



Internship Report on
Guest Relations Management System of Six Seasons Hotel

Prepared for
Mr. Mahbub Parvez
Associate Professor
Department of Tourism & Hospitality Management
Faculty of Business & Entrepreneurship

Prepared by
Ridowanul Islam
ID: 191-43-383

*Bachelor of Tourism and Hospitality Management
Faculty of Business & Entrepreneurship
Daffodil International University*

Department of
**Tourism & Hospitality
Management**

Letter of Transmittal

To
Mr. Mahbub Parvez
Associate Professor
Department of Tourism and Hospitality Management
Daffodil International University
Subject: Submission of the Internship Report.

Dear Sir,

I am here to submit my internship report on the Guest Relations Management System of the 'Six Seasons Hotel' as a part of my BTHM program. It's an honor and a great pleasure for me to work under your supervision. It's a great opportunity for me to work in the 'Six Seasons Hotel' as a trainee under the Front Office Department for six months under the supervision of Mr. Mizanur Rahman (Front Desk Manager). This report contains general information about Guest Relations operational activities at 'Six Seasons Hotel.' I have done my best to follow your guidelines. I will be highly obliged and grateful if you are kind enough to receive this report and provide your valuable judgment.

It would be my greatest pleasure if you find this report useful and informative to have an apparent perspective on this issue.

Yours Sincerely

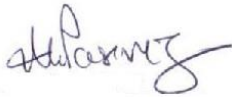


Ridowanul Islam
ID: 191-43-383

Certificate of Approval

This is to certify that the report entitled “**GUEST RELATIONS MANAGEMENT SYSTEM OF SIX SEASONS HOTEL**” is a partial fulfillment of the requirement for “Bachelor of Tourism and Hospitality Management” degree from Daffodil International University by Ridowanul Islam, ID: 191-43-383, has been completed under my supervision and guidance. The report is carried out under my supervision and serves as documentation of legitimate work completed successfully.

Signature,



Mahbub Parvez
Associate Professor
Department of Tourism & Hospitality Management
Faculty of Business & Entrepreneurship

PREFACE

It gives me great pleasure to express my gratitude to all of the persons who have participated directly or indirectly in the production of this report for their friendly cooperation and encouragement.

I would like to express my genuine and heartfelt gratitude to Mr. Mahbub Parvez, my teacher and supervisor, Associate Professor in Daffodil International University's Department of Tourism and Hospitality Management for his consistent care, moral support, useful insights, and helpful counsel during the work period. I'd like to express my gratitude to everyone at the Front Office department of "Six Seasons Hotel". I wouldn't be able to conclude my internship and prepare for reporting in a timely manner without their help. And I'm pleased to accept that I'm responsible for all of the flaws in the report.



Ridowanul Islam

ID: 191-43-383

Department of Tourism and Hospitality Management
Daffodil International University.

Executive Summary

The report's goal is to understand the functions of the Front desk and the relationship between guests and the Front desk department. This report covered the responsibilities of the front desk staff, how guests are handled, complains are accommodate, block rooms as well as demonstrate the overview of Six Seasons Hotel.

Throughout my internship, I gained knowledge about the psychological needs of guests and how to approach, accommodate, and interact with them.

Table of Contents

Serial No	Topic	Page
	Letter Of Transmittal	i
	Certificate of Approval	ii
	Preface	iii
	Executive Summary	iv

Chapter: 01	Introductory Part	1-3
1.1	Introduction	2
1.2	Background	2
1.3	Objectives	2
1.4	Methodology	3
1.5	Limitations	3

Chapter: 02	Organizational Profile	4-18
2.1	Overview of Six Seasons Hotel	5
2.2	Products & Services	6
2.3	SWOT Analysis	17

Chapter: 03	Learning Part	19-28
3.1	Guest relations Management system	20
3.2	Organizational Chart of Front Office Department	21
3.3	Check-In/Check Out Procedure	23
3.4	Six Seasons Hotel VAT & Tax policy	24
3.5	To-Do list of Morning/Evening/Night shift	24
3.6	Room Status Terminology	27

Chapter: 04	Findings, Recommendations, Conclusion	29-31
4.1	Findings	30
4.2	Recommendations	30
4.3	Conclusion	31

Chapter: 05	Appendix part	32-34
5.1	Bibliography	33
5.2	Abbreviations	33



Chapter 01

Introductory part



1.1 Introduction:

In the dynamic world of hospitality and guest services, the part of a Guest Relations Officer (GRO) plays a pivotal part in shaping the guest experience and fostering lasting connections. This internship report delves into my enriching experience as a Guest Relations Officer intern at Six Seasons Hotel, where I had the privilege to immerse myself in the realm of guest engagement and service excellence. This report offers valuable insights into my internship experience, encompassing the undertaken responsibilities, encountered challenges, and acquired lessons. These experiences have greatly contributed to a deeper understanding of the dynamic landscape of the hospitality industry.

1.2 Background:

Six Seasons Hotel is a distinguished establishment known for its commitment to providing unparalleled guest experiences. With its prime location, luxurious amenities, and personalized services, the hotel sets a benchmark for excellence in the hospitality sector. As a Guest Relations Officer intern, my role revolved around ensuring that each guest's stay was not only comfortable but also exceptional, leaving a lasting impression.

The internship provided a unique opportunity to bridge the gap between theoretical knowledge acquired during academic pursuits and the practical realities of the hospitality industry. The primary goal is to gain hands-on experience in managing guest interactions, understanding their preferences, and effectively addressing their needs and concerns. The internship duration was **9th February to 12th August, 2023** allowed for comprehensive immersion into the daily operations of the hotel, providing valuable insights into the intricate workings of the front-line guest service team.

