



Daffodil
International
University

Internship Report

On

“Operational Activities in Executive Floor of Housekeeping Department: Haikou Marriot”

Submitted to

Mst. Khadijatul Kobra

Assistant Professor

Department of Tourism & Hospitality Management

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Submitted by

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Bachelor of Tourism & Hospitality Management

Daffodil International University

Date of Submission: 18.03.2021

Department of
**Tourism & Hospitality
Management**

Letter of Transmittal

Mst. Khadijatul Kobra
Assistant Professor
Department of Tourism & Hospitality Management
Daffodil International University

Subject: Submission of Internship Report

Dear Madam,

With all due regard I might want to express that I have finished my internship at Haikou Marriot Hotel and here is the internship report on "Operational Activities in Executive Floor of Housekeeping Department: Haikou Marriot" of the association to satisfy my essential for consummation of the seminar on internship. This internship opportunity at Haikou Marriot Hotel has presented me to the neighborliness division of our framework and has helped me learn and accumulate huge information about how the administration business works.

Right now have portrayed the Operational Activities in Executive Floor of Housekeeping Department that I am completed by Haikou Marriot Hotel. I would be extremely appreciative if there any proposals or suggestions that will assist me with promoting improve this report.

Much obliged to you for your sort and supportive participation in guiding me concerning how to set up this report.

Yours Sincerely,



.....

Name: Md. Aqib-Uz-Zaman

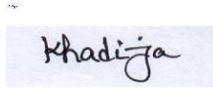
ID: 151-43-160

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Certificate of Approval

This is to guarantee that the internship report on Daffodil International University for the honor of the degree from the Department of Tourism and Hospitality Management, Faculty of Business and Entrepreneurship, Daffodil International University is a record of research completed by Md. Aqib-Uz-Zaman under my supervision. No piece of this internship report has been submitted for any degree, confirmation title or acknowledgment previously.



.....

Mst. Khadijatul Kobra

Assistant Professor

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

Declaration of the Student

I do thus pronounce that this internship report has been composed by me during the year 2019-2020 under the supervision of Mst. Khadijatul Kobra, Assistant Professor of Tourism and Hospitality Management, Daffodil International University under the personnel of Business and Entrepreneurship in satisfaction of the prerequisites for the honor of the level of Bachelor of Tourism and Hospitality Management (BTHM). I'm additionally proclaiming that I have not presented this internship report for any degree, confirmation, title or acknowledgment previously.

Aqib

.....

Name: Md. Aqib-Uz-Zaman

ID: 151-43-160

Bachelor of Tourism & Hospitality Management

Daffodil International University

Acknowledgment

Above all else, I express gratitude toward Almighty ALLAH for giving me an internship opportunity at a presumed association and giving me enough persistence and will to work and gain from that point.

This internship opportunity has been one of the most educative and useful projects in my undergrad educational plan and I am especially satisfied to have been directed by such splendid people.

I might want to thank and communicate my thankfulness towards, Mst. Khadijatul Kobra, Assistant Professor of Bachelor of Tourism and Hospitality Management, Daffodil International University, for helping me all through these a half year of my internship. All the directions and rules exhibited to me have helped me all that could possibly be needed to finish this report.

I might want to offer my most profound thanks to the Manager of Housekeeping Ms. Cici, who permitted me to do internship program in their eminent division and I additionally prefer to express gratitude toward, & Manager Ms. Kiki. Again need to thanks other worry in Haikou Marriot Hotel for their true assistance and direction in completing important attempts to compose this report.

In conclusion, I might want to thank the various work force, both Daffodil International University and Haikou Marriot, for their sort and patient help gave to me. It would have been extremely hard for me to set up this report without their collaboration.

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CHAPTER – 01

INTRODUCTION

1.1 Background

The Hospitality business is one of the quickest creating help endeavors that contribute a ton to the world economy. Essentially Hospitality industry is divided two bits of redirection zones like clubs& bar and accommodation. Convenience in a general sense suggests the relationship methodology between a customer and some neighborliness work power, wherein the invitingness staff gets the customer with well gumming and affably, including the Operational Activities of Housekeeping Department workforce and besides any remaining division staff at Haikou Marriot.

Housekeeping division is one of the workplaces which the lodgings are refurnished for the guest. Guests are checking for an unrivaled hotel which can give everything together.

At Haikou Marriot, Front Office, F&B Service and Security divisions are clearly related to guest organization. HR, Sales and Marketing, Housekeeping, Engineering and Finance divisions are indirectly related to guest organization.

We the understudies of Tourism and Hospitality Management do this generally for a half year as internship. I have done my internship for a yearlong period at "Haikou Marriot" which is one of the most eminent inns in China. I am appreciative to Haikou Marriot for allowing me the chance to do internship.

1.2 Description of the Report

Board Objective

This report have prepared this report considering two targets which are primary and secondary.

Primary Objective

The essential goal of this report is to give sufficient and important data on the measures and systems of Housekeeping division followed by Haikou Marriot hotel through Housekeeping executive.

Secondary Objective

- To provide the overview about the hotel Haikou Marriot.
- To highlight the operational activities of housekeeping department of Haikou Marriot.
- To evaluate the performance of Haikou Marriot by SWOT analysis.
- To conclude with some problems and provide some policy recommendation.

1.3 Scope of the Study

The principle goal of the examination is to focus in on the housekeeping of The 'Haikou Marriot' to discover comprehend and record the cycles and exercises conveyed by The Haikou Marriot and correspond them to get a reasonable image of the level of the general psyche fulfillment.

Sources of Data

Information are gathered from both primary and secondary sources.

Primary Sources

- Observation of the organization practically: As I worked in Housekeeping Department so in that case the observation of mine is very clear regarding the topic i.e. Housekeeping Department.
- Communication with the organizational supervisor: By communicating with my supervisor I gathered all the primary sources.
- Through face to face interview who were involved in such activities, observation and by participation in the employer branding activities and process.

Secondary Sources

- Annual report
- Internet
- The optional data gathered from site, and some other applicable sources.

1.4 Limitation of the Report

In transit of getting ready of this report, we have confronted following issues that might be named as the impediment of the examination:

- Six Months are insufficient to comprehend the general visitor request of the lodging.
- Another issue was time requirement. In the event of research the example size was very little as it was impractical to dissect enormous example because of time imperative.
- Hotel arrangement of not unveiling some touchy information and data for clear explanation represented a hindrance to the down to earth direction that could be especially valuable.
- Though we have arranged numerous reports previously, we had no understanding of internship. So experience is one of the fundamental compels of the examination.

