I, Shahjada Shakil, a bachelor student in the Department of Tourism and Hospitality Management at Daffodil International University, thus proclaim the internship report entitled "Front Office Operations and Guest Service of Renaissance Dhaka Gulshan Hotel." This is a documentation of an original project that I completed under the guidance of Ms. Fairooze Waziha, Lecturer in the Department of Tourism & Hospitality Management in the Faculty of Business and Entrepreneurship of Daffodil International University. This report has been created to meet the requirements of an internship course as a partial completion for the Bachelor of Tourism & Hospitality Management degree. The work outlined in this report is free from any infringement of current copyright laws, and the conclusions of this report have not been previously submitted to any other school for the purpose of obtaining a degree or for any other objectives. I also agree to compensate the department for any loss or harm that may occur because of violating the responsibility.



Shahjada Shakil

ID: 201-43-493

Department of Tourism & Hospitality Management

Faculty of Business & Entrepreneurship

Daffodil International University

ACKNOWLEDGEMENT

I would like to express my gratitude and acknowledge the divine entity that has bestowed upon me the capability to compile this report. I would like to render my sincere gratitude to my supervisor, Ms. Fairooze Waziha, Lecturer, Department of Tourism & Hospitality Management, Faculty of Business and Entrepreneurship, Daffodil International University. She has supported me greatly in completing my internship report. Without her supervision this report would not have been completed successfully. I am very glad to have her as my supervisor.

Also, I would like to express my gratitude to every department of Renaissance Dhaka Gulshan Hotels. Their constant encouragement consistently inspired me, and I gained knowledge from their guidance. I would like to express my gratitude to the Front Office staff at Renaissance Dhaka Gulshan Hotel for their guidance and support in my role as a team member. Additionally, I had Mr. Fahim Rahman (Senior Duty Manager) as my trainee mentor, and Mia Pasculado Khairuddin (Duty Manager), Akram Hossain (Assistant Duty Manager), Shiraj Ikram (Team Leader), Shila Rashid (Assistant Loyalty Manager), Maliha Tarannum (Team Leader), and Farhan Siddique (Guest Service Agent) as colleagues. Their guidance facilitated the application of my academic expertise inside this organization.

Lastly, I am very grateful to my parents and friends whose substantial assistance enabled me to finish my report.

EXECUTIVE SUMMARY

This executive Summary explores the diverse activities of Renaissance Dhaka Gulshan Hotel, 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 Front Office Department of a prestigious 5-star luxury hotel in Dhaka.

The story progresses by emphasizing the hotel's strategic placement, showcasing its excellent position within the lively downtown. Moreover, it highlights the crucial function of the Front Office Department in establishing and maintaining significant guest connections, underscoring the department's importance in providing personalized and excellent service. Also here focused on how Front Office operating their smooth operations by following Standard Operation Procedure and Local Standard Operation Procedure.

During the internship, faced a range of operational dynamics and problems that provided great insights into the complex workings of the hotel business. These encounters highlight the hotel's dedication to ongoing enhancement and exceptional quality.

This executive summary acts as an entry point to the fascinating realm of Renaissance Dhaka Gulshan Hotel, offering a detailed comprehension of its operational complexities, strategic placement, and unwavering commitment to enhancing the guest experience to extraordinary levels.

Table of Contents

LETTER OF TRANSMITTAL	iii
CERTIFICATE OF APPROVAL	iv
DECLARATION.....	v
ACKWNLEDGEMENT	vi
EXECUTIVE SUMMARY	vii
Chapter-1	1
Introduction.....	1
1.1 Introduction.....	2
1.2 Background of the report.....	2
1.3 Scope of the report	2
1.4 Objective of the report.....	3
1.5 Methodology	3
1.6 Limitations of study	4
Chapter 2	5
2.1 Background of Renaissance Dhaka Gulshan hotel	6
2.2 Mission	6
2.3 Vision.....	6
2.4 Organization Details	6
2.5 Guest room features.....	7

2.6 Activities at the Renaissance Gulshan Hotel in Dhaka	7
2.7 Signature Amenities and services	8
2.8 Restaurant and lounge.....	9
2.9 Organizational Chart.....	10
CHAPTER 3.....	13
3.1 Comprehensive depiction of the front office function and the Renaissance hotel's commitment to providing excellent customer service.....	14
3.1.1 Overview of Front Office Department at Renaissance Dhaka Gulshan Hotel.....	14
3.1.2 Analyze Duties and Responsibilities at Front Office	15
3.2 The procedures that the Renaissance Dhaka Gulshan Hotel Front Office Department follows to ensure the effective execution of its activities include Standard Operating Procedures (SOPs) and Local Standard Operating Procedures (LSOPs).....	18
3.2.1 Discussion on Standard Operation Procedure of Check-in	18
3.2.2 Guest Reservation Record.....	20
3.2.3 Methods of Payments.....	21
3.2.4 Front Office Team Member Must need to know.	21
3.3Other Consideration:.....	23
3.3.1 Departmental Duties and Responsibilities.....	23
3.4 Other Activities of Front Office.....	28
3.5 Challenges in Front Office	29
3.6 Operational learning and implementation	30
CHAPTER 4.....	31
4.1 Findings.....	32
4.2 Recommendation.....	33
4.3 Conclusion	34
References	35

Table of Figure

Figure 1 Renaissance Organizational Chart	10
Figure 2 Front office Duty checklist (Morning Shift).....	25
Figure 3 Front office Duty checklist (Evening Shift).....	26
Figure 4 Front office Duty checklist (Night Shift)	27

Chapter-1

Introduction

1.1 Introduction

The Renaissance Dhaka Gulshan Hotel has been a prominent symbol of exceptional hospitality in Dhaka, Bangladesh. Which inception in 2019, The hotel, which is part of the renowned Renaissance Hotels brand, combines contemporary elegance with cultural opulence and lifestyle. This internship report thoroughly analyzes the front office operations and guest service components of the Renaissance Dhaka Gulshan Hotel. The main objective is to clarify the intricate structures of the front office departmental operation, revealing the crucial role it plays in guaranteeing an outstanding guest experience through adherence to standard operating procedures. This report attempts to reveal the intricacies of guest service at the hotel as the intern explores the everyday operations of the front office, handling duties, and overcoming problems. The report offers a comprehensive overview of the intern's experiences, emphasizing important lessons, accomplishments, and contributions made during the internship, with a focus on operational efficiency and guest-centric tactics. The next parts of the report will provide a detailed account that not only encompasses the fundamental aspects of the Front Office Operations but also provides valuable perspectives on the wider scope of guest service at the Renaissance Dhaka Gulshan Hotel.