1.3 Objectives:

The main objective of the report is to identify and analyze the Guest relations management system of Six Seasons Hotel which includes the following specific objectives:

- To identify the role and responsibilities of a Guest Relations Officer.
- To determine the challenges and achievements encountered during the interaction with the guests.
- To evaluate the feedback received from the guests and accommodate this feedback positively.
- To recommend some suggestions to overcome the problems which are identified.

1.4 Methodology:

I used a qualitative research approach to guide the methodology of this internship report. The aim was to capture the nuanced elements of real-world experience in the hotel industry. Data were collected from both primary and secondary sources.

Primary Data: I gained first-hand experience and an understanding of the daily operations of the front office during my six-month industrial attachment.

Secondary Data: All secondary data was gathered from a variety of sources, including:

- Hotel Website
- Official Records
- Hotel Brochure.

1.5 Limitation:

As a Guest Relations Officer intern in a hotel, I have faced several limitations when working with data for report writing. These limitations can impact the quality and scope of the report. Here are some common limitations:

- This report is all about the Guest Relation Management System.
- The website's description of the hotel is insufficient.
- There are no Financial Highlights for this organization because collecting & and sharing financial highlights is prohibited
- As an intern, I have limited access to data analysis tools and resources



Chapter 02

Organizational Profile



2.1 Overview of Six Seasons Hotel:

Overlooking the Gulshan Lake and park on one side and glamorous panoramic views of Dhaka all around, Six Seasons Hotel stands tall saluting the city. The magnificent hotel rises 15 floors, full of architectural splendor and complete with mechanical genius and opulence are never before seen in Dhaka. Destined to be a landmark, this hotel offers lavish decor both inside and outside the building. Adore the breathtaking views from the hanging and partially transparent rooftop pool, sitting 15 stories high. Indulge in the sumptuous decor- mosaic mural, terracotta paintings, decorated fountains and hand-painted depictions of the six seasons of Bangladesh. A seamless fusion of cultural, traditional and modern, let every aspect of our hotel dazzle you and truly redefine luxury.

2.1.2 Mission & Goals: Six Seasons Hotel proudly wears its name as a testament to flexibility and luxury. Irrespective of the favored season, Six Seasons warmly embraces the guests. Each of the thoughtfully crafted rooms mirrors one of Bangladesh's six seasons, promising a distinctive experience every time guests stay. What's more, this commitment to individuality is seamlessly woven into the exemplary luxury service that guests have come to expect. With Six Seasons Hotel, Everyone's journey will be more than a stay; it's a fusion of elegance, ambiance, and a celebration of Bangladesh's captivating seasons. Welcome to a haven where nature's beauty meets impeccable hospitality.

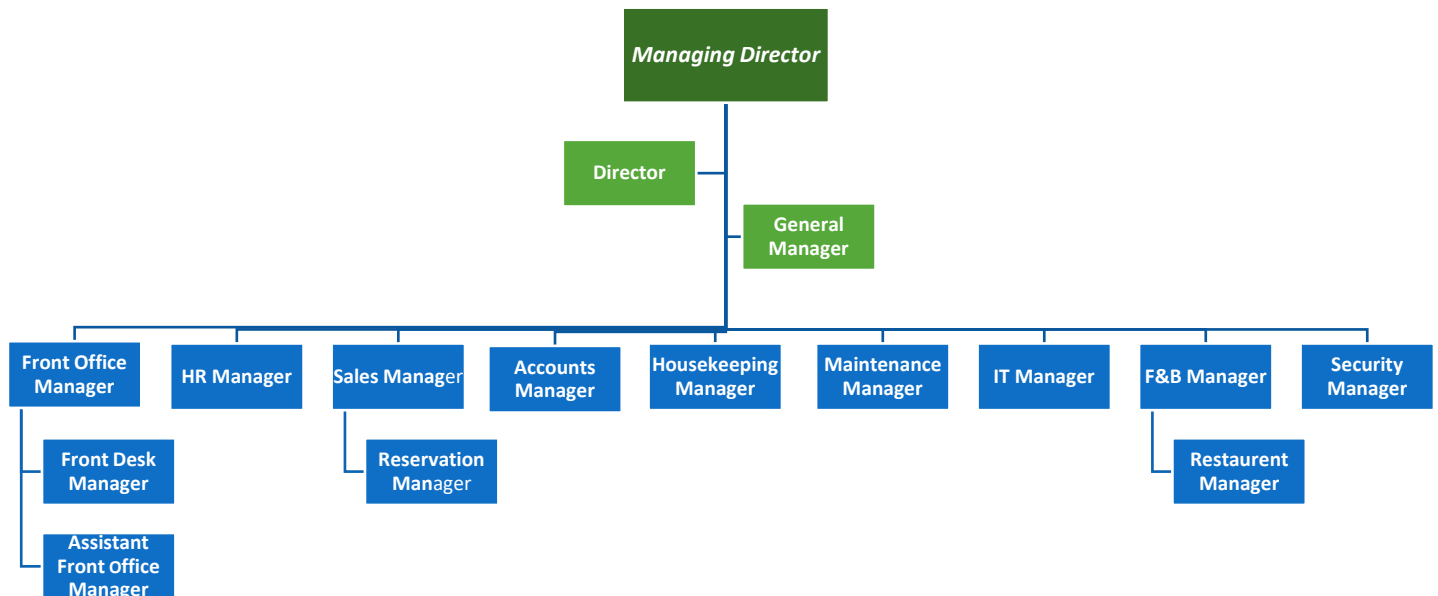
2.1.3 Vision: To set an example for luxury boutique hotels in terms of excellence in service quality and experience.

