



Daffodil
International
University

Internship Report
On
Front Office Management System
Of
Amari Dhaka

Supervised To

Mr. Mahbub Parvez
Associate Professor
Department of Tourism & Hospitality Management
Faculty of Business and Entrepreneurship
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Submitted By

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Date Of submission: 09-09-2023

Department of
Tourism & Hospitality
Management

Transmittal
Letter

Mr.Mahbub Parvez
Associate Professor
Faculty of Business and Entrepreneurship
Daffodil International University

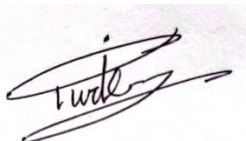
Subject: Submission of the Internship Report

Dear Sir,

Please find attached here with my internship report on of " Front Office Management System" at Amari Dhaka as a requirement to complete the BTHM degree from Daffodil International University. I am glad to have completed my internship with your supervision.

I was privileged to have the opportunity to serve as an intern in the Front Office Department of the Amari Dhaka Hotel for a period of six months under the guidance of the Assistant Front Office Manager, Mr. Mamun Hussain. I have included the general information about the Front Office Operation of Hotel Amari Dhaka in this report, I also tried to follow your instructions as best as possible. Thank you so much for your guidance during preparing this report. I would be honored and grateful if you will accept this report and give your valuable opinion.

Sincerely yours,



Habibur Rahman

ID: 193-43-435
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CERTIFICATE OF THE SUPERVISOR

This is to classify that the internship report titled “Front Office Management System of Amari Dhaka” conducted by Habibur Rahman Turjo , ID : 193-43-435 student of Bachelor on Tourism and Hospitality Management from Daffodil International University has been approved for presentation and viva. Mr. Habibur Rahman worked under my supervision and guidance for this internship paper during the Fall-23 semester.

Signature



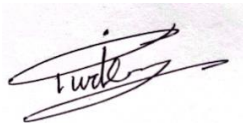
.....
Mahbub Parvez
Associate Professor
Department of Tourism & Hospitality Management
Daffodil International University

Preface

Firstly, I would like to express my sincere gratitude to Allah for His mercy in delivering my internship report on time. Thank you to all my well-wishers for your kind cooperation, support and encouraging words.

I want to express my deep appreciation to my teacher and supervisor, Mr. Mahbub Parvez from the Department of Tourism and Hospitality Management at Daffodil international University for his continuous guidance, moral support, guidance and guidance. I extend my sincerest appreciation to Mr Mamun Hossain (Assistant Front Office Manager) and Mr Tamim Us Salam (Duty Manager) as well as to the entire Front Office team for their ongoing support. Without their assistance, I would not have been able to complete my internship and be ready to report in a timely manner.

Sincerely yours,



Habibur Rahman

ID: 193-43-435

Bachelor of Tourism and Hospitality Management
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EXECUTIVE SUMMARY

The purpose of this report is to provide you with the operation system of the Front Office. This report will explain the Front Office Management System and also the responsibilities of Front office staff members, Which includes deal with guest requests and complaints, how we selling rooms and also a general idea about Hotel Amari Dhaka. During my internship, I have learn a lot about the psychology of guests and how to treat them and communicate with them in the best way possible. The goal of Hotel Amari Dhaka is to make guests happy with ONYX clean and culture, the slogan and the dedication to cleanliness in every step of their stay.

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Chapter-1

Introduction



Property of Amari Dhaka

1.1 Background of the Report:

An internship report allows us to share our industrial experience and knowledge. An internship report is a way to showcase practical writing skills by introducing, describing, and evaluating workplace. An internship is an industrial challenge to bring the theoretical concepts to life. As a trainee in Front Office Department for my internship attachment.