1.2 Background of the report

The study particularly looks at the front office operations and guest service provided at the Renaissance Dhaka Gulshan Hotel. The objective is to convey a comprehensive comprehension of the exceptional services provided by the front office department. The study specifically examines the department's compliance with standard operating procedures (SOPs) and local standard operating procedures (LSOPs) to guarantee efficient operations. The research is important for revealing the precise strategies used by the hotel to maintain excellence in guest services.

1.3 Scope of the report

Throughout the Front Office Department internship, the learner was responsible for overseeing the process of guest check-ins and check-outs, managing cashiering duties, and engaging with hotel visitors. By perfecting room allocation techniques, they were able to maximize occupancy rates

while also ensuring high levels of guest pleasure. Significant experiences included effectively overseeing high-volume check-in times and working together to improve operational effectiveness. This study provides a comprehensive analysis of the operations carried out at the Renaissance Dhaka Gulshan Hotel, focusing on front office operations and guest service. It offers valuable insights into these areas.

1.4 Objective of the report

The key facets of front desk operations and guest service at the Renaissance Dhaka Gulshan Hotel are the focus of this research. The analysis of these constituents is crucial, directly influencing the overall satisfaction of guests, operational effectiveness, and the hotel's standing. The goals were created to systematically examine and provide insights into these relevant areas.

Broad Objective:

This research aims to thoroughly analyze the Front Office Operations and Guest Service of the Renaissance Dhaka Gulshan Hotel.

Specific Objectives:

1. To provide a thorough depiction of the front office function and the hotel's dedication to offering exceptional service.
2. To examine how the Front Office Department of Renaissance Dhaka Gulshan Hotel do adheres to Standard Operating Procedures (SOPs) and Local Standard Operating Procedures (LSOPs) in order to guarantee the efficient implementation of its operations.

1.5 Methodology

This report was prepared based on descriptive research. Descriptive research mainly describes the topic at hand such as the characteristics, perceptions, or procedures (Malhotra, 2004). This report has been prepared by secondary data sources which are,

a) Renaissance Dhaka's online platform.

- b) The Internet and social media platforms.
- c) An organizational data files.
- d) Marriott Global Source
- e) Micros and the Opera Property Management System.

1.6 Limitations of study

Constraints on Confidentiality: Marriott's confidential and data policies may restrict access to certain information, limiting the depth of research inside the work-friendly atmosphere of Renaissance Dhaka Gulshan.

Implications for Security Policy: Strict property safety and security standards might make acquiring specific information difficult, potentially compromising a thorough understanding of the Front Office Department's operations.

Restrictions on Access: The lack of a Property Management System (PMS) ID for trainees may impede the acquisition of precise details, making comprehensive data on departmental activities difficult to acquire.

Prohibited External obtain: Marriott's prohibitions on utilizing global source and other IDs outside the property can limit the ability to do additional research or obtain pertinent information outside of the hotel's premises.

Chapter 2

Overview of the Renaissance Dhaka Gulshan Hotel

2.1 Background of Renaissance Dhaka Gulshan hotel

The Renaissance Dhaka Gulshan Hotel, a famous 5-star luxury facility located in the dynamic Gulshan area, caters to both business and leisure guests. The hotel is strategically located for quick access to Hazrat Shahjalal International Airport, which is only a 20-minute drive away, and offers guests a distinct local feel. You are close to all the essential areas you have chosen, such as the Gulshan business district, the Baridhara political district, the airport, and so on. A short walk from our Renaissance Dhaka will take you to two upscale shopping centers. From our hotel, visitors can reach each company on the 19-story structure. Renaissance Dhaka is in the heart of the city. so, if a visitor wants to visit anywhere in Dhaka, visitors can move easily. Escape to the Renaissance Dhaka Gulshan Hotel, where unique adventures await.

2.2 Mission

The Hotel Renaissance's mission is to elevate our customers' lives by crafting exceptional vacation and leisure experiences. We are dedicated to maintaining top-tier guest services to fulfill guest demands and expectations. Our goal is to position the Hotel Renaissance as a venue for meaningful encounters, successful business endeavors, enjoyable gatherings, and ceremonies infused with passion, respect, and integrity.

2.3 Vision

Marriott's aim is to be the world's leading travel company. Marriott International's founders stress the importance of having a challenging yet maintainable goal across the organization. Their vision is to maintain top-notch service standards, upholding their reputation among guests, partners, and the community.

2.4 Organization Details

The Renaissance is a globally recognized brand operating hotels worldwide, including its establishment in Bangladesh in 2019. Positioned strategically in Gulshan's vibrant district, the hotel attracts both business and leisure travelers. The opening of Renaissance Dhaka Gulshan marked the brand's debut in Bangladesh, adding to the country's collection of four global hotel brands.

Renaissance Dhaka Gulshan Hotel is facilitating with 211 rooms in the following categories-

- Deluxe King
- Junior Suite
- Club King
- Deluxe Twin
- Suite
- Club Corner King
- Corner King
- Premium Suite
- Club Twin
- Presidential Suite

2.5 Guest room features

The Renaissance Dhaka Gulshan Hotel offers an immersive experience in its guest suites by expressing the spirit of Bangladeshi culture in a modern setting. Each accommodation has high-speed internet access, guaranteeing that both business and leisure travelers can stay connected. The availability of smart TVs adds to the modernity, allowing guests to enjoy entertainment at their leisure. Sarza beds, which exemplify local workmanship and comfort, are lovingly set in the rooms. A wall mats which represent our RMG sector, all the carpets designed with lotus, which is our national flower, a variety of carefully picked amenities provide a touch of luxury, resulting in a harmonic balance of modernism and cultural representation in keeping with Renaissance, a cherished lifestyle brand.

2.6 Activities at the Renaissance Gulshan Hotel in Dhaka

Infinity Rooftop Pool: Offering a place of peace with expansive city views, the temperature-controlled infinity rooftop pool is the perfect place for guests to rest.

Dining Excellence: With a variety of dining options, the Renaissance Dhaka Gulshan Hotel offers a culinary adventure. Guests can indulge in fresh baked goods at Gulshan Baking Company, explore local and international food at BAHAR, and appreciate exquisite international cuisine at

SEAR. Services Given by the Spa & Salon: The hotel's Spa & Salon offers a variety of restorative treatments, making it the ideal place to unwind and indulge.