2.1.4 Location: Conveniently located in the diplomatic zone of Gulshan 2, Road 19 & House 96. Traveling to most workplaces, shopping centers, and restaurants in the Gulshan, Baridhara and Banani area is quick and easy.

2.1.5 Departments:

- Front Office Department
- Sales & Marketing Department
- Food & Beverage Department
- Housekeeping Department
- Maintenance Department
- Security Department
- Accounts Department
- IT Department
- HR Department

2.1.6 Organizational Diagram of Six Seasons Hotel:



2.2 Products & Services:

With 85 exotic rooms and suites at Six Seasons Hotel provide complimentary Buffet Breakfast, high-speed Wi-Fi, a safety deposit box, an iron and board, direct-control air conditioning, minibars, hair dryers, and other amenities. The rooms are all non-smoking except the 4th floor.

Six Seasons Hotel also offers Swimming Pool, Fitness Centre, Saran Rom Spa, 3 Banquet halls, Shuttle service & many more.

2.2.2 Accommodations:

Deluxe Single:

The Deluxe Single Room is 275 square feet. All Deluxe rooms are equipped with the newest technology to match the beautiful scenery and tasteful décor. This includes LED Smart Television sets, phone charging stations and universal outlets, high-speed internet access, a laptop safe, and a variety of entertainment options. The rooms provide the utmost convenience in a light-filled, spacious, naturally illuminated environment. Large work desks with all the necessary office materials are provided for guests' convenience in each room.



Twin Deluxe:

Twin Deluxe has a 30 m2 area. The rooms provide the utmost convenience in a light-filled, spacious, naturally illuminated environment. Large work desks with all the necessary office supplies are a feature of each space. Among the characteristics of Six Seasons Rooms are two single beds and complete marble bathrooms with rainfall showers, auto defrost mirrors, and quick-filling, deep soaking tubs in each guest room.



Business Class:

Business Class provides travelers with the necessary services and amenities. Our Business Class rooms provide free lunch and supper at Bunka or evening snacks served in the room at the guest's discretion, along with a 50% discount on the Sky Pool buffet meal. They will also receive one-way airport shuttles and free laundry up to two pieces. Finally, take advantage of 15% discount at our Saran Rom Thai Spa to unwind, revive, and refresh your body, mind, and spirit.



Junior Suite with Kitchenette:

The junior suite's total area is 52 m2, including the balcony. For your maximum safety and comfort, the suite is equipped with a modern kitchen that includes an induction cooktop stove. At Six Seasons, we value your comfort above everything else. Because of this, we have installed a state-of-the-art 67-inch 3D LED television set in addition to all the conveniences and facilities of a suite, including a fully furnished marble bathroom with a separate bath and shower enclosure and an opulent Jacuzzi within your opulent accommodation.



ROYAL SUITE WITH KITCHENETTE:

The size of the Royal Suite is 75m2, including the balcony. At Six Seasons, we value your comfort above everything else. Because of this, we have installed a state-of-the-art 67-inch 3D LED television set in addition to all the conveniences and facilities of a suite, including a fully furnished marble bathroom with a separate bath and shower enclosure and an opulent Jacuzzi within your opulent accommodation.



2.2.3 Facilities:

SARAN ROM SPA

OPEN 11:00 AM – 11:00 PM DAILY

Perched majestically above Dhaka city, it's in for an incredibly customized luxury spa experience. Our spa lifestyle experts will pamper you away from the stresses of the outside world while you take in the expansive views from our fourteenth-floor sanctuary, bathed in natural light. The area was created with a focus on relaxation and positive energy, and it has curved, fluid lines that improve the way the room flows naturally. We provide full body massages, facials, body scrubs, body masks, manicures, pedicures, and sauna sessions.



Fitness Centre:

OPEN 7:00 AM TO 9:00 PM DAILY

The fitness center at Six Seasons Hotel elevates exercise to new levels while providing guests with breathtaking vistas from its 14-story height. With floor-to-ceiling windows around the space, visitors can work up a sweat while taking in views of the city and Gulshan Lake. For all of your cardio and strength training requirements, a variety of Life Fitness equipment is available in our cutting-edge, air-conditioned gym. On the fifteenth floor are lockers, changing rooms, and a unisex steam and sauna.



Swimming Pool:

OPEN 7:00 AM TO 9:00 PM DAILY

A sight to behold is Six Seasons' heated, suspended, infinity saltwater lap pool. Situated on the fifteenth level, the pool boasts a glass wall offering breathtaking views of the Gulshan Lake's meandering waters and the diplomatic buildings. You can see a remarkable view of the street below thanks to the partially transparent floor at the bottom of the pool. Beside the larger adult pool is a children's pool. You have the option to join us for a single day or on a monthly or annual basis.

**Laundry Service:**

Six Seasons provides 24/7 dry cleaning, pressing, and laundry services. From 10 a.m. to 6 p.m., the laundry is picked up and delivered. On the other hand, if you select express service, we provide laundry within three hours for an extra cost. We also provide free laundry services, based on sales.

Shuttle Service:

Upon request, Six Seasons also provides auto services. For every guest who has checked in, there is also the option of airport pickup and drop-off.

Money Exchange:

The Six Seasons hotel has been authorized by the government to conduct currency exchange. There is a 95 bdt to dollar conversion rate.

