

**Internship Report**

**On**

**The Activities of Front Office Department at  
Amari Dhaka**

## **Internship Report**

### **Submitted By**

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### **Submitted To**

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### **Date of Submission**

**23<sup>rd</sup> January, 2024**

## Letter of Transmittal

Fairooze Waziha  
Lecturer  
Department of Tourism & Hospitality Management  
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Subject: Submission of Internship Report

Dear Madam,

I am here to submit my report on “The Activities of Front Office Department at Amari Dhaka.” as a part of my program in bachelor’s degree in Tourism and Hospitality Management. It is a really a great pleasure to complete my internship.

under your supervision. It was a great opportunity to work in the front office at Hotel Amari Dhaka under the supervision of Mr. Tawsif Ahmed (Front Office Director). This report contains the normal information regarding hotel Amari Dhaka. I have tried my level best to follow your instruction and to do my need full work properly to complete my internship.

Sincerely yours,



Shazidur Rahman Akhand  
ID: 193-43-427  
Department of Tourism & Hospitality Management  
Daffodil International University

## Certificate of Approval

I hereby certify that Shazidur Rahman Akhand, ID: 193-43-427 completed his internship program under my supervision. He had prepared his internship report on “The Activities of front office department at Amari Dhaka” submitted with proper rules and regulation.

This report had been submitted to complete his degree program. This report is approved for submission.

Signature,



Fairooze Waziha

Lecturer

Department of Tourism & Hospitality Department

Daffodil International university

## **Preface**

First, I would like to thank Almighty Allah, by his grace I have completed my internship successfully and, I can complete my internship report on time. I also want to thank my supervisor, and all the friendly people who have corporate to complete my report. Also, thanks to the people who were involved directly & indirectly to complete the report.

I would like to thank my supervisor Ms. Fairooze Waziha for her kind support and supervision.

Also, the support to write the report properly. Also, I want to thank the Front office director Mr. Tawsif Ahmed for his kind guidance and the support to understand every situation, on my working I would like to thank all my fellow colleagues and my Duty Managers. I would like to add that all the weakness that are mentioned in this report are mine

## **Abstract**

This report presents the work function of hotel Amari Dhaka's Front Office Department. This report presents how the front office team handle their responsibilities, and how they handle guest complain, reserve room for the guest, how they handle high occupancy rush. In my internship period I have mainly understood how to handle the guests and the communication skills to understand the guest needs. Hotel Amari Dhaka works based on the ONYX culture.

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# **Chapter 01**

## **Introduction**

## **1.1 Introduction of Amari Dhaka**

Amari Dhaka is a business-oriented five-star hotel chained with ONYX hospitality group owned by Karishma Service LTD. Always concerned about providing the best service to guests as they feel it like their second home. From there ONYX culture to their delicious Asian cuisine, they are always conscious to fulfil the guest need to give them a pleasant stay.

## **1.2 Background Of the Report**

The activities of the front office department mainly include reserving rooms and registering them when the guest arrives as well as handling guest services, checking room status, maintaining guest accounts and history (Kasavana & Brooks, 2017). This report mainly consists of the activities of the front office department of Amari Dhaka and the activities conducted by me as an intern and the lessons learned.

## **1.3 Scope Of the Report**

In the “Front Office Department” the main duty was in the service center. Attending all the In-House and outside call, taking IRD (In Room Dining) order. Also, had completed check-in and check-out procedures.

## **1.4 Objective of The Report**

This internship report is prepared to complete the Bachelor of Tourism and Hospitality Management.

And the broad objective of this report is to describe how Amari Dhaka Front Office handles all their workflow. The specific objectives are:

- To understand the check-in and check-out process and to handle a guest at that time.
- To understand the process of a room reservation.
- To learn the call handling process.
- To learn how luggage is handled and stored for the future.

## **1.5 Methodology**

The report is based on descriptive research. The main purpose of descriptive research is to Describe characteristics, perception, or activities of something (Malhotra, 2004).

Data Sources

The main source of data was secondary. Such as.

- Amari Dhaka online platforms
- Social media posts
- Books and reports

## **1.6 Limitation of the Study**

- It was tough to collect other employees' works constrains from them.
- Every organization has privet policy and practices that aren't visible to outsiders. They withheld a lot of information during the information gathering.

