



Daffodil
International
University

Internship Report
On
‘‘Front Office Operation in All Accor Live
Limitless’’

(An Internship report presented to the Faculty of Business and Entrepreneurship in partial fulfilment of the requirements of the degree of Bachelor of Tourism and Hospitality Management)

Supervised By

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Department of
Tourism & **Hospitality**
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Date of submission: 15 May 2023

Letter of Transmittal

May 15, 2023

Mohammed Nurul Afchar

Lecturer

Department of Tourism and Hospitality Management

Daffodil International University

Subject: Submission of the Internship Report.

Dear Sir,

I am hereby submitting my internship report on Front Office Operation of the All - Accor Live Limitless as a part of my BTHM program curriculum. It's great pleasure for me to complete my internship under your supervision.

It's a great opportunity for me to work in the All - Accor Live Limitless as a trainee in Front Office Department for four months under the supervision of Mr. Tabish Ashre (Duty Manager). This report contains the general information about Front Office Operation of All - Accor Live Limitless. I tried my best to follow your guidelines in every aspect. I am thinking of you cordially for your guidance during the preparation of this report. 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 information to have an apparent perspective on this issue.

Sincerely yours,

Rafiquel Islam

Id: 183-43-373

Department of Tourism and Hospitality Management

Daffodil International University

Certificate of Approval

This is to notify that the report on “Internship Report on “A Study on The Operation of Front Office Department of All - Accor Live Limitless” is a partial part of the requirement of “Bachelor of Tourism and Hospitality Management” degree from “Daffodil International University by Rafiquel Islam, ID:183-43- 373 has been completed under my supervision and guidance. The proposal has been completed beneath my training and is a record of the work I did proficiently.

I thusly announce that I have checked this report as I would like to think, this report is sufficient as far as quality and scope for the award of Tourism and Hospitality Management program.

I wish him success and prosperity.

Signature



Mohammed Nurul Afchar

Lecturer

Department of Tourism & Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

Declaration

To my mentors and colleagues I would like to express my deepest gratitude for the invaluable experience and knowledge gained during my internship as a front desk receptionist. Working with such a reputable organization during a high-profile event like the FIFA World Cup 2022 has been a dream come true.

I am immensely grateful to the management team for providing me with this opportunity, and to my supervisors for their constant guidance and support throughout my internship. Their unwavering patience, encouragement, and expertise have made a profound impact on my personal and professional growth.

My colleagues, who were always willing to lend a helping hand and share their expertise, have been instrumental in making this internship a success. I am grateful for the collaborative and supportive work environment that allowed me to learn, grow and thrive.

Finally, I would like to dedicate this internship report to the Accor-The Living Adventure family. Your unwavering support and guidance have been a source of inspiration for me, and I am honoured to have been a part of such an exceptional team. Thank you for giving me the opportunity to be a part of this incredible journey.

Sincerely yours,

Rafiquel Islam

Rafiquel Islam

Id: 183-43-373

Department of Tourism and Hospitality Management

Daffodil International University

Acknowledgment

This report has been fruitful because of the dedication of a number of people, for whom I am grateful, and I must express my deepest gratitude to them. As a result, I would like to thank almighty Allah, for his grace in accomplishing my internship report timely. It's a great pleasure for me to thank all of my well-wisher for their friendly cooperation, support and encouragement who have contributed directly or indirectly to the preparation of this report.

At that point, I might want to express my gratitude to my family, because I couldn't have made much progress without them. I am here today because of their consistent confidence and consolation. In addition to my family, a few people supported me in finishing my temporary job report, and I am pleased to acknowledge them here.

I would like to express my appreciation and gratitude to Mohammed Nurul Afchar, Lecturer in Tourism & Hospitality Management, for regulating and guiding me through the process of creating my practicum protection report. I would not be able to include this report in the current plan if her rules did not apply.

Additionally, I would like to express my gratitude to Sharat Rajan, Front office Manager & Tabish Ashre, Duty manager of the project Qatar, for his insightful guidance, recommendations, and confidence throughout the entire term of the entry-level position. Additionally, I am indebted to the entire FO Team for their tremendous support and affection. Work never felt like a chore to me because they had created such a pleasant and educational environment for me.

Sincerely yours,

Rafiqueel Islam

Id: 183-43-373

Department of Tourism and Hospitality Management

Daffodil International University

Executive Summary

This internship report details my work experience as a front desk receptionist during the FIFA World Cup 2022 at Accor-The Living Adventure. The report begins with an overview of the company and its operations, as well as the my job responsibilities and the challenges faced during the internship. The report also highlights my organizational and professional growth throughout the internship, including improved communication skills and increased knowledge of the hospitality industry.

The report concludes with recommendations for future improvements to the company's operations and my overall satisfaction with the internship experience. The report ealso ntails with my International & cross cultural work experience with my outbound colleagues, foreign guests &honourable superiors from chain of command. The role of front desk receptionist really gave me enthusiastic & fascinating sagacity.

Dealing with guests from different part of the world at hotel premises truly furnished my communication, presentation, cooperative & team work skill with enhanced visible mark. This report contains overall value, front desk job attainments, challenges, the Fifa world cup's impact on hospitality in Qatar & thorough observation on each & every detail outlined by my honourable supervisor.

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Chapter-1

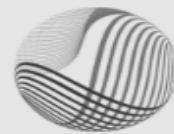
Introduction of the Project





1.1. Introduction:

As a former front-desk receptionist in Accor I witnessed how hospitality combines, unites & embrace all of the world's culture, people & brotherhood under one sky in Qatar. The main focus is how Qatar as a comparatively small country has managed to provide residential facilities to all the FIFA fans. In this report a detailed analysis of how a company named the living Adventure had created several residential apartments for FIFA fans. The future goal of this apartment, problem statement, study limitation will be portrayed. Discussion on the issues that the fans had faced in the residential zones. Based on the issues recommendations have been provided. This article contains an in-depth analysis of the Global sports event "FIFA world cup-2022". World's one of the most magnificent event, Federation International de Football Association (FIFA) got all of the nationalities within one filed to prove that in spite of having different identities we are one. Accor helped me to be a part of this international hospitality arrangement by creating outstanding temporary career path at their premises in various fields of hospitality management.





1.1.1. Accommodation & Locations:

The Living Adventure was not responsible for:

- Leasing of Accommodation Units.
- Accommodation booking system.
- Property Management System.
- Guest Food and Beverage.

The accommodation will be delivered to the Living Adventure completely equipped. The accommodation comprises of buildings, apartments, and rooms:

a. Property: a particular structure, enclave, or collection of individual villas.

c. Unit: an apartment, townhouse, or villa.

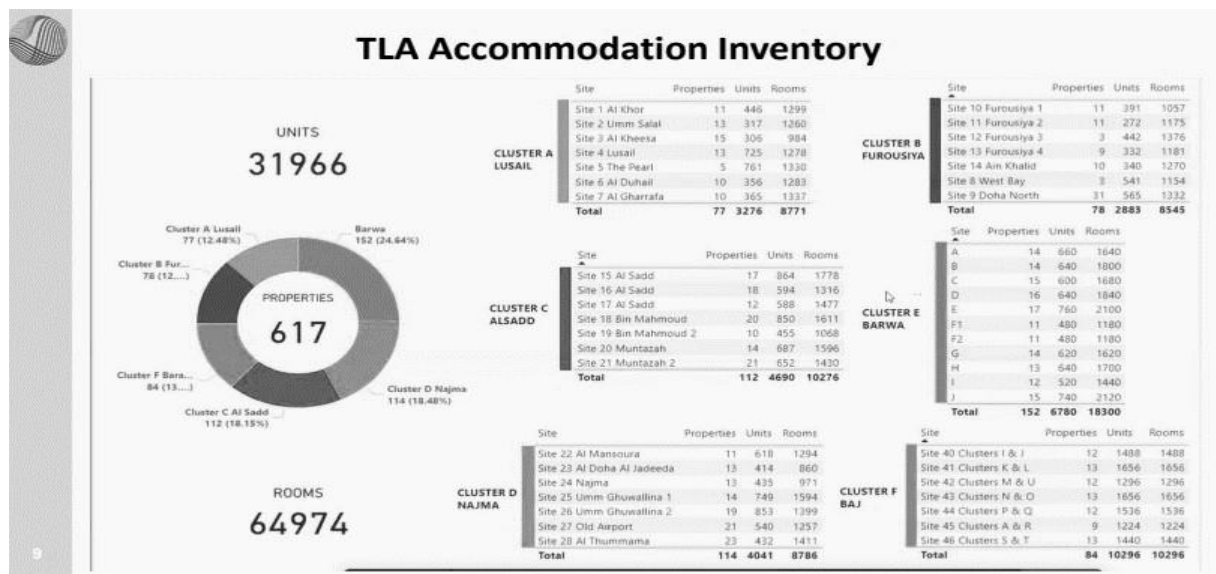
c. Room: the unit's bedroom.

1.2. Project Overview:

For 64,974 rooms in Doha's residential accommodations, The Living Adventure Qatar 2022 in charged off supplied hospitality services for guests of the event. These rooms had been located in completely furnished and equipped buildings or villa complexes (the Accommodation).