2.2.4 DINING'S:

SKY POOL RESTAURANT

Sky Pool Restaurant, which is situated on the fifteenth floor, is yet another breathtaking sight to behold. Admirable vistas of the lake and Dhaka city surround us, and there's an infinity pool on one side. Sky Pool Restaurant is a bright, loft-style space with a relaxed vibe that is perfect for winter dining. With our cooling system, the intense heat won't ever interfere with your magnificent experience, even in the summer. Explore delectable Western food, featuring succulent steaks that are caramelized to perfection, flavorful pasta dishes, and mouthwatering desserts. Every Thursday night, we even provide our eating patrons with free karaoke singing. You can indulge all at once at Sky Pool Restaurant.



Bunka:

Situated on the thirteenth level, Bunka presents a wonderful menu featuring Hunan, Japanese, Thai, and Korean cuisines. Bunka will astound you whether you eat indoors or outside while enjoying the gentle lake wind on the balcony. Apart from the traditional Hunan and Korean kitchens, Bunka's expert chefs use a Teppanyaki grill to showcase and cook a few entrées. In addition to its standard menu, Bunka restaurant is known for its All-You-Can-Order system, which allows patrons to choose from a menu with more than 100 items. It offers a selection of international dishes, a live sushi bar, teppanyaki, teriyaki, and tempura, as well as delectable desserts. In Gulshan, Dhaka, Bunka is unquestionably the greatest oriental restaurant.

**VINNOSHAD RESTAURANT:**

Brings to life Bangladesh's rich traditions with a menu that captures the spirit of fine dining in Bangladesh. From crispy Lakeside Chicken Shingara, inspired by Bangali heritage, to fusion treats like Cajun Fried Chicken Fuchka Nachos, your culinary adventure starts with a variety of flavors. We offer a glimpse of Bangladesh's wild beauty through our innovative and traditional meals. Experience the essence of Six Seasons Hotel - diversity and luxury in every bite - as you savor dishes like the Pahari Chakma Seafood Salad, which draws inspiration from the Chakma tribe. Come enjoy a sophisticated and refined blend of Bangladesh's delicious history.



SIX ON 96 CAFÉ:

Our coffee area, which is on the lobby floor next to the VinnoShaad restaurant, serves freshly made North End coffee that is distinctive. Grab a cup on your way to or from work, or simply take a seat in our tastefully decorated enclosure and unwind. You will taste the difference in whatever you do.



2.2.5 Banquets:

Gressho Ballroom:

The most exceptional venue space is on the second story. Divided into three sections, the 3,625 square foot luxury ballroom at Six Seasons is one of the largest in Dhaka. The tastefully designed wood panel ceilings and lighting above lend charm to the room. The enchantment of the ballroom is enhanced and extended as the hall extends to a glass wall that overlooks Gulshan Lake. Modern audio and lighting systems are the only amenities available in our facilities, which is to be expected from one of the most opulent event spaces.



Hemonto Hall:

Hemonto provides a refined, beautiful, and peaceful ambiance suitable for any gathering. The atmosphere is enhanced by the chic ceiling décor and lovely wood paneling on the walls. With space for up to 140 seated guests and cutting-edge audio and video equipment, this contemporary hall will keep your party focused and involved the entire time.



2.3 SWOT Analysis:

A SWOT analysis is a classic tool used in the hospitality industry for planning and decision-making. SWOT is an acronym for STRENGTH, WEAKNESSES, OPPORTUNITIES, and THREATS. The main aim of conducting a SWOT analysis is to discover the benefits while watching for what could go wrong.

Performing a SWOT analysis is crucial in a hotel business because it enables to detect opportunities and shows how to attack specific bottlenecks ahead of time.

STRENGTH:

- One of the biggest Front Desk in our country.
- We have 3 different cuisine specialized restaurant in our hotel.
 1. **BUNKA** restaurant offers a delightful menu of Chinese Hunan, Thai, Japanese and Korean cuisines.
 2. **SKY-POOL** restaurant offers Arabian & Live BBQ type food.
 3. **VINNO-SHAAD** restaurant offers Bengali Mixed food.
- Hotel location is not very far from the Airport.

- We have ATM in our property.
- Located just beside the Gulshan-2 Lake.
- We offer complimentary breakfast for each guest stays in our hotel
- Our 90% guests are Foreigners.
- We only check-in valid Bangladeshi Married Couples in our hotel.

WEAKNESSES:

- Our Room Rent is very high.
- Manpower shortage.
- Outside guests are not allowed in the room.
- Most of the guests complain about the Wi-Fi issue.
- We do not have Bar in our hotel.
- Currently we do not have any bell-boy.
- We do not have our own Parking garage.

OPPORTUNITIES:

- Six Seasons Hotel received the 2023 Trip Advisor #TravellersChoice Award.
- As our 90% guests are foreigners, we receive a lot of foreign currency.
- We have many NGOs, Embassies and Corporate connections.
- Our Sky-Pool restaurant is very famous for Buffet Lunch & Dinner.
- Our hotels rating in 7.9 in Booking.com which is quite good.