CHAPTER – 02

AN

**OVERVIEW OF “HAIKOU MARRIOTT
HOTEL”**

2.1 Overview of the Haikou Marriott Hotel

Haikou Marriott Hotel is settled in a beachfront area close to the Hainan Convention and Exhibition Center and is just a brief drive to the railroad station, a brief drive to downtown and a brief drive to the Haikou Meilan International Airport.



It's a premium category hotel From Marriott Chain. Where guest gets Sophisticated and thoughtful amenities and services.

Haikou Marriott Hotel

No 292 Binhai Avenue, Haikou, Hainan, China, 570311

+86 898 6870 8666

<https://www.marriott.com/hotels/travel/hakmc-haikou-marriott-hotel/>

Hotel Location



- **Location:** No 292 Binhai Avenue, Haikou, Hainan, China, 570311
- **Highlights:** Island Bistro western Restaurant, Man Ho Chinese Restaurant, Lobby Bar, Helicon Bar, Touch Spa, Adult Swimming pool, Eco Swimming Pool, Kids Club, Gymnasium, Weeding venue, Exhibition hall.
- **Transport:** 45 minutes' drive to the Haikou Meilan International Airport.
10 minutes' drive to the railway station.
- **Safety:** Overall China safety and Human rights are so strong. Though hotel has strong security team and checking equipment no single harms happened in last 5 years.
- **Nearby:** Jiari Beach - 6.48 km, Holiday beach-7 Km, Evergreen Park- 11.5 Km, Wanlv Park - 13.16 km, HaiKou QiLou XiaoChi Jie - 14.93 km, Qilou Old Sreet - 15.11 km.
- **Services:** Free Wi-Fi, Limousine service, 24 hours concierge, Room Service, Guest room service, Front office service.
- **GPS:** 20.060407, 110.187035

2.1 Overview of the Organization

Marriott is the world's third biggest inn network. It has 30 brands and 7003 properties in 131 nations around the globe. It's an American global differentiated neighborliness organization that oversees and establishments an expansive arrangement of inns and related housing offices. It was established by J. Willard Marriott and now this organization drove by his child, official Chairman Bill Marriott.

Inside this overall association Marriott Hotel and resort is one of the standard brand. It is a Marriott Flagship brand of full help housing and resort. As of December 31, 2018, there were 567 motels and resorts. The trustworthiness program is called Marriott Bonvoy.

This chain began its excursion in the 1950s. Quality Inn is the main opened inn close to air terminal at Washington D.C. what's more, another inn close to the twin extensions hardly any years after the fact. It is beginning of the Marriott Hotel and Resorts.

In 1967, Marriott opened its first retreat hotel, Camelback Inn, in Arizona, USA.

Marriott Hotels and Resorts extended outside of the United States without precedent for 1969 with the opening of the Marriott in Acapulco, Mexico. In 1975, Marriott Hotels and Resorts had extended to Europe, with the Amsterdam Marriott lodging opening that year. In 1976, Marriott opened two Great America amusement stops yet it was offered to Six Flags in 1984.



Figure: Marriott International Inc. (Different Category Brands)

2.3 About Haikou Marriot

Marriott International has lauded the launch of its first housing under its chief Marriott Hotels brand in Haikou on 14 October, 2014 in Hainan Province. This 307 room business inn is under a long haul the board concurrence with the proprietor, Shenzhen Tiley Real Estate Group CO., Ltd. Area of this inn is extremely imperative for both business gathering and visitor gathering. The main universal and government worked assembly hall is simply front of the lodging. Hainan Province in southern China, prestigious as China's International Tourism Island, is home to rich seascape and authentic destinations just as many recently created visitor districts and attractions. Situated in the front territory of South China Economic Development Zone, the zone is warm throughout the entire year, making it an ideal travel goal. So the inhabitation and stroll in visitor is record-breaking. Haikou Marriott Hotel offers more than 4,000 square meters of meeting space. Its extraordinary highlights incorporate a brilliant column less Grand Ballroom and a lovely shoreline yard that can oblige up to 800 visitors, making it a truly alluring scene for weddings, gatherings, meetings and occasions. The inn is likewise home to the absolute best feasting outlets in the zone, offering an assorted variety of decisions with three eateries, four parlor and bars. For extreme solace, the Executive Lounge, situated on the eighth floor of the lodging's west wing, offers business benefits just as complimentary nourishment and beverages for Executive Floor visitors. Three outside pools and The Spa Center which highlights underground aquifer pools for dousing, steam saunas, dry saunas, Jacuzzi tubs, foot rub rooms and wellbeing and magnificence treatment rooms, offer an assortment of choices for unwinding and recovering body and soul. Marriott Hotel's continually developing idea to associate with the Next Gen voyagers' grips the future in an inexorably versatile and globalized world. The brand's association with THANN items, a range which joins normal fixings with contemporary structure, is an impression of a taking off interest for serenity and valid fixings. With the select Marriott Mobile application registration and registration is been finished. Smoothness of activity is truly like nothing anyone's ever seen and Management group of this Hotel is extremely expert and client arranged.

2.4



Premium category from Marriott International

Figure: Premium category Brands.

Marriott Hotel and Resorts: This class inn gives refined spaces and encounters that keep the psyche adjusted, sharp and enlivened. This brand, situated in Bethesda, Maryland, is more than once remembered for the Forbes rundown of best organizations to work for, and it was casted a ballot the fourth best organization to work for in the UK by The Times in 2009. It has 11 brands under this exceptional slogan. All are gives best an incentive to the visitor and all are well known for housing administration.

2.5 Mission, Vision & Core Values

Mission

Marriott statement of purpose as follow: "To upgrade the lives of our clients by making and empowering amazing excursion and relaxation experience."

Examination of Mission Proclamation:

Improve the lives of the clients

The key for long haul achievement of any help giving foundation is to offer its visitors administrations of that quality that the visitors is left with no other alternative other than picking your image.

Marriott accepts that by improving the lives of their clients and by giving those (guests) with premium administrations, they can set up themselves as a profitable establishment as time goes on.

Making and empowering phenomenal get-away and relaxation experience

To hold the objective clients, Marriott International goes an additional mile to give the client an excursion experience that is their cash's worth. They do as such by making an outing experience and housing experience stacked with comfort and enjoyment.