## **Chapter 02**

### **An Overview of Hotel Amari Dhaka**

## **2.1 Introduction**

Hotel Amari Dhaka ONYX hospitality Group run a Five Star hotel chain among the Asian Region it's an established brand and Amari is a part of Onyx Hospitality Group, and its local owner is the Karishma Service LTD. Amari Dhaka is in Gulshan one of the Dhaka's diplomatic zone and an economic zone that attract both the business and pleasure tourist. Amari Dhaka has a total of 134 rooms. With the facilities of 24/7 air-conditioning, free Wi-Fi, minibar, telephone service. And Amari Dhaka variety of cuisine in there Three restaurant and bar. For the in-house guest Amari Dhaka has complementary Fit-Center and Swimming pool. Amari Dhaka has five meeting rooms and a ballroom for business meetings and for private programs they also have parking and valet facilities with in-room dining, outside catering. Amari Dhaka has its own signature Breeze Spa. Amari Dhaka is in a business-oriented area.

## **2.2 Mission of Hotel Amari Dhaka**

### **Onyx Clean:**

Amari Dhaka is always concerned about cleanness and from the time of guest arrival to departure they are always concerned about the clean environment. Amari is always concerned about guest health and safety.

### **Food Safety:**

Quality food with proper hygiene is always a guest concerned about. Amari is always playing a sharp role in providing quality food with proper hygiene.

### **Onyx Reward:**

It's a point distribution system that is managed by the "ONYX". By visiting Asian ONYX property, they give a point that is called onyx reward.

### **Amari Makes One's World Brighten:**

Amari culture cheerfully welcomes modern food, expressiveness, planning, design, health.

### **Zero Waste Management:**

Amari is always concerned in waste management they always try to use all necessary things in their proper way after that they go for a new one. In the food area they always make sure according to the number of guests they made food based on that.