1.2 Origin of the Report:

Bachelor of Tourism & Hospitality Management (BTHM) is a four-year under graduation program at Daffodil International University. Daffodil International University is a well-known government approved private University in Bangladesh. It was established in 2002. I am a student of BTHM program of Daffodil International University. After completing theoretical courses, I completed six months internship in Amari Dhaka at Front Office Department. This internship report has been prepared based on my 6 month work experience of front office department of Amari Dhaka.

1.3 Scope of the Report:

This report will find the effectiveness of Front Office Management System of Hotel Amari Dhaka, also cover the statement about of the hotel.

1.4 Objective: The main objective of the report is to identify and evaluate the front office management system of Amari Dhaka, which includes the following specific objective:

- To identify the work process of front office department.
- To analyze the duties and responsibilities of front office executive.
- To evaluate the performance of the department.
- To recommended some suggestions to overcome the problems that are identified.

1.5 Methodology:

The report is descriptive, mainly the perception and day-to-day activities that help me write this report.

1.6 Data Source:

The data were collected from the following sources:

Primary Data:

- a. Practical Experience.
- b. Team Work.
- c. Regular Task.
- d. Communication with Guest.

Secondary Data:

- a. Social Media.
- b. Organizational File

Data Analysis and Report writing :

I have collected the data & information collected through primary & secondary sources. My dissertation is the Front Office Operation of Amari Dhaka. I have collected the essential data through face-to-face discussion and meet with authorities of Amari Dhaka, information from Computer produced database etc. Auxiliary information are collected fundamentally from perception & collection from journals, Brochures, Yearly Reports, Paper, inside records, Magazines, Distributions, Books and others frame of distributions as well as websites.

Limitation of the Study:

- The scope of this report is solely related to the Front Office Activities Framework (FFO) of hotel Amari Dhaka.
- Each organization has its own policies and privacy settings that are not visible to others.
- While collecting information, they did not disclose much information for organizational purposes.

Chapter 2

To provide An Overview of Hotel Amari Dhaka

Learning part:

2.1. Background of Hotel Amari Dhaka

2.2. Organizational Details

2.3. Objective of Hotel Amari Dhaka

2.4. Mission, vision and Goal

2.5. Board of Director of Amari Dhaka

2.6. Organizational Chart

2.7. SWOT Analysis of Amari Dhaka

2.8. Products/Service of Amari Dhaka

2.9. Performance Overview

Introduction

2.1 Background of Hotel Amari Dhaka.

Amari is the most well-known chain hotels in the Asia Region of Onyx Hospitality Ltd. Amari is an International branded 5 Star category hotel. Amari is organized by onyx hotels and locally watered by karishma services Ltd. Hotel Amari is located in the heart of business and diplomatic districts of dhaka. Amari dhaba is easily accessible for business and leisure travelers. Amari dhaba has 134 standard guest rooms and suites for sale. The hotel has 24/7 Air Conditioning System, Telephone Service, Free Wi-Fi and a minibar. The hotel also has cable TV. The hotel has three restaurants and a bar. The hotel serves a variety of cuisines. The hotel has a fitness centre, swimming pool and it is complementary for the in-house guests. Five meeting and ballrooms are available for private events and business events. The hotel has car parking facilities and valet service. In room dining service is provided, outside catering facilities are provided and the hotel has a business center. Breeze Spa is branded spa service in Amari Dhaka.



KARISHMA SERVICES LTD



2.2 Organization Details:

Short view of Organizational Demography:

| Organization Details | |
|----------------------|--|
| Property name: | Amari Dhaka |
| Owned By | Karishma Services Ltd. |
| Address: | House# 47 Road#41 Gulshan-2 Dhaka 1212 |
| Telephone: | +88 02 55059620 |
| Mobile: | +8801878499999 |
| GM's telephone: | +88 02 55059620 |
| Fax: | +88 02 -9841952 |
| Email: | dhaka@amari.com |
| Website: | www.amari.com/dhaka |
| Location | Dhaka Gulshan-2 |
| Year hotel opened: | 2014 |
| Opening date: | 28/05/2014 |
| Hotel category: | 5 star |
| Number of rooms: | 134 |
| Number of floors: | 17 |

Location Proximity: Amari Dhaka Located on center of business area.