Starting from the housing to the organizations gave by the Marriot International are of premium quality. A model is the Ritz-Carlton Hotel, which is the go-to spot for every one of the conspicuous

people and hotshots. This shows the association has been viable in making a strong brand Name for itself. It is totally a right strategy that is work for them.

Vision Statement of Marriott

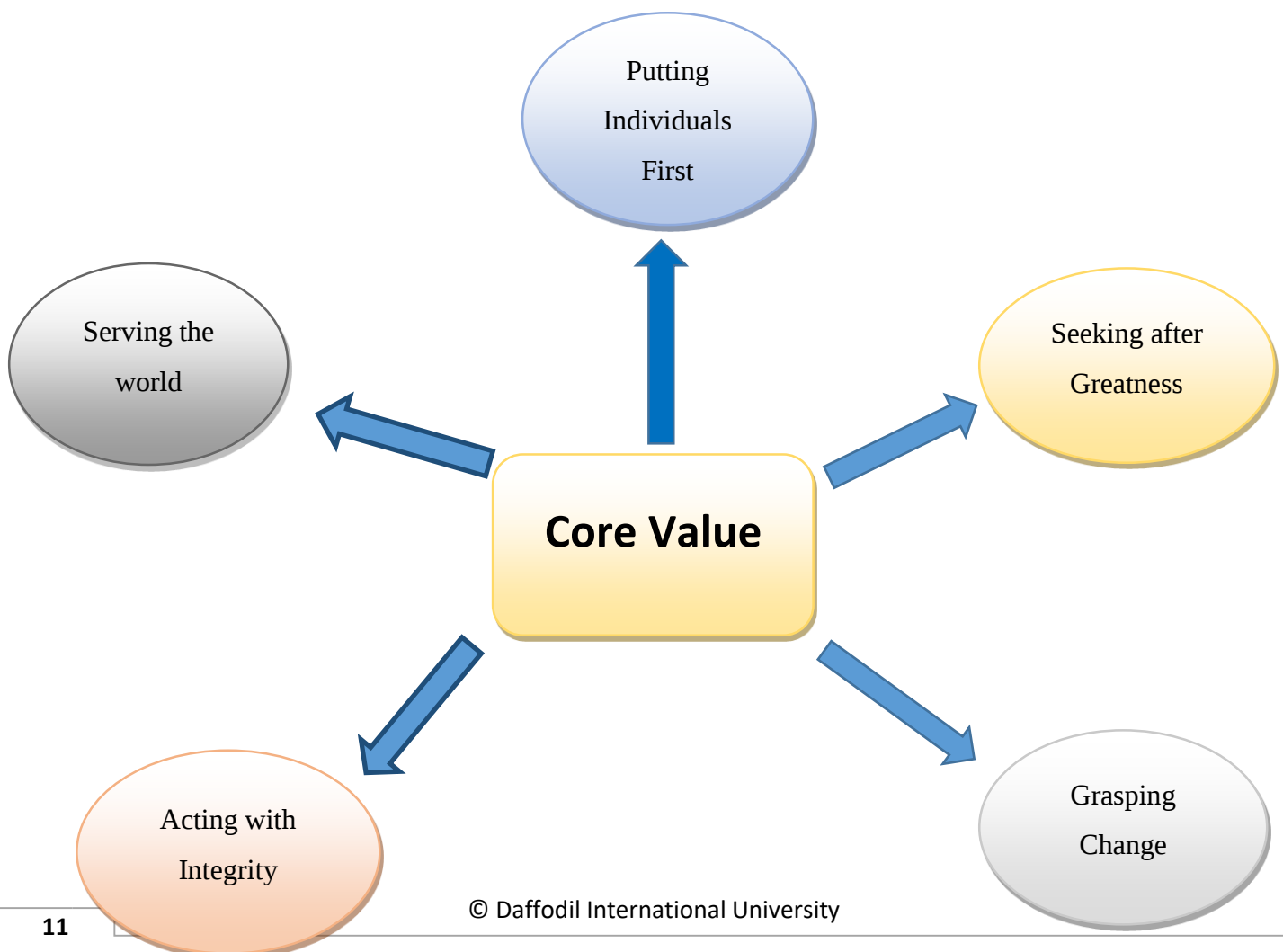
Marriott International Organization has guaranteed proceeded with progress for near a hundred years on a worldwide stage. Marriott vision explanation is-

"To be a world's preferred travel organization"

Marriott brands improvements, commonness, and customer arranged method indeed makes them world's favored travel association.

2.6 Marriott's Core Value

Marriott International contributes intensely, unbelievable pride in its agents and their lead, which is the impression of the fundamental convictions and the lifestyle of the association. Following are the core value of the association



Putting Individuals First

The fundamental way of thinking set forward by the originators of Marriott International was to make an organization culture all things considered that individuals are focused on. Individual's first culture has been a basic factor in the achievement of the association, and the organization anticipates that its workers should be well furnished with this range of abilities.

Seeking after Greatness

The association puts wholeheartedly in offering kinds of help of top notch, so every one of the agents are depended upon to show capable significance. It is an essential capacity for perseverance at Marriott International as the association endeavors to utilize the best capacity there is.

Grasping Change

Workers are required to invite change as well as modify appropriately.

Acting with Integrity

Among all basic beliefs, trustworthiness is the most significant one. For the organization to develop as a dependable brand name, all the workers are relied upon to execute their obligations with the most extreme uprightness.

Serving the World

Marriott International anticipates that every one of its workers should be focused on the organization as well as towards the general public and the planet. All representatives are relied upon to offer back to the general public.

2.7 Product and Services of Haikou Marriott

Number of Rooms: 305 And 2 Villa

Types Of Room	The Number of Rooms
Premier Sea Family Room (86m ²)	38
Bedroom Villa (120m ²)	2
Presidential Suite (116m ²)	1

Deluxe sea view room (58m ²)	105
Luxury sea view room (65m ²)	43
CEO suite (200m ²)	1
Premier sea view suite (116m ²)	17
Executive sea view room (65m ²)	74
Premier sea view room (86m ²)	25
Chairman suite (116m ²)	1

Figure: Room types, size, and quantity.