24-Hour Fitness a center: A comprehensive approach to well-being is ensured by fitness fanatics who may continue their workout regimens at the hotel's 24-hour fitness facility. Local Exploration: Visitors are welcome to stroll around the thriving Gulshan neighborhood and take in the unique features and culture of the area.

Local Exploration: Thanks to the hotel's handy location, visitors can effortlessly stroll around the bustling Gulshan district and take in the unique local charm and attractions. Real-time Concierge Support: During guests' stay, the hotel offers real-time concierge support to assist with transportation, recommendations, and any questions they may have.

2.7 Signature Amenities and services

- The bed of heaven.
- The celestial crib
- Wake up Service.
- A room without smoking
- The divine bath.
- Four restrooms with fixtures.
- Ergonomic Desk Chair.
- Board and iron.
- Robes.
- Direct Dialing.
- Room with air conditioning
- In room dining.
- A space designated for seats.
- Round-the-clock room service
- Televisions with flat LCD panels.
- A free daily newspaper
- A room accessible to those with disabilities.
- A separate shower and bathing area.

- Telephone with two lines.
- The refrigerator.
- Refreshment center Club level room.
- Smoke detectors in the room.
- Coffee & Tea maker.
- Desk for work.
- Fast Internet connectivity.

2.8 Restaurant and lounge

Visitors can savor the finest ingredients and live cooking stations' creations in the many restaurants' distinctive gastronomic experiences.

In Renaissance Dhaka we had 4 brand Standard Restaurants. Where guest can enjoy from multi-cuisine to local foods. Which are:

- GBC (Gulshan Baking Company)
- BAHAR
- SEAR
- R-BAR

2.9 Organizational Chart

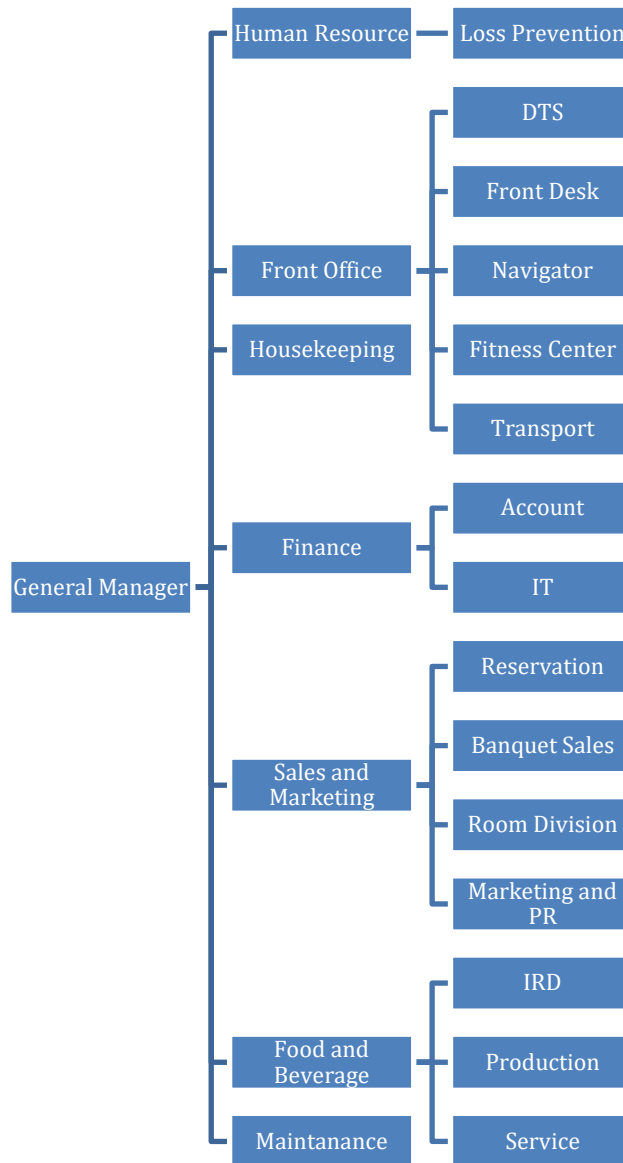


Figure 1 Renaissance Organizational Chart

Source: Marriot Global Source

2.10 Major Department of Renaissance Dhaka Gulshan Hotel

1. **Front Office:** The front desk is the center point of a hotel's activities, serving as the core of significance. Its key competence is in making customers feel welcome while creating an amazing image for the property. This important location not only improves visitor connection, but it also acts as an important driver for increasing the hotel's profitability. Under its purview are essential elements like reservations, bell offices, and Navigator that help to ensure that guests get smooth services like those provided by an establishment's caretaker. Furthermore, the front desk functions continuously to meet the different demands of visitors, maintaining an unbroken presence.
2. **Food And Beverage Service:** The Food & Beverage Service department's attraction stems from its capacity to provide guests with an unforgettable visit via the supply of tasty food and beverages. This industry includes a wide range of facilities such as cafés, bars, coffee shops, and in-room dining, all of which contribute to total client pleasure. Aside from catering to culinary demands, this department performs a secondary but critical function in enriching the lodge experience by efficiently managing a variety of food and beverage alternatives for visitors.
3. **Housekeeping Department:** The Housekeeping department is in charge of organizing and maintaining lodging facilities, which include common spaces, guest homes, entrances, and even recreational areas such as swimming pools. This department, which is frequently hidden behind the scenes, has a tremendous impact on guest satisfaction through its devotion to preserving cleanliness across the premises. Cultivation develops as a crucial component of the housekeeping division, stressing the precise preservation of flower arrangements and other decorative aspects, with the goal of creating a friendly and visually attractive image for inn visitors.
4. **Food And Beverage Production:** Food Production is a specialist section devoted to creating distinctive and enticing culinary features. It operates mostly behind the scenes, thus it is not visible to the guest. Nonetheless, it has a significant influence on the whole eating experience, increasing the tastes and attractiveness of numerous culinary creations through well executed culinary procedures. Each heavenly creature within the business has

its own kitchen, which is expertly coordinated by trained chefs. Bakery categories thrive in this sector, comprising a variety of tasty things such as meals, snacks, and confections, contributing to the diversified culinary offerings.