## **2.3 Vision of Amari Dhaka**

### **Amari Culture to Brighten Your World:**

Amari Dhaka cherish the local culture with the own Amari vibes across the world

## 2.4 Organizational Chart of Amari Dhaka

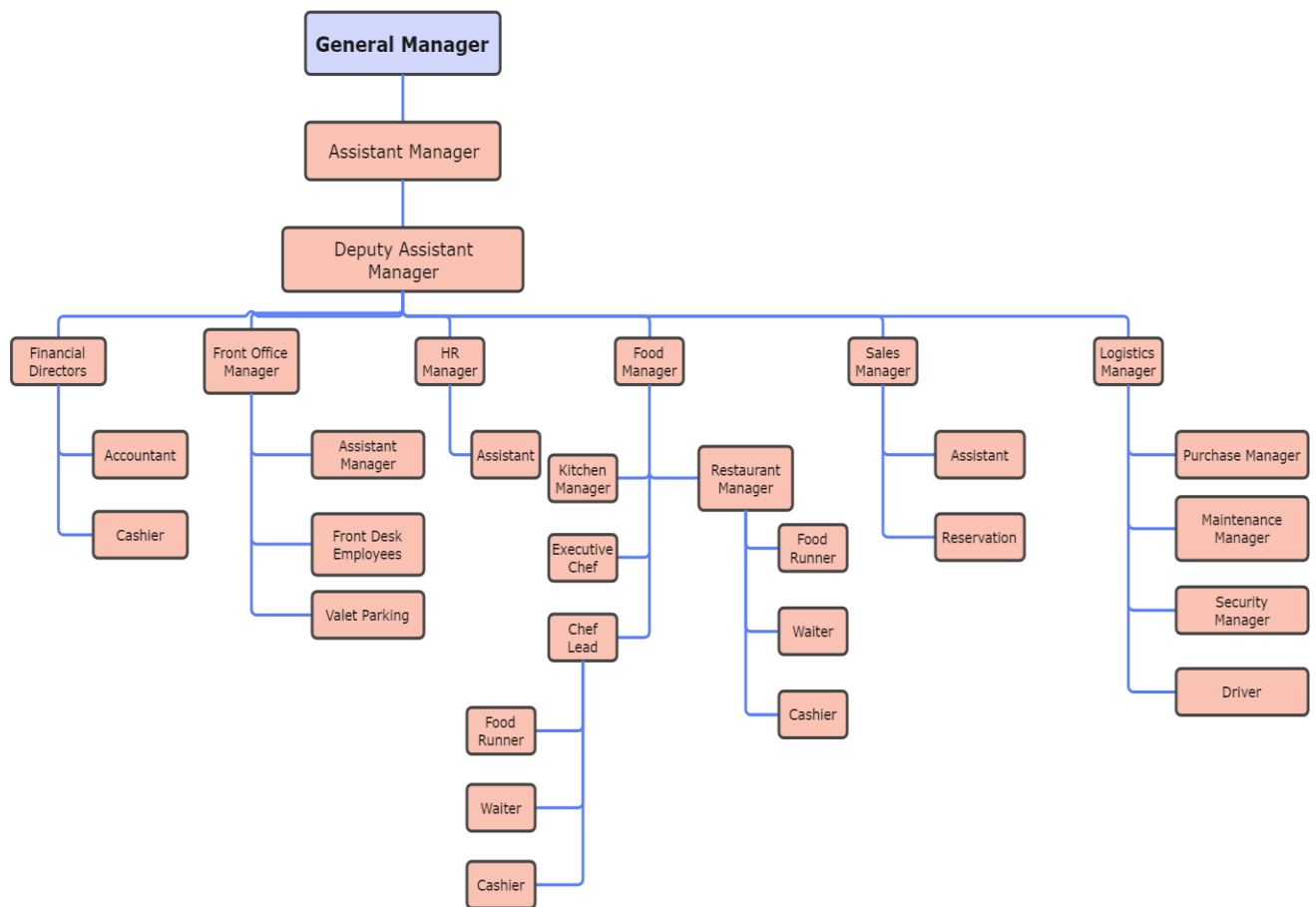


Figure: 01

Source: Setupmyhotel.com

This diagram shows from the top management how the operation of hotel Amari Dhaka is controlled. The manpower distribution to each department. For a good workflow it's essential to maintain the proper operation of the hotel.

## 2.5 The Department Hold's Amari Dhaka

- **HUMAN Resources:** The human resources department plays a vital role because they recruit employees for their work.
- **Front Office:** When a guest comes to the hotel for check-in to know their needs and to fulfill them all the steps are taken by the front office and lastly the check-out is also done by the front office.
- **Housekeeping:** To maintain a hotel and to ensure that it's properly clean and organized, the housekeeping team plays a vital role.
- **Food & Beverage:** From making food to serving it to the guest table, the F&B department plays the role.
- **Sales & Marketing:** When a new product is launched or for the old product or room sales and marketing reach it to the guest.
- **Finance:** Maintaining all the revenue and the transaction with company's finance team maintain it.

## **2.6 Hotel Amari Dhaka's Products & Services**

As a business hotel Amari Dhaka comes with some exclusive products and service. Now I am explaining all of them. Amari Dhaka has 134 various category rooms and suits with high speed wi-fi, air conditioner, iron, and iron board, tv, hair dryer, minibar, and amenities.

### **Superior Queen:**

This superior queen is the standard category room comes with a queen size bed with a city view. The total number of rooms is 30 and the size of the room is 29-33.

### **Deluxe Room:**

Amari Dhaka's upgraded category room is deluxe room comes with the kitchenet facilities. This room comes with a king-size bed with a workspace. There are 60 Deluxe room and the size is 37 Square meters.

### **Deluxe Twin:**

This upgraded category room comes with the twin bed. The total room is 20 and the size is 37 squaremeters.

### **Junior Suite:**

Amari Dhaka's premium upgrade category room is junior suite it's comes with the living and bedroom separately. In the bathroom it has a bathtub, and the size of this room is 47-53 square meters and there are 20 Junior suit rooms.

### **One Bedroom Terrace Suite:**

This is one of the upgraded premium rooms of Amari Dhaka. It comes with a living room, bedroom, and a terrace facing the city view. It's coming with a king size bed and room sizeIs 75 square meters.

**Restaurant & Bar:**

Amari Dhaka features Three traditional restaurants and bar. This provides buffet, a la carte, alcohol beverages, live BBQ, shisha. These are the three restaurants Amaya, Cascade, Deck 41.

**Cascade:**

Cascade is the lobby lounge restaurant which provides the a la-carte in the breakfast, lunch, dinner. They also serve baked item pastry. The in-room dining is also served by the cascade which is 24/7.

**Deck 41:**

Deck 41 is the roof top bar of Amari Dhaka which gives a city and sun set vibes. In deck 41 they serve shisha, alcohol, beverage, snacks, BBQ item also serve over there. Its service hours are from 02.00 Pm-02.00 Am.

**Amaya Buffet Lounge:**

Amari Dhaka signature buffet station is Amaya which is at the 13<sup>th</sup> floor. Serving Breakfast and dinner buffet also in the lunch they serve a la-carte. In Amaya they have live kitchen serving the flavors of Asian cuisine.

**Operating Hours are:**

Breakfast 06.30 Am – 10.30 Am, the Lunch start from 2.30 Pm – 03.30 Pm the Dinner start from 06.00 Pm – 10.00 Pm

## **Amari Breeze Spa**

Amari chain brand signature item is breeze spa. All Amari chain brand hotels and resorts have this signature spa. In the spa according to customer mood and need body treatment and facial treatment are provided. For mind and body relaxation it helps the most. Amari Dhaka has six spa therapy rooms with professional spa therapists.