Pictures of Room

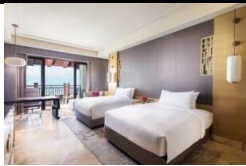
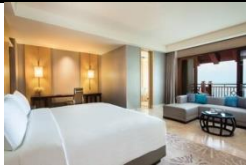
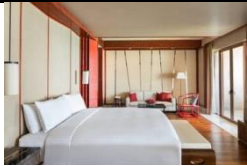
 Deluxe sea view 1 guest room, 1/2 double bed	 Deluxe sea view 1 guest room, 1/2 double bed	 Luxury sea view Guest room, 1 king bed
 Premier sea view Guest room, 1 king	 Deluxe sea view suite 1 bedroom suite, 1 king	 Chairman Suite Executive floor, 1 bedroom suite, 1 King
 Presidential Suite Executive floor, 1 bedroom presidential suite, 1 king bed	 Premier sea view suite 1 bedroom suite, 1 king bed	 CEO Suite Executive floor, 1 bedroom CEO suite, 1 king

Figure: Different types of room.

All of the rooms are having some common facilities such as:

- Free Wi-Fi
- Swimming pools
- Free parking
- Family rooms.

Most popular services are:

- SPA
- BAR
- Gymnasium
- Kids club.

In the executive floor rooms where guest can enjoy the following executive benefits:

- Access to the executive lounge
- Happy Hour during 17:30-21:30 daily with drinks, snacks and hot meals
- Free use of meeting room for 2 hours
- Free fax and printing
- Late check-out until 14:00.

Room Facilities:

- Minibar Safe Telephone Air conditioning Balcony
- Radio Refrigerator Walk-in closet Ironing facilities Sitting area
- CD Player Desk Carpeted Satellite channels Sofa
- Flat-screen Alarm clock Clothes rack
- TV Electric pot
- Cable channels
- Open Dock Dryer
- Terrace W/C
- Wardrobe or storage room iPod
- Wake-up administration

2.8 Facilities and Amenities of Haikou Marriott

Food & Beverage Outlets:

- ✓ Island Bistro (Main Dining) (Asian)
- ✓ The Big fish & bar (Sea Food)
- ✓ Man Ho Chinese (Chinese)
- ✓ The Lounge (Asian)
- ✓ The helicon Bar & Music room (Asian)

Cuisine:

- ✓ Asian
- ✓ Chinese
- ✓ Continental
- ✓ American

Meeting Facilities:

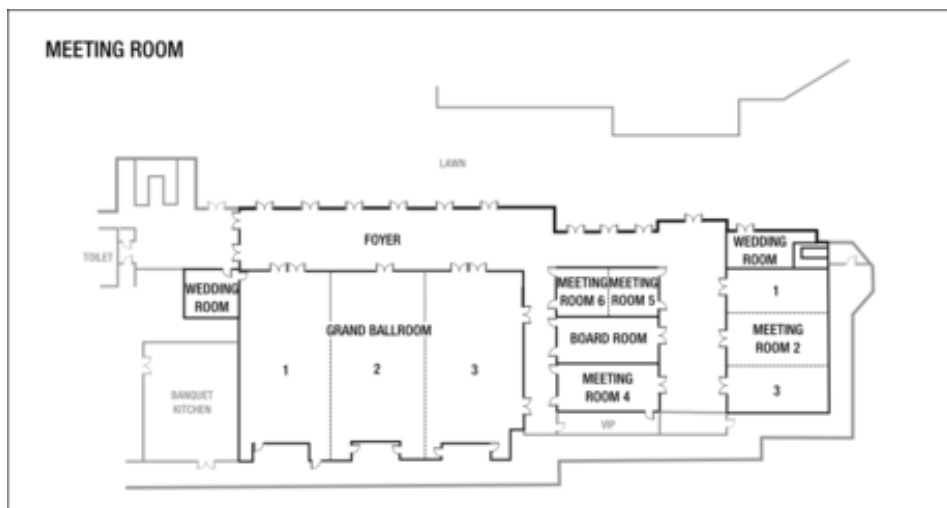


Figure: Floor plan

- ✓ Three grand ball room. (2842 Sq ft each)
- ✓ Six meeting rooms. (840,840,840,904,527,527 sq ft)
- ✓ Board room (904 sq ft)

Health Club Facilities:

- ✓ Gymnasium
- ✓ swimming pool (outdoor pool and whirlpool)
- ✓ Touch spa

Cleaning Services:

- ✓ Ironing service
- ✓ Dry cleaning
- ✓ Laundry service

2.9 Haikou Marriot Facilities & Services

Food and Beverage

Basically there are five outlets right now. Island Bistro known as western eatery where breakfast and supper is served for visitor. Close by other four cafés is for different tasks, for example, alcohol, Chinese nourishment, fish, and inexpensive food and inviting outlet.

Cuisine

Asian, Sea nourishment, mainland, and American nourishment is broadly served in Haikou Marriott.

Meeting Facilities

The market section for Haikou Marriott lodging is both Tourist and MICE industry. Throughout the entire year meeting, wedding, and display and class held in Hainan Island. So meeting limit of Haikou Marriott is vastly improved. 6 Meeting rooms, and 3 thousand ball room alongside one wedding and board room.

Health Club Facilities

Better plan and well prepared recreation center things get visitor eyes. SPA administrations are generally famous and wide assortment administrations with particular gifted individual gives a superior SPA encounters to the visitor.

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Laundry Services

Clothing is one of the significant sides in an inn for washing and getting ready visitor important garments. In clothing inn gives Ironing administration cleaning Laundry administration