These accommodations were reserved by guests using the official central reservation system for the competition, the Qatar Accommodation Agency 2022.

We had jobs with this business. This is referred to as the Special Purpose Vehicle (SPV) in all official papers.



1.2.1. **Project Scope:**

The project broke down into 7 phases as below.

Phase	Period Dates	Project Phase
1	27 June 2021 – 30 Sep 2021	Project Execution Planning
2	1 October 2021 – 31 Mar 2022	Pre-lease Access and Operations Planning
3	1 Jan 2022 – 31 Aug 2022	Operations Readyng
4	1 Apr 2022 – 31 Aug 2022	Handover & Mobilization
5	1 Sep 2022 – 30 Sep 2022	Model Operations
6	1 Oct 2022 – 25 Dec 2022	Tournament Operations
7	26 Dec 2022 – 31 Jan 2023	Decommissioning & Hand Back

1.2.2. **Project Ethics & CSR Charter:**

The Accor Ethics and CSR establish the following expectations for everyone's behaviour:

Social Dialogue:

Our conversation policies are put into practice by managers who encourage communication with staff, particularly through hosting roundtables and other dialogue-focused activities.

Freedom of Association and the right to collective bargaining:

Employees have the option to join organizations of their choosing and use their freedom of association and right to collective bargaining in order to jointly protect their interests within the enterprise.

Combating All Forms of Harassment and Bullying:

Bullying, often known as "moral harassment," is characterized by persistent, aggressive behaviour, offensive spoken words or deeds, and behaviour that calls into question the honour and integrity of an employee. Any conduct or action that violates a person's right to respect and dignity is unacceptable.

Work/Life Balance:

By enhancing employee well-being, their quality of life at work, and with it, the quality of their job, it is possible to significantly reduce psychosocial stress by empowering employees to strike a healthy balance between their personal and professional lives.

Relationships with service providers and subcontractors:

To uphold the rights of employees generally and make sure that its suppliers and service providers do not violate these rights; in particular, to avoid utilizing outside labour except where it is permitted by law.

Workplace safety, health, and conditions:

Every Accor employee has a right to a secure workplace. Local managers are largely in charge of ensuring a healthy workplace by managing risks, documenting and responding to occurrences, and putting into effect appropriate action plans as necessary.

Fair and non-discriminatory hiring Policies

The employment procedure is entirely decentralized because of the way Accor's operations are organized. The Group's professional standards and procedure guidelines must consequently be accepted by the staff members in charge of this managerial process. Prior to recruiting and employment, these regulations are followed, improving efficiency and ensuring fairness in accordance with the law.

Value and appreciate inclusiveness and diversity

Diversity for a business refers to the range of individual backgrounds that may be found among its workers, including but not limited to criteria like nation, area, or neighborhood of origin, family name, culture, age, gender, physical appearance, handicap, sexual orientation, education, and others.

1.3. Background of the study:

All the activities that are discussed in this report are portrayed from the perspective of a receptionist. Global sports event 2022 is a challenge for Qatar. This is the first time that a Middle East country is hosting the World Cup Event. The largest hotel company in Europe, Accor, has given the management contract for the apartments and villas that will accommodate World Cup fans in Qatar last year. Qatar government hired Accor management for manage this residential accommodation. Accor as one of the largest hospitality chains is looking after the residences for FIFA fans. In order to provide accommodation Qatar had managed to arrange 31966 units that consisted of 64974 rooms for the fan. In fact, the Global sport event also covers MSc cruises in which the fans can stay during the game. All these units are divided into 6 clusters that are Lusail, Furousiya, Alssad, Nazma, Barwa, BAJ. In each cluster the workforce is divided into two primary departments, housekeeping and front office. Apart from the two, there are some third-party companies like UCC, Wasif and GECC. These companies provide services like outside cleaning, IT department, engineering and accounting services.



1.4. **Scope of the Study:**

- ❖ To understand how Qatar arranged residences for FIFA fans.
- ❖ To identify the actual reason behind arranging these residences.
- ❖ To discuss how tourism can be increased.
- ❖ To identify the strategy the Qatar government applied.
- ❖ To understand the duties and responsibility of staff in residences.
- ❖ To discuss how the objective to serve gets fulfilled.

1.5. **Problem statement:**

- **Providing accommodation facility to the guest was a challenge.**

As the FIFA event was standing for a particular & short period of time to be conducted, arrival of huge international guests couldn't be an easy task to assume their exact numbers. Thus, managing appropriate accommodation facilities with sufficient numbers went mismanaged. For that consequences showed up with tremendous obstacles in accommodating guests according to standard hospitality manners. It is not only for Qatar but also any other region would be quite impossible to provide accommodation facilities allon a sudden without confirming & without proper awareness of exact numbers of guests arrival.



- **Drainage leakage was a major concern.**

The problem of drainage leakage caused a range of issues, including foul smells, water damage, and health hazards for guests. I think this issue had a significant impact on guest satisfaction and overall reputation. As far as my concern goes this problem was caused by the use of low-quality drainage materials and poor fitting. Drainage systems were not constructed with quality materials & not installed properly thus they went prone to leaks and other failures. I observed that the drainage pipes cracked which caused water to leak out into surrounding areas.



Additionally, poor fitting of pipes resulted in connections that were not tight, leading to leaks and other problems.



- **More enhanced initiatives for Saudi Guest (Regarding--Check in & check out)**

This problem which is "More enhanced initiatives for Saudi Guest (Regarding-Check in & check out)" suggests that there was a need for improving the check-in and check-out process for Saudi guests. To my thorough observation it appeared that Saudi guests make up a significant portion of the total number of guests, and there had been some issues with the booking process and pre-check-in formalities, which has resulted in confusion regarding the exact number of guests upon arrival.



1.6. Objective:

The objective stands to provide a comprehensive and detailed analysis of my experience working on this project managed by the Living Adventure for Qatar Fifa World Cup 2022. This report serves as a reflection of my learning and professional growth during my internship period, highlighting my contributions to the project, challenges faced, and how I overcame them. The report includes the multidimensional components like Introduction:

Beginning my report with an introduction that provides an overview of my internship and the context of the project I worked on. Briefly explain the purpose and scope of the report, Company Overview: This provides a brief background of the company Accor and their involvement in the Fifa world cup 2022 mega event's hospitality project, Project Description: It Describes the project I worked on, including the goals, objectives, and scope. Highlight my specific role and responsibilities in the project and how I contributed to its success, Challenges and Solutions: Discusses any challenges or obstacles I faced during the project and how I overcame them. Explain the strategies and solutions I used to tackle these challenges, and the lessons I learned from them, Learning and Development: Reflecting on my overall learning experience during the internship, including new skills and knowledge acquired, as well as personal and professional development, Conclusion: which Summarizes my experience and key takeaways from the project. Provides recommendations on how the company could improve its operations and project management in the future & lastly References: Providing a list of references cited in the report, including any relevant literature or sources used to support my analysis.

1.6.1. Broad Objective:

An internship report enables a student to showcase their industrial experience and learning. An Internship report is a great pathway to demonstrate experience as a practical writer by setting in motion, interpreting, and assessing his or her own workplace. Internship is the industrial challenge to translate the theoretical concepts into real life excellence. As a graduand of Bachelor of Tourism and Hospitality Management after completing my 124 credits, I worked in Accor-The living Adventure Qatar, in Front office department as a front desk receptionist for my internship attachment. With this report, I have shared my industrial competences which I have learned from Accor in Front Office Department.

1.6.2. Specific Objective:

This internship report is prepared to convey the Bachelor of Tourism and Hospitality Management degree's academic obligation under the faculty of Business and Entrepreneurship. The purpose of the internship program is to help myself focusing on my career interest, observation and expectation. The key objective of this report is to acknowledge the organizational procedure of the Front Office Department of Accor-The living Adventure which contains following:

- To demonstrate my ability to preset my effective performance in the role of a front desk receptionist at Accor- The Living Adventure.
- To Highlighting my acquired skills and knowledge, and how they were applied to ensure a positive guest experience to contribute to the overall success of the hotel.
- To Covering to illustrate a wide range of areas, including my daily responsibilities & duties, my interactions with guests, colleagues and management, the challenges I faced, and the strategies I employed to overcome them.

- To Highlighting the various tools and systems I used to manage guest information, bookings, and inquiries, and how these tools were used to ensure efficient and effective communication.
- To promote my leadership skills & effective persuasiveness.
- To building up my data & information interpretation skills throughout different stakeholders within my organization.

1.7. Methodology:

To make a well constructive internship report, I circumstantially collected data from Primary & Secondary source from Global Sports Event, Qatar 2022.

Primary Sources:

Primary information's have been collected from my practical work within all the segments of FOH division in association of direct perspectives at Global Sports Event, Qatar 2022. Moreover, individual meeting with Tabish Ashre, Duty Manager of Accor Group, Hedayet Niko, Duty manager of Global Sports Event, Qatar 2022.

Secondary Sources:

On the other hand, optional information has been formed from a few Journals, Magazines, Colleagues and Training guide of Global Sports Event, Qatar 2022.