## **Swimming pool & Fit Center**

Amari Dhaka fit center is a great location to get in shape with the facilities of swimming pool with it. Aamari Dhaka has two fitness trainers.

**Chapter 03**  
**Discussion On the**  
**Front Office Activities of Amari Dhaka**

### **3.1 Introduction To Front Office**

The nerve center of the hotel is the front desk. The front office is the most significant department because they connect all the hotel activities. The front desk section communicates directly with the guest. The front office duty includes check-in, check-out, answering phone calls, making reservations, cashiering, and billing also.

The following function also done by the front office:

- Check-In
- Check-Out
- Cashiering
- Billing
- Receive Phone Calls
- Night Audit
- Take Spa Booking & Payment
- Waling Room Sells
- Providing Hotel Information
- Banquet Bill Settlement
- Management Transportation on Guest Request

### 3.2 Hotel Amari Dhaka Front Office Department Organization Chart

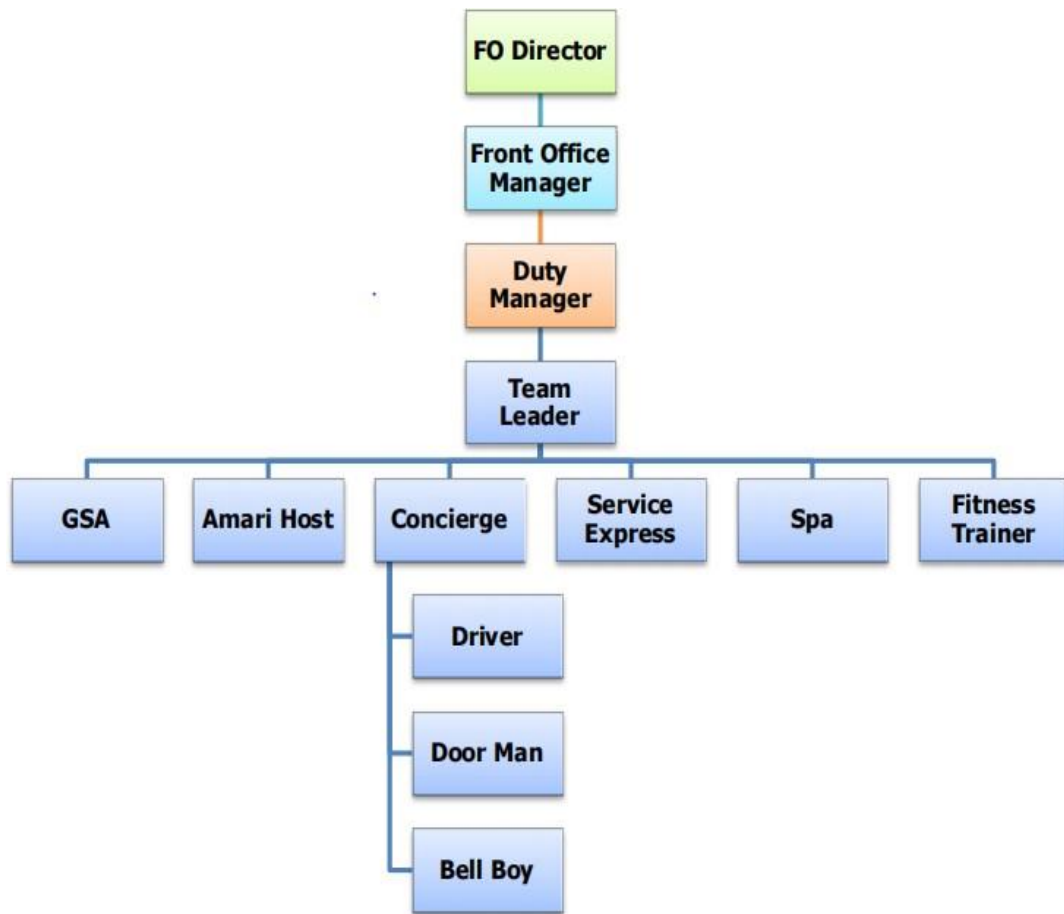


Figure: 02

Source: Setupmyhotel.com

In this diagram we can see that the front office department is managed by the Front Office director then the front office manager and after that the duty manager lead the team leader to maintain the GSA, Amari Host, Concierge, service express, spa, and fit center, by the concierge team bell boy, driver; and door man get handle.