CHAPTER – 03

OPERATIONAL ACTIVITIES

OF

HOUSEKEEPING DEPARTMENT

3.1 Introduction of Housekeeping

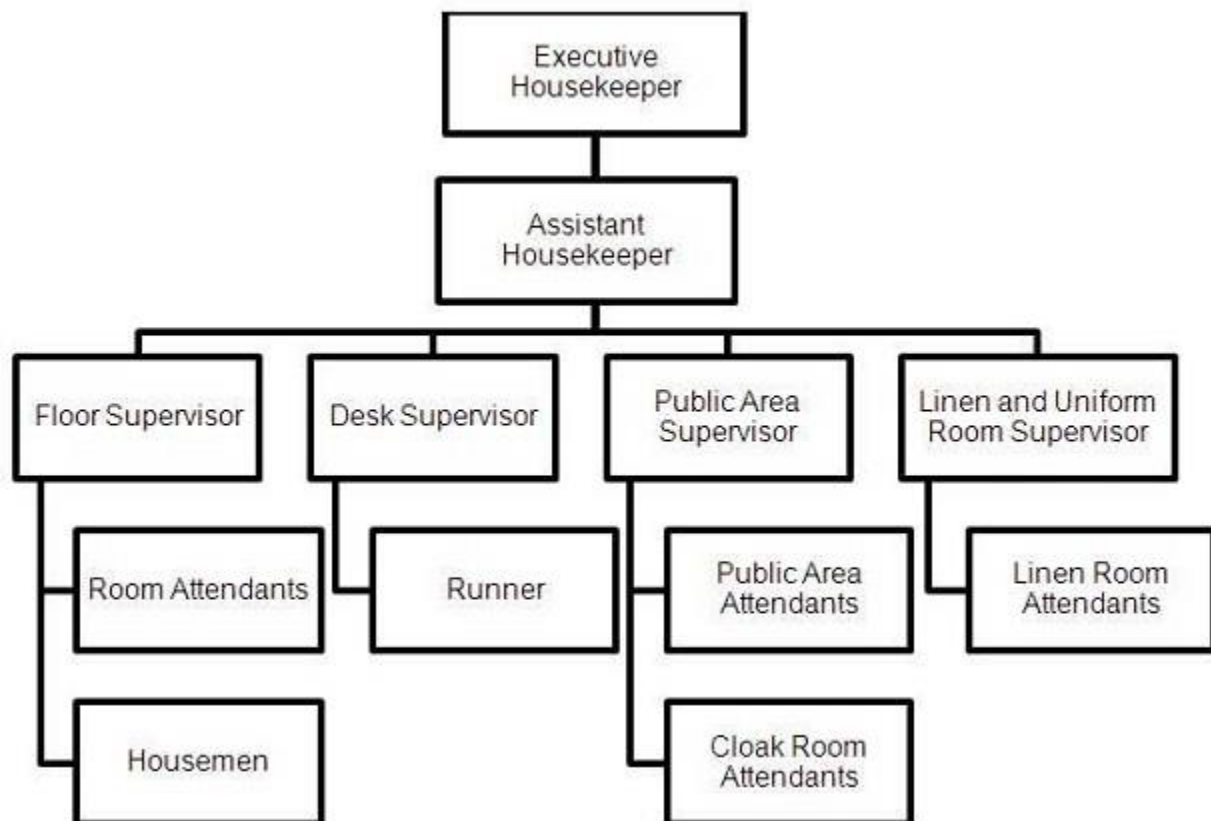
Housekeeping is the division that manages tidiness and all subordinate help connected to that.

The standard expects a critical occupation in the reputation of the motels. One feels extraordinary simply in nature which is flawless and all around mentioned, so tidiness is huge for prosperity boss moreover for success. This office work for tidiness of Guest room, open area, back of housing, and every single distinguish this attached with the property for 7*24*365.

3.2 Layout and Housekeeping Facilities at Haikou Marriot

Housekeeper's Office

- Administration community for the division and Housekeeping Executive office inside this office.
- All the assignment sheet and methodology is given from here by director, administrator, and official.
- Coordinate with room orderly and visitor demand from front work area is move by the pioneer.
- Task sheet accommodation and all the general and week by week work report must submit right now.
- Overall all exercises that is connected with housekeeping division is done from here.



Housekeeping Department

Figure: Housekeeping Organization Chart

3.3 Communication Desk

- ✓ It is the primary correspondence place where pertinent housekeeping data is sent and gotten.
- ✓ It is the operational hub for co-appointment with the front office, feasts, and so on.
- ✓ The room has a work area and seat, ideally more than one phone and a work station for data stockpiling and control.

- ✓ All the bills and administrations that are utilized by visitor data is composed and recorded here.
- ✓ It has notice board to show basic data for the room chaperon.
- ✓ The work area control room is where all staffs report for obligation and look at - toward the finish of obligation. It borders the maid's Office.

3.4 Lost and Found Section

- ✓ It is a pantry in the control work area space to store lost visitor having a place that might be guaranteed later.
- ✓ It is away from avenue.
- ✓ All the effects are moved to the lost and discovered division after 6:00 PM of that day.

Lost and Found
Room no:
Guest name:
Time and date:
Found by:
Signature:

Lost and Found Register

3.5 The Linen Room

- ✓ This room is sufficiently bright, huge and vaporous, liberated from warmth and stickiness.
- ✓ Has adequate of dryness and temperature.
- ✓ It is appended with wash room of each floor.
- ✓ Adequate racks to stack cloth and secure it from pilferage.

- ✓ Different floor has distinctive material plan concurring the room types and administrations.
- ✓ Regularly putted and away from messy cloth before the wash room

3.6 The Uniform Room

- ✓ A uniform distributer from morning 7:45 AM to 6:30 PM remain in the uniform for the Guest administration ace (staffs)
- ✓ Any support or changing of uniform is done from here.
- ✓ Shoes, socks, winter and summer garments have given from here.
- ✓ Laundry is completely liable for uniform room.
- ✓ An open counter for trade the dresses.

3.7 Housekeeping Store

- ✓ The East wing furthermore housekeeping office has gigantic storage facility for this enormous lodging.
- ✓ Store in control are arranged and report for store things.
- ✓ No one is permitted to go into this room.
- ✓ All required things to set up the rooms and visitor contributions are given from here.
- ✓ Any trade, for example, trade between old or lapse smaller than expected bar things.

3.8 Heavy Equipment and Chemical Store

- ✓ Basically this is utilized by the open region staffs.
- ✓ Two parcel right now; is for hardware and one for Chemical.
- ✓ Washing gear, Vacuum machine, cleaning machine, box sweeper is being store here.

3.9 Laundry room

- ✓ All washing like material, visitor garments, staffs uniform is done here.
- ✓ Dirty pail, racks, dry zone, pressing zone, machines, getting ready and appropriation is done from here.
- ✓ Laundry supervisor office inside this huge room.

- ✓ A huge cloth and uniform store additionally joined other than this room.

3.10 Responsibilities of Housekeeping

- ✓ The tidying up of visitor rooms.
- ✓ The cleaning of open regions.
- ✓ The upkeep and trade of cloth and outfits.
- ✓ The upkeep of outer scenes and gardens just as inward bloom plans.
- ✓ The executives of the clothing.
- ✓ Communications through the Control Desk.