1.8. Limitations of the Study:

In this project a secondary method is followed as a result, there is a limitation to get accurate information. Primary data through interviews and surveys is not able to be collected. The FIFA project is vast and diversified; time acts as a limitation as it stops us from collecting and researching more about the topic. Confidentiality acts as a limitation as sentiments of different countries are involved. Fans are sensitive so data cannot be collected or reviewed and feedback cannot be obtained.

- This report only covered the The Living Adventure managed by Accor front office activities framework.
- It was really hard to get information from other employees about their work constraints.
- Each organization has its own privacy policy that is hidden from others. While get-together data they didn't unveil a ton of data for hierarchical surely.



Chapter-2

An Overview of Hotel





2.1. Introduction to the Hotel:

Accor is a multinational hospitality company that operates hotels, resorts, and residences in over 100 countries worldwide. Founded in 1967 in France, the company has grown to become one of the largest hotel operators in the world, with a portfolio of more than 5,200 properties under 39 different brands.

One of the most recent additions to Accor's portfolio is "The Living Adventure," a new concept that offers a unique and immersive travel experience for guests. The Living Adventure is an evolution of Accor's existing "The Living" brand, which focuses on lifestyle and wellness-oriented hotels.



At its core, The Living Adventure is all about providing guests with an opportunity to connect with nature, explore new cultures, and challenge themselves physically and mentally. The concept is designed to appeal to a new generation of travellers who are looking for more meaningful and authentic experiences when they travel.

Accor properties are located in some of the world's most beautiful and remote locations, from the mountains of Switzerland to the jungles of Costa Rica. Each property is designed to blend seamlessly into its surroundings, with a focus on sustainability and eco-friendliness.

Accor has partnered with a range of adventure experts and local guides to offer a wide variety of activities and experiences for guests. These may include hiking, mountain biking, kayaking, surfing, and wildlife safaris, as well as cultural experiences like cooking classes, art workshops, and traditional music and dance performances.

One of the key features of The Living Adventure is its emphasis on wellness and mindfulness. Guests can take part in yoga and meditation classes, as well as spa treatments and other wellness activities. The Living Adventure properties also offer healthy and nutritious cuisine, with a focus on locally sourced and organic ingredients.



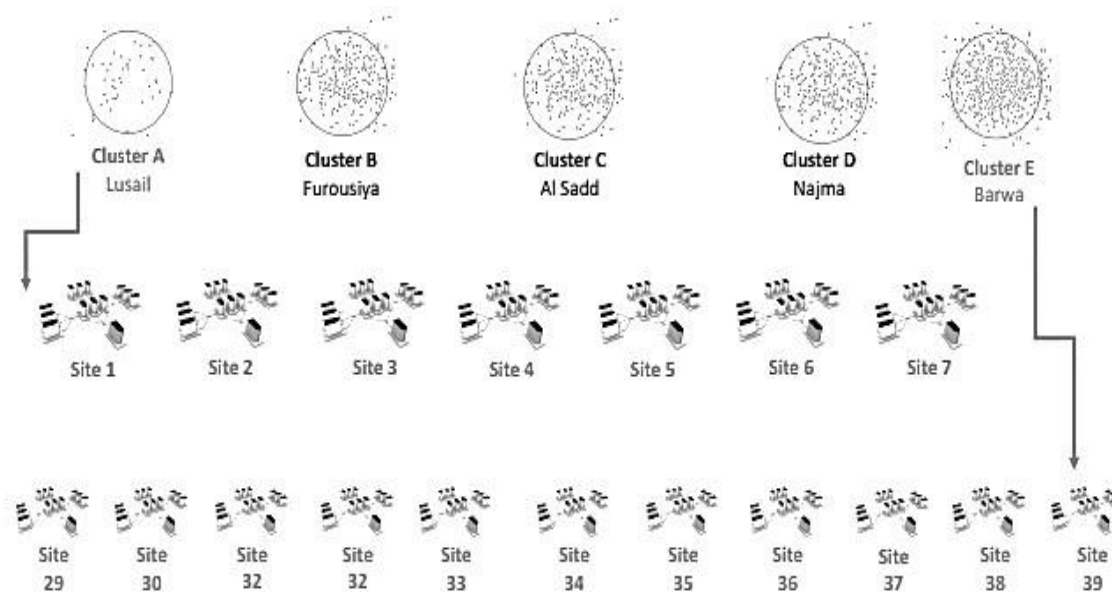
Accor has taken great care to ensure that The Living Adventure properties are as sustainable and eco-friendly as possible. Each property is designed to minimize its impact on the environment, with features like solar panels, rainwater harvesting systems, and green roofs. The company is also committed to reducing waste and promoting recycling, and has implemented a range of measures to minimize its carbon footprint.

The Living Adventure is not just about providing guests with a great travel experience - it's also about making a positive impact on the world. Accor has partnered with a number of local communities and conservation organizations to support environmental and social projects in the regions where The Living Adventure properties are located. Guests can learn about these initiatives and even take part in volunteering opportunities during their stay.

In summary, The Living Adventure is a new concept from Accor that offers a unique and immersive travel experience for guests. With a focus on adventure, wellness, and sustainability, The Living Adventure properties are designed to appeal to a new generation of travellers who are looking for more meaningful and authentic experiences when they travel. By partnering with local communities and conservation organizations, Accor is also making a positive impact on the world, helping to preserve some of the most beautiful and remote regions of the planet for future generations.

2.2. Geographical Distribution: Clusters & Sites:

The living Adventure provided through 5 clusters with 39 sites. For this 5 cluster we had 5 Cluster Director and every cluster was specific team to managed the accommodation facilities. But every cluster and sites followed same sop. Below chart I'm highlighting the total 05 cluster and 39 sites overview.





2.2.1. Sites, Hubs & Properties:

Self-Operated:

To ensure a smooth operation, there are self-service facilities available at the-

Reception

Back office

Housekeeping

Luggage Storage Room

Staff Dining



Complex:

Corridors connecting multiple buildings with multiple entrances.

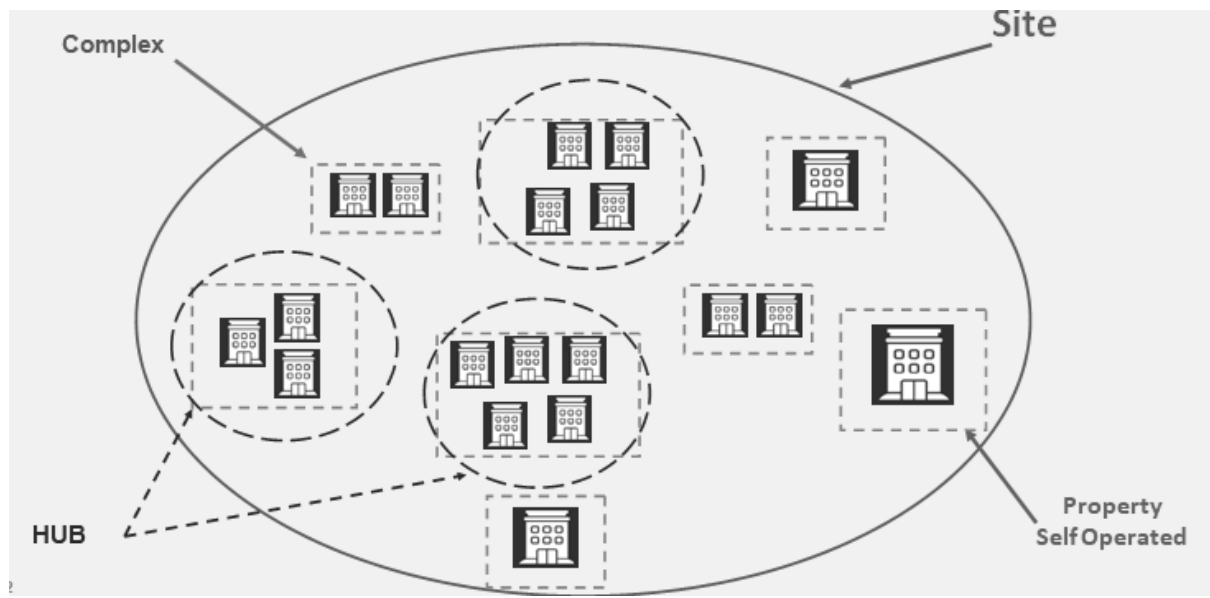
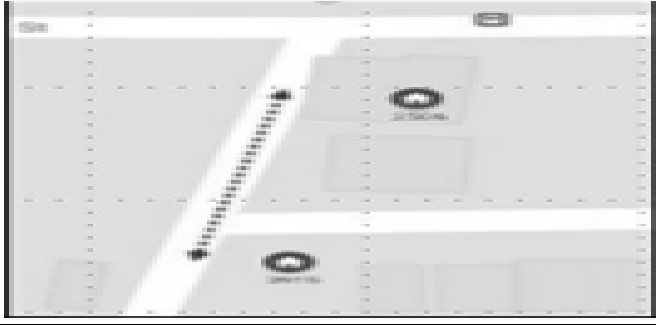




Hub:

Individual properties that have not yet achieved self-sufficiency or independence.

