

Internship Report

On

Recruitment and Training Process of Holiday
Inn Dhaka City Centre

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Date of Submission:

Letter of Transmittal

29 April, 2025

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Subject: Submission of the Internship Report.

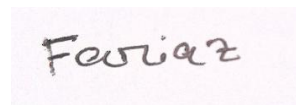
Dear Sir,

With due respect, I am submitting my internship report on the “Recruitment and Training Process of Holiday Inn Dhaka City Centre” under your guidelines and supervision.

It was a great opportunity to intern in the human resources department at Holiday Inn Dhaka City Centre for six months as a trainee. During the internship, I gained experience and knowledge on various subjects which will be useful in my future career.

I will be very grateful if you accept my report and get permission to attend the final defense program.

Sincerely Yours,

A handwritten signature in black ink on a light pink rectangular background. The signature appears to be 'Fariq'.

Fariq Ahmed Sazan

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Certificate of Approval

This is to certify that Fariaz Ahmed Sazan, ID: 192-43-406 has completed his internship program with proper supervision and guidance. He has prepared the internship report on the “Recruitment and Training Process of Holiday Inn Dhaka City Centre” submitted by maintaining proper rules and regulations.

This internship report has been submitted as a partial fulfillment of the requirements of the Bachelor of Tourism & Hospitality Management at Daffodil International University. The report is granted and approved for presentation.

Signature



Md. Mishkatul Kabir

Lecturer (Senior Scale)

Department of Tourism & Hospitality Management

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Daffodil International University

Preface

First, I want to thank the almighty Allah who created a significant opportunity for me to intern as a “Trainee” in the Human Resources Department at Holiday Inn Dhaka City Centre, a well-known five-star hotel in Bangladesh. I also thank my supervisor, Md. Mishkatul Kabir, Lecturer (Senior Scale), Department of Tourism & Hospitality Management, Faculty of Business & Entrepreneurship, Daffodil International University, whose guidelines and direction helped me to complete my internship successfully.

Among these, I also would like to thank Ms. Norizan Binti Yaacob (General Manager), Mr. Shahidus Sadeque (Director of Operations), Sentu Marma (HR Manager), Khandker Showan Ahmed (Assistant HR Manager), Rima Parvin (Learning & Quality Manager), Nishat Wamia (HR Coordinator) of Holiday Inn Dhaka City Centre for opportunity me in my journey.

I am grateful to all the Holiday Inn Dhaka City Centre staff and employees who always helped me during my internship program. I also want to thank my faculties, the Department of Tourism & Hospitality Management at Daffodil International University, and classmates who helped me come forward in my studies and career.

Executive Summary

The report analyzes the recruitment and training process of Holiday Inn Dhaka City Centre, emphasizing its significance in preserving service quality and operational effectiveness. Over a six-month internship, insights and data were collected regarding essential HR practices, such as employee onboarding, training initiatives, recruitment techniques etc. HR department helps to understand how the HR officer oversees employees, the new employee onboarding process, recruiting, testing and interviewing, employee training programs, grooming and seminar sessions, writing police verification letters and employee performance evaluation. Findings highlight the core functions of the Human Resource Department of the hotel. Recommendations are provided to suggest solutions to identified problems for developing organizational performance.

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Chapter 1: Introduction

1.1 Introduction

The Tourism and Hospitality industry is a huge potential and demanding industry worldwide. In keeping with the times, the demand of this industry is increasing day by day. This sector is also being managed very efficiently in Bangladesh and various five-star hotels are also under construction. These hotels are doing business very efficiently and contributing to food, beverage, accommodation, transportation, entertainment etc. Among these, Hotel Holiday Inn Dhaka City Centre located at 23 Shaheed Tajuddin Ahmed Ave, Dhaka 1208, is known as one of the most luxurious five-star hotels in Bangladesh which provides world-class services to its guests. The hotel is doing business in Bangladesh as a chain hotel of the England-based IHG Group with a great reputation. Its food, beverage, accommodation, transportation, entertainment, spa, gym, pool, saloon, business center, restaurant etc. services are very satisfactory. The main purpose of the hotel is to achieve guest satisfaction by providing superior service. Also, hotel authorities are determined to maintain their service standards. Human Resources plays a very important role in the personnel management of every hotel and company. During the internship; worked on various issues such as circulars, interviews, recruitment, onboarding, training, development, seminars etc. The report discusses those issues in detail.

1.2 Background of the Study

The study mainly consists of the recruitment and training process of Holiday Inn Dhaka City Centre. The study analyzes the operational and administrative tasks of the Human Resource Department at Holiday Inn Dhaka City Centre including the functions of recruitment and joining process, orientation and training sessions etc. The purpose of the study is to explore the concepts between theoretical and practical knowledge through real organizational work experience.

1.3 Scope of the Study

The scope of this study is limited to Holiday Inn Dhaka City Centre. The primary aim of the study is to provide a comprehensive analysis of the functions and activities of the Human Resource Department at Holiday Inn Dhaka City Centre. The study focuses on different activities such as the circular, interview, onboarding & orientation procedure, arranging training & seminar session procedure, and writing & submitting process of police verification letter.

