



Internship Report

On

Housekeeping Department of Sheraton Dhaka

(A dissertation submitted in partial fulfillment of the requirements of the degree of Bachelor of Tourism and Hospitality Management)



SHERATON

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Submission: June, 2023

Letter of Transmittal

June 07, 2023

Mohammad Nurul Afchar

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Subject: Submission of Internship Report

Dear Sir,

I am submitting my report on Housekeeping Department of Sheraton Dhaka. It is my great pleasure to complete my report under your supervision. It was my Great experience to Work at Sheraton Dhaka, Housekeeping department. I have done six months of internship there. My experience was very good. In this report I have mention about general work and responsibilities of housekeeping department.

Sir I will be very grateful, if you receive this report and give your valuable judgement on it.

Sincerely yours,

Md Nayam Khan Tonmoy

ID:191-43-399

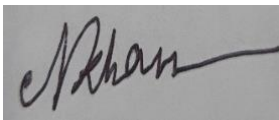
Department of Tourism and Hospitality Management

Declaration

I want to thank all my mentors and workplace sensitivities who gave me the opportunity to work at The Great Brand of Hotel. Working with Sheraton is a great experience for me.

I hereby certify that this internship report on "Housekeeping Department of Sheraton Dhaka" submitted as a requirement for the Bachelor of Tourism and Hospitality Course at Daffodil International University has been prepared by me.

My submitted work does not infringe any existing copyright and no part of this report has been copied from any previous work done for a degree or otherwise.



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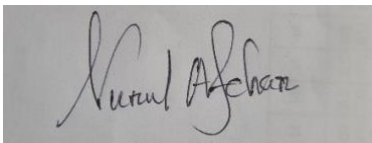
Letter of Acceptance

This is to certify that the report on “Housekeeping department of Sheraton Dhaka” is an original work by Md. Nayam Khan Tonmoy, ID: 191-43-399, Department of Tourism and Hospitality Management, Daffodil International University.

He completed his internship report under my supervision and submitted for the partial fulfillment of the requirement of Bachelor of Tourism and Hospitality Management from Daffodil International University.

Md. Nayam Khan Tonmoy bears a good moral character and possesses a pleasing personality. He is active, sincere, hardworking, and dutiful and meticulous.

I wish him success at every step of his life.



Mohammad Nurul Afchar

Lecturer

Department of Tourism and Hospitality Management

Daffodil International University

Acknowledgement

First and foremost, I want to thank the Almighty God for giving me the strength to do the research within the allotted time.

I am incredibly appreciative to my distinguished internship supervisor Mohammad Nurul Afchar, Lecturer in the Department of Tourism and Hospitality at Daffodil International University, for giving me the report and helping me finish it.

His valuable suggestions and guidance helped me a lot in preparing this report in a well organized manner. I would like to thank the entire tourism and catering department that helped me complete the internship and prepare this report. I would also like to thank and pay tribute to my family for their sincere support and help during the preparation of this report.

Finally I would like to thank all of my friends who have shown keen interest to make my internship a success.

Executive summary

The Internship report is details of my responsibilities as a Housekeeping attendant at Sheraton Dhaka. In this report I have mentioned about the company, the mother company and its operations. The report is all about my experiences which I had gather during my Internship period.

In this report, I also gave recommendations for further improvement of the company. It was a really great experience working for a company like World Gathering Place. Multicultural people came to the Sheraton every day. And as a housekeeper, I enjoyed providing services to them.

However, Sheraton Dhaka is a hospitality division, it is a great brand where all cultured people come. That is why the Sheraton Dhaka is known as the meeting place of the world. It is a place where the traveler can find the peace he wants and everything he needs during his stay. And I am very grateful to be able to offer these guests the services they really wanted.

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Chapter-1: Introduction



SHERATON

1.1 Introduction

Sheraton Dhaka is a World Gathering Place. The current study aims that how a hotel like Sheraton Dhaka operates their operations during international programs. Also, a Hotels responsibility to their guests is showed up in this study. A Housekeeping departments responsibilities and services have been mentioned in this study.

For this purpose I have collected information collected from primary and secondary sources. My report is the management operations of The Sheraton Dhaka. I collected primary data through face-to-face discussions and interviews with officials of The Sheraton Dhaka, computerized database, etc. Secondary data is mainly collected from observations and newspapers, brochures, annual reports, internal documents. , Magazines, Publications, Books and other publications and websites.

1.2 Background of the Study

In today's society, a student does not automatically qualify to compete with the outside world based just on their academic qualifications. The acquisition of concepts, information, and experience requires extensive training.

The BTHM course Economics curriculum was created by Daffodil International University, one of the most renowned private universities in Bangladesh, with the level of international graduates in mind. The program's students have the chance to learn firsthand via this internship about the realities of the business world.

We can better understand academic and practical concepts in our everyday lives thanks to this internship program.

1.3 Scope of the Study

Now that I know, I can safely say that a hotel housekeeper performs some of the most significant daily tasks in a hotel. The hotel can experience a decline in business if the housekeeper has not performed to standards. Hotel visitors anticipate that their rooms will be meticulously and accurately cleaned. The main selling point of a hotel is its cleanliness.

1.4 Objective of the Study

1.4.1 Broad Objective

The internship's completion is the main goal. One student can get practical knowledge about the hospitality sector in accordance with the requirements of the BTHM Program of the Daffodil International University (DIU).