Some of these properties may lack operational spaces. As a result, they must rely on operational spaces



2.3. Background of the Hotel:

The Living Adventure managed by Accor, Qatar 2022 in charged off provided hospitality services for 64,974 rooms in Doha's residential accommodations for attendees of the Global Sports Event Qatar 2022. These rooms had housed in buildings or villa compounds that are fully furnished and equipped (the Accommodation).

These rooms reserved by visitors through the Qatar Accommodation Agency 2022, which serves as the tournament's official central reservation system.

We worked for this company. In all official documents, this referred to as the Special Purpose Vehicle (SPV).

The largest hotel company in Europe, Accor, has given the management contract for the apartments and villas that will accommodate World Cup fans in Qatar last year. Qatar government hired Accor management for manage this residential accommodation. Accor as

one of the largest hospitality chains is looking after the residences for FIFA fans. In order to provide accommodation Qatar had managed to arrange 31966 units that consisted of 64974 rooms for the fan. In fact, the The Living Adventure also covers MSc cruises in which the fans can stay during the game. All these units are divided into 6 clusters that are Lusail, Furousiya, Alssad, Nazma, Barwa, BAJ. In each cluster the workforce is divided into two primary departments, housekeeping and front office.

2.3.1. **Mission:**

We are hospitality professionals who are dedicated to providing fans visiting Qatar for the The Living Adventure with exceptional service.

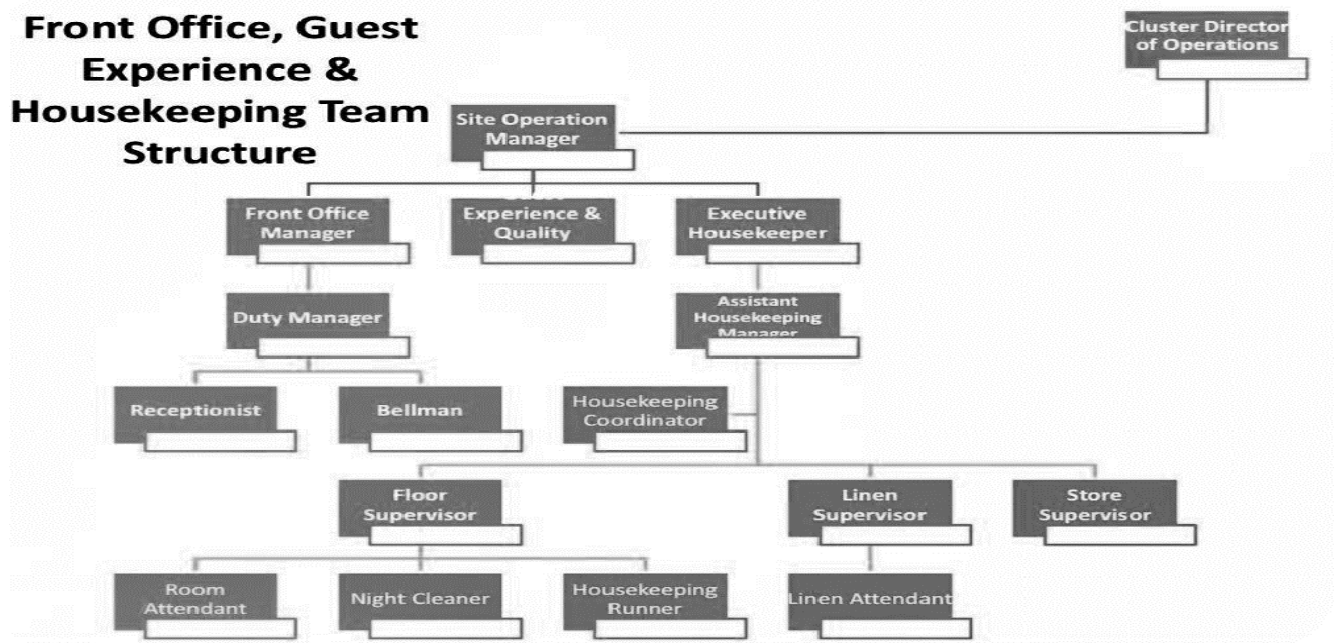
Daring an amazing delivery is our MOTTO!

We are prepared to accept any obstacle that may arise on our path to success. We are of the opinion that anything is doable if we are driven to discover novel and creative means of achieving it.

2.3.2. **Vision:**

The Living Adventure managed by Accor, hospitality is ultimately about people, and our success is dependent on our Heartiest providing exceptional service, welcoming, and caring for our guests. Our world expands when we keep individuals in mind. Our culture promotes empowerment and welcomes all with open arms.

2.4. **Organization Chart of the Hotel:**



2.5. Description of the Department:

2.5.1. The Front Office:

A crucial point of contact for employees and customers is the front desk. All guests are registered and given rooms by staff at the front desk. Guests can also get information about Doha and the event from the front desk.

1. Reception Desk: The reception desk is the central point of the front office department. Receptionists are responsible for greeting guests, processing check-ins and check-outs, and handling guest inquiries. They must be knowledgeable about the hotel's services and amenities and able to provide guests with information and recommendations. Receptionists also manage room keys, room assignments, and room changes. In addition, they handle guest complaints and resolve issues as quickly and effectively as possible.

2. Reservation Desk: The reservation desk is responsible for managing all room reservations. Reservation agents must be knowledgeable about the hotel's room types, rates, and availability. They must also be able to handle room reservations for individuals, groups, and corporate clients. Reservation agents must be able to communicate effectively with guests and provide accurate information about the hotel's policies and procedures. They must also work closely with the front desk staff to manage room inventory and ensure that the hotel is maximizing room revenue.

3. Concierge Desk: The concierge desk is responsible for providing guests with information and recommendations about local attractions, dining, and entertainment options. The concierge must be knowledgeable about the local area and able to provide guests with accurate and timely information. They also handle guest requests for transportation, tour bookings, and other activities. The concierge must be able to work closely with other hotel departments and vendors to ensure that guest requests are met promptly and efficiently.

4. Guest Services Desk: The guest services desk is responsible for providing guests with services such as luggage assistance, valet parking, and transportation arrangements. Guest services agents must be knowledgeable about the hotel's services and amenities and able to provide guests with information and recommendations. They must also work closely with other hotel departments to ensure that guest requests are met promptly and efficiently.

5. Business Center: The business center is a dedicated space in the hotel where guests can work, use computers, and access other office equipment. The business center may also offer services such as secretarial support, printing, and copying. The business center staff must be knowledgeable about the equipment and services offered and able to provide guests with assistance as needed.

6. Telephone Operators: The telephone operators are responsible for handling all incoming and outgoing calls from the hotel. They must be able to provide accurate information to guests and handle calls promptly and efficiently. Telephone operators may also handle wake-up calls, room service orders, and other guest requests.



In addition to the above areas, the front office department may also include other functions such as cashiering, accounting, and night audit. These functions are responsible for managing the hotel's revenue, handling financial transactions, and ensuring that the hotel's records are accurate and up-to-date.

The front office department is critical to the success of a hotel. It is responsible for managing the guest experience, maximizing room revenue, and coordinating with all other hotel departments to ensure a smooth and efficient operation. The staff in the front office department must be highly skilled, knowledgeable, and dedicated to providing the highest level of service to guests.



2.5.2. The Housekeeping:

By servicing the rooms, the Housekeeping Department maintains order and cleanliness throughout the project and takes care of lost and found items, employee uniforms, and linen distribution.

The housekeeping department is an essential part of the Accor hotel operation, responsible for maintaining the cleanliness and orderliness of the hotel rooms and public areas. Here are the details of the housekeeping department of Accor Hotels:

1. Housekeeping Supervision: The housekeeping supervisor oversees the daily operations of the housekeeping department. They are responsible for ensuring that the housekeeping staff is performing their duties effectively, maintaining cleanliness standards, and responding to guest requests promptly.

2. Room Attendants: Room attendants are responsible for cleaning and preparing guest rooms, ensuring that they are tidy, clean, and well-stocked with amenities. They also restock linens, towels, and other room supplies and report any maintenance issues to the maintenance team. Room attendants may also be responsible for responding to guest requests, such as delivering extra pillows or providing turn-down service.

3. Public Area Attendants: Public area attendants are responsible for cleaning and maintaining the hotel's public areas, such as the lobby, restaurants, and common areas. They must ensure that these areas are clean, well-stocked, and presentable to guests. Public area attendants may also be responsible for responding to guest requests, such as providing extra towels or cleaning spills.

4. Laundry Attendants: The laundry attendants are responsible for washing and maintaining the hotel's linens and towels. They ensure that linens and towels are cleaned, ironed, folded, and ready for use by guests and staff.

5. Housekeeping Management: The housekeeping management team is responsible for overseeing the overall operation of the department. They ensure that housekeeping staff is properly trained and equipped to perform their duties effectively. They also ensure that the housekeeping department is well-staffed and that supplies and equipment are well-maintained.

6. Lost and Found: The lost and found department is responsible for storing and cataloging lost and found items, as well as returning them to their rightful owners. This department is often managed by the housekeeping department, as many lost items are found in guest rooms.

7. Quality Assurance: Quality assurance is an essential component of the housekeeping department, ensuring that cleanliness standards are met and maintained consistently. This includes regular inspections of guest rooms and public areas, as well as training and coaching of housekeeping staff to maintain high standards of cleanliness.