1.4 Objective of the Study

1.4.1 Broad Objective

The broad objective of this study is to understand the recruitment and training process of Holiday Inn Dhaka City Centre.

1.4.2 Specific Objectives

- ✓ To explore the recruitment process of Holiday Inn Dhaka City Centre.
- ✓ To understand the training procedure of Holiday Inn Dhaka City Centre.
- ✓ To identify problems and propose potential recommendations.

1.5 Methodology

The methodology for this report employed a quantitative approach. This is a descriptive study which is exploratory in nature. The main perspective of descriptive research is to describe the characteristics, perceptions and methods of the context (Malhotra, 2004).

1.5.1 Source of Data:

The main source of this report is secondary data. These are:

- Official documents and records of the HR department.
- Textbooks and research papers relevant to the HR department.
- Organizational annual reports.

1.6 Limitations of the Study

When collecting the information and data, faced some restrictions which are mentioned here:

- There was a busy operation at the hotel every day, so it was tough to manage time to collect data.
- Due to organizational privacy policies, trainees had limited access to data information.
- It was very difficult to prepare the report because there was no previous experience.

Chapter 2: Overview of Holiday Inn Dhaka City Centre

2.1 Introduction to the hotel

The “Holiday Inn Dhaka City Centre,” is situated at 23 Shaheed Tajuddin Ahmed Ave, Dhaka 1208. It is a chain hotel brand of InterContinental Hotels Group (“IHG”) Hotels & Resorts, a multinational hospitality company operated by England Headquarters. Kemmons Wilson founded the hotel in 1952 in the USA. This company operates 18 brands worldwide, generating almost 6,000 chain hotels and resorts. After a gorgeous grand opening, the hotel started operational activities in Bangladesh on 17 March 2022 (NewsBangla24.com, 2022). The hotel offers about 187 guest rooms with a “Presidential Suite and Business Center” to guests. The hotel is beside Hatirjheel, so guests can enjoy a beautiful and glamorous view from their rooms. The hotel's internal environment is excellent and satisfactory. The hotel is budget-friendly. Guests can enjoy food, accommodation, transportation and other facilities here at reasonable prices. The Hotel is well-connected to Hazrat Shahjalal International Airport making it popular with foreign guests. Also, the location of the hotel in the Tejgaon industrial area has made it well known for various business and corporate meetings & events. Holiday Inn Dhaka City Centre has become a reliable hotel to its guests by offering premium service, well-appointed rooms, good dining service, meeting & event facilities and other recreational facilities. Also, able to achieve guest satisfaction by providing a luxurious and comfortable experience.

2.2 Mission

The mission of Holiday Inn Dhaka City Centre is to provide superior service to the guests as they feel like staying home and ensuring their satisfaction. The authority also tries to ensure genuine hospitality with a smile and loyalty of the inner soul and heart. Besides this, work to maintain all the service quality to provide the best experience to the guests and make them happy and satisfied.

2.3 Vision

The vision of Holiday Inn Dhaka City Centre is to ensure international brand quality, premium service, and experience. It believes that the work will be helpful to contribute to Bangladesh's

tourism sector and economy as a part of the InterContinental Hotels (“IHG”) hospitality group, which will significantly impact the local hospitality business and encourage to growth tourism industry.

2.4 Hotel Service and Facilities

Gravity Gym & Fitness Center: The Gravity Gym is located on the rooftop of the hotel which is well equipped with high-quality exercise equipment and fully air-conditioned. There are three highly trained trainers. Guests can easily enjoy exercise here. It is open every day of the week from 6 am to 10 pm.

Swimming Pool: The swimming pool is located on the rooftop of the hotel. There are two trained trainers here. The swimming pool provides various services to the guests including poolside lounge chairs, poolside umbrella chairs, free towels and water. It is open every day of the week from 7 am to 9 pm.

Samayaa Spa: In the spa center, guests can enjoy a variety of body massages and facial treatments. Highly trained therapists provide service here. It opens from 10 am to 8 pm.

Shardul Bar & Lounge: It is an English pub with live sports, games and music that offers a selection of alcoholic & non-alcoholic beverages, cocktails, mocktails, juice and snacks (The Daily Star, 2023). It opens from 5 pm to 12 am. It is a bar with a capacity of 62 guests.

Ilish Banquet Hall: It is a fully air-conditioned and well-equipped banquet hall that has a capacity of 220 guests. Various events including weddings, birthdays and anniversaries are organized here. Along with this, delicious food and drinks are served here.

Attitude Restaurant: The restaurant is located on the 1st floor of the hotel and has a capacity of 102 guests. It is a buffet restaurant where guests can enjoy various local and foreign foods during breakfast, lunch and dinner with their family and relatives.

Operating Hours

- Breakfast : 6.30 am - 10.30 am
- Lunch : 12.30 pm - 3.30 pm
- Dinner : 7 pm - 11 pm

White Lotus Lobby Lounge: It is located in the hotel lobby. Guests can enjoy tea, coffee, juice, chocolate, cake, and ice cream along with relaxation here. It has a capacity of 48 guests.