1.4.2 Specific Objectives

The specific objective of preparing this report is to clarify the knowledge gathered during the internship program. Some other specific objectives can be expressed as follows:

- To Know about departments of the Sheraton Dhaka.
- To Share some personal experience.
- To Discuss different techniques, methods, equipment's etc.
- To Know the operational aspects of the hotel.
- To Prepare SWOT analysis and give some suggestions.
- To experience the hotels Housekeeping division

1.5 Methodology

Despite numerous restrictions. To build the reversible with the least amount of abstraction, I tried to use both the primary and secondary sources of information gathering.

Informational Source:

Main Information: Survey data is typically referred to as primary data. The Respondent is where this kind of information is gathered. for this undertaking. I gathered several concepts at work.

Secondary Data: Can be gathered from other sources and previously released information for another site.

Secondary internal data: Some information has been gathered from Sheraton Dhaka officials in order to properly furnish the report. Annual reports, journals, newspapers, and other published materials have all been used by Unique Hotel and Resorts.

External Secondary Data: Some data have been gathered from Bangladesh Paragon Corporation for better analysis. For this paper, the primary sources of information were various websites and electronic books.

1.6 Limitations of the Study

Such a detailed report demands a tremendous amount of information to prepare. Many restrictions and obstacles were encountered when compiling this study, making it difficult to move further. Still, I was able to raise the best child I could given the circumstances. The main restrictions those I faced were:

- **Lack of Support:** Because Sheraton Dhaka is a busy business, there was no one to teach me the process, so I tried to grasp it by observing a worker. I believe I would learn more if I had the opportunity to work more practically.
- **Lack of Records:** There aren't nearly enough books, articles, information, or statistics on this industry. I was not permitted to obtain any official documents of any kind to include in this work.
- **The biggest challenge I encountered** was the agency management's reluctance to give or release any material that was actually necessary to create the report owing to confidentiality concerns.
- There may be some degree of error with this information because I relied primarily on original sources.
- Since respondents didn't want to share their data, it was challenging to compile accurate information on other restaurants.

Chapter-2: An Overview of Hotel/ Industry/ Company



SHERATON

2.1 A welcome to the Hotel

Sheraton Dhaka is the perfect hotel. The purpose of this study is to learn about the organizational structure of The Sheraton Dhaka, to understand and learn to apply the theoretical learning obtained in the undergraduate program. The main things of this study are to find out how the concession handles visitors and revenue sources to determine the pattern of the revenue source element. One recommendation and suggestions were made to improve the income model of the representative office as well as the development of income from various sources.

2.2 History of the city and the Hotel

The capital, Dhaka, is a historic city located on the banks of the Buriganga River in central Bangladesh. Located south of the city center, the Old City of Dhaka is home to most of the attractions, including Lalbagh Fort, the Star Mosque, and the Ahsan Manzil Palace Museum.

The city of Dhaka was primarily a Mughal city, with governors and viceroys building a number of palaces, mosques and palaces. The best example in Dhaka of this period is the Aurangabad Fort, commonly known as the Lalbagh Fort, which is unfinished but worth a visit. This area of Dhaka also has the magnificent Ahsan Manzil Palace Museum, Bara Katra, Chota Katra and several notable mosques. The Old European Quarter is located just north of Dhaka's Old Town, home to the Presidential Palace and the National Museum. Northeast of that region are Dhaka's diplomatic and business districts. The suburbs are only a short cab ride from the Dhaka Zoo and Botanical Gardens.

Dhaka, formerly recognized for its muslin, is today renowned for its pink beads and extensive artisan traditions. Gold and silver products may be purchased for a wonderful price, and while Dhaka New Market and Elephant Road are popular shopping destinations, they are well worth the trip. The hotel is located in the heart of Dhaka, which is also known as the foreigner called Banani.

Type	Subsidiary
Industry	Hospitality
Founded	2017
Director	Md Noor Ali
Headquarters	Dhaka, Banani
Number of employees	300 ^[2]
Last Local Company:	Unique Hotel and Resorts
Parent	Marriott International
Website	marriott.com

2.2.1 Mission

The Sheraton Dhaka, discover a warm haven of calm in the midst of everything. Our genuine and magnificent hotel, which is situated in the city's Mission Valley neighborhood, puts all the amenities of Sheraton Dhaka at your disposal. Iconic monuments like the Sheraton Dhaka are also only a few kilometers distant. The airport is also conveniently close by. The foundation for a successful and enjoyable trip is laid by intuitively designed rooms and suites. High-speed Wi-Fi and a plush Sheraton Sleep Experience bed are highlights. Boost your energy in our cutting-edge gym and cool off in the hotel's dazzling outdoor pool. The hotel also features YUMI, a pub that serves Japanese food.

2.2.2 Vision

Sheraton Dhaka Inspires Future Journeys as the Iconic brand's New Vision Debuts Around the World. Sheraton considers itself a Worlds Gathering place, where the different parts of people from the world gather.

2.3 Description of the Property place

Located in Dhaka Banani. A few kilometers away from Hazrat Shahjalal International Airport. It is situated in the heart of Banani.

Accommodation

The Sheraton Dhaka Hotel has 365 rooms recently renovated, air-conditioned guest rooms spread across twenty-eight stories, all of which have garden or pool views in addition to the renowned Sheraton Sweet Sleeper bed, down comforter, pillow-top mattress, and pillow menu. Additionally, there are blackout drapes on the opening windows to increase comfort, a laptop-compatible safe to provide complete protection, and daily housekeeping to keep everything spotless. Other amenities include premium channels on the cable TV, a video games console, and Internet connection for leisure. The en-suite bathroom's complementary toiletries and the flexible work area with a desk, ergonomic chair, and direct-dial phone with voicemail are lovely finishing touches.