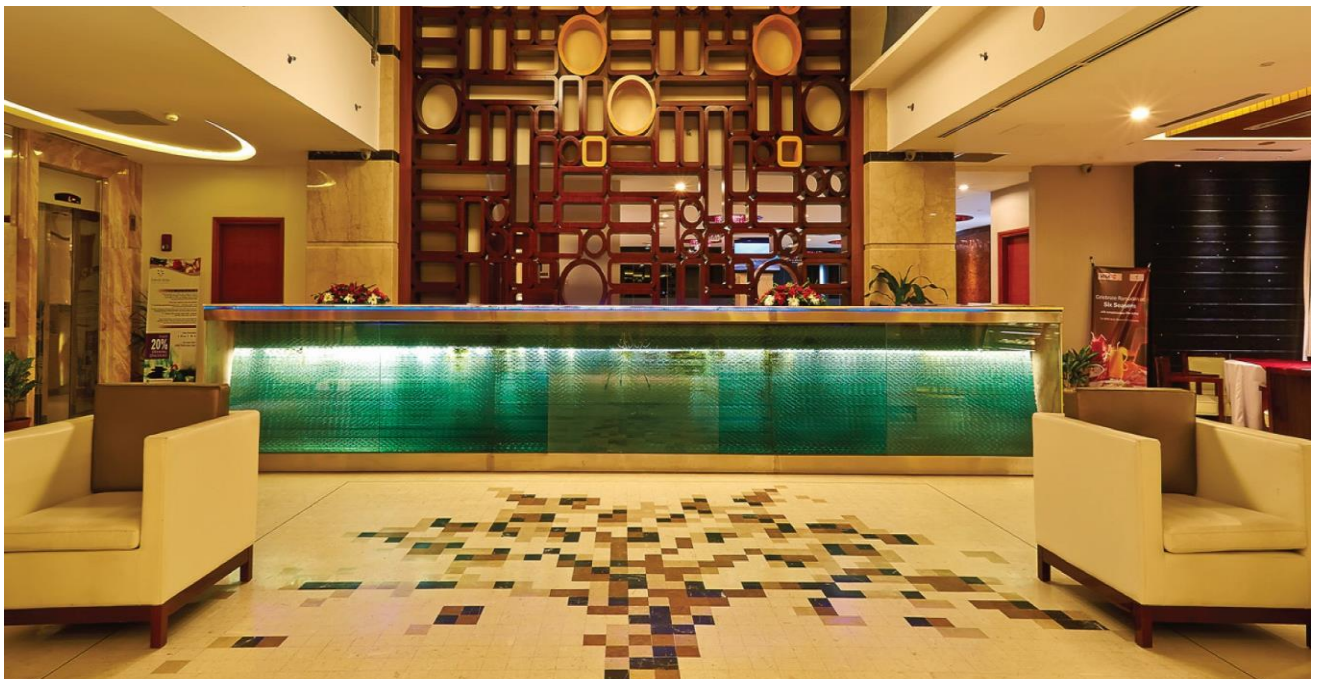
THREATS:

- Many Five Star chain Hotels are located around our hotel.
- As we do not allow invalid married couples, sometimes our occupancy rate gets low.
- Currently the tallest hotel (HILTON DHAKA) is being built nearby.
- As our hotel is located beside the lake, mosquitoes and cockroaches have increased.
- For the low rate of exchanging foreign currency, sometimes guests get very disappointed.



Chapter 03

Learning Part



3.1 Guest Relation Management System:

This Chapter reflects my 6 months of interesting and instructive work experience as a Guest Relationship Officer (GRO) at Six Seasons Hotel. During my internship, I had the opportunity to work in a dynamic and challenging hospitality environment, where I contributed to guest comfort and satisfaction. This chapter will look at my internship, Guest relations operations, tasks and responsibilities undertaken, skills gained and lessons learned from a valuable learning experience.

3.1.2 Front Office Operations:

- Check-in.
- Check-out.
- Guest Information updating in PMS.
- Receiving calls.
- Posting bills.
- Settling bills.
- Maintain Logbook.
- Provide Hotels information.
- Upselling.
- Assigning rooms.
- Taking Spa & Room reservations.
- Checking Emails.
- Sending SB report to police.
- Handling the POS machines.
- Fruit Basket, Birthday cake requisition.
- Preparing arrival files.
- Maintaining Transport schedule.

3.1.2 Roles and Responsibilities:

While working in operations, I was entrusted with many responsibilities which gave me a broader understanding of the role of Guest Relations Officer.

Guest greeting and assistance: My main job was to welcome guests upon arrival, facilitate Check-in and provide information on hotel facilities and services.

VIP Guest Services: I have had the opportunity to help provide excellent service to VIP guests, including Express Check-in, handling special requests and ensuring their needs are met.

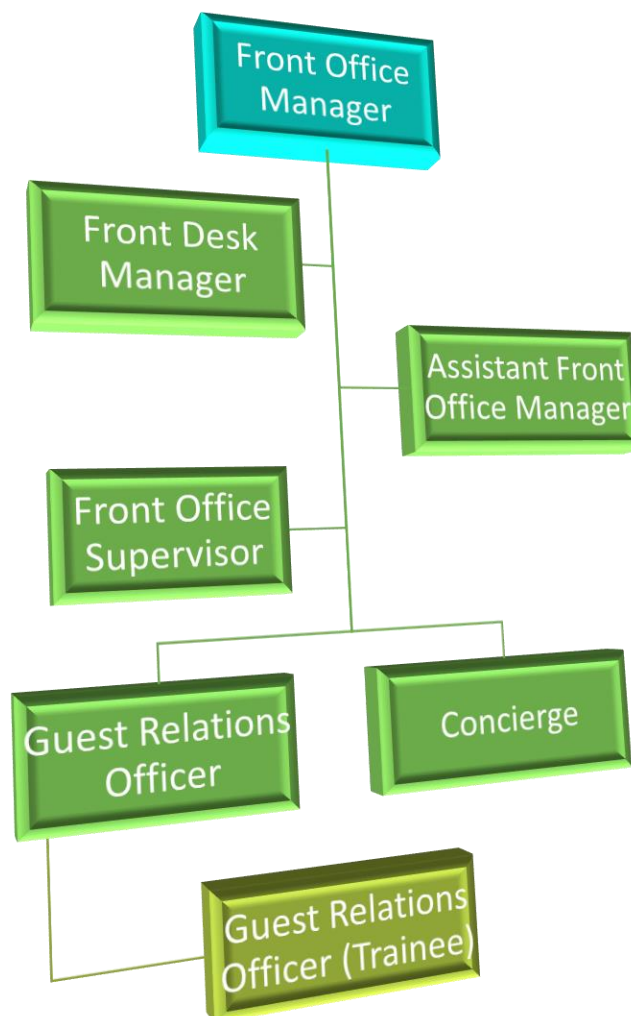
Shift Responsibilities: I have adapted to work shifts including Mornings, Evenings, Nights and weekends to assist guests 24/7.