Meeting & Business Center: The hotel has a large meeting & business center on the 2nd floor with three rooms known as Synergy I, Synergy II and Synergy III. It is a 240-person capacity center where various corporate meetings and events are organized (Tripadvisor, 2023). Here the computer, internet, projector, scanner, printer, photocopy machine and other facilities are available.

In-Room Dining Service (IRD): The hotel provides 24-hour food and beverage service to the guest room as per their order, called In-Room Dining Service.

Credit card and Online payment system: In addition to cash at the hotel, credit cards and online payment systems are also available for paying bills.

Transportation Service: Guests have vehicular facilities for travel and airport transportation.

2.5 Holiday Inn Dhaka City Centre Room Categories

Types of Rooms	Available Rooms
Standard Room	68
Standard King Room	2
Premium King City View	46
Premium Twin City View	46
Junior Suite	13
Executive Suite	10
Presidential Suite	2
Total	187

Figure 1: Holiday Inn Dhaka City Centre Room Categories

Source: Holiday Inn Dhaka City Centre Official Database

2.6 Organizational Chart of the Hotel

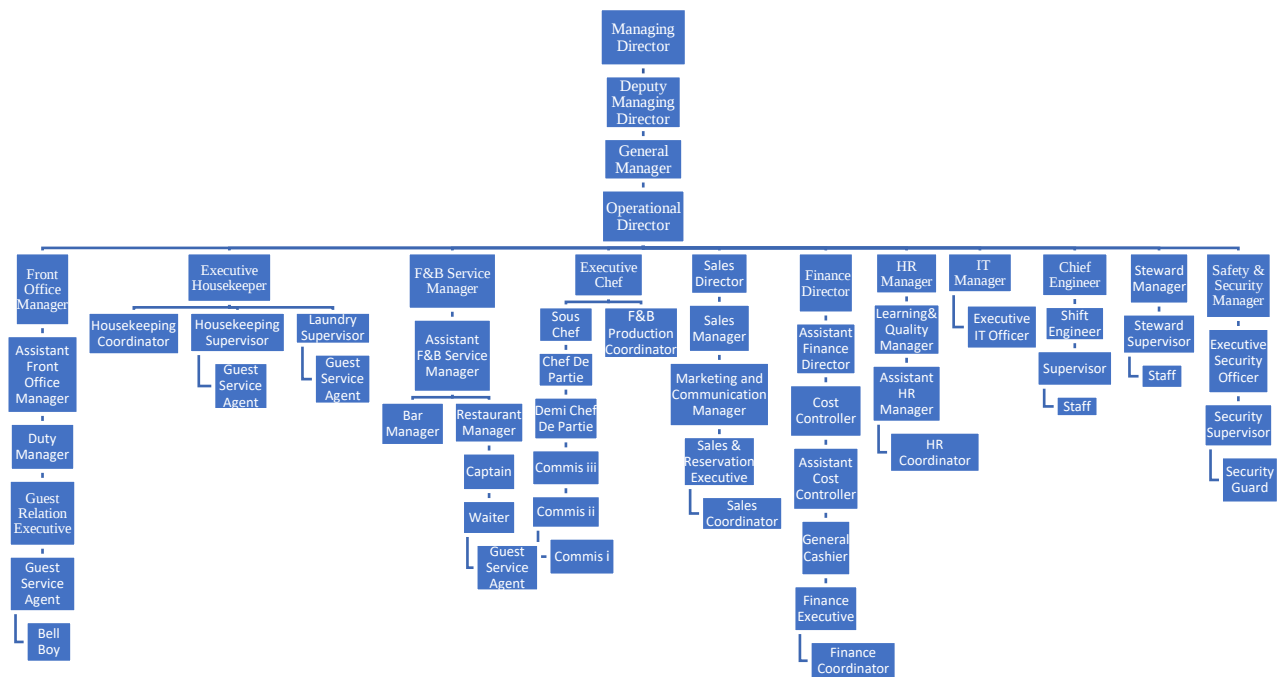


Figure 2: Organizational Chart of the Holiday Inn Dhaka City Centre

Source: Holiday Inn Dhaka City Centre Official Database

2.7 Major Departments of the Holiday Inn Dhaka City Centre

2.7.1 Front Office Department

The main duties of the front office are to greet guests and provide services. Other front office tasks include check-in, check-out, guest handling, billing and taking payment, room booking, receiving phone calls, providing information to the guest, and transport allocation.

2.7.2 Housekeeping Department

The work of the housekeeping department is to clean and tidy the guest room; clean the bathroom and provide soap, shampoo, lotion, and towels; clean the guest room furniture and change dirty bed sheets and pillows; keep the office room, meeting room, lobby clean & tidy and pest control. The housekeeping department also works collaboratively with the laundry division.