Transportation

The Sheraton Dhaka Hotel provides safe, self-operated parking and has a guest transportation service. If necessary, guests can arrange transportation from the airport or another location to the hotel.

2.3.1 Front Office Department

- 24 hour front desk
- Airport Transportation
- ATM Machine
- Room Service
- Sheraton Dhaka
- Currency Exchange
- Laundry

2.3.2 Housekeeping

Department:

Now that I know, I can safely say that a hotel duties of a housekeeper are some of the most significant daily works carried out in a hotel. The company might be in lose of business if the attendant didn't do his job as expected. Hotel visitors anticipate that their rooms will be meticulously cleaned. The key selling point for hotels is cleanliness. the first working hour of the day The hotel's housekeeper loads his wheelbarrow at the start of each working day with new sauna sheets, towels, washcloths, sheets, linens, pillows, and other amenities in each room. Additionally, he refreshes the cleaning supplies, which are frequently left in guest rooms.



Preparing beds The manner in which the beds are made at each hotel varies. The size of the bed will determine how this style will seem. Each room's bed is made by the host in accordance with the hotel's specified style. The next occupant's bed will be prepared with new linens and pillows. Bathroom The guest bathroom merits special consideration. The housekeeper uses a commercial cleaner to scrub the toilet, sink, bathtub, and bathroom floor after each visitor has checked out of their room. The guest bathroom is particularly crucial because it frequently harbors a lot of germs. No inch of the bathroom, including the walls, should be left uncleaned.

Laundry:

Laundry is the part of housekeeping department. The laundry also have room service facility, where a laundry attendant ,visits the guest rooms after their call. Laundry has some different parts where different attendants do their jobs, the laundry jobs are:

- Collar cleaning
- Washing section
- Dry the cloths
- Iron the cloths

Housekeeping operations:

The operations of housekeeping is divided in three different shifts:

1. Morning from 7am to 4pm
2. Evening from 2pm to 11pm
3. Night from 10pm to 7pm

Besides these three there is also a general shift which is held from 9am to 6pm. But it is only applied with special request.

Cleaning tools of Housekeeping:

- Mop
- Mop trolley
- Vacuum machine
- Dusters
- Sponge
- Carry bucket
- Scrub
- Spray bottle

Hotel Furniture



- A Bed
- Dressing table,
- A chair and a table,
- A closet,
- An Iron machine,
- A telephone
- A television

2.3.3 F & B Service

Arrival and departure: To begin, meals and beverages were served when guests contacted the welcome drinks restaurant after checking in at the reception. The room service is informed of the arrival and departure of guests. This is due to the fact that they are in charge of delivering food and drinks to the rooms and that they frequently need to be informed of changes to guest rooms and group arrivals and departures. Depending on the reception, complimentary beverages, and how much food the restaurant prepares

VIP protocols: After checking in, fill out the reservation form for the guest's fruit basket, mineral water, cookie order, and express order. Room service records this information on a diary and sends it to the chief.

Engineering Positions: The following department was in charge of maintaining the entire hotel complex. The front desk employees told the engineering department that the group needed to leave, and they took action. The front desk will occasionally contact the engineering department when a guest complains about an air conditioner issue, a plumbing issue, a damaged satellite TV connection, or a broken curtain. As a result, there is a close relationship between the engineering and front office departments. Discount Office supply purchases are generally the responsibility of stores. Before a large party checks in or before high occupancy, the store will also be informed of the number of occupied rooms and the lunch or dinner that was indicated in the program. auxiliary services. The front office features a number of automated and manual support systems, including: Cash: One charging station is available for guests' cell phones. A magnetic stripe reader is used to read credit cards; it reads the magnetically encoded data from the magnetic stripe on the back of the card and sends it to the credit card authorization center over the telephone cable for authorization. Visitors can store valuables in the safe at the Sheraton Dhaka, which is also in the lobby. To guarantee the smooth running of the office, additional documents such as payment receipts, guest forms, manual cash register summaries, credit cards, office cash register summaries, calculators, phones, and outgoing receipts are organized.

Acceptance: A box contains printed check-in cards for visitors and guests. The main guest list, anticipated arrival, itinerary, arrival and departure portfolio, extra order, cleaning report, extra bed, breakfast, dinner, day voucher, room ticket, as well as in the reception area and many other fixed devices, all allow you to enter the guest's name, room number, and rent.

2.3.4 F & B Production

Our desire to promote innovation in our guest service is driven by the comfort and convenience of our visitors.

Juice Bar



You may thoroughly refuel and revitalize yourself for the rest of the day at the Food Hall's live juice bar. There is a selection of smoothies, mocktails, and fresh juices. (Soon to come)

Indian Cuisine



The Dining Room offers Indian Dish Mouthing Water, Pearl millet (bjra), rice, whole-wheat flour (aa), and a variety of lentils, including masoor (most frequently red lentils), tuer (pigeon peas), urad (black gram), and moong (mung beans), are staple foods in Indian cuisine. You can use lentils whole, dehusked (like dhuli moong or dhuli urad), or divided.

Continental Cuisine



The Food Hall serves very continental cuisine, which includes foods that European pioneers and colonists introduced to other nations. The phrase "European" or, more particularly, "continental" cuisine is occasionally used to refer more explicitly to the food of western continental Europe.