5. **Sales And Marketing:** The Sales and Marketing staff is critical to increasing hotel income by initiating programs to attract customers and optimize the use of the hotel's services, conference spaces, and lodging facilities. This position of leadership is responsible for generating expansion through strategic planning and advertising the hotel's products to a larger audience.
6. **Human Resource Management:** Within the complex realm of hotel management, the human resource function plays a crucial role by overseeing a wide range of tasks, addressing ethical concerns, and implementing a thorough recruiting process. The human resource staff upholds the highest ethical standards by ensuring integrity and confidentiality, protecting sensitive information, and cultivating a transparent and respectful work environment. The recruiting process includes comprehensive job descriptions, thorough interviews, and evaluations to discover individuals who are in line with the hotel's ideals. The incorporation of diversity and inclusion is essential since it enhances the team by bringing in individuals with diverse experiences and viewpoints. This comprehensive approach guarantees an atmosphere that is both inviting and culturally aware for everyone. Human resource management is a complex process that combines many roles, ethical concerns, and a careful recruiting procedure to create an environment characterized by trust, respect, and a strong dedication to achieving high standards.
7. **Loss Prevention Department:** A specialized security division oversees the property's overall security, safeguarding the safety and well-being of the premises. Furthermore, the division prioritizes the establishment of a secure atmosphere for visitors, insulating them from any damage, in addition to preserving the physical infrastructure. This means constant 24/7 monitoring throughout the whole hotel complex, demonstrating their persistent dedication to vigilance. Furthermore, part of their responsibilities includes the cautious management of all visitors' bags and possessions, ensuring that nothing potentially harmful is permitted into the limits of the lodge.

CHAPTER 3

Discussion, Analysis and Lesson learned.

3.1 Comprehensive depiction of the front office function and the Renaissance hotel's commitment to providing excellent customer service.

Gaining a deep understanding of the complexities of the front office function is crucial in comprehending the operational core of Renaissance Dhaka Gulshan Hotel. The front office acts as the primary interface for visitors, handling a range of duties including guest check-in, check-out, bookings, and providing guest services. This goal is to explore the intricacies of these tasks, revealing the internal mechanisms of the hotel's front office. It will provide insight into the daily operations, difficulties encountered, and tactics taken to guarantee a smooth and satisfactory guest experience.

3.1.1 Overview of Front Office Department at Renaissance Dhaka Gulshan Hotel

The Renaissance Dhaka Gulshan Hotel's front desk is a bustling doorway to a world of luxury and hospitality. It serves as the hotel's heartbeat, organizing the first impressions that customers hold with them during their stay. The front office, managed by a dedicated staff, goes beyond standard check-ins and check-outs; it reflects a dedication to individualized service, providing an atmosphere in which visitors feel not just welcomed, but really cherished. The front office is a seamless combination of efficiency and warmth, from the pleasant greetings upon arrival to the professional handling of visitors' needs. It's more than just a practical place; it's an experienced curator, ensuring that every visitor feels at home from the time they walk into the hotel. The division's effect extends outside the immediate contacts, playing a critical part in the hotel's privacy and security measures. The front office is a hub of collaboration behind the scenes, synchronizing reservations, organizing guest services, and promoting open relationships with other divisions. In simple terms, the front desk at Renaissance Dhaka Gulshan Hotel is more than simply a physical place; it is a dynamic representation of the hotel's dedication to providing excellent guest experiences, ensuring that every stay is not only unforgettable but amazing.

The front desk at Renaissance Dhaka Gulshan Hotel is a hive of activity where every guest encounter is enhanced to an amazing experience. At the forefront, the Navigators serve as personal guides, not just directing guests but also designing a path around the hotel that remains smooth and pleasant. These knowledgeable staff provide an inviting atmosphere and assist with any questions, making guests feel at ease from the moment they walk in.

Organizational task and responsibilities

The Front Office personnel at Renaissance Dhaka Gulshan Hotel are responsible for a wide range of tasks and responsibilities that work together to guarantee a smooth and enjoyable guest experience. From cordially welcoming visitors at check-in to enabling efficient check-outs, their responsibilities include precisely monitoring room reservations, immediately responding to guest queries, and acting as a critical connection center between guests and other hotel departments. The front office staff diligently handles financial activities, such as payments and invoices, while also supervising overnight audits for correctness. Their responsibilities include guaranteeing the protection and safety of guests, validating IDs during check-ins, and working with the security staff. In addition, the staff is responsible for promoting hotel amenities, upselling packages, and immediately resolving client problems to maintain the hotel's excellent image. The front desk personnel stay up to date on hotel policy, area attractions, and ensure that guest records are correct thanks to ongoing training and development. The front office team's devotion is critical to the overall performance and favorable image of the Renaissance Dhaka Gulshan Hotel.

3.1.2 Analyze Duties and Responsibilities at Front Office

During my internship as a front office trainee at Renaissance Dhaka Gulshan Hotel, I had the chance to get practical experience and expand my knowledge in several areas, including front desk operations, guest services, and reservation management. Obtaining information on the operations and interactions taking place at the hotel's front office. The Renaissance Dhaka was a momentous event for me. Commencing as a Front Office Receptionist, the role of being the face of the organization has inherent risks. When discussing the essential requirements for the secretary's role, it is important to consider the overall obligations of the company, including overseeing their

involvement in initial administrative duties. Moreover, it is worth noting that the comprehensive compensation package associated with the assigned tasks is a compelling incentive for the most suitable individual to successfully fulfill all responsibilities. Renaissance Dhaka essentially taught me how to conclude shifts with absolute precision, leaving no room for errors. Flawless tasks are of utmost importance in the Hospitality Industry.

Greetings guest or Visitor in Hotel:

The act of greeting visitors at our hotel requires skill in creating a friendly and personalized experience. The front desk personnel warmly greet guests with a welcoming grin and offer welcome refreshments to provide a refreshing start. As a gesture of our dedication to your wellness of you, we provide a fresh apple, symbolizing our devotion to your well-being. This simple but genuine salutation establishes the atmosphere for a pleasurable stay, wherever every patron is not only a guest but a treasured component of our hospitable encounter.

Associates are expected to adhere to the "10-5" rule. Initiate a smile and establish eye contact when the visitor is at 10 feet, and proceed to welcome the guest when they are at 5 feet. Greet the user with "Good morning/afternoon/evening" and welcome them to Renaissance Dhaka Gulshan Hotel. How can I help you?