2.7.3 Food & Beverage Service Department

The main responsibility of the food and beverage service department is to serve food and beverages to the guests. Among the other tasks of the food and beverage service department are providing a food menu to guests, taking food orders, serving food and drinks to guests, setting up and cleaning tables, serving food to guest rooms and preparing & receiving bills.

2.7.4 Food & Beverage Production Department

The function of the food and beverage production department is to prepare food and beverages for the guests. The main responsibility of this department is to prepare breakfast, lunch, dinner and other foods. The working areas are the Main kitchen, Indian kitchen, Continental kitchen, Pastry & bakery, Hot kitchen, Cold kitchen, Butchery, Staff cafeteria, Sweet kitchen of the hotel.

2.7.5 Human Resources Department

The main responsibility of this department is to provide service to employees and solve problems. Other duties of this department are recruitment, interview, joining, onboarding, training and development, leading and organizing, compensation and benefits, performance evaluation, policy-making, ensure rules and regulations.

2.7.6 Sales & Marketing Department

The main function of the sales and marketing department is to sell the hotel's services and products to the guests through promotions. The other activities of the sales and marketing department are selling hotel rooms and products, researching and analyzing the market, creating communication with clients, meeting with clients, monitoring the target competitors, building a good relationship with customers, promoting and advertising the products, attend sales calls, social media advertising, managing data and information of sales department, update products price and information in the website.

2.7.7 Accounting & Finance Department

Accounting & Finance department is the most responsible for the pay salary and financial management of the hotel. This department also works to create a budget for the hotel, purchase all elements and equipment of the hotel, provide insurance to the employees, withdraw money from the bank with a cheque, pay taxes, take loans from the bank, transfer money to the bank, deposit money, auditing, generate food and accommodation costing, permit any purchase requisition, grant new employees salary permission.

Chapter 3: Discussion

3.1 Recruitment and Training Approach of Holiday Inn Dhaka City Centre

An overview of Holiday Inn Dhaka City Centre's recruitment and training practices, with a focus on their significance in upholding excellent service standards. The flowchart of the recruitment and training process of Holiday Inn Dhaka City Centre.

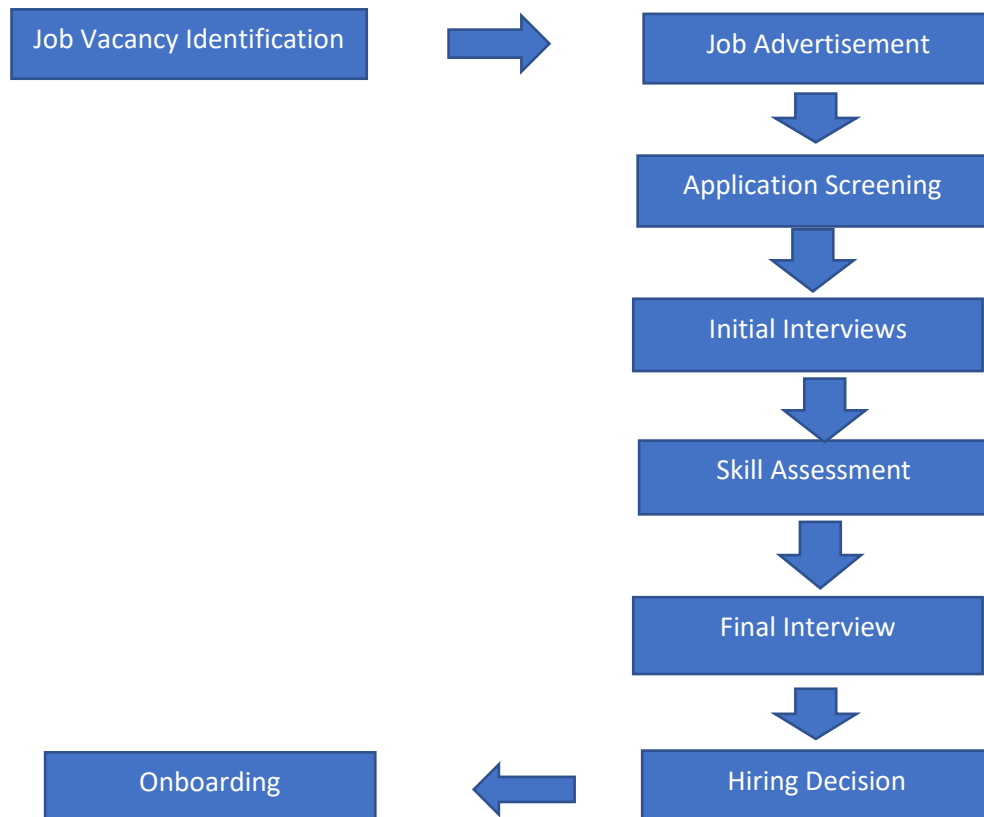


Figure 3: Recruitment Process

Source: Holiday Inn Dhaka City Centre Official Database

3.2 Recruitment Objectives

The recruitment goals of the Holiday Inn Dhaka City Centre focus on drawing in candidates who not only have the required skills but also possess the educational background essential for maintaining a high level of service in the hospitality sector. By emphasizing candidates with robust technical abilities and a strong educational foundation.