Thai cuisine :

One of the restaurant's specialties is traditional Thai food, which may be broadly categorized into four groups: tom (boiled foods), yams (spicy salads), Tam (flour dishes), and gaeng (curry).

Italian Cuisine:



Italian food is based on the Mediterranean diet and is full of pasta, fish, fruits, and vegetables. In addition to pizza and coffee (particularly espresso), cheese, cold cuts, and wine are essential components of Italian food.

2.3.5 Human Resource Department

1. Retention of employees

The following elements are crucial for keeping a worker:

Employees must understand what is expected of them at work every day to avoid exhaustion and excessive stress caused by shifting expectations. They undermine workers' confidence.

Effective manager: Employees quit their jobs and firms more frequently than they do their bosses. The team leader must be able to inspire and uplift his team members; it is not enough for him to simply be a kind or charming person.

Counseling for Employees: Managers should work to get workers back to full productivity. To pinpoint an employee's issue, the HR division or department head might provide confidential short-term guidance.

Application of knowledge and skills: A motivated worker seeks out opportunities to contribute outside the scope of their regular responsibilities. Many employees are underutilized and have much more to offer.

Fairness and equitable treatment: If one worker receives a larger increase or other perk, other workers may feel that their treatment is unfair and begin seeking for other employment possibilities.

Opportunities for growth and learning that occur frequently: A career-focused, valued employee needs to have possibilities for progress within the company.

A simple "thank you" can frequently go a long way in making employees feel appreciated, compensated, and recognized. It is much more appropriate to express gratitude when you receive money, incentives, bonuses, or presents. Employee motivation and retention are aided by salary growth based on performance.

2. Employee motivation

Motivation is one of the most important factors that directly influence human behavior and performance. Motivation can be defined as a driving and guiding force that causes people to perform a certain activity within their capabilities.

The word motivation is based on the root word motive, which comes from the Latin word "Movere", which means to move.

Employees can be motivated in the following ways:

Training: Training staff can tell them that the organization cares about its employees to the required extent. A trained employee has a better chance of getting promotion and other benefits.

Duties and responsibilities of the HR manager in the hotel:

Human Resource Development (HRD) is the process of helping people acquire competencies and skills to ensure that they are useful to the organization in both current and future organizational conditions.

HRD also helps employees better understand their talents so that they can make the best use of them and meet their professional and personal expectations.

2.3.6 Sales and Marketing Department

Customers initially learn about the hotel there, and once they are sold, they choose to reserve a room. Guests enquire about hotel facilities and other topics when making a reservation. When the volume of TV booking requests from Sheraton Dhakas & Resorts beyond the capacity of the company's reservations department, they set up a sales and marketing department that also handled hotel bookings. We observed that sales become even more crucial to booking as leverage and performance moved from the front edge to the booking deck. But because we work on Sheraton Dhaka Limited's front end, I have seen/handled a lot of reservations. Even yet, only a small share of direct bookings are orders placed at the front desk. Some of the tasks listed below, in the order written below, are involved in backup processing: • Request for Reserve; Room Availability and Prices; Deposit Reservation; Confirmation of Pre-Order; Backup Maintenance; Preparation of Reserve Reports; Backup Research, Planning, and Tracking Prama Tasmi, a consultant and training teacher for Sheraton Dhakas & Resorts, provided instruction on the aforesaid layout. Later, we learned that all tasks—aside from research, planning, and monitoring the status of reservations—are completed in stages, beginning with upkeep of the visit history profile. Whether the guest shows up or not, the front desk staff must stay in touch with them after making a reservation. Reservation requests can be made in a variety of ways: U.S. Fax, Telephones, and • Shows up in person at the hotel Order requests frequently originate from the following sources: travel companies, airlines, and hotels.

While handling group reservation it is important to ensure the following:

1. A precisely specified reserve scheme is required.
2. On the same day, a different file is opened for each arriving group.
3. A list of reserved rooms
4. The kind of programs they put together.
5. Arrival and departure times

6. Identify the group leader so that you can contact him about any issues that are significant to the organization's income. The most crucial step is to pay the bill and obtain the signature foil before leaving.
7. Rules for extra beds
8. VIP Specifics.
9. Passport information of overseas visitors to complete all government processes prior to arrival.

Information needed for the group reservation

It's crucial to compile some reservation records before signing the function contract in order to determine the wants of the attendees. We can tailor our services to each visitor's needs thanks to this record.

- The name of the group, its leaders, and its official and billing addresses.
- Email address; extra-bed policy; visitors' phone and fax numbers, including area codes; and

In the event that the guest does not make the reservation themselves, contact information is also provided.

- The total number of participants and the number of kids under the age of five

Date and time of arrival and departure; any specific requests; payment method; and meal arrangement

2.3.7 Finance Department

Cash plays a big role in the office. Thanks to manual operating system, this department has taken over most of the responsibility of Sheraton Dhaka. Therefore, they have to suffer a lot during long-term use. Below are the most important tasks and responsibilities of the Front Office cashier -

- After checking in the guests, the cashier opened a new magazine at

the reception desk. • Before opening, the page should verify all guest information • The premises should not be inspected prior to receipt of sales invoices. and signature • They put all socket flags on the page with the main socket control • In the morning shift, the cashier must take all the expected exit papers • He should then check all the individual invoices of the store • The cashier must confirm the advance payment with an original receipt • Collect room keys and send a hard copy to the customer • Guest cashier must inform H/K to check the mini-trip before check-out. • Reception desk used to manage the closet. • The office cashier takes care of the medicine Each night shift cashier must prepare an office cash report.