### 3.3 Interaction of The Front Office with Other Department

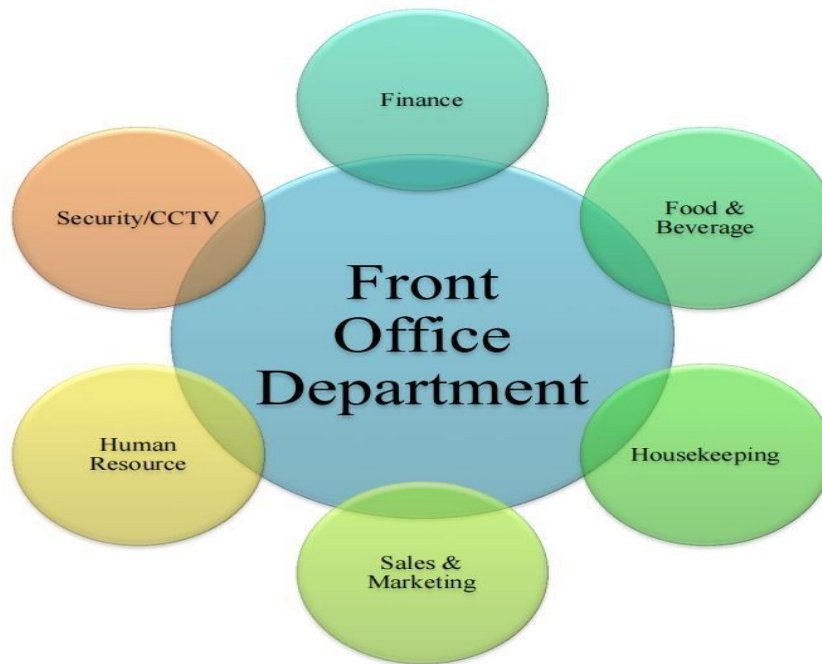


Figure 03

Source – Setupmyhotel.com

The front office department is the front face of the hotel when a reservation is made and after that till check-in to check-out all the need full service is provided by the front office department. When guest call for some service the front office department handle the call and concerned the need full department to provide service

### 3.4 Schedule Of Duties

Amari Dhaka is a hotel that provides 24 Hour service. Amari Dhaka has assigned 9-hour duty for the employee and trainee. I have worked in two Shift morning & evening. Amari Dhaka also has night shift. The Duty times are Morning Shift 07:00 Am – 04:00 Pm, Evening Shift 02:00 Pm – 11:00 Pm, Night Shift 10:30 Pm – 7:30 Am

#### Duty Check List for Front Office:

In their own shift every team member must follow their check list:

| Time  | Task                                                                                                                                                                                                                                                      |
|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.00  | Check own grooming standard                                                                                                                                                                                                                               |
|       | Take handover from previous shift                                                                                                                                                                                                                         |
|       | Save downtime report                                                                                                                                                                                                                                      |
|       | Read the log book                                                                                                                                                                                                                                         |
|       | Stay Up to date about all promotions, offers & banqueting                                                                                                                                                                                                 |
|       | Check cash float and sign the cash float book                                                                                                                                                                                                             |
|       | Print out the following reports and put the signature on the front page<br>- Credit Limit Report – tick “Due Out”, “Notes”<br>- Arrivals Detailed Report – tick all in the section “Display”<br>- Vacant Rooms Report – tick both “Occupied” and “Vacant” |
|       | Assigning rooms according to guest's preferences                                                                                                                                                                                                          |
|       | Check for last minute reservations at least in every 30 minutes.                                                                                                                                                                                          |
|       | Check all the files "No Show Report, Room / Rate Change, Amenities Request, Room Discrepancy Report, Complimentary Room / Room Upgrade                                                                                                                    |
|       | Minibar check while guest check-out                                                                                                                                                                                                                       |
|       | Check E-mails                                                                                                                                                                                                                                             |
|       | Check the stationary requirements                                                                                                                                                                                                                         |
|       | Check guest birthday report                                                                                                                                                                                                                               |
|       | Check if any group arriving: Assigned rooms.                                                                                                                                                                                                              |
|       | Print out the departures report, check for any Onyx Rewards Members, Check on blocked rooms, VIPs, special requests, extended stays, room moves, late check-outs                                                                                          |
| 11:45 | Follow up for Due Out rooms with the guests                                                                                                                                                                                                               |
|       | Communicate with HK for any dirty rooms on arrival, change rooms if necessary.                                                                                                                                                                            |
|       | Fill in Guest Incidents & Feedbacks Tracking Sheet                                                                                                                                                                                                        |
|       | Maintain the Cash float with enough changes and get due back from Finance                                                                                                                                                                                 |
| 14:30 | Attend the briefing                                                                                                                                                                                                                                       |
|       | Maintain Keeping Cloud for any guest service request                                                                                                                                                                                                      |
|       | Ensure to update guest profile and have guest passport in the profile attachment                                                                                                                                                                          |
|       | Provide cash handover to next shift & sign the cash float book.                                                                                                                                                                                           |