- **Skill and Ability:** Holiday Inn Dhaka City Centre focuses heavily on hiring individuals who possess the necessary expertise for their particular roles, whether in areas like customer service, culinary arts, administration or management. Across all positions, qualities such as strong communication skills, meticulous attention to detail, and adaptability are emphasized to uphold the hotel's reputation for outstanding service. For specialized positions, candidates are evaluated on their technical skills in accordance with industry standards, confirming their ability to perform tasks effectively from the beginning.

- **Academic Backgrounds:** The educational credentials of applicants are crucial in the hiring process. Holiday Inn Dhaka City Centre appreciates formal education in areas such as hospitality, business, and management because these disciplines established a strong basis for vital skills and practices. Candidates who possess pertinent academic backgrounds tend to have a greater ability to comprehend industry standards, navigate the intricacies of guest interactions, and comply with operational protocols. By prioritizing education in conjunction with experience, Holiday Inn Dhaka City Centre cultivates a well-informed and adaptable team.

- **Cultural Combability and Service mindset:** A career in the hospitality sector demands both technical expertise and a customer-focused attitude. Holiday Inn Dhaka City Centre looks for people who can embrace its customer-centric culture and a showcase trait like patience, empathy, and dedication to ensuring each guest has a memorable visit. Applicants are evaluated based on their attitudes and personality characteristics that mirror the hotel's fundamental values, creating an environment where every employee positively impacts the guest experiences and the overall brand image.

- **Sustained Expansion and Steadiness:** Holiday Inn Dhaka City Centre seeks to keep talent by recruiting individuals who are dedicated to their positions and envision long-term growth within the company. This goal not only minimizes turnover but also fosters a stable, skilled team that comprehends the hotel's standards and operational processes, ultimately improving service consistency and guest satisfaction.

3.2.1 Recruitment Channels

Holiday Inn Dhaka City Centre work through various channel to recruit various candidates.

- **Newspapers:** Newspaper ads continue to serve as a valuable recruitment tool for Holiday Inn Dhaka City Centre, particularly when aiming at a regional audience that recognizes the brand. By advertising job vacancies in well-respected newspapers, Holiday Inn Dhaka City Centre connects with candidates who might not be engaged with online platforms yet possess the necessary experience and passion for the hospitality industry. Newspaper advertisements are especially useful for filling mid-level and administrative positions since they appeal to a wide-ranging demographic within the regional community.

- **Job Platforms (e.g., LinkedIn):** Holiday Inn Dhaka City Centre makes effective use of popular job platforms such as LinkedIn, which is one of the largest online job sites. This method is very successful in drawing in a diverse array of candidates with different skills, educational backgrounds, and levels of experience in the hospitality sector. Job platforms enable detailed descriptions of job roles, qualifications and application procedures which assist in streamlining the hiring process and pre-screening candidates based on specific criteria. LinkedIn also offers greater visibility to young professionals and tech-oriented individuals, broadening Holiday Inn Dhaka City Centre's candidate pool to encompass qualified persons who are actively looking for jobs in the hospitality field.

- **Job Events and Network Communications:** Engaging in career and networking events allows Holiday Inn Dhaka City Centre to connect with potential candidates face-to-face, evaluate their interpersonal abilities, and determine their immediate interest in hospitality positions. Career events provide access to students, recent graduates and individuals looking to change careers who are actively pursuing job opportunities and are open to exploring different paths within the industry. For positions that necessitate a strong cultural alignment and a customer-centric approach, these in-person gatherings are effective for identifying individuals who naturally fit in Holiday Inn Dhaka City Centre service standards.

3.2.2 Recruitment Steps

Holiday Inn Dhaka City Centre follows a systematic process that ensures proper evaluation of candidates while maintaining the hotel's standards. At each stage, candidates are assessed for their qualifications as well as their work ethic.

Application Screening

The process of recruitment starts with a thorough evaluation of all applications received. The Human Resources team examines resumes and cover letters of candidates with suitable qualifications, including academic background, work history, and specific abilities relevant to the position. Applicants with degrees in hospitality or previous service experience are given priority, as these backgrounds typically align well with the hotel's commitment to service excellence. This initial assessment eliminates candidates who do not meet the fundamental qualifications, enabling the HR team to concentrate on those who are most likely to fulfill Holiday Inn Dhaka City Centre expansions.

Interviews

Chosen candidates will be called for a series of interviews, which generally start with an HR interview followed by one or more department interviews with hiring managers. This interview process enables the team to assess a candidate's interpersonal skills, problem-solving abilities, and

adaptability-curtail qualities in the hospitality field. Additionally, interviews offer a glimpse into the candidate's approach to service and their capability to manage difficult situations with professionalism. By emphasizing these attributes, Holiday Inn Dhaka City Centre committed that new employees are well-equipped to deliver an outstanding guest experience.