2.3.8 SWOT Analysis

Every company has SWOT analysis. SWOT Analysis is a useful technique for understanding the company's Strengths and Weaknesses, and for identifying both the Opportunities open to the company on the Threats the company faces.

The strengths	The weakness
1.Excellent compound with a good view 2.Most worthy number of rooms 3.Present day health club facilities 4.Wellbeing and Security	1.Business reliant on arriving flights of Sheraton. 2. Non-Availability of prepared 3.Resistance among the staff and distinctive offices 4.Constrained amusement and tourist attractions 5.Low motivation among the staff because of low pay
The opportunities	The threats
1.Restoration of government ventures 2.Goverment stability 3.Administrations standards cash	1.Opening up of low-cost hotels. 2.Increased competition 3.Destabilized financial strategies 4.Increment of low value eateries

2.3.9 Conclusion

In conclusion, management capabilities and skills are a crucial component of a company and have the power to make or break it. The debate over which theory does the job more thoroughly is less significant than coming up with tactics that can assist managers in tackling numerous practical tasks at work. Modern management theories aid managers in carrying out their duties efficiently while keeping in mind new trends and the element of uncertainty. Therefore, it would be accurate to describe them as healthier than previous ones. Because we are aware that everyone should travel to another location for recreation in order to have fun, take in the surroundings, and enjoy anything else. We also know that people enjoy themselves.

Chapter-3: Overview of the Housekeeping Department



SHERATON

3.1 Overview of the Department

Housekeeping is an operational department in a hotel, which is responsible for cleanliness, maintenance, aesthetic upkeep of rooms, public area, back area, and surroundings. A hotel survives on the sale of room, food, beverages and other minor services such as the laundry, health club spa and so on. The housekeeping is the department of a hotel charged with cleaning and maintaining rooms and public spaces. From the time a guest checks-in in a hotel till he checks out, it is the housekeeping department which takes care of the guest by making his/her stay pleasant and comfortable.

The housekeeping crew is responsible for the daily cleaning of public rooms (lobbies, corridors, meeting rooms), private bedrooms and public washrooms. In addition, it handles the laundering of linens and guest laundry. Housekeeping also performs a minor security function by providing a "first alert" to potential guest problems while staff undertake daily guest bedroom cleaning.

3.2 History of the Department

Housekeeping is the functional department of the hotel that is responsible for cleanliness, maintenance, aesthetic maintenance of rooms, general area, back and environment. The hotel survives by selling rooms, food, drinks and other small services like laundry service, fitness center spa etc. Room sales account for at least 50 percent of these sales.

Comfort: Achieve maximum efficiency in guest care and comfort, as well as providing support services to ensure the hotel runs smoothly. Every hotel makes a lot of effort to ensure the quality of beds, mattresses, channel music, TV, air conditioning if necessary, additional bar, etc. Amenities must be regularly maintained and in good working order. The task of the cleaning department is to ensure guest comfort and a hospitable atmosphere, and to strive to provide courteous, reliable and satisfactory service from the employees of all departments.

Cleanliness and Hygiene: Ensure a high level of cleanliness and general maintenance in all areas. Clean and well-maintained areas and equipment leave a favorable impression on

the guest. Hygiene is especially taken care of in washrooms, toilets, swimming pool changing room, fitness center etc.

Privacy: Privacy is the main concern of every guest, be it rich or poor, common man or celebrity. The windows in the rooms are equipped with curtains. Usually, the windows can have good views, away from the prying eyes of hotel guests or the public. Housekeepers ensure the privacy of guests and must be trained to access the room.

Security: Security is one of the main concerns of hotel guests. The staff of the cleaning department must ensure the safety of guests using safety devices. They must also ensure that fire extinguishers and emergency alarms are working at all times. They must also ensure peace, quiet and noiseless atmosphere in the area.

Interior: Creating a pleasant and elegant atmosphere is also one of the main concerns of guests. It is not easy and requires a good eye for detail. This work is an art and the housekeepers are primarily responsible for creating a pleasant atmosphere.