3.11 Features and Amenities

Features in a Typical Room Marriott Haikou provides vast features to their guest inside a guest room-

- ✓ Beds
- ✓ Bed side Table
- ✓ Lighting System
- ✓ Luggage Rack
- ✓ Cloak room
- ✓ Wall cabinet
- ✓ Iron and ironing board
- ✓ Desk and Chair
- ✓ Telephone beside bed and desk
- ✓ Digital clock with alarming and sound system
- ✓ DVD player
- ✓ Smart LED TV
- ✓ Sofa in balcony
- ✓ Wheel Chair accessibility
- ✓ Mini bar
- ✓ Coffee and tea with electric kettle

Checklist of Guest Amenities

Room

- ✓ Bed Linen
- ✓ Mini-Fridge
- ✓ Safety Deposit Locker
- ✓ Shoe Shine
- ✓ Room Service
- ✓ Television
- ✓ Music Channel
- ✓ Fire Safety
- ✓ Coffee Maker
- ✓ Iron
- ✓ Balcony
- ✓ Iron and slippers

Bathroom

- ✓ Hair Dryer
- ✓ Water
- ✓ Bathroom Linen
- ✓ Hand wash
- ✓ Vanity Sets
- ✓ Shower room setup (shampoo, conditioner, shower gel)
- ✓ Sanitary disposal

Guest Supplies in a Room

- ✓ Stationary with Pen
- ✓ Sewing Kit
- ✓ Telephone Directory
- ✓ Service Directory
- ✓ Breakfast order menu
- ✓ Ashtrays (only in Smoking room)

- ✓ Clothes Hangers
- ✓ Matchbox (only in Smoking room)
- ✓ Laundry Bags
- ✓ Two laundry forms and bags
- ✓ Guest Comment Forms
- ✓ Hotel direction map
- ✓ Environment reserve tag
- ✓ Hotel navigation
- ✓ Room Service Menu and Tent Cards

Guest Suppliers in Bathroom

- ✓ Floor matt
- ✓ Shampoo, conditioner, shower gel
- ✓ Toilet Rolls
- ✓ Toilet Tissues
- ✓ Shower Cap
- ✓ Vanity Kit
- ✓ Tooth brush and toothpaste
- ✓ Comb
- ✓ Body lotion and mouth wash

3.12 Linen/Uniform Room Attendant

Duties and Responsibilities

- ✓ Issue outfits to all inns representatives on a coordinated premise.
- ✓ Physically tally outfits and material and record them before sending to clothing and at the hour of conveyance.
- ✓ Make records of uniform of staffs.
- ✓ Store uniform and clothing as indicated by recommended techniques.
- ✓ Check for harms to garbs and cloth to make fitting move.
- ✓ Assist new representatives with uniform sizes and whenever required take estimations for uniquely crafted outfits.

- ✓ Maintain a well-mannered, noble and supportive disposition towards lodging work force.

3.13 Public Area

This segment is completely liable for cleaning and keeping up all open territory of inn.

Day Cleaning Schedule

Supervisory Tasks

- ✓ Briefing
- ✓ Allocation of gear
- ✓ Taking Rounds
- ✓ Appraisals and Training
- ✓ Clean in ordinary interim of open toilets, washrooms, hall region.

Late evening Cleaning Schedule

- ✓ Restaurants and Bars
- ✓ Executive Officers
- ✓ Business Center
- ✓ Meeting Rooms
- ✓ Banquet Halls
- ✓ Lobbies
- ✓ Basements
- ✓ Staffs evolving room/storage space
- ✓ Staffs latrine and shower room
- ✓ Stairs and lifts cleaning
- ✓ Any profound cleaning is arranged before on a particular date.
- ✓ Cooperate with bother control group.

3.14 Room Attendant

Duties and Responsibilities

- ✓ Attend every day briefings start at 8:30 AM toward the start of the move.
- ✓ Note down the particular data of the room and visitor requests.

- ✓ Prepare truck each prior day completing the move.
- ✓ Clean blast room according to inn measures and renew supplies according to the room agenda.
- ✓ Maintain the wash room consummately and stock each thing.
- ✓ Submit the citation paper for wash room at each Wednesday before completing the move.
- ✓ Maintain an amenable, stately and supportive mentality towards visitors. Regard their protection.
- ✓ Hand over each visitor possessions to the workplace.
- ✓ Provide legitimate data about room upkeep.
- ✓ Provide each and every thing that is requested by visitor.
- ✓ Dispose trash in trash region.
- ✓ Floor key must be returned before end of the move to the security.
- ✓ Clean hallway before the storeroom
- ✓ Write the time and status on the assignment sheet.
- ✓ Attend preparing
- ✓ Maintain individual cleanliness
- ✓ Dress and man of the hour well.

Room Cleaning Procedures

Visitor room is significant piece of a lodging. This is the principal selling purpose of an inn the executives. Before booking an inn visitor as a matter of first importance ponder lodging and afterward different administrations like nourishment, pool, diversion. So a visitor room is generally significant and earlier issue for a foundation. For making a room great and glossy throughout the entire year difficult work and support is required. Also, this is performed by a room specialist. Room cleaning systems for a look at room by a room chaperon is given underneath:

- After checkout affirmation the room is brought in Housekeeping term is Vacant Dirty. A room specialist exactly check the room and affirm is there any utilization for smaller than expected bar or not/or any harmed brought about by visitor.
- Spread the blind and expel all the trash from the room.

- Take washroom cleaning devices and enter the washroom to clean the initial segment of the room.
- Starting from the shower room, can, and bowl consummately put the restroom cloth as indicated by the brand standard. Before that specialist must evacuate the grimy cloth.
- Removing the bed cloth and shoes a room orderly should top off all the things for example shoe shiner, shoes, shower robe, shopping sack, clothing pack, clothing sheet, espresso tea and sugar arrangement, scaled down ice chest top off with contributions, coordinate box, stationary and pen.



by standard.

- Prepare the bed with clean material and arrangement any structure referenced by boss.
 - Dust each edge of the room and vacuum the rug and gallery floor.
 - Placement each book (lodging index) and pamphlets
- Clean the floor with wet mop altogether.
 - Close the day drape as it were.
 - Input the order in the framework for cleaning via land phone.



N.B. Any broad cleaning and cleanliness task given by the division must be perform inside previously mentioned errands.