Skill Evaluations

Skill evaluations are carried out according to the specific needs of the role in question. For roles that involve direct guest interaction, evaluations might feature role-playing scenarios to assess how applicants handle common customer situations. In cases where technical or specialized skills are required, candidates may need to perform practical tasks relevant to the position to showcase their abilities. These evaluations are essential in confirming that candidates have the necessary skills to effectively carry out their responsibilities and align with the hotel service standards.

Background Checks

After a candidate successfully completes the interviews and skill evaluations, the HR department performs background checks to verify that there are no concerns that could compromise the hotel's reputation or security protocols. This process involves confirming past employment, educational qualifications, and any other relevant details. Background checks provide an extra level of assurance in the recruiting process, ensuring that all new employees adhere to Holiday Inn Dhaka City Centre professional standards.

Recruitment Criteria Discussion

Holiday Inn Dhaka City Centre recruitment criteria depend on the skills, experience and working mentality of the employees which play a role in ensuring service to the hotel.

- **Skill and Experience:** By focusing on applicants with relevant backgrounds in hospitality or customer service, Holiday Inn Dhaka City Centre committed that new employees possess a basic understanding of the industry's requirements. This approach facilitates training initiatives.
- **Customer Service Emphasis:** Positions in hospitality demand a special commitment to ensuring customer satisfaction, making it curtail to evaluate candidates' attitudes and behaviors in interviews. Individuals who show empathy, patience, and strong communication abilities are more inclined to thrive in a service-oriented setting, which directly enhances the experiences of guests.
- **Cultural Combability:** The environment of the hotel demands staff who are adaptable, professional and in harmony with its principles of service and excellence. Through interviews and evaluations, recruiting managers can pinpoint candidates who possess the necessary skills while also reflecting the hotel's culture and values.

Recruitment Process of Holiday Inn Dhaka City Centre:

a) Job vacancy announcement: When there is a vacancy for a category, the vacancy is advertised through proper channels. Then, candidates drop a CV (hard or soft copy) at the HR department. Then, this CV is analyzed and studied properly and eligible candidates are called on a specific date for viva.

b) Call the candidates for interviews: Calling the candidates who have interviews at the hotel to arrive on time.

c) Prepare the HR head work before the interview: Assisting HR head by preparing CV and files before any interview.

d) Viva board experience: Being on the Housekeeping Viva Board as an interviewer with the Executive Housekeeper was a great achievement. Four candidates were interested in working in the housekeeping department as trainees. From this viva board, two candidates out of four were selected for the trainee post.

e) Police verification letter: Before any employee or trainee joins the hotel; a letter is sent from the Human Resources Department to “SB Police” (Special Branch of Bangladesh Police), which includes all kinds of information and details about the candidates. Therefore, the police are requested to verify that all details of the candidate's information are true and correct. After receiving the update from “SB Police”, the employee’s joining process starts.

f) Joining process: The joining process indicates all the tasks and activities based on a candidate's joining program. The candidate came to the HR department on their joining date. Then prepared all his merging files like the employee requisition form, curriculum vitae, job advertisement copy, interview assessment, background verification, reference check, employee information details, offer letter, appointment letter, IHG policy acknowledgment, joining report, job description, etc. prepared these files; approved and signed by the HR department, then sent to the Finance & GM office for final approval. After approval and signing the file from the Finance and GM office; the primary copies are returned to the employee after taking the signature, and photocopies are kept in the HR record database.

l) Provide locker key, name badge, and attendance: This department provides the employees and trainees a locker key and name badge after the joining. The trainee also gets an attendance sheet where they write their attendance record during daily duty hours (employees do not need an attendance sheet; their attendance records are in a digital punch machine)

g) Exit clearance and evaluation form: When a trainee or employee leaves the hotel, HR authorities fill up an exit clearance form that mentions the employee's resignation information. This form is sent to the department where they work. The department head marks their condition and resends it to the HR department after evaluation, called an evaluation form.

3.3 Objectives of the Holiday Inn Dhaka City Centre's Training and Initiatives

Holiday Inn Dhaka City Centre prioritizes employee training, understanding that ongoing skill enhancement is crucial for upholding superior service standards and guest satisfaction. The hotel organizes its training programs to achieve three main objectives: developing service quality, increasing operational efficiency and ensuring guest satisfaction. These focal points reinforce the hotel's dedication to excellence across all dimensions of its operations.