Figure: 04 Morning Shift Check List

Source – Setupmyhotel.com

| Timeline | Task                                                                                                                                                                                               |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 14:00    | Check own grooming standard                                                                                                                                                                        |
|          | Take handover from Morning shift                                                                                                                                                                   |
|          | Save downtime report                                                                                                                                                                               |
|          | Read log book                                                                                                                                                                                      |
|          | Stay Up to date about all promotions, offers & banqueting                                                                                                                                          |
|          | Check cash float and sign the cash float book                                                                                                                                                      |
| 14:30    | Attend the briefing                                                                                                                                                                                |
|          | Follow up for Due Out rooms with the guests                                                                                                                                                        |
|          | Check for last minute reservations at least in every 30 minutes.                                                                                                                                   |
|          | Use "Service Centre Task from Reception" file for any guest request if Service Centre is busy or not available                                                                                     |
|          | Ensure smooth Minibar check while guest check-out                                                                                                                                                  |
|          | Check E-mails                                                                                                                                                                                      |
|          | Check the stationary requirements                                                                                                                                                                  |
| 15:00    | Prepare Shift Report File and send it to DM (if not done by Morning shift)                                                                                                                         |
|          | Check if any group arriving: Assigned rooms.                                                                                                                                                       |
|          | Print out the departures report, check for any Onyx Rewards Members, Check on blocked rooms, VIPs, special requests, extended stays, shortened stays/early departures, room moves, late check-outs |
|          | Communicate with HK for any dirty rooms on arrival, change rooms if necessary.                                                                                                                     |
|          | Fill in Guest Incidents & Feedbacks Tracking Sheet                                                                                                                                                 |
|          | Maintain the Cash float with enough changes and get due back from Finance                                                                                                                          |
|          | Make sure to recognize regular VIP/AGD members accordingly to the procedure.                                                                                                                       |
|          | Ensure to update guest profile and have guest passport in the profile attachment                                                                                                                   |
|          | Keep check-in registration cards, Hk discrepancy reports and other files in the tray.                                                                                                              |
|          | Provide cash handover to next shift & sign the cash float book.                                                                                                                                    |

Figure: 05 Evening Shift Checklist

Source: setupmyhotel.com

| Time  | Task                                                                           |
|-------|--------------------------------------------------------------------------------|
| 22:30 | Check own grooming standard                                                    |
|       | Take handover from Afternoon shift                                             |
|       | Save downtime report                                                           |
|       | Read log book                                                                  |
|       | Stay Up to date about all promotions, offers & banqueting                      |
|       | Check cash float and sign the cash float book                                  |
|       | Check if any arrivals left for the day.                                        |
| 00:00 | Attend the night briefing                                                      |
|       | Print out the all night audit report                                           |
|       | Check the all guest profile and reservation and correct all discrepancies.     |
|       | Close the cashier report                                                       |
| 02:15 | Run the all outlets night audit.                                               |
|       | Run front office Night Audit                                                   |
|       | Allocate rooms according to guest's preferences                                |
|       | Check for last minute reservations at least in every 30 minutes.               |
|       | Check E-mails                                                                  |
|       | Check the stationary requirements                                              |
|       | Check guest birthday report                                                    |
|       | Communicate with HK for any dirty rooms on arrival, change rooms if necessary. |
|       | Ensure to update the guest profile.                                            |
|       | Provide cash handover to next shift & sign the cash float book.                |

Figure: 06 Night Shift Checklist

Source: setupmyhotel.com

### 3.5 Terms Of Front Office

As a front desk staff, you must understand various terms of hotel. This term is often used in hotels and motels across the world.

- **Complementary Items:** When a guest uses a product or service and that is not charged is referred complementary.
- **Do Not Disturb (DND):** The visitor requested that he or she not be disturbed. And to show DND guests can put a sign outside or electrically via red- light beside the entrance chamber.
- **Due Out:** When a guest is supposed to check-out that room is considered as due out.
- **Late Check-Out:** The typical check-out time is 12:00 Pm. If a guest requested to check-out after 12:00 Pm is, consider check-out late.
- **Occupied:** When a guest is checked-in, that room is called occupied.
- **Out Of Order:** Due to maintenance issues when a room is not ready for sale is called out of order.
- **Sleep-Out:** A guest who remains in the room but does not use the bed.
- **Inspected Room:** The room has been cleaned and ready to resell.
- **ADR:** From the total revenue average daily rate is calculated.