During Fifa event, Accor Hotels established specific housekeeping procedures and standards to ensure that guests receive a consistent and high-quality experience across all properties. The housekeeping department plays a vital role in maintaining these standards, ensuring that guests feel comfortable and safe during their stay.

Here I would like to add some additional details about the housekeeping department of Accor Hotels:

8. Housekeeping technology: Accor Hotels use a range of technological tools to enhance the efficiency and effectiveness of their housekeeping operations. For example, housekeeping staff may use mobile devices to receive notifications about room assignments and update the status of their tasks in real-time. This helps to streamline communication and increase productivity.

9. Sustainability: Accor Hotels are committed to sustainability, and the housekeeping department plays an important role in this effort. For example, housekeeping staff may use eco-friendly cleaning products and processes to reduce the hotel's environmental impact. Additionally, they may participate in energy-saving programs, such as turning off lights and air conditioning in unoccupied rooms.

10. Health and safety: The housekeeping department plays a crucial role in maintaining the health and safety of guests and staff. They are responsible for ensuring that guest rooms and



public areas are clean and free of hazards, such as spills or tripping hazards. They may also participate in training and programs related to hygiene and sanitation, such as the Accor ALLSAFE program, which provides comprehensive health and safety guidelines for all Accor hotels.

11. Communication: Communication is key to the success of the housekeeping department. Housekeeping staff must communicate effectively with each other, as well as with other departments, such as maintenance and front desk. They must also communicate with guests, responding to requests and inquiries in a professional and timely manner.

12. Professional development: Accor Hotels prioritize professional development for their housekeeping staff, offering training and growth opportunities to help them advance in their careers. For example, staff may participate in training programs related to leadership, customer service, or sustainability. Accor Hotels also offer a range of career paths for housekeeping staff, such as supervisor or manager roles.

In summary, the housekeeping department is an essential component of the hotel operation at Accor Hotels. They are responsible for maintaining cleanliness and orderliness, ensuring guest comfort and safety, and contributing to the hotel's overall sustainability efforts. Through technology, communication, and professional development, the housekeeping department helps to ensure that guests have a comfortable and enjoyable stay.



2.5.3. Laundry:

Guest linen, employee uniforms, and employee accommodation linen are all handled by the laundry. The laundry department is an essential part of the operations of any hotel, and the Accor hotel chain is no exception. The laundry department is responsible for providing clean linen and other textiles, such as towels and bathrobes, to various departments in the hotel.

The laundry department in an Accor hotel is typically divided into two main sections: the laundry room and the linen room. The laundry room is where the actual washing, drying, and

ironing of the textiles takes place. This area is usually equipped with large industrial machines capable of washing large quantities of linen and other textiles quickly and efficiently. The linen room, on the other hand, is where the clean linen and other textiles are stored until they are needed. The laundry department in our Accor hotel was responsible for maintaining a high standard of cleanliness and hygiene. All linen and other textiles must be washed at the appropriate temperature and with the correct amount of detergent to ensure they are thoroughly clean and free of bacteria. The laundry department must also adhere to strict safety protocols to ensure the safety of staff and guests.

The laundry department in our Accor hotel worked closely with other departments, such as housekeeping, to ensure that all linen and other textiles are delivered on time and in the right quantities. The department also keep detailed records of all laundry and linen-related activities, such as the number of items washed, the temperature and duration of each wash cycle, and the number of items that need to be replaced.

In addition to providing clean linen and other textiles, the laundry department in our Accor hotel also offered other services, such as dry cleaning and pressing. These services were available to guests as well as staff.

Overall, the laundry department was an essential part of the operations of our Accor hotel. It plays a crucial role in maintaining a high standard of cleanliness and hygiene and ensuring that guests have a comfortable and enjoyable stay.

Here is some additional information in detail about the laundry department in Accor hotels:

1. Laundry Operations: The laundry department in Accor hotels is responsible for handling all the laundry operations, which includes collecting, sorting, washing, drying, ironing, folding, and delivering clean linens, towels, and other textiles to various departments in the hotel. The department uses industrial-grade laundry equipment, including washing machines, dryers, and ironing machines, to efficiently process a high volume of laundry daily.

2. Staff: The laundry department in Accor hotels is staffed by a team of experienced laundry professionals who are well-trained in laundry operations, safety protocols, and hygiene standards. The team includes laundry supervisors, laundry attendants, and linen room attendants who work together to ensure that all laundry operations run smoothly.

3. Quality Control: The laundry department in Accor hotels follows strict quality control measures to ensure that all linen and other textiles are thoroughly cleaned, ironed, and folded to a high standard. Quality control measures include visual inspections of textiles before and after the laundry process, regular equipment maintenance, and strict adherence to laundry protocols.

4. Sustainability: Accor hotels are committed to sustainability, and the laundry department plays a vital role in supporting this commitment. The department uses eco-friendly laundry detergents, recycles wastewater, and maintains high standards of energy efficiency in all laundry operations.



5. Additional Services: The laundry department in Accor hotels may offer additional services, including dry cleaning and pressing, which are available to both guests and staff. These services are designed to meet the needs of guests who require more specialized laundry services.

6. Inventory Management: The laundry department in Accor hotels is responsible for maintaining an accurate inventory of all linens and other textiles. The department uses advanced inventory management systems to track the use of linens, monitor their wear and tear, and schedule replacements when necessary.

In summary, the laundry department in Accor hotels is a crucial component of hotel operations. It is responsible for ensuring that guests and staff have access to clean, hygienic linens and other textiles, while also supporting the hotel's commitment to sustainability. The department is staffed by experienced professionals who use advanced laundry equipment and quality control measures to maintain a high standard of cleanliness and efficiency.



2.5.4. Security:

Customers, guests, and employees' safety is the responsibility of security.

In addition, it is in charge of teaching employee's safety and emergency procedures, preventing, resolving, and conducting investigations into theft, accidents, and general safety. As Accor is a global hospitality company that operates a number of hotel brands around the world, such as Sofitel, Novotel, Mercure, Pullman, and many others. The company has a dedicated Security Department that is responsible for ensuring the safety and security of guests, employees, and physical assets across all its properties.

The Security Department of Accor hotels typically consists of a team of trained professionals who have experience in security, law enforcement, or military backgrounds. They work closely with the hotel management teams to implement security protocols, policies, and procedures that are tailored to each individual property's needs and location.

Some of the key responsibilities of the Security Department include:

1. Risk assessment: The team conducts regular risk assessments to identify potential security threats, both internal and external, and to determine the appropriate response and preventive measures.

2. Security planning and implementation: The Security Department develops and implements security plans that are tailored to the specific needs of each hotel. This includes measures such as access control, CCTV surveillance, background checks, and security training for employees.

3. Incident response: In the event of a security incident, the Security Department takes charge of the situation, coordinates with local law enforcement, and implements the necessary emergency response procedures.

4. Information security: The Security Department is also responsible for ensuring the security of information systems and networks across the Accor group, including data protection and cyber security measures.

5. Risk Assessment:

The Security Department of Accor hotels conducts regular risk assessments to identify potential threats to the safety and security of guests, employees, and physical assets. These assessments take into account factors such as the location of the property, current events, and any known or suspected threats in the area. Based on the results of the assessment, the department develops a security plan that outlines the measures needed to mitigate the identified risks.

6. Security Planning and Implementation:

The security plan developed by the Security Department is tailored to the specific needs of each individual property, taking into account factors such as the size of the property, the number of guests, and the type of hotel. The plan typically includes measures such as access control, CCTV surveillance, background checks, and security training for employees.

7. Access Control: Access control measures are designed to ensure that only authorized personnel are allowed onto the property. This can include measures such as key cards, security personnel stationed at entrances, and perimeter fencing.

8. CCTV Surveillance: CCTV cameras are strategically placed throughout the property to monitor activity and detect potential security threats. The footage is regularly reviewed by the security team to identify any unusual or suspicious behaviour.

9. Background Checks: Accor hotels require all employees to undergo background checks before they are hired. This helps to ensure that employees are trustworthy and do not pose a security risk.

10. Security Training: Accor hotels provide security training to all employees, with a focus on identifying potential threats and responding appropriately in the event of an incident. This



includes training on emergency response procedures, communication protocols, and the use of security equipment.

11. Incident Response:

In the event of a security incident, the Security Department of Accor hotels takes charge of the situation and coordinates with local law enforcement to ensure a swift and effective response. The department has established emergency response procedures that are tailored to each property and are regularly reviewed and updated to ensure their effectiveness.

12. Information Security:

The Security Department is also responsible for ensuring the security of information systems and networks across the Accor group. This includes measures such as data protection, firewalls, and intrusion detection systems to prevent unauthorized access to sensitive information.

In summary, the Security Department of Accor hotels play a critical role in ensuring the safety and security of guests, employees, and assets. Through a combination of risk assessment, planning, and response, the team works to mitigate potential security threats and maintain a secure environment for everyone on the property.