- Hazrat Shahjalal International Airport- 10.00 km – 25 minutes.
- Gulshan Market 0.8 km 10 mins
- Jamuna Future Park 04 km 30 mins
- National Parliament House 06 km 30 mins
- Bashundhara City 08 km 40 mins
- Banani 1.01 km 10 mins
- Mohakhali 3.3 km 20 min

2.3 Objective of Hotel Amari Dhaka:

Onyx clean: Amari Dhaka's commitment to cleanliness extends to every aspect of the guest experience. From the time of arrival to the time of departure, ONYX Clean drives reclassify Amari Dhaka operating cleanliness & wellbeing principles. Amari Dhaka commitment to guest safety & health. Stay with your peace of mind with onyx clean.

Onyx Reward: Discover the best places in Asia with onyx membership in onyx reward at amari dhaka.

Brighten One's World with Amari: The Amari culture loves to celebrate modern food, expression, planning, style, health, fun and craziness.

Food safety: To create and design a high-quality food system that is grounded in the understanding that food is an essential and socially significant element of our daily lives. Amari Dhaka's commitment to guest safety means that employees are well-trained in food safety and sanitation.

Management of Zero Waste: Effective waste management and control through no waste management with a focus on reuse and reuse.

2.4 Mission, Vision and Goal:

Provide Best Guest Service:

Respect the guest and ensure Amari Dhaka provides the best product and service at the best price.

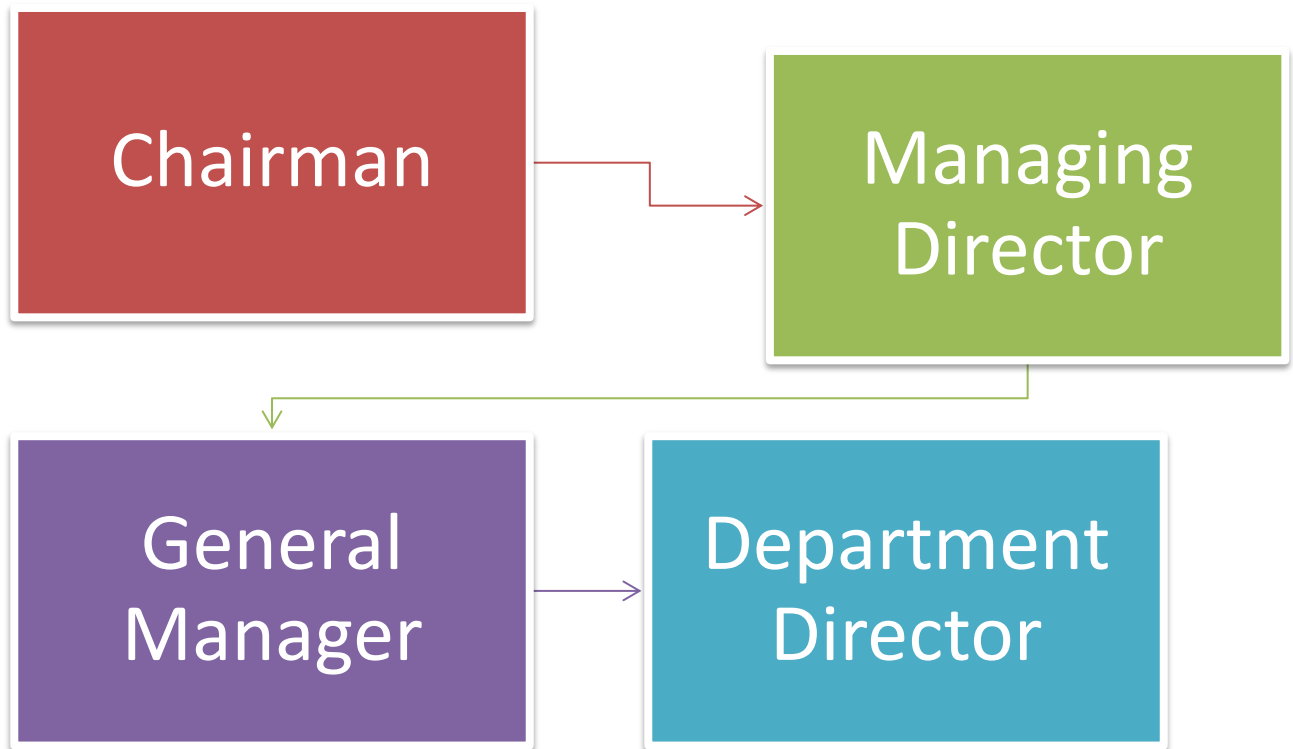
Make a leader in Hospitality industry:

As one of the top hotel board organizations, Amari has grown accustomed to the knowledge of a truly world-class executive team with a passion for hospitality excellence.

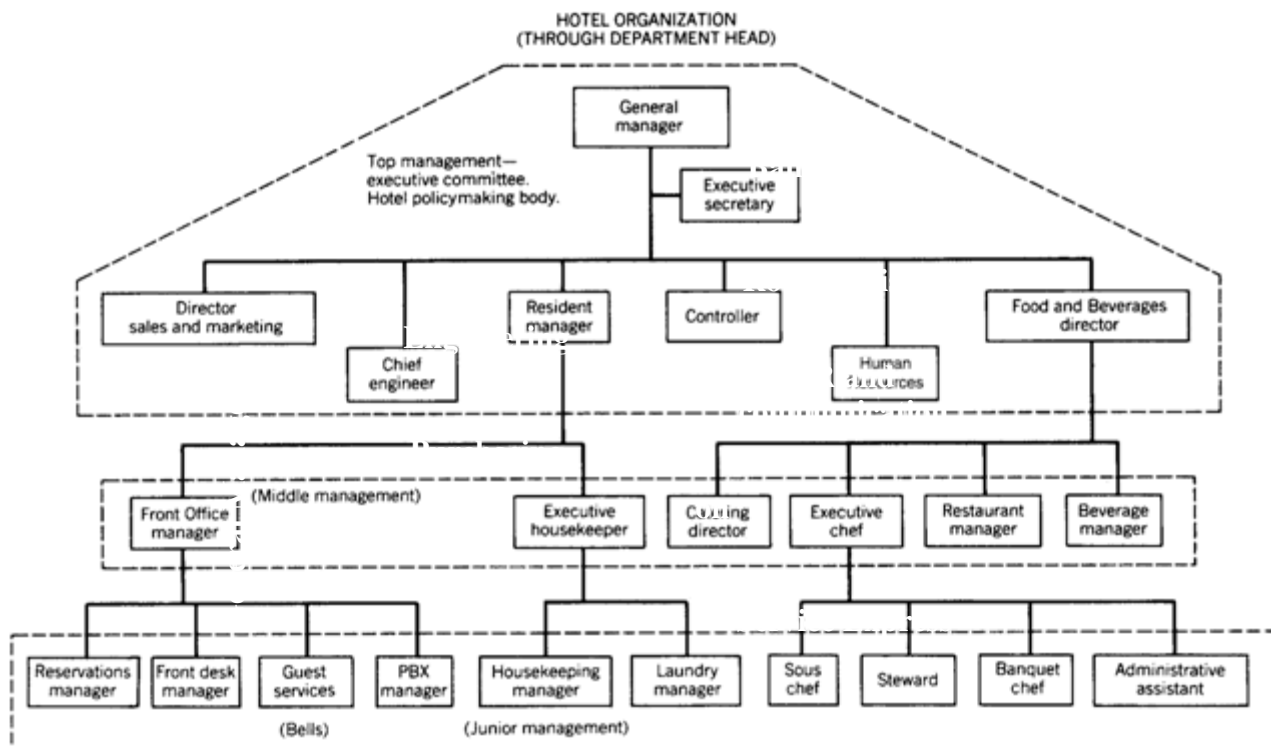
Brighten Your World with Amari Culture:

Learn about local culture through Amari's own Amari hotels & resorts around the World.