Responsibilities

- Ensure that the table is immaculate and equipped with all necessary resources, such as a pen, form, and paper.
- Offer a kind welcome to guests.
- Address the queries and provide the needed information.
- Collect and distribute shipments and mail.
- Generate outgoing correspondence by acquiring letters, permits, and other relevant documents.
- Verify, categorize, and continue dispatching emails.
- Monitor the inventory of office supplies and initiate procurement as necessary.
- Ensure the ongoing accuracy and organization of existing records and files.
- Supervision and tracking of office expenditures.

- Execute additional assignments as instructed, such as organizing travel arrangements and managing schedules.
- Updated the logbook.
- Verbally communicate significant and crucial information to your colleagues of the following shift.
- Inform the next shift of any pending payment follow-up.
- Ensure a thorough transfer of the float amount, including signing off on it, and check it with the team leader or duty manager.
- Sign out of the Opera browser.
- Approve the individual timesheet.

Night Audit Activities and Duties

- Calculate the total revenue for each financial statement.
- Get information on the cancellation of a reservation.
- Authenticate the vouchers and paperwork completed by the front office cashier.
- Inspect the document maintained by the front desk cashiers.
- Produce a daily written record.
- Charge on NO SHOW and ROLL OVER
- Make a Statement of Incident (if any) at Night.

3.2 The procedures that the Renaissance Dhaka Gulshan Hotel Front Office Department follows to ensure the effective execution of its activities include Standard Operating Procedures (SOPs) and Local Standard Operating Procedures (LSOPs)

The efficacy of an operational framework depends on its strict adherence to defined standards and processes. This purpose is to thoroughly analyze the execution of Standard Operating Procedures (SOPs) and Local Standard Operating Procedures (LSOPs) inside the Front Office Department of Renaissance Dhaka Gulshan Hotel. The department's daily operations are guided by these protocols, which provide a uniform and efficient approach to jobs such as check-in processing, reservation administration, and general guest services.

To accomplish this goal, the research will thoroughly examine the specifics of Standard Operating Procedures (SOPs) and Luxury Standard Operating Procedures (LSOPs) applied by the Front Office Department. This encompasses an examination of the methods by which these processes are conveyed, recorded, and incorporated into the everyday operational process. Comprehending the complexities of these operating standards is essential for unraveling the techniques by which Renaissance Dhaka Gulshan Hotel maintains a superior level of service quality.

3.2.1 Discussion on Standard Operation Procedure of Check-in

Associates will follow the “10-5” rule. Smile and eye contact at 10 feet and greeting the guest at 5 feet. Say “Good morning / afternoon/ evening, Welcome to Renaissance Dhaka Gulshan Hotel. How may I assist you?

May I please request your passport and business card? Search for the last name in Opera arrival, print the registration card and present it to the guest.

Verify with the guest the following.

- Check out date & time.
- Rate (Do not say the rate out Loud, however, point to the registration card)
- Verify guest preference (room type, smoking or non-smoking, bed type)

- Request for signature on the registration card
- Ask for payment method.
- Take authorization.
- Show 'Check-In' in Opera
- Ask the guest if they are a member of Marriott's Loyalty Program
- If yes, then take loyalty number and check in GXP and say "Thank you for your loyalty to Starwood & Marriott and being a valued loyal member.
- If not then, say "are you interested in joining the Marriott loyalty program.
- If a guest wants to know about benefits and procedure, say "With Marriott loyalty program, it is free to join. You can earn points every time you stay at any Marriott hotel all over the world. You will get 10 % points against per eligible dollar you spend at beginner level. You can redeem these points with free night, airline mileage etc. as well as once in a lifetime experience." If a guest is not interested or busy, give a SPG/Marriott brochure. You may inform us at a suitable time.
- If guest takes our transport, take signature on transport voucher.
- Give information about the hotel and services.
- Restaurants/Outlets (Timings / Special Promotion
- Internet (username and password)
- Loyalty Members (Example Platinum Members Please inform about their benefits)
- Hand the room key to the guest and show the room number by pointing it on the key jacket. If breakfast is included with guest package, then say "breakfast is included with the package, you can enjoy your breakfast from 06:30 to 10:30 at "Bahar" restaurant on 3rd floor.
- Give the guest your name and wish them a wonderful stay.
- Hand over to concierge to escort the guest to the room with the guest luggage.
- 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 reception.
 - How do you like the room?

- If you require anything throughout your stay, please contact At Your Service by dialing 0 for service.

3.2.2 Guest Reservation Record

1. Guest Full Name
2. Address
3. Date of Arrival
4. Date of Departure
5. Contact Detail
6. Marriott Bonvoy Enrollment
7. loyalty Number
8. Bonvoy Benefits
9. Room Number
10. Room Rate
11. Rate Code
12. Rooms Allocation
13. Preference
14. Mode of Payment
15. Method of Payment
16. Checkout Time

17. Company Details (if applicable)

18. Passport and visa copy/ NID Copy

3.2.3 Methods of Payments

- Cash
- Credit/ Debit Card
- Bill to Company via city ledger/ Posting Master
- Online Banking
- Virtual Credit card

3.2.4 Front Office Team Member Must need to know.

- Check in.
- Trace Reports & Remarks
- Check interface lost posting.
- Credit card handling
- Departure folio to guest Room.
- Exchange Rates
- Expected Departure Guest
- Extension Of Stay
- Extra Bed
- Guest room change.
- Late Check-out Charges
- Mail and message service
- Non-Smoking Rooms
- Opera Posting.
- Opera Log in.
- Out of order guest
- Payment By check Received from Guest
- Processing Paid out.

- Rebates and Other Reduction of Revenues
- Recording & reacting guests requests
- Registration Cards.
- Request for guest's room number
- Request for new room keys
- Turn away Service.
- Up selling higher category rooms & suite
- Updating guest Profile
- Very Important Persons {V.I.P}
- Airport Pick-up & Airport Drop.
- Departure Control
- Visitors for in house guests.
- Receiving Internal call & External Call
- How to enroll loyalty members.
- Credit check & Deposit
- Using mobile at on duty
- Complimentary & House use rooms.
- Guest information confidentiality
- Welcome & Check-in Procedure
- Departure Procedure
- Arrival Preparations
- Check-in day use room
- Check-in house status
- Check-in when the room is not ready.
- Checking the House count status

3.3 Other Consideration:

3.3.1 Departmental Duties and Responsibilities

Every section of the Front office strictly follows their checklist. Which helps to complete each task.