2.5.5. IT Department:

The IT department is in charge of ensuring that project software systems and computer hardware run smoothly. The Accor IT department is headed by the Chief Information Officer (CIO) and is organized into various teams that handle different aspects of the company's technology operations. Some of the key responsibilities of the Accor IT department include:

1. Infrastructure Management: The IT department is responsible for managing the company's hardware and software infrastructure, including servers, networks, and databases.



2. Application Development: The IT department designs, develops, and maintains the software applications that run Accor's various business functions, such as customer relationship management, online booking, and financial reporting.

3. Data Management: The IT department manages Accor's data resources, including data warehousing, data analytics, and data security.

4. Help Desk and Technical Support: The IT department provides technical support to Accor employees and guests who experience IT-related issues.

5. Cyber security: The IT department is responsible for protecting Accor's IT systems and data from cyber threats, such as malware, hacking, and data breaches.

IT department uses a range of tools and technologies to support its operations, including cloud computing, artificial intelligence, and machine learning. The department also collaborates with external technology vendors and partners to leverage their expertise and capabilities.

Overall, IT department plays a critical role in supporting the company's core business functions and ensuring that its IT infrastructure is reliable, efficient, and secure.



2.5.6. Engineering:

The project buildings and equipment are maintained and improved by engineering, which also controls the buildings' heating and cooling. Control and supervise the building maintenance team. The Engineering department is responsible for maintaining and managing the physical infrastructure of the properties. This includes overseeing the design, construction, and maintenance of buildings, facilities, and equipment to ensure they meet safety, quality, and operational standards.

Some of the key responsibilities of the Engineering department include:



1. Property Maintenance: The Engineering department is responsible for maintaining the physical infrastructure of Accor hotels, including the building structure, electrical, plumbing, heating, and cooling systems.

2. Capital Projects: The department is responsible for overseeing major construction projects, including renovations and new construction projects. This includes working with architects, contractors, and other stakeholders to ensure projects are completed on time and within budget.

3. Energy Management: The Engineering department is responsible for managing the energy consumption of Accor hotels. This includes identifying opportunities to reduce energy usage and implementing energy-efficient technologies and practices.

4. Sustainability: The department plays a key role in supporting Accor's sustainability initiatives. This includes identifying opportunities to reduce waste, increase recycling, and promote sustainable practices in the properties.

5. Safety and Security: The Engineering department is responsible for ensuring the safety and security of Accor hotels. This includes implementing fire safety measures, conducting regular safety inspections, and maintaining security systems.

To carry out these responsibilities, the Engineering department works closely with other departments, including Operations, Finance, and Sales and Marketing. The department also collaborates with external contractors and vendors to leverage their expertise and resources.

Overall, the Engineering department plays a critical role in ensuring the safety, comfort, and sustainability.



2.5.7. Finance & Accounting:

Payments and receipts are under the overall control of Finance & Accounting. Complies audit logs and reports data on all project financial aspects. Reports on budgets, taxes, and financial statements are also prepared by accounts. The finance and accounting department of Accor



hotel is responsible for a wide range of tasks including financial planning and analysis, accounting, tax management, risk management, treasury management, and internal control.

Financial planning and analysis involves creating financial models, analyzing financial data, and forecasting future financial performance of the company. This information is used to make strategic decisions and allocate resources to various business units within the company.

Accounting involves managing the company's financial records, preparing financial statements, and ensuring compliance with accounting standards and regulations. The department also manages the accounts payable and accounts receivable functions, which involves processing invoices, making payments, and collecting payments from customers.

Tax management involves managing the company's tax obligations, including calculating and filing tax returns, managing tax disputes, and ensuring compliance with tax regulations.

Risk management involves identifying and managing financial risks that could impact the company's financial performance. The department works closely with other departments within the company to identify and mitigate risks.

Treasury management involves managing the company's cash flow, investing surplus cash, and managing debt obligations.

Internal control involves ensuring that the company's financial operations are conducted in a transparent and accountable manner, and that there are appropriate controls in place to prevent fraud and other financial improprieties.

Overall, the finance and accounting department of Accor hotel plays a critical role in managing the financial operations of the company and ensuring its long-term financial success.





2.5.8. Purchasing:

To ensure that all products meet project specifications and quality standards, purchasing purchases all project-related goods. The purchasing department of is responsible for sourcing and procuring goods and services required for the smooth functioning of the hotel operations. This department is responsible for managing the supply chain and ensuring that the hotel's needs are met in a timely, efficient, and cost-effective manner.

The primary responsibilities of the purchasing department in Accor hotel are:

- 1. Sourcing suppliers:** The purchasing department identifies and selects suppliers who can provide goods and services required by the hotel. This involves conducting research, evaluating supplier capabilities, negotiating contracts, and establishing long-term relationships with suppliers.
- 2. Procuring goods and services:** Once suppliers are identified, the purchasing department is responsible for purchasing goods and services required for the hotel's operations. This includes managing purchase orders, tracking deliveries, and ensuring that the goods and services received meet the hotel's quality standards.
- 3. Managing inventory:** The purchasing department is responsible for managing inventory levels and ensuring that the hotel has the required inventory to support its operations. This involves tracking inventory levels, forecasting demand, and working with suppliers to ensure that inventory is replenished in a timely manner.
- 4. Cost management:** The purchasing department is responsible for managing costs associated with procurement. This involves negotiating prices with suppliers, managing contracts to ensure that prices remain competitive, and identifying cost-saving opportunities.
- 5. Supplier management:** The purchasing department is responsible for managing relationships with suppliers and ensuring that they meet the hotel's requirements. This involves monitoring supplier performance, resolving any issues that arise, and conducting regular supplier evaluations.



Overall, the purchasing department plays a critical role in ensuring that the hotel's operations run smoothly and efficiently. By managing the supply chain, the purchasing department helps to ensure that the hotel has the goods and services it needs to provide high-quality services to its guests while keeping costs under control.

2.5.9. Talent & Culture:

Throughout the project, Talent & Culture oversees accommodation, on boarding, and training, as well as determines each employee's well-being. Accor recognizes the importance of nurturing a strong talent and culture department to ensure that its employees are engaged, motivated, and has the necessary skills to deliver high-quality service to guests.

The talent & culture department plays one of most significant role of recruiting, hiring & on boarding world's best talents designated for hospitality to serve & make the Fifa-2022 hospitality segment one of the biggest success in the history from the beginning & till the last moment of the event's farewell.

The Talent & Culture Department of Accor is responsible for managing all aspects of the company's human resources, from recruitment and training to compensation and benefits. The department is also responsible for developing and implementing policies and programs that promote employee engagement and well-being.

Some of the key functions of the Talent & Culture Department of Accor include:

1. Recruitment and on boarding: The department is responsible for sourcing, screening, and hiring organization. This includes developing job descriptions, posting job ads, conducting interviews, and selecting candidates who are the best fit for the company culture.

2. Training and development: The Talent & Culture Department of Accor is responsible for developing and delivering training programs that help employees build the skills and knowledge necessary to excel in their roles. This includes on-the-job training, classroom training, and e-learning programs.

3. Performance management: The department is responsible for developing and implementing performance management programs that help managers set goals, provide feedback, and evaluate the performance of their team members. This includes regular check-ins, performance reviews, and goal-setting exercises.

4. Compensation and benefits: The Talent & Culture Department of Accor is responsible for developing and administering compensation and benefits programs that are competitive and attractive to employees. This includes salary and bonus programs, health and wellness benefits, and retirement plans.

5. Employee engagement: The department is responsible for developing and implementing programs that promote employee engagement and well-being. This includes programs that promote work-life balance, recognition and rewards programs, and initiatives that foster a positive company culture.

Overall, the Talent & Culture Department of Accor played a critical role in ensuring that the company attracts, retains, and develops top talent to deliver exceptional service to guests during Fifa-2022 mega event project.



2.6. SWOT Analysis of the Hotel:

Strengths	Weakness	Opportunities	Threats
<ul style="list-style-type: none"> ❖ Professional management ❖ Well educated and trained employee ❖ Location 	<ul style="list-style-type: none"> ❖ Shortage manpower ❖ Parking Limitation ❖ Lack of Maintenance ❖ Hiring process was slow 	<ul style="list-style-type: none"> ❖ International property management ❖ No hassle of Billing ❖ Reliable Employee ❖ High Investment 	<ul style="list-style-type: none"> ❖ No food facilities ❖ Low Facilities ❖ Dubai was more close to Qatar

2.7. Conclusion:

So I would like to conclude by saying that, Accor, one of the world's leading hotel operators, had been entrusted with providing accommodation and hospitality services for the FIFA World Cup 2022 in Qatar. The Living Adventure, a unique concept that offered an immersive and sustainable living experience, is at the forefront of Accor's hospitality arrangements for the event to serve more than two million people.

With its commitment to sustainability and eco-friendliness, The Living Adventure aimed to showcase the best of Qatar's culture and heritage while minimizing the impact on the

environment. The concept included sustainable accommodation options such as tents and eco- lodges, as well as communal spaces for dining, relaxation, and entertainment.

Accor's extensive experience in managing large-scale events and its focus on delivering high-quality service ensured that guests at the FIFA World Cup 2022 will have a memorable and enjoyable experience. The Living Adventure's emphasized on sustainability and cultural immersion aligns well with Qatar's vision for the event, making it a unique and exciting hospitality option for visitors.