### 3.6 Check-In & Reservation Procedure

Opera PMS is used by hotel Amari Dhaka for their everyday operation. To make a reservation, enter the guest information into the system. The typical check-in procedure takes 3minutes. The normal check-in method is as follows:

**1. Greetings:**

- Good morning / Good Afternoon/ Good Evening / Good Night
- New Guest (Well come to Amari Dhaka)
- Repeated Guest (Well come back sir pleasure to see you again)
- Ask the guest to provide his NID/ Passport

**2. Acknowledgement:**

- Cross check all the alerts
- Provide the guest with proper knowledge about their reservation.
- Explain to the guest about the room type, departure date, room number.
- Recognize the guest about ONYX Member and its facilities.

**3. Registration Card:**

- Place the registration card and request the guest to fill the need full and explain the reservation details.
- Take signature on the registration card.

**4. Payment:**

- Check the billing instructions.
- Request the guest for pre-auth and take pre-auth for incidental.
- If the guest denied giving pre-auth explain the guest about the policy
- If the guest pays only the room bill put a no post sign

**5. Key Card:**

- Explain about all the outlets' offers and discounts and facilities.
- Wishing the guest, a pleasant stay

### 3.7 Reservation Record of The Guest

- Address
- Arrival Date
- Contact
- Rate Code
- Room Rate
- Preference (Smoking/ Non-Smoking)
- Payment Mode
- Rules Of the Hotel
- Check-Out Time
- Passport & Visa / NID

The screenshot displays the 'ODH - Reservation 1562433 DUE IN' window in the Opera PMS. The form is organized into several sections:

- Guest Information:** Name (Sands), First Name (Trevor J), Title, Country (US), Language (E), VIP, Envelope Greeting, Phone, Member Type, Member No., Member Lvl., Agent, Company, Group (HOT PEPPERS), Source, and Contact.
- More Fields:** Original Arrival 01/17/06.
- Arrival/Departure:** Arrival (01/18/06, Wednesday), Nights (2), Departure (01/20/06, Friday), Adults (1), Child (0), No. of Rms. (1).
- Room Details:** Room Type (CK), Room (500), Rate Code (AARP), Rate (225.00), Curr. (USD), Fixed Rate (checked), Packages, Block Code, RTC (CK), DNM (checked), and ETA.
- Res. Type/Market/Source:** Res. Type (COMF), Market (CGA), Source (GUD), Company Gu, National Ass, and Guest Direct.
- Payment/Approval:** Credit Card No., Exp. Date, CRS No., Approval Code, Approval Amt, Suite With, Confirmation, and Payment.
- Guest Balance:** Guest Balance (0.00), Disc. Amt, Reason, TA Rec Loc, Comments, Promotions, and Item Inv.
- Buttons:** Preferences, No Post, Save, OK, Options, and Close.
- Footer:** Created By (SUPERVISOR) On (01/17/06), Updated By (SUPERVISOR) On (01/18/06).

Figure: 07 Opera PMS

Source: setupmyhotel.com

### **3.8 Payment Methods**

Guests can pay in various ways some of them are as follows:

- Cash
- Debit/Credit Card
- Apple Pay
- Bank Transfer
- Mobile Banking
- Company Payment /Cl (City Ledger)

All Guest card information is saved in the system and it's safe.

### **3.9 Terms that front office team members must know**

These basic terms and role must be known by all front office team member:

1. Use PMS- Opera software to ensure seamless functioning.
2. Use of phone and extension
3. Use of printer color and monochrome
4. Use of photocopier and to replace toner cartridges.
5. Understand SOP (Standard Operating Procedure)
6. Make a room key and lift access key.
7. Passport scanning in system.
8. Use of a POS system to take payment.
9. Handel a check-in guest if the room is not ready.
10. Assist guests with unique needs like flight information and transportation.
11. Respond to guest queries and inquiries.
12. Dealing with drunk and nasty guests.
13. Keep guest privacy and security.
14. It's necessary to understand words for receiving calls, giving wake up calls, courtesy calls.
15. Get room status from housekeeping.
16. Notified of the late check-out

17. Learn about it at night audit.
18. Learn about the room reservation procedure.
19. Understand the emergency code.
20. Manage and follow the follow-up sheet.
21. Managing the slot cash machine
22. Address complaints from guest
23. Managing guest feedback

## **Chapter 04**

### **Activities Undertaken and Lesson Learned**

## **4.1 Leason Learned**

### **Culture:**

Every company and department have its own culture. In my internship period I have successfully mixed with the culture of Amari. Time management, how to manage different type of people, take pressure.