Collaborative teams: I worked closely with departments such as Sales & Marketing, Housekeeping, Maintenance and Food and beverage to ensure guests had a seamless experience.

Guest Feedback: I collected and analyzed guest feedback, which gave me valuable insights into guest preferences and areas for improvement at the hotel.

Local Knowledge: I have developed a general understanding of the local area, including attractions, restaurants and tour operators, which I can use to help guests plan their visits.

3.2 Organizational Chart of Front Office Department:



3.2.1 Management System of Guest Relations sections with Front Office:



3.2.2 Management System of Guest Relations sections with other Departments:



3.3 Check In/Check Out Procedure:

3.3.1 Check-In Procedure:

Techno-Inn Property Management ERP System software is utilized by Six Seasons Hotel. The following describes the Pre reserved guest check-in process:

- Good Morning/ Afternoon / Evening
- Welcome to Six Seasons Hotel
- Offer a Welcome Drinks
- Ask for guests NID/passport
- Match the guests NID/Passport name with the reservation name from the PMS
- Scan the NID/Passport
- Give the registration card for Signature, Email address and Phone number
- Check the Confirmation letter for payment mode or any other remarks
- Ask credit card for incidental charges
- Brief the reservation
- Handover the Key
- Give information about Hotel services like outlets, discount and Wi-Fi password
- Say “Enjoy Staying with us Sir/Ma’am”
- Tell the concierge to assist the guest to the room.

3.3.2 Check-Out Procedure:

- Greet the guest
- Take the Room key back
- Call Housekeeping for minibar check
- Check the remarks from guest folio
- Go to the PMS and print 2 copy of invoice bill
- Check the registration card if guest has already given any payment or incidental charges
- Take the payment
- Give 1 copy of invoice with “Paid & Hotel seal” to guest
- Follow-up with the housekeeping if minibar is okay
- Say good bye to the guest

3.4 Six Seasons Hotel VAT & Tax policy:

- Only for Room: (+++)

Vat	Service Charge	City Tax
15%	12.5%	0.75%
Total = 1.3024		

- For other Services or Products: (++)

Vat	Service charge
15%	12.5%
Total = 1.29375	

3.5 To-Do List of Morning/Evening/Night Shifts:

3.5.1 To-do list for the morning shift of guest relation sections:

- Read the Log Book together with the previous shift's associate
- Float cash Log - Float cash, Guests' deposit, SPA Float, Other's Deposit (if any), Other's cash, Room Key(Including Master and back- office key), Management's Key(GM, MD and others).
- Check Wake-up/ Reminder call.
- Check with the night shift if any NO Shows / Early arrivals/departures/Cancellations. If there is any charge issue of them.
- Ensure cleanliness of the Lobby/Lounge and reception.
- Print daily report (in-house/arrival / Pick-up/Birthday report)
- Collect the departure follow-up list from the Night shift.
- Follow the Whiteboard.
- Today's Arrival - Check that rooms are allocated, check Room Status, Check Group arrival, check guest request/Preference, Check Files are ready for all arrival guests. ·
- Cross-check to ensure Fruit Basket for the arrival Guest.
- Update FNB & HSK on VIP Rooms and special requests.
- Check Transportation issues with concierge dept. (Management /guest/other),
- Today's Event information.
- Forecasting Report of MD sir.
- Check Store requisition (Stationaries/ others).
- Check E-mail. (Pending/recent)
- Coordinate with H/K in case of late departure/ Check Room Status.
- Send Police report to P.S.
- Hand over all the C/In files to the Senior/In-charge.

- Hand over all the C/O folio to the Senior/ In-charge.
- Give information from the Log Book to the next shift's associate.
- Float cash Log - Float cash, Guests' deposit, SPA Float, Other's Deposit (if any), Other's cash, Room Key(Including Master and back- office key), Management's Key(GM,MD and others).
- Attend Briefing with the Afternoon team.
- Check E-mail. (Pending/recent).
- Last follow-up if anything is left. On Duty GSA Duty In charge.

3.5.2 To-do list of Evening shift:

- Read the Log Book together with the previous shift's associate.
- Float cash Log - Float cash, Guests' deposit, SPA Float, Other's Deposit (if any), Other's cash, Room Key (Including Master and back- office key), Management's Key (GM,MD and others).
- Print daily report (arrival/Departure/ Pick-up (Expected)/Birthday report).
- Collect the departure follow-up list from the Morning shift.
- Check all the other's Logs (Transportation/Guest Complaints / Wake-up calls) and Make Store requisition (Stationery/ others).
- Ensure cleanliness of the Lobby /Lounge and reception.
- Today's Arrival - Check that rooms are allocated, check Room Status, Check Group arrival, check guest request/Preference, and Check Files are ready for all arrival guests.
- Check Transportation issues with concierge dept. (Management /guest/other), Check E-mail. (Pending/recent).
- Coordinate with H/K in case of late departure. Check Room changes.
- Take over all the booking confirmations from the Reservation dept. for the next day.
- Check room status with H/k.
- Prepare Departure Follow-up (Time, Wake-up call, Transport) for the next day.
- Prepare the arrival file for the next day.
- Give Fruit basket requisition for next day's arrival.
- Check the Transport schedule for the next day with the concierge dept.
- Send SB Report.
- Make sure settlement of all POS before 22:45hrs.
- Hand over all the C/In files for the shift to the Senior/In-charge.
- Hand over all the C/O folio for the shift to the Senior/In-charge.
- Give information from the Log Book to the next shift's associate.
- Float cash Log - Float cash, Guests' deposit, SPA Float, Other's Deposit (if any), Other's cash, Room Key(Including Master and back- office key), Management's Key(GM, MD and others).
- Check E-mail. (Pending/recent). Last follow-up if anything is left.