Overall, Accor and The Living Adventure are well-positioned to provide top-notch hospitality arrangements and management for the FIFA World Cup 2022 in Qatar, catering to the diverse needs and preferences of guests while promoting sustainable tourism and showcasing Qatar's rich heritage.



Chapter-3

Overview of the Front Office Department





3.1. Introduction to the Department:

Front Desk is a very significant section in the hotel, creating immediate contact with guests. The main purpose of this department is Reservation, Guest service, Check-in, Check-out, Telephone, Finance & Cashiering, Foreign Exchange, Room Assignment, Inquiry etc. Through below rules we have followed in our workplace-

- Front Office Operations continued for 24 hours
- Check in time was 3:00 pm / Check out time was 12:00 Pm.
- Cash handling, F&B service and water did not provide
- We did not provide room orientation, luggage up & down services.
- Check in, check out, Guest Queries, Room Status & Allocations, Guest Calls &Luggage Storage handled by the team
- Receptionist, Bellmen & Duty Manager worked in 3 shifts, Morning, Afternoon/Evening & Night Shift.
- Daily briefs in each shift conducted
- One Receptionist was available per property per shift and helped by the Duty Manager who will be managing multiple properties if needed
- Pre-Check in looked after by the Receptionist on daily basis
- All the Lost & Found items and all the requests entered in Hotelogix.
- Guest complaints handled, and no compensation offered.





3.2. Background of the Department:

The Front Office is addressed as the nerve centre of a hotel. It can be referred as a front of the housing department situated around the foyer and the lobby area of a hospitality establishment. As this department is established around the foyer area of the hotel and is visible to the guests, patrons and visitors, they are formally addressed as “Front Office”.

Front Office department is one of the most significant functional and revenue-generating departments of the hotel which earns two-thirds of the revenue gained by a hotel from the sale of the guest rooms. It involves in producing valuable services to the guests during the entire guest cycle consisting of Pre-arrival, Arrival, Occupancy and Departure.



3.2.1. Mission:

We had a mission to create a visitor management application with unmatched workflow and visual design flexibility - one that solves challenges that organizations were not even aware they had. Our priority is our customers, innovative solutions, and intentional team growth!

We act with an attitude that values diversity, inclusion, and empathy for our guests, co-workers, and partners.

3.2.2. Vision:

Years of focusing on quality, efficiency, rigor, effort, and performance have given us opportunities to challenge ourselves, innovate, and demonstrate success, which is how we gained our expertise.

We strive to convey our enthusiasm for our work through the service we provide to our guests and colleagues.

3.2.3. Organization Chart of the Department:



3.3. Schedule of Duty:

The front office team at Living Adventure was a 24-hour operation. The employee has a fixed shift time of nine hours at Living Adventure. As an employee, I have worked morning, evening, and night shifts three times. The employee can punch in and punch out at The Living Adventure.

The following shifts for employees at The Living Adventure,

Morning Shift

- Working Time: 09:00am - 06:00pm

Evening Shift

- Working Time: 03:00pm - 12:00 am

Night Shift

- Working Time: 12:00 am – 09:00 am

3.4. Outlet Description of the Department:

The residences for the fans required different types of operational assistance. The primary one is fulfilled by front office and Housekeeping. Front office assists the guest with check in, check out, luggage assistance and any other information that the guest wants to know about Qatar. On the other side the housekeeping department is responsible for cleaning, changing and day to day operation to keep the residence hygienic. There are some third-party operators like Wasif who take care of any instrumental detectors such as washing machine, AC or oven. Security personnel take care of vigilance and keep the premises free from trespassers.



This is the main operation however each of this department performs several minor activities to make the stay convenient. Key handling is done both by the Front office and Housekeeping. Any type of discrepancy and incident is registered in software called Hotelogix which is simultaneously operated by both departments. Each and every detail gets uploaded to avoid any type of confusion. The front office team remains available for 24*7 so in any situation the Fans always get assistance from the team. This is how the operation for residences works so that the Fan could get a satisfactory service for the price they are paying.

3.5. Coordination with other Department:

The spirit of caring about others in our group, supporting and assisting them, and ultimately winning together is teamwork.

Working together is only one aspect of teamwork; the term also refers to working together to accomplish a goal by assisting one another. If you are not prepared to give it, you will not receive it.

Our guests are served quickly and effectively when we worked together.

We offered to assist colleagues when we noticed that they were busy. We worked together to ensure that we were there for our guests and that they were not neglected or left unattended.

In everything we did, we adopted a cooperative attitude and approach, which we reciprocate.

We were always prepared and eager to assist each others.



3.5.1. Teamwork:

Teamwork was the attitude of caring about those in our group, supporting them, and working as a unit to achieve success.

Working as a team implies assisting one another to accomplish goals rather than just cooperating to complete a task. You won't get it until you're willing to offer it.

Our guests are serviced fast and effectively thanks to teamwork.

- If we noticed that a co-worker was busy, we offered to assist. We must make sure that we were all present for our guests and that they were not forgotten or ignored.
- In all we did, we demonstrate and reciprocate a cooperative attitude and approach.
- We were always stand ready and prepared to assist.

3.6. **SWOT Analysis of the Department:**

STRENGTHS	WEAKNESS	THREATS	OPPORTUNITY
<ul style="list-style-type: none"> • Pre Booking system • Anywhere Access • Accor management • Touch less Registration 	<ul style="list-style-type: none"> • Week Software • Some apartment's old • Used normal material 	<ul style="list-style-type: none"> • Labor shortage • Collect travel restriction documents from guest. 	<ul style="list-style-type: none"> • Expert management training system • No hassle for billing.

3.7. **Conclusion:**

One of the most crucial divisions in the hotel is the Front Office department. Reception, reservations, guest relationship officers, telephone operators, and concierge are just a few of the various divisions within the Front Office department. In the front office department, each division plays a significant part.

When I worked with Front office department at The Living Adventure, I had maintained and collected all information of other departments. Because guest knew me, guest knew only the reception area, so when they faced anything they direct communicated with us.

I can say here, for The Living Adventure accommodation facilities Front Office department played vital role.



Chapter-4

Activities

Undertaken,

Challenges & Lessons

Learned





4.1. Activities Undertaken:

The following activities I have undertaken at my workplace with the front office operation.

- Check-in.
- Check-out.
- Room assigning.
- Night audit.
- Receiving Phone calls.
- Walk in sale.
- Provide Hotel Information.
- Managing Transportation Request.
- Guest Review.

4.1.1. Work-Task and Responsibility:

Welcoming & Professional Demeanour:

We offered our guests the following in order to meet and exceed their expectations:

- Warm greetings: With a genuine smile, we always maintained a positive attitude.
- Personalized and professional service: We hold ourselves to a high standard of efficiency in every interaction we have with our guests. We personalized our conversations by utilizing our guests' names whenever possible.
- Courtesy in Speech: We always mean what we say when we said magical phrases like "Thank you," "I am sorry," and "please." We spoke clearly and quietly while keeping our voices low. We never call someone across the room again.
- Attention to Detail: We carefully listened to what our guests said to find out what exactly they need, and we meet those needs. Both our internal guests, who are our co-workers, and our external guests are the focus of our attention. We treat each other with the same level of warmth, attentiveness, professional courtesy, and utmost respect as we treat our guests.



4.1.2. Other Relevant Activities:

Professional Image:

The Living Adventure committed to helped us feel and look our best. The goal of this grooming guideline was to make a first impression that is "World Class." Employees should be able to use it as a guide when choosing clothing and accessories for themselves. When dealing with our guests, our objective was to maintain a professional, consistent, and reassuring appearance.

Grooming and Hygiene

- Personal Hygiene.
- Head & Body Coverings.
- Undergarments.
- Hair.
- Facial Hair.
- Makeup & Cosmetics.
- Nails.
- Piercings/Jewellery.
- Body Art.
- Rings & Watch.
- Eye Care /Accessories/ Other Jewellery.
- Shoes & Footwear.
- Attire during Internal Meetings, Retreats and Training Sessions.

4.2. Attendance Record System:

All employees are required by corporate policy to sign in at the time clock or other available alternative system when reporting for duty. The goal is to kept accurate records for salaries, timeliness, security, emergencies, and other factors.

Every day, each department and Talent & Culture will report attendance on the attendance record sheet.

So daily after arrived at site office we enrolled and checked in our attendance in the apps which provided by The Living Adventure.

Same we did when we left our work place.

Each Department Head is accountable for successfully scheduling his or her staff to utilize manpower in a methodical manner and in compliance with the current Qatar Labour Law.

4.2.1. Sick Leave:

Each employee must have a sick leave certificate from a qualified Qatari authority in order to be eligible for paid time off.

Each time an employee was absent from work due to illness, they must provided a sick leave certificate.