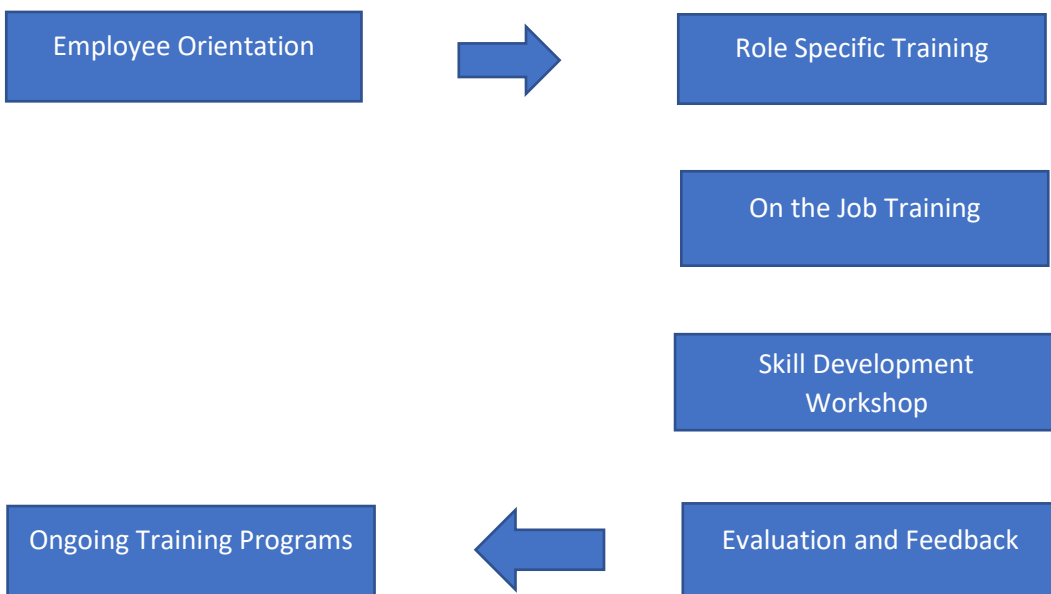


Figure 4: Training Process

Source: Holiday Inn Dhaka City Centre Official Database

Developing service quality

One of the primary objectives of Holiday Inn Dhaka City Centre's training programs is to enhance the level of service delivered by all staff members. In the hospitality sector, customer-facing interactions are crucial, so training for employees emphasizes interpersonal communication, professionalism and adaptability. Programs focused on guest services and frontline staff highlight the importance of responsiveness, empathy, and efficient problem-solving to make sure guests feel appreciated and welcomed. By prioritizing service quality, Holiday Inn Dhaka City Centre can more effectively fulfill and surpass guest expectations, thereby reinforcing its reputation and fostering repeat visits.

Increasing operational efficiency

Achieving operational efficiency is essential for providing high-quality services in an organized and timely manner. The training sessions at Holiday Inn Dhaka City Centre offer comprehensive guidance on enhancing processes, managing time, and fostering teamwork. For key departments like housekeeping, food and beverage, and front office operations, the training modules focus on optimizing workflows and implementing best practices to manage busy periods effectively. By participating in target training, employees enhance their ability to perform tasks efficiently, minimize delays and collaborate effectively as teams. This focus on efficiency allows the hotel to maintain seamless operations, even during peak seasons, which boosts both employee productivity and guest satisfaction.

Ensuring guest satisfaction

Ultimately, the satisfaction of guests is central to Holiday Inn Dhaka City Centre's training objectives. The hotel recognizes that delivering memorable experiences is essential for fostering enduring relationships with guests. Consequently, training initiatives concentrate on predicting guest desires, providing personalized service, and effectively resolving complaints. Staff members receive training to notice and address guest preferences, leading to a more tailored and enjoyable visit. The hotel also stresses the significance of meticulous attention detail, politeness and consistency in all interactions, help to ensure that every guest departs with a favorable impression.

3.4 Impact of Training on Employee Performance and Satisfaction

3.4.1 Employee Performance and Skill Enhancement

At Holiday Inn Dhaka City Centre, the training initiatives are crucial for improving employee performance and developing key skills, including both soft and technical abilities. By emphasizing thorough training, the hotel ensures that its staff members become more skilled at managing various facets of customer service, from responding to guest requests to addressing issues with professionalism and grace. Team members who participate in regular training sessions demonstrate increased confidence, a better understanding of their responsibilities and enhanced efficiency, all of which greatly enhance the level of service delivered to guests.

3.4.2 Job Satisfaction and Retention

Training programs at Holiday Inn Dhaka City Centre not only enhance performance but also significantly contribute to increasing job satisfaction and retention among employees. By providing avenues for skill enhancement and career advancement, the hotel showcases its commitment to its staff, making them feel appreciated and driven. Employees who receive support in their professional development tend to be more engaged in their duties and report greater job satisfaction, as they perceive the hotel as an environment where they can evolve and process.

Additionally, the training program promotes a positive workplace environment where employees are motivated to continuously develop and enhance their skills, which contributes to reduced turnover rates. When organizations provide learning opportunities and career advancement paths, employees are more inclined to stay loyal. This focus on training not only aids Holiday Inn Dhaka City in retaining talented staff but also fosters a team that is consistently involved, efficient, and dedicated to the hotel's standards of excellence, thereby reducing the recruitment and training expenses related to high turnover.