3.5.3 To-do list of Night shift:

- Read the Log Book together with the previous shift's associate.
- Float cash Log - Float cash, Guests' deposit, SPA Float, Other's Deposit (if any), Other's cash, Room Key (Including Master and back-office key), Management's Key (GM, MD and others).
- Print daily report (arrival/Departure/ Pick-up-Expected).
- Collect the departure follow-up list from the Evening shift for the next day.
- Check all the other Log (Transportation/Guest Complain / Wake-up call)
- Ensure cleanliness of the Lobby /Lounge and reception.
- Check all the pending arrivals.
- Check if there is any early Departure.
- Check if there is any early arrival for the next day.
- Check E-mail. (Pending/recent).
- Perform Night Audit (Specially Check Rate variance, Discount on room transfer from different outlets)
- Check if there is any pending arrival before day closing.
- Prepare MD Sir Report.
- Prepare House Report and send it to management as per instruction.
- Prepare Night Inspection Report and send it to management as per instruction.
- Send the guest list to the management. (As per instruction)
- Prepare Departure files for the next day.
- Check all cash of F/O dropped by the associates.
- Check if there are any unresolved issues (Rate variance, signature variance, wrong posting. etc.)
- Hand over all the C/In files for the shift to the Senior/In-charge.
- Hand over all the C/O folio for the shift to the Senior/ In-charge.
- Give information from the Log Book to the next shift's associate.
- Float cash Log - Float cash, Guests' deposit, SPA Float, Other's Deposit (if any), Other's cash, Room Key (Including Master and back-office key), Management's Key (GM, MD and others).
- Check E-mail. (Pending/recent).
- Last follow-up if anything is left. On Duty GSA Duty In charge.

3.6 Check Room Status Terminology:

- **OCC - Occupied:** The room is occupied by a guest at the moment.
- **Stay over:** It seems likely that the guest would stay for at least one more night and won't be checking out today.
- **On-Change:** The accommodation hasn't been cleaned and put up for sale yet, even after the guest left.
- **DND - Do Not Disturb:** The guest has asked not to be bothered.
- **Cleaning in progress:** This room is being cleaned by the room attendant right now.
- **Sleep-out:** Although there is a visitor listed in the room, the bed has not been made.
- **On-Queue:** Upon arrival at the hotel, the guest's designated room is still not ready. The housekeeping crew will prioritize these rooms first by placing the room on queue status in such circumstances.
- **Skipper:** Without making plans to settle their account, the visitor has departed from the motel.
- **Vacant and ready:** After being examined and cleaned, the room is prepared for a new visitor.
- **Out of Order (OOO):** The inventory of the hotel is reduced by rooms that are kept out of order because they cannot be sold. A room could be unusable for several reasons, such as intensive cleaning, maintenance, or refurbishment.
- **Out of Service (OOS):** The inventory of the hotel does not include rooms that are maintained as out of service. The cause of this momentary obstruction could be a blown lightbulb, a broken TV remote, a broken kettle, etc. Once these minor maintenance concerns are resolved, the guest is not assigned to these rooms.
- **LO - Lockout:** The guest is unable to reenter the room until they are cleared by a hotel representative since it has been locked.
- **DNCO - Did not check out:** The visitor did not skip out because they made plans to pay their debts, but they departed without telling the front desk.
- **DO - Due Out:** Once the next visitor checks out, the room should become unoccupied.
- **CO - Check-Out:** The guest has paid for their stay, given back the room keys, and departed from the hotel.
- **LC - Late Checkout:** The guest has asked to check out later than the hotel's regular departure hour, and their request has been granted.
- **EC - Early Check-in:** The guest is being granted permission to check in ahead of the hotel's regular check-in hour since they have requested an early check-in.

- **VC - Vacant and Clean:** The housekeeper has cleaned and made the room vacant.
- **VD - Vacant and Dirty:** Room is Vacant and Dirty.
- **VR - Vacant and Ready:** The room is available for check-in and vacant.
- **OR:** Occupied and Ready
- **OC - Occupied and Clean:** The room is Occupied and Cleaned by the Housekeeping.
- **OD - Occupied and Dirty:** The room is occupied, and housekeeping has not yet cleaned it.
- **V/C or O/V - Status Unclear:** (Either the room is Vacant and Clean or Occupied or Vacant) needs to be verified by the housekeeping staff.
- **VCI - Vacant, Cleaned, and Inspected:** The room is Vacant, Cleaned, and Inspected by the Housekeeping Supervisor.
- **H/L - Heavy Luggage:** The guest is carrying heavier or more bags than normal.
- **L/L - Light Luggage:** Guest has light or very less luggage.
- **N/L - No Luggage:** The guest has scanty baggage, commonly referred to as no luggage.
- **DL - Double Lock:** The guest has put a double lock in the room.
- **CL - Chain Lock:** The guest has placed a Chain Lock in the room.
- **HU - House Use:** The hotel personnel or a member of the management team stays in the room.
- **SO:** Sleep Out
- **SR - Service Refused:** The guest declined to tidy the room.
- **V:** Vacant
- **MUR:** Make-Up Room