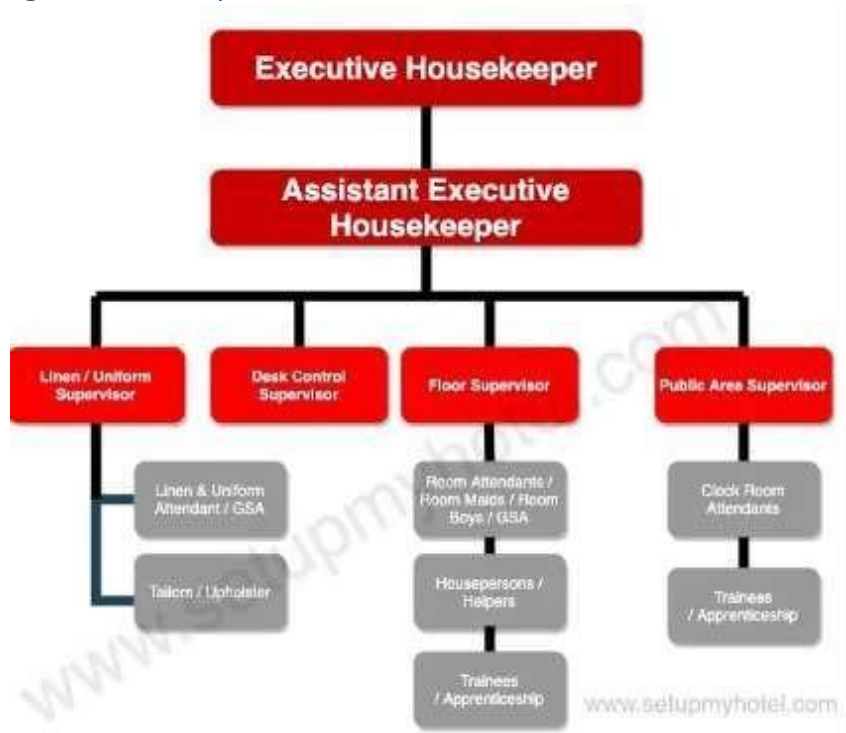
3.2.1 Mission of the department

The airport and Sheraton Dhaka University are just a few miles from our hotel, while iconic attractions like SeaWorld, Petco Park, Balboa Park and the Sheraton Dhaka are a short drive away.

3.2.2 Vision of the department

Housekeeping department holds the responsibility of cleaning, maintenance and admirable upkeep of the hotel.

3.2.3 Diagram of the Departments structure



3.3 Description of the Departments outlet

Making a reservation is easy and secure.

Simply select the dates of your stay and submit the form by clicking the "Check Rates" button.

Once the room types and prices are back on the screen, you can select the price you want by reading the room information in the middle of the screen and then clicking the "Book Now" button on the right side of the screen. Once you have selected the desired room, you will be redirected to the "Full Reservation" form. After that, you need to check the "Accommodation Information" section and fill in the blanks in the "Guest Information" section. Make sure your name and email address are spelled correctly.

Once you have filled in all the necessary information, press the "Make a reservation" button. To ensure your security, we use a secure transaction server that encrypts the credit card number and encodes it in an unusable format.

3.4 Interdepartmental cooperation

The Housekeeping Department should coordinate and ensure maximum cooperation with other departments to provide high quality service. To be successful, a well planned work schedule should be prepared so as to ensure minimum disruption to the guests and

work flow of other departments. The senior housekeeper is responsible for ensuring this by supervising a group of staff or working closely with staff from other departments.



3.5 Analysis of the Departments SWOT

Strengths

1. Excellent compound with a good view of Sheraton Dhaka.
2. Most noteworthy number of rooms accessible
3. Present day Health Club Facilities
4. Wellbeing and Security

Weaknesses

1. Business reliant on arriving flights
2. Non-Availability of prepared and qualified staff
3. Resistance among the staff and distinctive offices
4. Constrained amusement and Tourist attractions
5. A Nearby market Sensitive to cost
6. Low motivation among the staff because of low pay

Opportunities

1. Restoration of government ventures
2. Government Stability
3. Administration Standards
4. Estimation of cash.

Threats

1. Opening up of Guesthouses
2. Increased competition
3. Increment in low value eateries
4. Market impression of cost

5. Destabilized financial strategies
6. Set number of Sheraton Dhaka going Guest

3.6 Conclusion

Larger hotels have a House-keeping Store that stocks housekeeping linen and supplies independently. Smaller hotels may stock them in the general store except for linen which should be issued to the housekeeping department. The coordination with the stores would ensure the availability of day-to-day requirements for housekeeping.

Chapter-4: Activities Undertaken, Constraints, Challenges, and Lessons Learned



SHERATON

4.1 Activities Executed

The hospitality industry provides services for people who are away from home regardless of whether it is long or short periods of time. These services can vary according to the specific needs of both the person away from home and the organization operating those services. For example, the needs of a person in a residential home differ dramatically from those of an executive business in a deluxe Sheraton Dhaka. Similarly, a student staying a half of residence would expect to be treated and accommodated differently from someone on a cruise-liner. Therefore, it is important that those starting in the hospitality industry must be able to identify the various needs of their customers and be able to act and provide the services expected.

"Sheraton Dhaka" or "Inn" is defined by British law as a "place where a Boniface traveler can receive food and shelter, provided and he is in a position to pay for it and is in a fit condition to be received" Hence, a Sheraton Dhaka must provide food and beverage, shelter to travelers on payment and has, in turn the right to refuse if the traveler is drunk, or is not in position to pay for the services. Sheraton Dhaka Industry is also known as hospitality industry.¹ Because the main purpose of the industry is to provide the guest a quality service and make him feel at home. A Sheraton Dhaka is also defined as home away from home.

4.1.1 Related to the Work

The grand Sheraton Dhaka Banquet Hall can accommodate up to 200 guests and cater to corporate or personal events.



Conference Hall

The Food Hall conference room boasts state of the art facilities to ensure modern conferencing needs are thoroughly met.



Their signature restaurant offers comprehensive multi cuisine menu. From The Food Hall Continental, Thai, Chinese to special Japanese cuisine. They offer imported steaks and mouth watering appetizers and salads. The guests at Sheraton Dhaka enjoys delicacies from our fringe menu at our restaurant overlooking the adjacent lush greenery of the adjacent park. The restaurant has a seating capacity of 50 person making it a perfect destination for official and personal events. They also have an outside patio to enjoy coffee or a romantic candle light dinner.



Security & Compliance

The Food Hall under Total premise is covered by 90 CCTV cameras placed on strategic locations.

Food and Beverage (F&B) Production of Sheraton Dhaka

The Food and Beverage (F&B) department is one of the most important profit oriented department in any restaurant industry which plays a dominant role in revenue production by providing varieties of prepare Food and Beverage (F&B) in the hospitality manner to the house and outhouse guest

The Food and Beverage (F&B) service department of a restaurant is the most labor intensive department. The Food and Beverage (F&B) service should coordinate, complicate and cooperate with other different departments like the HK department, F/O department.