- Ensure that you arrive at the designated workstation at least 15 minutes before your shift, wearing the appropriate attire.
- Record the time of commencement on the timesheet.
- Please read and sign the logbook for the department. Inspect the pigeonhole and notice board to gather any relevant news and information that has been posted since the previous shift.
- Participate in the morning briefing.
- Ensure that all information and reports from the previous period, including details of arrivals, departures, VIPs, guests already at the hotel or expected to arrive, and any remaining things that need to be addressed according to the trace report, are properly transferred.
- Ensure that the workspace is organized and free of clutter.
- Received the shift handover from the prior shift.
- Verify the amount of cash in the float and get it signed off on the handover form by the team leader and duty manager.
- Archive the reports on system downtimes.

3.3.2 Duty schedule

A hotel with a round o clock is Renaissance Dhaka Gulshan hotel. And the Front office is 24 hours operational. So, there are 3 shifts each for 9 hours. As a trainee in the Front office, I have experience working in 3 shifts. All the employees have their Empuls id. Which is the HR management system. Under this everyone uses a punch-in and punch-out system.

- **Morning 7 am - 4 pm**

- **Evening 2 pm - 11 pm**
- **Night 10:30 pm - 7:30 am**

Front office Duty checklist



Guest Service Ambassador Check List

GSA/GSO		DEPARTMENT	FRONT OFFICE		
SHIFT	Morning Shift	DATE	01.01.2024		
NO	TASK LIST	TIME	PERSON	REMARKS	
1	Check your Grooming and take shift handover.	07.00 AM			
2	Take All The Hand Over From Previous Shift, Count The Cash And Read The Log Book, Email, and Music & Notice Board And Do Necessary To Follow Up And Sign.	07.10 AM			
3	Check On Events, Group Arrivals, And F& B Promotions Today And Share With The Front Office Team.	07:15 AM			
4	Organize And Clean Up The Desk For Morning Shift : Clean The Desk, Refill The EDC (Electronic Data Capture) Machine Roll, Refill The Printers With Papers, All Stationaries In Order, Sufficient Key Card, Key Jacket, Departure Envelope, Immigration/Embarkation Card.	07.30 AM			
5	Print & Save Back-Up File For Morning Shift : - Same Day Arrival Details/GXP Pre-Arrival Report (All GSA Must Go Through The Report To Meet The Guest Expectations) - Downtime Reports (Downtime Reports Must Need To Be Saved In Front Desk PC In Down Time Folder)	07.30 AM			
6	Check Arrival and Departure Today Remarks : - Elite Arrivals and Departures, Individual/Company/Group - Special Guest (VIP, Single Lady Traveler, Honeymooners, Set Weekend). - Group Arrivals (Print The Registration-Card In Advance, Prepare the room keys Beforehand, Also Assigned Group Coordinator) - Prepare and check all billing instructions for the Due Out Guest's	07.45 AM			
7	Check all the Alerts and Comments for both Arrival and Departure Guest.	08.00 AM			
8	Departure Control (It Should To Done By Morning Shift) - Control The Due Outs - Approved Late Check Out (Complimentary, Chargeable, and Extension). Communicate With Navigator For Guest Airport Pick Up & Drop. - Docket Check (Registration Card, CC Slip, Paid Out, Pre-Auth Cancellation Transportation Bills F&B Bills)	11:30 AM			
9	All GSA/GSO Must Update The Guest Profile According To The Procedure - Update The Membership Level According To Marriott Bonvoy Number - Nationality, Passport/NID/DL Update, Update The Pre-Auth, Address Update According To The Business Card, Any Special Requirements, Back Ground Profile Notes, Traces, Alert, Comments And Preferences	02:00 PM			
10	Make Sure there are sufficient collaterals available for the next shift Pen, Remittance Envelope, Regular Envelope, New Key Jacket, Recycle Key Jacket, Room Key, A4 Paper, Stapler Pin and Others.	02:45 PM			
11	Cashier Closing - Print Out The Shift Report & do audit properly With POS detail, Process Blind Cash Drop, And Write Down the Cashier Log Book, Fill Remittance Envelope With Proper Denomination, Drop Foreign Currency If Any - Follow Up With The Due Backs, Drop The Cash Envelope With The Proper Witness And Must Take The Signature. - Print B220 Report and Drop it - Verify all C/I Reg. cards with the Shift In-Charge or Manager on Duty	03:30 PM			
12	Write Down All Information To Log Book And Hand Over To The Next Shift	03:45PM	F	F/up & FYI note down	
Notes		Sign Of Duty Manager/GSS			

Figure 2 Front office Duty checklist (Morning Shift)

Source: Hotel SOP file

Guest Service Ambassador Check List

GSA/GSO		DEPARTMENT	F/O
SHIFT	Evening Shift	DATE	08.01.2024

NO	TASK LIST	TIME	PERSON	REMARKS
1	Take All The Hand Over From Previous Shift, Count The Cash And Read The Log Book, Email & Notice Board And Do Necessary To Follow Up And Sign.			DONE
3	Print & Save Back-Up File For Evening Shift : • Same Day Arrival Details/GXP Pre-Arrival Report (All GSA Must Go Through The Report To Meet The Guest Expectations) • Downtime Reports, check credit limit A106 Downtime Reports Must Need To Be Saved In Front Desk PC In Down Time Folder.			DONE
4	Check Todays Arrival And Issue Room Keys • Follow Up With House Keeping For The House Status • Inform DM/GSS if any rooms needed to be DNM, As Per VIP, Sales, & HOD. Meet The Guest Requirements			DONE
5	Check all the Alerts and Comments for both Arrival and Departure Guest.			DONE
	Cross Check regarding all the Operational Information and prepare for the briefing			DONE
6	Please Check Padding Bills (Transports & Meeting Room Bill) And Must Post In To The System Accordingly.			DONE
7	Pre Departure Control			DONE
8	Docket Check & Bill Slotting • Give The Checked In Registration Cards To DM /GSS To Check And Must Take Their Sign And Slot Them Accordingly. • Slot The F&B Bills According To The Room Numbers.			DONE
9	Organize And Clean Up The Desk For Night Shift • Clean The Desk, Refill The EDC (Electronic Data Capture) Machine Roll • Refill The Printers With Papers, All Stationaries In Order • Sufficient Key Card, Key Jacket, Departure Envelope, Immigration/Embarkation Card.			DONE
10	Make Sure there are sufficient collaterals available for the next shift • Pen, Remittance Envelop, Regular Envelop, New Key Jacket, Recycle Key Jacket, Room Key, A4 Paper, Stapler Pin and Others.			DONE
11	Cashier Closing • Print Out The Shift Report and do the audit with POS detail, Process Blind Cash Drop, And Write Down the Cashier Log Book, Fill Remittance Envelope With Proper Denomination, Drop Foreign Currency If Any • Follow Up With The Due Backs, Drop The Cash Envelope With The Proper Witness And Must Take The Signature. • Print B220 Report			DONE
12	Write Down All Information To Log Book And Hand Over To The Next Shift.			DONE
Notes	7 KEYS HANDOVER TO NIGHT SHIFT	Sign Of Duty Manager/GSS		