Chapter 04

Findings, Recommendations, Conclusion



4.1 Findings: During my 6 months Internship, I noticed both positive and negative outcomes about their services.

- During the internship, it was observed that guest satisfaction levels were generally high.
- All the staff of the department are very helpful.
- There is a scarcity of manpower faced by the department.
- Too much mosquitoes & cockroaches polluted the environment.
- The property faces several challenges as there is currently no doctor on staff to attend to medical needs.
- The absence of a doorman impacts the level of security and assistance for guests.
- Guests have been experiencing significant Wi-Fi issues, negatively affecting their overall experience.
- The generator problem adds to the list of concerns, potentially leading to disruptions in power supply.
- Having problems upon checkout time due to late mini bar check or incorrect posting on PMS.
- The lack of a separate business center for the front desk staff can hinder their efficiency in managing guest inquiries and requests.
- The absence of a bar deprives guests of a social and recreational space within the premises.

4.2 Recommendations:

- We need to recruit more experienced and suitable staff to enhance our team's capabilities.
- It is crucial to address the Internet issue promptly to ensure seamless operations.
- We should hire a doctor and a doorman to improve the overall well-being and security of our establishment.
- The generator issue must be fixed to prevent disruptions to our power supply.
- Use a well-organized and immediate guest response process to address any concerns quickly and proactively.
- Interdepartmental training should be conducted to increase cooperation and better understanding between hotel departments.
- Make more lockers for the staff. Additional lockers for staff should be constructed to provide sufficient storage space.

4.3 Conclusion:

My six-month internship at Six Seasons Hotel as a Guest Relations Officer has been a valuable learning experience. It provides insight into the importance of personalized guest service, effective communication and problem-solving skills in the hospitality industry.

In conclusion, I believe that the above recommendations can further enhance the hotel's ability to deliver an exceptional guest experience. My time at Six Seasons Hotel has deepened my understanding of guest relations, and I am grateful for the knowledge and skills that I have acquired during my internship. I look forward to applying these lessons in my future career in the hospitality industry.



Chapter 05

Appendix part



5.1 Bibliography:

- <https://sixseasonshotel.com/>
- <https://www.facebook.com/SixSeasonsHotel>
- https://www.tripadvisor.com/Restaurant_Review-g293936-d6210011-Reviews-Bunka-Dhaka_City_Dhaka_Division.html
- <https://www.agoda.com/six-seasons-hotel/hotel/dhaka-bd.html?cid=1844104>
- [https://www.booking.com/hotel/bd/sixseasons.html?aid=356980&label=gog235jc-1FCAlOFEICYmRIM1gDaBSIAQGYATG4ARfIAQzYAQHoAQH4AQKIAgGoAgO4AqDOvacGwAIB0glkNzMzMzMzMzMVmNmEtNDkyZC00MWZiLThhNTMtMjQyYTNINWZjZWVvK2AIF4AlB&sid=121e59e64a579663e356907dabbec918&dist=0;group_adults=2;group_children=0;hapos=1;hpos=1;no_rooms=1;req_adults=2;req_children=0;room1=A%2CA;sb_price_type=total;sr_order=popularity;srepoch=1693411139;srpvid=560c706078df0248;type=total;ucfs=1&#hotelTmpl](https://www.booking.com/hotel/bd/sixseasons.html?aid=356980&label=gog235jc-1FCAlOFEICYmRIM1gDaBSIAQGYATG4ARfIAQzYAQHoAQH4AQKIAgGoAgO4AqDOvacGwAIB0glkNzMzMzMzMVmNmEtNDkyZC00MWZiLThhNTMtMjQyYTNINWZjZWVvK2AIF4AlB&sid=121e59e64a579663e356907dabbec918&dist=0;group_adults=2;group_children=0;hapos=1;hpos=1;no_rooms=1;req_adults=2;req_children=0;room1=A%2CA;sb_price_type=total;sr_order=popularity;srepoch=1693411139;srpvid=560c706078df0248;type=total;ucfs=1&#hotelTmpl)
- https://www.booking.com/hotel/bd/sixseasons.html?aid=356980&label=gog235jc-1FCAlOFEICYmRIM1gDaBSIAQGYATG4ARfIAQzYAQHoAQH4AQKIAgGoAgO4AqDOvacGwAIB0glkNzMzMzMzMzMVmNmEtNDkyZC00MWZiLThhNTMtMjQyYTNINWZjZWVvK2AIF4AlB&sid=121e59e64a579663e356907dabbec918&dist=0;group_adults=2;group_children=0;hapos=1;hpos=1;no_rooms=1;req_adults=2;req_children=0;room1=A%2CA;sb_price_type=total;sr_order=popularity;srepoch=1693411139;srpvid=560c706078df0248;type=total;ucfs=1&#hotelTmpl

5.2 Abbreviations:

F/O	Front Office
SSH	Six Seasons Hotel
PMS	Property Management System
IDS	Internet Distribution System
GSA	Guest Service Agent
ARR	Average Room Rate
RC	Registration Card
PO	Paid Out
RR	Rack Rate

OP	Occupancy Percentage
PIA	Paid in Advance
H/U	House Use.
POS	Point of Sale
DND	Do Not Disturb
V/C	Vacant Clean
V/D	Vacant Dirty
O	Occupied
C/O	Check Out
C/I	Check-In
O. O. O	Out Of Order.
O	Occupied
AMEX	American Express
MC	Master Card
HOD	Head Of Department
DBMS	Database Management System
SOP	Standard Operating Procedures
MOD	Manager on duty
GRO	Guest relations Officer