Training Process of Holiday Inn Dhaka City Centre:

a) On-boarding & orientation: All employees and trainees must stay in the HR department for two days and attend the orientation program (participate in breakfast, lunch, and tea breaks, introduced to other employees, accompanied by the HR department). This time introduced the new candidates to all hotel staff during property visits. It is a procedure when visiting all hotel departments and employees to introduce the new candidates. This process helps the candidate to adjust to the new workplace and train in various subjects.

b) Grooming session: Here, the HR authorities try to solve any department in the hotel or employee to the employee in any critical circumstances. This department discusses the matter with both sides and tries to find the best solution. In the grooming session discuss ethical manners that teach the employees to maintain and follow hotel rules and regulations, keep the working environment reasonable, not conflict with others, create good bonds with another department, work with collaborate, not violate the policy, look after own mental & physical health, keep good performance in work. Grooming is one kind of counseling where the HR department encourages employees to better output.

c) Arranged training & seminar session: Here the HR department arranged different training sessions for the employees. These are safety and security training, fire service training collaboration with Bangladesh Fire Service & Civil Defence (FSCD), first aid training collaboration with Bangladesh Red Crescent Society (BDRCS), food and hygiene training, Code of conduct training and Basic Merlin ID training from IHG (The training is mandatory for all employees). After completing this training, the employee gets a certificate. The HR department is also responsible for providing the trainee with the internship certificate.

3.5 Coordination with other Departments

The human resources department works in collaboration with all other departments; these are F&B Service, F&B Production, Accounting and Finance, Sales and Marketing, Front Office, Steward, Housekeeping, Safety and Security, Information and Technology, Engineering and Executive Office. Those activities are mentioned here:

- The HR department prepares salary and bonus sheets, approves leave management; and works to calculate staff attendance, duty hours & punch records. Also helps in opening insurance & bank accounts for employees of all departments.
- The HR department collects CVs from candidates and conducts vivas, conducts promotion tests, prepares files & maintains documents and issues offer & appointment letters to employees of all departments.
- This department generates rules, regulations & policies of the hotel which must follow the other departments and arranges grooming & training sessions with all department employees.
- Provide first aid if any employee becomes sick during duty hours and phone calls to the employee who is on sick leave to know about their wellness from the HR department.
- Arranged different types of events with all the departments to encourage staff in the job platform and celebrate the birthday parties of employees collaborating with other departments.
- Assessing the work performance of each employee, preparing exit clearance forms at the time of employee separation and transferring employee documents from the HR department to another department for signature.
- Resolving any grievances and conflicts among employees.

Chapter 4: Findings, Recommendations and Conclusion

4.1 Findings of the Study

During the analysis of the recruitment and training process of Holiday Inn Dhaka City Centre, the following findings emerged:

- The HR department is the responsible authority that issues a police verification letter to the SB branch of Bangladesh Police, through which it is verified whether there is any allegation or case against the candidate. This process is mandatory for every employee before joining.
- The head of the human resources department and a senior official from the candidate's department must be present on the candidate's viva board.
- When a position becomes vacant at the hotel, the HR department places advertisements in national newspapers, LinkedIn, Facebook and other social media platforms.
- At least once a week, the HR department organizes seminars and workshops for employees, which play a role in their workplace.
- Employees are groomed daily so that they can perform well at work.
- Onboarding and orientation programs have been made mandatory for all candidates from the HR department before joining.

4.2 Problems in the recruitment and training process

Lack of sufficient time for other tasks:

Interviews and recruitment processes are going on almost every month in the human resources department. As a result, there is not enough time for other work.

Lack of trainers:

The hotel lacks skilled trainers to train employees. As a result, all training sessions are organized by the HR department.

Long time onboarding & orientation program issue:

According to hotel rules, an employee must spend two days in the HR department on joining the job, which is called onboarding. During these two days, he has to train in various subjects and attend the orientation program. Which is very long-term and time-consuming.

The trouble with govt fee payment:

Before submitting the police verification letter, employees have to go to the bank and deposit a certain amount of government fee which is quite troublesome and time-consuming.

4.3 Recommendations

Here, some recommendations are suggested based on problems in the recruitment and training process.

Set specific days for interviews and recruitment activities:

Specific days can be set aside for interviews and recruitment during the month, on which only interview and recruitment work will take place. This will allow time for other tasks.

Recruitment of the trainers:

The HR department can hire skilled & experienced trainers to train employees, who will train employees in various subjects and make them skilled so that they can perform well in the workplace.

Reduce the onboarding & orientation program time:

The HR department can shorten the onboarding and orientation program activities to one day instead of two days, thus saving time and hassle for employees.

Solution of the trouble with govt fee payment:

The HR department can arrange online fee payments with the bank so that the employees do not have to go to the bank to pay the police verification fee. They can pay it online.

4.4 Conclusion

Holiday Inn Dhaka City Centre has become one of the most renowned hotels in Bangladesh by providing international services in the hospitality industry. The hotel is located in Tejgaon industrial area which is doing business successfully by attracting domestic and foreign tourists. As well as contributing to the country's tourism and economy.

This report analyzed the recruitment and training process of Holiday Inn Dhaka City Centre with an overview. This report also provides basic information on the hotel's mission, vision, departments, services & facilities. The practical knowledge that gained during the internship could not have been achieved through academic studies only. The knowledge will be helpful in a future career. Finally, based on problems in the recruitment and training development process, recommendations are suggested to solve some issues; which help to improve the hotel's performance.

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