Task Date	05/08/05															
Attendant Id and Name	103 / Housekeeper 3															
Task Sheet No.	1															
Room Details																
Room No	Room Status	FO Status	Credits	Section AM	Section PM	Reservation Status	Turndown Status	Name	Arrival	Arr. Time	Departure	VIP	Adl	Chl	Specials	Instructions
2004	DI	OCC	5	2000		CHECKED IN	Required	Cummins, Jesse	05/05/05	23:59	05/09/05	1	0			Be sure to add extra towels.
2005	DI	OCC	5	2000		CHECKED IN	Required	Dickson, Ryan	05/05/05	23:59	05/09/05	1	0	FLW		
2006	DI	OCC	5	2000		CHECKED IN	Required	Dickson, W.R.	05/05/05	23:59	05/09/05	1	0	FLW		
2008	DI	OCC	5	2000		CHECKED IN	Required	Hurley, Josh	05/05/05	23:59	05/09/05	1	0			
2009	DI	OCC	5	2000		CHECKED IN	Required	Shoffstall, Rod	05/05/05	23:59	05/09/05	1	0			
2010	DI	OCC	5	2000		CHECKED IN	Required	Shoffstall, Ryan	05/05/05	23:59	05/09/05	1	0			
3000	DI	OCC	5		3000	CHECKED IN	Required	Watkins Inc.	05/07/05	23:59	05/14/05	1	0			
3001	DI	OCC	5		3000	CHECKED IN	Required	Brown, Ryan	05/07/05	23:59	05/10/05	1	0			
3002	CL	OCC	5		3000	CHECKED IN	Required	Public, John	05/08/05	23:59	05/12/05	1	0			
Total for Attendant			103 - Housekeeper 3													
Total Rooms			9													
Total Adults			9													
Total Children			0													
Total Credits			45													

Filter: Include Turndown Status: Required
 Include Reservation Status: Arrivals, Arrived, Stayover
 Task Date: 05/08/05
 Attendant: ALL
 Show Guest Name: Y
 Show Specials: Y

Page 1 of 2

turndown_tasksheet

Figure: Task Sheet

CODE	STATUS
OCC	Occupied
VAC	Vacant
DND	Do-Not-Disturb
CL	Clean
PU	Pickup
OO	Out of Order
OS	Out of service
NC	Not cleared though departure has taken place.

TASKI CLEANING AGENTS R1 to R9	
TASKI R1/ Diversity R1	Cleaning and Sanitizing of Bathroom / Toilet surfaces.
TASKI R2/ Diversity R2	All-purpose cleaning agent/Hygienic Hard Surface Cleaner.
TASKI R3/ Diversity R3	For Cleaning Glass and Mirror Cleaner.
TASKI R4/ Diversity R4	For Furniture Polish and Cleaning / Furniture Maintainer.
TASKI R5/ Diversity R5	Air Freshener / Room Freshener / Bathroom Freshener.
TASKI R6/ Diversity R6	Heavy-duty toilet bowl / urinal cleaner for the removal of lime scale, stains and other residues.
TASKI R7/ Diversity R7	For removal of oil and grease from floor / Non-abrasive cream cleaner for water-resistant hard surfaces.
TASKI R8/ Diversity R8	Kettle Descale – Highly effective acid based descale for kettles, kitchen equipment, shower heads etc.
TASKI R9/ Diversity R9	Fully formulated cleaner for cleaning all fittings and walls in the bathroom, sink, tub, tiles and fittings.
OD	Occupied Dirty
VD	Vacant Dirty
IP	Inspected room

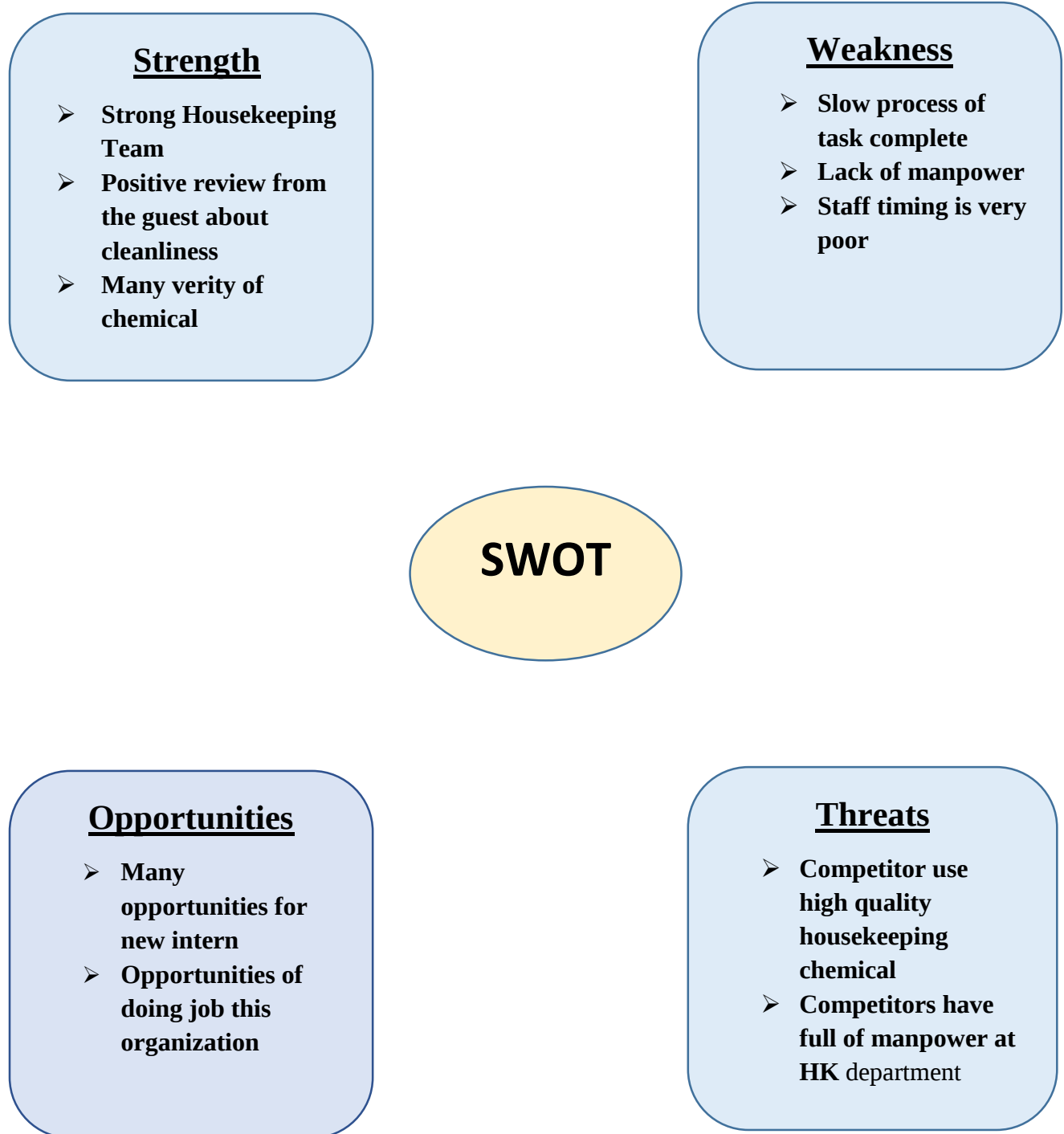
Figure: Room status and housekeeping status

CHAPTER – 04

SWOT

ANALYSIS

4.1 SWOT Analysis of Housekeeping at Haikou Marriot



Strength

- **Strong Housekeeping:** Strong Housekeeping group at Haikou Marriot. The group execution of Haikou Marriot Hotel is well indeed and promising.
- **Guests Survey:** There are visitors audit about neatness exceptionally positive and fulfillment. This inn concentrated on visitor audit and offer types of assistance.
- **Chemical:** Haikou Marriot utilize very kinds of concoction and consistently guarantee the visitor refreshment. This inn utilized for ECOLAB items.