3. Unused sick time could not be refunded in cash or carried over to the next pay period.
4. Sick leave certificates that employees from their various nations submit while on their yearly vacation to either offset or extend their vacation days will not be taken into consideration as genuine. Any such prolongation of leave will be regarded as unpaid time off.
5. After their allotted vacation time has been used up, employees in Qatar may extend their holiday by using sick leave that they have submitted while on local vacation.
6. The sick leave regarded as sick leave if a public holiday falls during it.
7. The public holiday is regarded as forfeited in the situation. If the sick absence is less than two weeks, the employee paid in full.
8. If the sick absence continues beyond that, the employee paid 50% of his salary for an additional four weeks.
9. The employee's sick leave extended without pay until he or she returns to work, resigns, or has their employment terminated for medical grounds.
10. If it can be demonstrated, by a report issued by a qualified physician, that the employee is indeed unwell, the employment of the worker may be terminated at the conclusion of the twelve-week period of sick leave.

We all employee followed above concern to took the sick leave.

4.3. Telephone Courtesy:

Since we all use our Smartphone's for work, the following guidelines could help us maintain our professional image at all times:

- When working in the guest areas, only business phones were permitted.
- Personal mobile phones can used during breaks, but when on duty, they set it to silent or vibrate.
- We return calls within three rings, not longer.
- We respond to calls in a natural voice that is not overly loud or soft.



- We always spoke with a smile on our faces.
- We said the following to the caller depending on the time of day: "Good Day, Good Evening, and Good Morning." Our department and name are identified, such as: "Hello, and welcome to Global Sports Event, employee speaking." By saying, "We offered assistance," How can I help you?" When possible, we used the Guest's name.



4.4. Challenges:

Below all activities had challenged to gathered for me-

- Hotelogix software for smooth operation.
- Operate printer, both colour and system.
- Operate telephone and extension.
- Operate the photocopy machine and refill toners.
- Know about SOP (standard of Procedure).
- Create room key and lift access key.
- Make pre-registrations and scan passport in system.
- Manage group arrival while check in time.
- Manage guest when rooms are not ready for check in.
- How to help guest with special requests such as flight details transport.
- Answer the guest quires and questions.
- Handle upset, drank and rude guest.

- Must know about phrases for receiving phone calls, wake-up calls, courtesy call.
- Update of Room Status from housekeeping.
- Night audit.
- Maintain a follow up sheet and follow up.
- Managing guest reviews.

4.4.1. Common guest complaints and specific solutions:

Through the guests complain I have learned the solution method. Here I'm sharing some problem and solution:

Documents Issues:

We had procedure to check- in the guest. Guest had to upload their Hayya card, Passport and voucher of reservation. So when guest came they always expected to check in the room without any hassle. The problem occurred there some guest didn't upload their documents properly and If we asked for the documents they reacted with us. That time we convinced them to explain their documents issues. So it has the experienced that I learnt from my work place.

Language Boundaries:

Although English is the official language of the world, not all of our visitors couldn't talk properly in English, particularly those from China, Japan, Korea, Saudi, Dubai. That time we explained and communicated with them by body language.

Requested to Over Night stay:

Some guests requested to over booking but we haven't option to give them room because it has handled by another reservation team. That time the guests didn't want to understand the issue. We handled this issues by polite explanation.

Broken Equipments:

During stayed in the room the guest broke the equipments and called to repair fast. Our engineering team was short so that we couldn't find them right way. At that time we had handled the guest by telling something regarding the maintenance team.

Poor facilities and services:

Express your regret to the front desk staff and notify the manager. The hotel's upgrading strategy is thus a necessary.

Hotel policies:

In this case, explanation and courtesy are crucial phrases. For instance, clients complain that

Smoking is prohibited in some areas of the hotel. Staff members should instead inform them of the restrictions and direct them to the smoking area rather than starting a dispute.

4.5. Lessons Learned from the Internship Program:

Considering my knowledge and experienced I can honestly say that I had a great time working as a front office Intern for four months. Since the first day of my training, I've been certain that this four-month temporary job program will help me learnt how to advance as an academic in the gig economy. I tried to gain understanding about front office operations and impart theory during the internship period.

Culture:

Each department and organization has its own culture. I was able to successfully adapt to their culture during my internship. Additionally, I've learned how to manage all types of individuals and manage my time when working under pressure.

Working Environment:

The staff at The Living Adventure is so amiable that I can easily adapt to their atmosphere. I have learned so much more quickly since the front desk staff is very amiable and encouraging. I owe a lot of gratitude to the The Living Adventure front office staff for helping me become qualified for the field. I was never at odds with my team. I may therefore state that I gained knowledge from a pleasant working environment.

Communication:

Throughout the entire internship program, communication has been one of the most valuable and significant lessons I have learnt. The Living Adventure's front office staff members are really prompt in their communications. My ability to communicate has improved thanks to the front office personnel and operations.

Punctuality:

I used to arrive on time for work every day, which helped me develop my time management skills. Every day, I used to clean shave, and I was consistent.



Chapter-5

Recommendation, findings & Conclusion



5.1. Findings:

After analyzing the FIFA event, it was clear that Qatar had a bigger purpose for arranging this event. Not only is the revenue that was generated from this world cup event a profitable aspect. However, there are certain aspects that are visible after this FIFA. This was the first time the Middle East had proven that they are not stepping back in terms of hospitality and tourism. Compared to other countries where the world cup had taken place, Qatar was more face and secure. As a result all the tourists from different categories like business personal and family personal take it as a secure place. This world cup event had opened several doors of future opportunities for the country.

The face value of tourism is increased, infrastructure development is also done during the FIFA project that will stay for an eternity. The residences that are created for the Fans staying would be sold out for residential purpose. As a result all the villas and buildings that are made would be recycled and a large amount of revenue would be generated by the government. This would help the government to recover a large portion of capital that they have spent during the FIFA project.

5.2. Recommendations:

Correct estimation of guests:

One of the major ratios of guests was the Saudi groups. The main concern was they booked for the apartments through coordinates and most of the pre-check in formalities was not completed. During the time of arrival, the front office and the housekeeping was unaware about the exact number of guests. If the management could have arranged for any other path where it needs to be mandatory for completion of pre-check in before arrival. This would give the front office and housekeeping an opportunity to plan for the number of arrivals.

Using quality products:

FIFA was a short-term project, thus the materials that are used for drainage was not the mark. Due to the limitation of time, double checking about the quality and fitting was not possible. It is recommended to use high quality and sustainable drainage materials that can be fixed easily. This can reduce the issue of drainage for the next time and will also keep the apartment for a long-term use.

Making roaster by specific person:

There was a common problem at morning that receptionist didn't get the housekeeping team. So, if there any urgent/Serious guest came to check-in we couldn't give them room because that time there was no housekeeping team. Their morning shift started from 09:00 am and limited employee was for night shift.

On the other hand, receptionist team's morning shift started from 08:00. For that 1 hour gap between receptionist team and housekeeping team receptionist team couldn't give the room.

Because without check the room by the housekeeping team we were not supposed to give the room to guest. Here If one specific person made the roaster that mess were being solved.

5.3. Conclusion:

The Living Adventure was a successful full project and it was possible because of technology and the capital invested by Qatar. Starting from building 6 Stadium from scratch to building accommodation for more than 2M FIFA fans, this project taught us that a country with less population can also arrange the world cup event. The government invested in this project for increasing the tourism and hospitality sector in Qatar which will generate revenue later. The accommodation created for the fans would be sold for residences once the FIFA will end. Qatar has also proved to be a symbol of safety for people and sustainability. Despite getting success, the event had many rooms for development such as providing better guest service. Quality of apartments, especially the drainage systems, needs to be improved. Guests in the residences are served by the front office and housekeeping team. Other third-party companies like Wasif provide their services for technicians and security purposes. The overall project did well and the management learned a lot more that will help Qatar to arrange a better event in future.

In this report the primary focus is to portray how The Living Adventure operates. How the event has managed to arrange accommodation and services for a fan base of 2 million. In this project secondary data is considered that includes journals and website information. There are several types of challenges which are faced by the guest while staying in their accommodation. Qatar received 10 years to prepare themselves for the global sports event. Unlike others they had to build 7 out of their 8 stadiums from scratch. This is the reason they were not able to focus on the residences provided for fans. There are several manufacturing defects. As a result, when the guest starts to stay in residences they face challenges like water overflow, fault in regular equipment, leakage issues from flooring. This issue has degraded the experience of guests in a negative way. However, the staff who were looking after customer assistance, had performed their job in an effective way. Despite all these difficulties the guest received a world class service and is providing positive feedback.

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List of Abbreviations:

- FO= Front Office
- F&B=Food & Beverage
- C/O= Check out
- VIP=Very important person
- DND=Do not disturb
- OS= Out of service
- OTA= Online Travel agent
- POS= Point of sales
- ADR=Average daily rate
- RB=Room With breakfast
- OTA= Online travel agent
- PMS=Property management system
- C/I=Check in
- HK=Housekeeping
- ENG=Engineering
- HR=Human resource
- SM=Sales and marketing
- BQT=Banquet
- OOO= Out of order
- VD=Vacant dirty
- VC=Vacant clean
- OD=Occupied dirty
- OCC=Occupied clean
- OOS=Out of service
- D/O=Due out
- GIS=Guest in House
- CL=City Ledger
- GA=Guest Account
- RO=Room Only
- NS=Non-Smoking
- S=Smoking
- HF=Higher Floor
- I=Incognito