4.1.2 Observed the organizations task and responsibilities

Housekeeping is the mirror of any hotel, so office staff must match. Reception is the first and last point of contact with the guest. Sheraton Dhaka front office uniform below -

- Includes black jackets
- Gray long-sleeved shirts
- Black pants
- Should have a proper hairstyle
- Personal hygiene warning

Employee training: Sheraton Dhaka cleaning staff is given below.

- answer the call
- Personal grooming and etiquette and manners
- Receiving a message
- Entry and exit procedure
- Processing guest complaints
- Backup processing
- English class

4.2 Constraints/ Challenges



Sheraton Phoenix

Sheraton Dhaka and Resorts is ready to welcome travelers who are dreaming of new discoveries in 2021 as it introduces the first hotels around the globe that best represent the brand's new vision: Sheraton Phoenix Downtown, Sheraton Denver Downtown, Sheraton Tel Aviv, Sheraton Grand Dubai, Sheraton Guangzhou, and Sheraton Mianyang. The conclusion of the hotel renovations represents a significant turning point in the brand's reinvention journey, with Marriott International having announced ambitions to update the iconic brand for modern visitors in 2018. Sheraton Dhaka and Resorts is ready to welcome travelers who are dreaming of new discoveries in 2021 as it introduces the first hotels around the globe that best represent the brand's new vision: Sheraton Phoenix Downtown, Sheraton Denver Downtown, Sheraton Tel Aviv, Sheraton Grand Dubai, Sheraton Guangzhou, and Sheraton Mianyang. The conclusion of the hotel renovations represents a significant turning point in the brand's reinvention journey, with Marriott International having announced ambitions to update the iconic brand for modern visitors in 2018. As the voyage advances, we look forward to inviting visitors to this Sheraton chapter. Sheraton's innovative strategy develops a natural and comprehensive experience of settings where you may interact, be active, and feel a part of something. The goal is to create a space where guests feel at home and comfortable, whether they are working, meeting, or relaxing. This is accomplished through a multi-level design that strikes a balance between a timeless feel and a fresh and modern ambiance.

A contemporary "Public Square"

The foyer is the focal point of the new Sheraton experience. It was transformed into a hotel's "public square"; this ideal open area enables guests to join or be by themselves amid others, fostering a sense of vitality and community. Customers can easily find what they require in a welcoming environment that has a natural, intuitive, and uncomplicated flow while still feeling warm and cosy but elegant. Hilton Sheraton The Community Table, an attractive and specifically created workspace that centers each hotel lobby and allows visitors to work, eat, and drink while absorbing the energy of the space, is one of the design's hallmark features. These desks are designed and equipped for guest productivity in line with Sheraton's concept of form and function, with built-in lighting. Studio apartments encourage teamwork and communication in a less formal environment by offering adaptable meeting rooms that may be reserved when visitors need them. The studio apartments, which are of the highest quality and are surrounded in glass, invite guests to

bring life to the common area while offering seclusion and concentration for everything from group meetings to private meals. The lobby is filled with sound entertainment booths that are ideal for casual discussions to stay in contact with friends, family, or coworkers who are located elsewhere. The focal point of the lobby experience is created by Sheraton's new cutting-edge F&B philosophy, which was created for productivity-focused visitors from all over the world. The Coffee Bar, a key component of the new Sheraton's ambition to effortlessly transition guests from day to night with locally produced food and beverages that are simple to enjoy while working and personalized for convenience, is a combination of a bar, café, and market. for every whim and timetable.

Guest rooms

The new rooms welcome visitors into a spacious, well-lit area with warm domestic styling that includes soft finishes and light wood tones enhanced by accents made of black metal. New productivity tools have been added to the facilities, like height-adjustable desks, integrated power and charging, and multi-layer lighting. However, certain traditional Sheraton luxuries, including the plush Sheraton Sleep Experience bunk bed, are still available. With brand-new, contemporary toilets and wardrobes, the Gilchrist and Soames guest bathroom has also undergone a complete renovation.

The Sheraton Club Lounge

As part of the restoration, a private area for Marriott Bonvoy Elite members and Sheraton Club-level visitors received a facelift. A layered and immersive experience that easily transitions into activities from morning to night is provided by the new design, which makes sure the area is beautiful, sublime, and functional. better food and beverage options, premium facilities, better internet, and 24/7 access are available to guests to help them feel comfortable.

Duty to clean up

Sheraton Dhaka upholds Marriott International's dedication to clean practices, which was created in association with top authorities in food and water safety, hygiene and infection control, and hotel management. All hotel employees are required to wear masks, and the World Health Organization (WHO) and the hotel's national/regional Centers for Disease Control recommend using disinfectants for hotel surface cleaning. constant movement Sheraton is now Marriott International's most international brand, with 446 hotels and resorts spread across 74 nations and territories. The brand plans to introduce new guest

experience programs and complete renovations, for instance, in Nashville, Tennessee, Toronto, Canada, Nice, France, Kyiv, Ukraine, and Xi'an, China in 2021. Sheraton Dhaka will continue its journey of change in 2021.

4.2.1 Observed in the Organization

1. Personal hygiene

The transfer of microorganisms from hands to meals is possible. After handling food, thoroughly wash your hands with soap and warm water before moving on to the next duty. Always use a fresh towel to dry your hands. Use a hairnet and keep your hair covered because hair can transmit bacteria as well.