Weakness

- **Lake of Manpower:** Haikou Marriot Housekeeping work force is extremely moderate procedure for task total as a result of pool of labor.
- **Staff Timing:** Staff timings extremely poor for that they consider Organization not stuff. For that the association faces such a great amount of issue in visitor administration.

Opportunity

- **New Intern Person:** Haikou Marriot has numerous open doors for new understudy individual. There is profoundly plausible of occupation for interning individuals.
- **Offering Job:** After complete the understudy they extend doing employment opportunity right now. It is the best accomplishment for internship individual.

Threats

- **High Quality Chemical:** Haikou Marriot contender utilizes numerous top notch Housekeeping synthetics. For this stuffs face numerous sorts of issues.
- **New Regulations:** The new guidelines are far reaching, and conceivably burdensome for certain businesses. Bosses are required to lead customary worksite assessments to distinguish and address explicit dangers.

CHAPTER – 05

FINDINGS, RECOMMENDATIONS & CONCLUSIONS

5.1 Findings

While I was doing my internship at Haikou Marriot, in that time **I discovered some positive purpose of this inn.**

- **Helpful Management:** When there was doing my internship at time, to feel that the chiefs and directors were useful.
- **Helpful Housekeeping Personnel:** Haikou Marriot each housekeeping staff were especially useful to one another.
- **Good Staff Food:** The staff nourishment is such a great amount of enough for a staff and especially opportune to serve the nourishment.
- **Good Facilities:** When there was doing my internship around then, told the administrator that those particular date won't come at the lodging, need off day. The director was kept it note and guarantee the off day.

Some negative point I found of this lodging.

- **Lack of the Board:** When there was doing my internship around then to feel there is especially absence of the executives choice on the running the activity.
- **Lack of Labor:** There is deficiency of labor at Haikou Marriot. That is the reason each representative was a lot of weight on their work.

- **Short Flexibility:** When there was doing my internship, to feel that there no adaptable for student. They need to do hard and difficult work.
- **Lack of Standard Operating Procedure:** As assistant to follow that Haikou Marriot didn't keep up their standard working system (SOP). As five-star lodging they didn't keep up the five star rules and guideline appropriately.

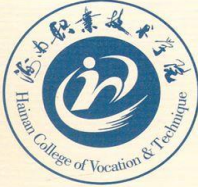
5.2 Recommendation

- **Housekeeping Person More Focus to Their Task:** Haikou Marriot must be centered on their day by day task doing appropriately.
- **Management Activeness:** At Haikou Marriot as five-star lodging the administration will increasingly dynamic to their inn staff needs. Additionally the visitor needs need first of each association.
- **Timing Accuracy:** There is timing issue at Haikou Marriot. The administration will attempt to leave their worker in time.
- **Increase Man Power:** Haikou Marriot need increment labor that is the reason each faculty get some adaptability and Haikou Marriot attempt to keep their modern learner as a lodging staff.
- **Apply SOP:** Haikou Marriot need to keep appropriately standard working method (SOP), on the grounds that each five-star lodging follow the inn SOP framework for running business appropriately

5.3 Conclusion

Haikou Marriot housekeeping is a significant piece of inn industry. The housekeeping is one of the backings of the lodging right now was underscored on the fundamental operational activists of housekeeping Department. Where accomplish we work for all intents and purposes? There are some fundamental characteristics expected to deal with a gap Department and examined what those characteristics are and how all the work is sorted out. It is an incredible and beneficial experience for me to work in the 100% International biasness arranged inn in Bangladesh. The whole allocated work has given us a general thought of housekeeping Department and its appropriate exercises. There is no uncertainty it was a stunning Opportunity for me to do my practicum in such a prestigious five-star lodging. Which has improved my hypothetical and functional information a great deal and it will truly help me sooner rather than later to carry out my responsibility consummately.

Certificates



结业证书 CERTIFICATE



兹证明PRODHAN MD AQIB-UZ-ZAMAN同学（性别：男 国籍：孟加拉国
出生年月：1995年10月 护照号：BP0105090）
于2019年02月至2020年01月在中国海南职业技术学院
完成了汉语言文化和酒店管理专业技能进修课程。

This is to certify that PRODHAN MD AQIB-UZ-ZAMAN (Gender: M
Nationality: Bangladesh Date of Birth: 1995/10 Passport No: BP0105090)
has successfully completed the training program on Chinese Language and
Culture & Hotel Management from 2019/02 to 2020/01 at
Hainan College of Vocation and Technique, China.

校长：王安兴
President: Wang Anxing

中国海南职业技术学院
Hainan College of Vocation and Technique, China

证书



HAIKOU MARRIOTT HOTEL

Certificate of Appreciation

is hereby granted to

AQIB UZ ZAMAN PRODHAN

for outstanding performance and lasting contribution

A handwritten signature in black ink, appearing to be "Aqib Uz Zaman Prodhan".

Executive Housekeeper

A handwritten signature in black ink, appearing to be "Aqib Uz Zaman Prodhan".

General Manager



Marriott
INTERNATIONAL

Marriott International

takes great pleasure in awarding
this certificate to

MD. AQIB-UZ-ZAMAN PRODHAN

in recognition of successful completion of

marriottternship

A handwritten signature in black ink, appearing to be "Aqib Uz Zaman Prodhan".

General Manager

A handwritten signature in black ink, appearing to be "Aqib Uz Zaman Prodhan".

Human Resources Leader

Haikou Marriott Hotel

Hotel Name

2/14/2019 – 1/13/2020

Internship

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