### **Work Environment:**

I have worked in such a friendly environment in Amari Dhaka. All the employees at Amari Dhaka are friendly. My department front office team members are supportive and friendly, and they have helped me to understand the whole front office department and all its term.

### **Communication:**

My main prospective of choosing the front office department was to develop my communication skills and to understand people's thinking. The front office department helped to develop my communication skills.

### **Punctuality:**

Every day I must have a clean shave and wear a tidy dress and I must start my duty on time and because of this I have developed myself as a punctual person.

### **OTA Booking:**

When guest booked throw online it's called OTA Booking. OTA (Online Traveling Agent) like Booking .com, Expedia.

### **Call Courtesy:**

How to attend in-house and outside calls. Also, to transfer the call according to guest need.

## **4.2 Operational Activates Taken**

As a front office trainee, I must had handled a shift:

### **Service Center:**

My designated position was at the service center. I must attend all In-House and OUT-Side calls. Taking In-House IRD order and making courtesy calls. These are the main activities I have done.

- Answering to in-house calls full fill customer needs
- Answering to outside calls for spa booking, room reservation, telling the guest about the on-going offers
- Take food order from the in-house guest if they want to talk with the restaurant transfer it to them.
- Taking guest complain and do accordingly.

### **Front Desk:**

Beside the service center I have worked in the front desk. Check-in, Check-Out also I have done the cash counting as well.

## **4.3 Spa Reservation**

Taking spa booking was another task for me as a service center person. There was a daily goal of 40,000 NET that we need to fulfill as a daily task.

Necessary terms for taking spa booking:

- Opening the excel sheet and see available slot for the day and which therapist are available.
- Describe the guest about massage types and minutes and prices.
- As guest preference made the booking
- If any repeated guest comes, they get a special discount.

### **Challenges in spa:**

- Some guests make reservations but then don't pick the call and don't come to take spa.
- Sometime in the rush hours many repeated guests disappointed because of unavailable slot

## **4.4 Courtesy Call**

Courtesy call is given by the service center team when a guest check-in or before check-out time for taking their review of stay or they need any wake-up call, or airport drop off.

If we get any issue of guest regarding room or any service, we note it in the opera notes option. If guest visit in near future so that they don't face that issue again.

Some guests don't pick the call we ask them about stay and everything during check-out. If any guest doesn't like courtesy call, we also mark that.

## **4.5 Opera PMS**

Opera PMS software used in Amari Dhaka to maintain the guest data base. It is an organized and worldwide used system. When a guest check-in updating their profile details and generating their room bills day wise everything, we can easily handle throw this Opera PMS software. If there is any issue that happens while making the bill solving that is easy in this system. This software is really organized and well maintained.

## **Chapter 05**

### **Findings Recommendations and Conclusion**

## 5.1 Findings

As a trainee while working in Amari Dhaka Front Office team, I found something that noticed me the most here are they:

- The team members of the front office team are helpful and understanding, they create good bonding among them self because of that working gets easier and relaxed.
- When the higher authority's not available the duty manager handles all the work, and they are helpful and supportive people. If there is any issue related to the hotel or guest, they always come forward for support.
- In the room there are mini bar items at the time of check-out its checked. But because of it the check-out process gets delayed and sometime guest get disappointed
- In the room if there is any technical issue happens the engineer team handle that. But the engineer team is slow because of that many guests complained.
- Sometime at the reservation time some details got missed like the payment method, smoking, or non-smoking room details.
- There is no in-house doctor to give a guest primary treatment or medicine in time of need.

## 5.2 Recommendations

Based on my finding while working there the here is some recommendation based on that:

- They may establish inner department relation so that making reservation and maintaining the guest need get easier.
- They may assign an In-House doctor to give primary treatment and to handle unwanted situations.
- The Engineering team need to be more active to complete their task as soon as possible.
- They may work on the guest review so that in the next visit the guest gets top service.

## 5.3 Conclusion

As a part of the bachelor's degree program, after completing six months of internship in Amari Dhaka Front Office Department, the main learning points were the main terms of the front office department, how they work and handle their guests, how the guest call is handled and check-in and check-out process, luggage handling etc. These six month was helpful to learn hands on and know about the front office and how a hotel operation works.

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