Figure 3 Front office Duty checklist (Evening Shift)

Source: Hotel SOP file

Guest Service Ambassador Check List

GSA/GSO/GSS/DM	DEPARTMENT	Front office
SHIFT	Night Shift	DATE
NO	TASK LIST	TIME PERSON REMARKS
1	Check Grooming	11.00 pm DONE
2	Take All The Hand Over From Previous Shift, Count The Cash And Read The Log Book, Email & Notice Board And Do Necessary To Follow Up And Sign.	11:05 pm DONE
3	Print & Save Back-Up File For Night Shift: • Same Day Arrival Details/GSP Pre-Arrival Report (All GSA Must Go Through The Report To Meet The Guest Expectations) • Wake Up Call (If Any Request) • Downtime Reports • Print 8220 Report Downtime Reports Must Need To Be Saved In Front Desk PC In Down Time Folder.	11:20 pm DONE
4	Check On Pending Arrival & Departures • Communicate With Navigator For Late Airport Pick Up Request • Check remaining PM	11.25 pm DONE
5	Check On The Profiles Notes, Comments & Alerts	11.35 pm DONE
6	Prepare Reg. Card & Room Key For The Roll Over Reservations From Today's Arrival. • Print All Transaction Report from POS EDC machines and Cross Check with Cashier Audit. Once All Is Checked Properly, His Settlement on The EDC Machines, Attach all Settlement Reports with Cashier Audit Report. • Thoroughly perform the bucket check, F&B slip drop to bucket, • Stationary check and refill to station. • Organize the departure reg-card daily basis. Also Print Out the Reg Cards for all other Arrivals left for the day	02:00Am DONE
7	Before Night Audit • A128 – Guest INH-PM Account by Room (PM Account->PM->Print) • D140 - Journal Cashier &TC-Marnott Confidential & Proprietary (Transaction Code->Rebate (Description Box) ->Select All->Print) • A164 – In House Complimentary • A196 – Zero Rate Rooms • A196 – Credit Limit • A154 – Guest In House Report • A136 – Guest In House Traces • A142 – Rate Check/Rate Variance (Reservation Status->Checked In->Print) • B168 – Reservation Rate Code- Fix me • B128 – Reservation Cancellations • B194 – Reservations with Rate Changes • C100 – Possible Duplicate Profile • J102 – MRP Enrollments/Updates (Today's all Enrollment List) • J108 – MRW E-Certificates • J106 – MRP Stay Activity Extract • J118 Elite Members in House • J112 MR Multiple/Host In House-Date Range	2:30 am DONE

	• Attach 8220 Report from all 3 Shifts		
8	Make Sure all ZZ folios are on Zero Balance Before Hitting End of Day	3.00 am	DONE
9	Start Night Audit (Night Audit->End of Day) And Do The Following • Make Sure All the correct States have been added to Guest Profile. • All Remaining Arrivals To Be Shown As No Show or If Mentioned, Rolled Over) • Click on C/O Zero, Click Close As Soon As All The Rooms get C/O) • Close Cashier And Perform Blind Drop. • Wait For End of Day And All Files Getting Generated.	3.10 am	DONE
10	Print Out The Following Reports • A128 Guest INH – PM Account By Room • E302 – Guest Ledger Detail (End Of Day->End Of Day Reports) • E112- In House: Upgrade This particular report is to be printed from End Of the Day -> Report -> E112- In House: Upgrade • F116 – Manager Flash (Month to Date) • D156 – Trial Balance • B102 – Arrivals for the Day • A214 – Guest in House: By Room (+Property Special Code) • P112 – Departures Report • T114 – Out Of Order By Reasons • T116 – Room Discrepancy • Attach 8220 Report from all 3 Shifts • Prepare 8 Ways with the help of History and Forecast Report & Guest In House List. • Send Guest In House Report, Arrival Report and Manager Flash to DOR.	3:45Am	DONE
11	Write Down All Information To Log Book And Prepare Hand Over for Next Shift.	05.30Am	DONE
12	Make Sure there are sufficient collaterals available for the next shift: • Pen, Remittance Envelop, Regular Envelop, New Key Jacket, Recycle Key Jacket, Room Key, A4 Paper, Stapler Pin, Change Paid Seal Dates and others.	06:00 Am	DONE
13	Cashier Closing • Print Out The Shift Report, Process Blind Cash Drop, And Write Down the Cashier Log Book, Fill Remittance Envelope With Proper Denomination, Drop Foreign Currency If Any • Follow Up With The Due Backs, Drop The Cash Envelope With The Proper Witness And Must Take The Signature.	07:00Am	DONE
Notes	• 01 Key Handover to Morning Shift • Gulf Crew checking in information so far (7.00 AM)		Sign Of Duty Manager/GSS

Figure 4 Front office Duty checklist (Night Shift)

Source: Hotel SOP file

3.4 Other Activities of Front Office

The front office department of a hotel does many duties to guarantee smooth operations and improve guest satisfaction:

Room Allocation and Upgrades: Allocate rooms according to guest preferences and provide upgrades wherever possible, with the goal of improving visitor satisfaction.

Managing Guest Inquiries: Respond to guest queries, provide details on hotel amenities, nearby points of interest, and cultivate a favorable visitor experience.

Telephone Operations: Oversee inbound and outbound calls, facilitate bookings, and provide support to customers by telephone.

Cash Handling and Banking: Perform a range of financial operations, such as managing cash and processing credit card payments.

Record Keeping: Ensure the meticulous and current documentation of guest details, bookings, and monetary transactions.

Communication Hub: Function as a centralized communication center for guests and other hotel departments, facilitating efficient cooperation.