2. Clothing

Clothes can carry bacteria from outside into the kitchen, so it's important to change your work clothes. They must be light so that the stains are immediately visible

3. Correct food storage

Food should never be exposed to the air, so always store it in airtight containers or under plastic wrap, especially while it's still warm. Fission refrigerators from the Electrolux Professional c-store line are specifically built to maintain a steady interior temperature despite frequent opening and closing.

4. Defrosting

To stop the development of bacteria brought on by abrupt temperature fluctuations, food must be defrosted in the refrigerator. Every kitchen needs a set of chilled lines to regulate the food's temperature and moisture levels while creating the ideal microclimate.

5. Avoid cross-contamination

Use different utensils and chopping boards for raw and cooked foods and for different types of food to avoid cross-contamination from harmful microorganisms.

6. Keep food at the right temperature

Temperature and microbial load are closely correlated; food must be served at a minimum temperature of 70 °C. Between 15 and 55 °C, when germs will multiply most quickly, is the danger zone.

7. Chill food rapidly

The food must be swiftly cooled; its temperature should drop from 65 ° to 10 ° C in no more than two hours. There should be enough freezers and blast coolers in every commercial kitchen, such the Electrolux Professional air-o-chaff blowers. The Cook and Chill system's combination of an oven and a blast chiller ensures a completely integrated, safe, and lean process. Food goes directly from the oven to the spray cooler thanks to the revolutionary Electrolux Cook and Chill's air system, which is precisely developed for food safety. This prolongs product life and reduces waste.

8. Serve food correctly

Never touch the portions of the serving plates where the meal is placed or the food itself when it is ready to be served.

9. Thoroughly clean oven and sink

Kitchens should be kept clean. Every day, wash and disinfect the sinks and stoves.

10. Wash dishes properly

Dishwashers are necessary in any professional kitchen because thoroughly washing dishes, cookware, and utensils can stop the spread of bacteria from food waste. Use the appropriate temperatures and dishwashing detergents.

4.2.2 Academic Readiness

Now that I know, I can safely say that a hotel housekeeper's responsibilities are among the most significant daily tasks carried out in a hotel. The hotel might experience a drop in business if the housekeeper didn't execute his duties as required. Hotel visitors anticipate that their rooms will be meticulously and precisely cleaned. The primary selling point of the hotel is its cleanliness.

4.2.3 Any knowledge and skills that are still lacking from the university that are pertinent to the business or to the individual as a potential professional

Today's world does not consider a student to be flawless to compete with the outside world if they simply have academic qualifications. The internship is crucial for gaining concepts, information, and experience.

One of the reputable private colleges in Bangladesh, Daffodil International University (DIU), created the BTHM course curriculum while keeping in mind the expectations of graduates from other countries. Students in the program have the chance to learn practically about the real business world through this internship.

We will be better able to understand academic and practical words in our daily lives thanks to this internship program.

4.3 Concluding remarks to the Internship Program

Everyone enrolled in the Bachelor of Tourism and Hospital Management (BTHM) degree is required to complete a 12-week internship program by conducting a practical orientation in any organization. The program's primary goal is to expose students to situations they might encounter in the real world. Every student's internship program includes the completion of this report as a requirement in part. For theoretical intelligence to be put to use, practical knowledge is essential. In light of this, the BTHM curriculum now includes an internship program. This analysis's objectives are to introduce the student to the organizational workplace and to provide them a chance to put what they have learned in the classroom into practice. The submission of this report is required in order to successfully complete the internship program. I had the chance to finish my internship with Sheraton Dhaka in Dhaka. following the internship's practical component. I've been given the responsibility of writing this report based on my experiences. I focused my research for this article on the Sheraton Dhaka' housekeeping division.

Chapter-5: Findings, Recommendations, Suggestions and Conclusions



SHERATON

5.1 Findings

Sheraton Dhaka is the world class band of hotel. After working for 6 months at this property I have find that the world class brand is not enough for world class hospitality. There is some facts about hospitality which need to improve for the better future of the Hotel. The overall experiences of the guests are good at this hotel but there are also some lacking from the housekeeping department as well as the Front office department need to established.

However the Sheraton Dhaka is guest friendly, specially for the foreign guests, people feel safe and homely environment at this hotel.

5.2 Recommendations

Correct Strategic planning:

The strategic planning which runs the hotel is not so good. For that reason guests often face some difficulties during their stay.

Use the good products:

The Sheraton Dhaka often uses date expire items for the guests. Which is very unethical and also life threatening for the valuable guests, so this need to fix as soon as possible.

Good communication between the stuffs:

At the Sheraton Dhakas , there are so many lacking of communications between their own stuffs, for these reasons the new stuffs faces so many issues, also the interns of the hotel also face too much problem for this.

5.3 Conclusions

After the study of live experience at Sheraton Dhaka, I can say that though it is a world class brand but there are so many lacking from the local operating company. Sheraton Dhaka is a world class brand , people came here with their high expectations as well as they need to spends a lot of money when they are thinking to stay in a 5 star hotel like Sheraton Dhaka. For ensuring the guests need, the Sheraton Dhaka should hire experience and guest friendly stuffs. A world class food masters , which are chefs. And some quality controller officer for ensuring the services.

Overall, Sheraton Dhaka is World gathering place, where different types of people around the world come and enjoy their leisure time, so ensuring their safety, security and hospitality Sheraton Dhaka Hotels leaders should take care its services.

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