Guest input: Gather and document guest input to pinpoint areas for improvement and maintain exceptional service standards.

Lost & Found: Oversee the management of lost and found things, ensuring meticulous record-keeping and the prompt return of lost items to their rightful owners.

Interdepartmental Coordination: Engage in collaboration with the cleaning, maintenance, and concierge departments to guarantee efficient communication and delivery of services.

Special Requests: Attend to specific demands made by visitors, such as organizing transportation, providing unique facilities, and coordinating events.

Engage in continuous training programs to be updated on hotel rules, customer service benchmarks, and industry developments.

3.5 Challenges in Front Office

The hospitality-related industry demands substantial and vital exertion while attending to visitors. The front office at a hotel encounters many issues that need skilled management and problem-solving abilities. Several typical obstacles include:

Guest Expectation: Meeting and surpassing visitor expectations may be difficult, particularly when guests are increasingly looking for customized and distinctive experiences and advantages.

Peak periods and off-season issues: Periods of highest demand and fluctuations that occur throughout certain seasons. Effectively handling large influxes of visitors during peak times and adapting workforce numbers during less busy seasons.

Language barrier: Overcoming language obstacles and cultural subtleties to facilitate successful communication with a varied customer.

visitor concerns: Efficiently addressing visitor concerns and resolving difficulties to maintain guest happiness.

Technology Failures: Addressing technical malfunctions or system breakdowns that have the potential to interrupt check-in procedures and other critical operations.

3.6 Operational learning and implementation

- **Guaranteed/ Non-Guaranteed Booking:** A booking is considered guaranteed when the visitor enters their credit card details throughout the reservation process. In the event of the visitor's absence, we shall impose a fine for not showing up. If a visitor does not provide their payment card details, their reservation is deemed non- Guaranteed.
- **No show:** If a visitor fails to check in before the conclusion of the night audit, a cost for not showing up will be charged.
- **Night Audit:** The night audit is responsible for concluding daily operations and generating reports, guest room charges, and new business days.
- **Upsell:** The Purpose will be to increase hotel revenue, G.S.A must try to sell the higher room category to guests when an opportunity is given, to increase the hotel's revenue and to enhance the guests' stay.
- **Paid out:** Paid out are issues when a guest uses the hotel services and/or facility. a commission of 5% should be charged to the guest as handling fee paid out.
- **Trace:** To ensure guest requests are auctioned accurately and efficiently. All guests must be satisfied. All guest requests must be auctioned accurately and efficiently.
- **Posting** - Posting refers to the process of recording and adjusting payments and charges on a guest's folio. During Check-in and Check-out, I settled the guest payment on Property Management System (PMS).
- **Check Rate** – For online booking need an online rate to settle the bills. My daily task is checking rates online and update it accordingly.
- **Room blocking** - Allocate rooms for guests with confirmed reservations when we got reservation with guaranteed. Allocate room according to what guest preference is.
- **Electronic Key System** – A system consisting of locks powered by batteries or, less often, connected by wires; a main computer and terminals; a key puncher; and specialized entry cards that serve as keys.
- **Advance Bill** – Guest may stay long time. But guest will pay all the room charge in Advance. Advance bill may take through Cashier function in Advance bill section.

CHAPTER 4

Findings and Recommendation

4.1 Findings

Throughout my internship at Renaissance Dhaka Gulshan Hotel, I made a range of observations, including both good and unfavorable aspects, pertaining to the Front Office Department. They continually endeavor to provide tourists with the utmost degree of service. The following results outline my observations:

Compliance with local standard operating procedures:

The hotel adheres to Local Standard Operation Procedures to accommodate the special requirements and cultural subtleties of the local clientele. Personnel are instructed to modify their services to conform to the regional norms and anticipated outcomes.

Regional Cultural Awareness:

Renaissance Dhaka focus on cultural sensitivity training to ensure that staff members have the necessary skills to comprehend and accommodate the varied requirements of local visitors and culture. As Renaissance is a lifestyle brand. And they focus on Local Culture and neighborhood.

Staff Salary Levels:

It was observed that staff wages were relatively low, which might possibly affect employee morale and satisfaction.

Insufficient Swimming Pool Amenities: The lack of amenities for a swimming pool might be a disadvantage for visitors who are looking for such recreational activities. Guests continuously call to desk to provide swimming pool amenities.

Shuttle service for associates:

The need for transport services for staff members emerged as a significant factor to enhance the comfort of the hotel team.

Physician availability inconsistency:

The regular absence of the on-site physician raises worries about the accessibility of healthcare services for both visitors and workers.

Insufficient Availability of well-trained Front Desk associate: A deficiency in the number of front desk workers was noted, emphasizing the need for adequate staffing levels to effectively handle visitor interactions.

4.2 Recommendation

After carefully observing and gaining knowledge during my internship at Renaissance Dhaka Gulshan Hotel, I have compiled a detailed list of suggestions to improve many elements of the hotel's operations.

- Establish and execute continuous training initiatives to ensure that the Front Office personnel are well-informed about the most recent industry trends, technology, and service standards.
- Continuously investigate technology improvements to better optimize Front Office processes.
- Promote synergy between the Front Office department and other hotel departments to deliver a comprehensive and synchronized guest experience.
- Implement recognition and reward program to inspire and appreciate the Front Office workers, thereby boosting their motivation and recognizing their valuable efforts towards enhancing guest satisfaction.
- Improve employee benefits to increase worker morale.
- Implement a sophisticated visitor monitoring mechanism.
- Optimize the procedures for both checking in and checking out.

- Implement wellness initiatives to enhance the overall well-being of employees.
- Deliver advanced security training to boost staff's attentiveness.

4.3 Conclusion

This article provides a concise overview of the internship experience at the Front Office Department, presenting valuable insights into fundamental operational activities. Employment at the internationally renowned Renaissance Dhaka Gulshan Hotel has provided a wonderful platform for acquiring knowledge and advancing professionally. The hotel is in the prestigious diplomatic and commercial area of Gulshan, Banani, offering easy access to embassies, high commissions, multinational headquarters, and shopping malls. It has effectively adjusted to the changing dynamics of the worldwide hotel business, solidifying its position as a significant participant in the market. Throughout the internship, I acquired practical experience in hotel management, broadening my comprehension beyond academic knowledge. Working alongside the Front Office Department afforded me important insights into the day-to-day functioning of this prestigious hotel.

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