2.5 Board of Director of Hotel Amari Dhaka:



2.6 Organizational Chart:



2.7 SWOT Analysis of Hotel Amari Dhaka:

Every organization has their strength, weakness, opportunity and threat.

Strength:

- Located on business area.
- Professional management.
- Unity and friendly team members.
- International chain hotel.
- Branded spa.
- Traditional buffet restaurant of Asian cuisine.
- 24/7 service.
- Transportation service
- Higher security management.
- Good review from guests.

Weaknesses:

- Shortage of man power.
- No in house doctor.
- Parking limitation.
- Lack of cost control.
- Hiring process is slow.
- Lack of maintenance.

Opportunities:

- Corporate connection with local and international company.
- International property management.
- Reliable employees
- Have high-profile regular guest.
- Low cost of employee.

Threats:

- Another hotel nearby.
- The presence of competitors in the surrounding area has been gradually increasing.
- Political involvements.
- Nearby ongoing under construction.

2.8 Product/S of Hotel Amari Dhaka:

Amari is a business center hotel in downtown Dhaka that offers great products and services for their guests. I'll tell you more about Amari's products and services below.

Rooms and Amenities:

Amari Dhaka offers 134 categories of rooms and suites with Free Wi-Fi, Air Conditioning, Individual Climate Control, Safety Locker, Iron Board and Iron, Hair Dryer, Cable Television, Mini Bar and other amenities.

Superior Queen Room:

Superior Queen Room starts with Standard category room. Superior Queen room provides a queen size bed for 2 Adults and 1 Child or 2 Adults and room size is between 29-33 square meters. The total number of Superior Queen rooms is 30.



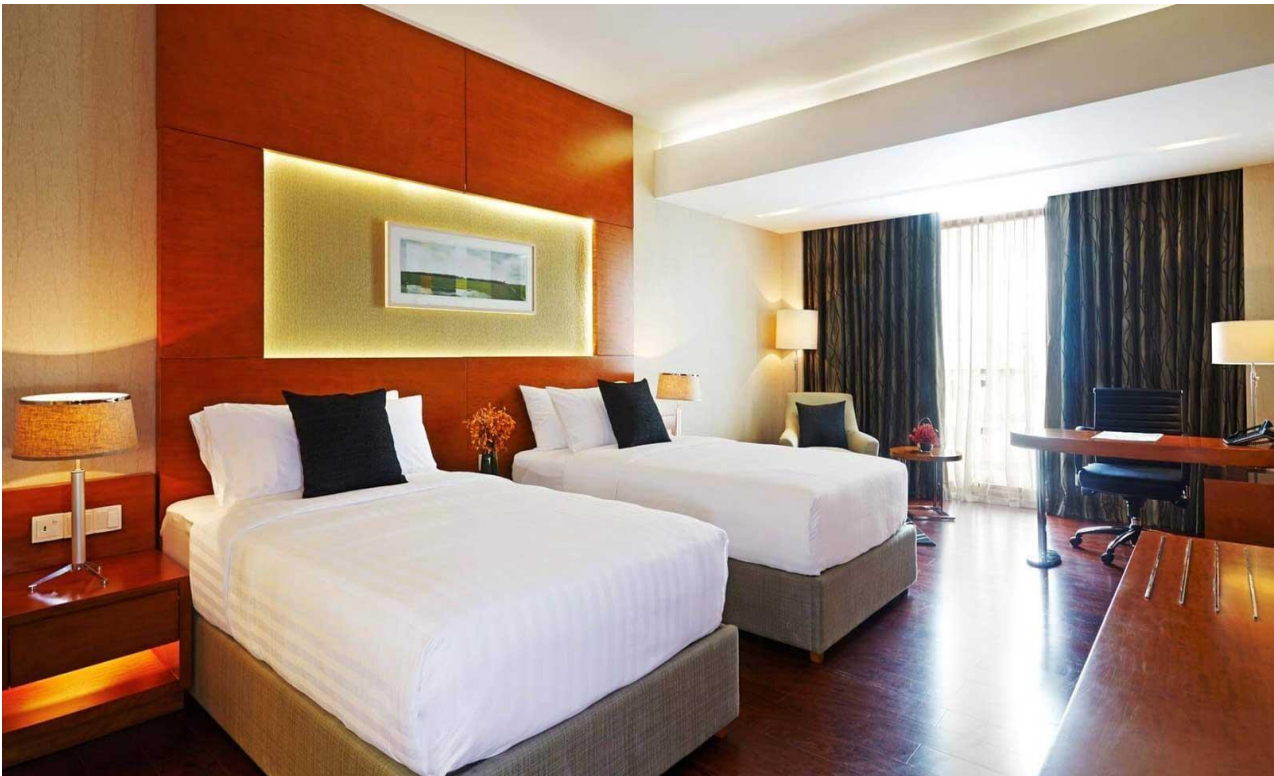
Deluxe Studio Room:

Deluxe Studio Room is next category room of Amari Dhaka. The special feature of the room has kitchen facilities. This room offer 1 king size bed with work space and room size is 37 square meter. The number of Deluxe Studio rooms is 60 room.



Deluxe Twin Room:

This Deluxe Twin Room in Amari Dhaka is a standard upgraded twin room with two single beds and a work area. It's 37 square meters and has 20 twin rooms total.



Junior Suite Room:

Amari Dhaka's Junior Suite is a standard room in the premium category. This room has two separate bedrooms - a living room and a bedroom with a bed. It comes with a king size bed and bathtub, and the room size is between 47 and 53 square meters. There are 20 rooms in the Junior Suite.



One Bedroom Terrace Suite:

Amari Dhaka's Standard Premium Next Category Room, One Bedroom Terrace Suite, offers two distinct living and sleeping rooms with a terrace, allowing guests to take in the stunning views of the city. This room is equipped with a king size bed and bathtub, and is 75 square meters in size, making it the largest of the four available Terrace Suites in the area.



Restaurant and Bar:

Amari has three restaurants and bar where they are serving buffet, a la-carte, alcoholic beverage.

Cascade Lounge:

Cascade is the dining area in the lobby that offers a A la-carte of breakfasts, lunches and dinners. They also serve beaked items and offer dining service in your room which we called in room dining service. They are also offers 24/7 service.



Deck-41:

Deck-41 is a rooftop bar. In Deck-41 They are serving sise, alcoholic beverage and snacks also. Every Thursday they offers DJ party in Deck-41.

Operation Hour: 2:00 pm – 2:00 am



Amaya Buffet Gallery:

Amaya food Gallery is a buffet restaurant with live kitchen stations. Amaya Buffet Gallery serves Breakfast and dinner buffet and also Brunch on holidays.

Serving Hour:

Breakfast: 6:30am - 10:30pm

Brunch: 12:30pm - 3:30pm

Dinner: 6:30pm – 10:30pm



Amari Signature Breeze Spa: Breeze spa is a well known branded chain spa of Amari Hotel and Resort. Amari Dhaka Breeze spa serves six single rooms and four well Thai trained therapist.

The logo for Breeze Spa features the word "breeze" in a large, lowercase, teal-colored font with rounded letters. Below it, the word "spa" is written in a smaller, lowercase, teal-colored font.

put the bounce in your step

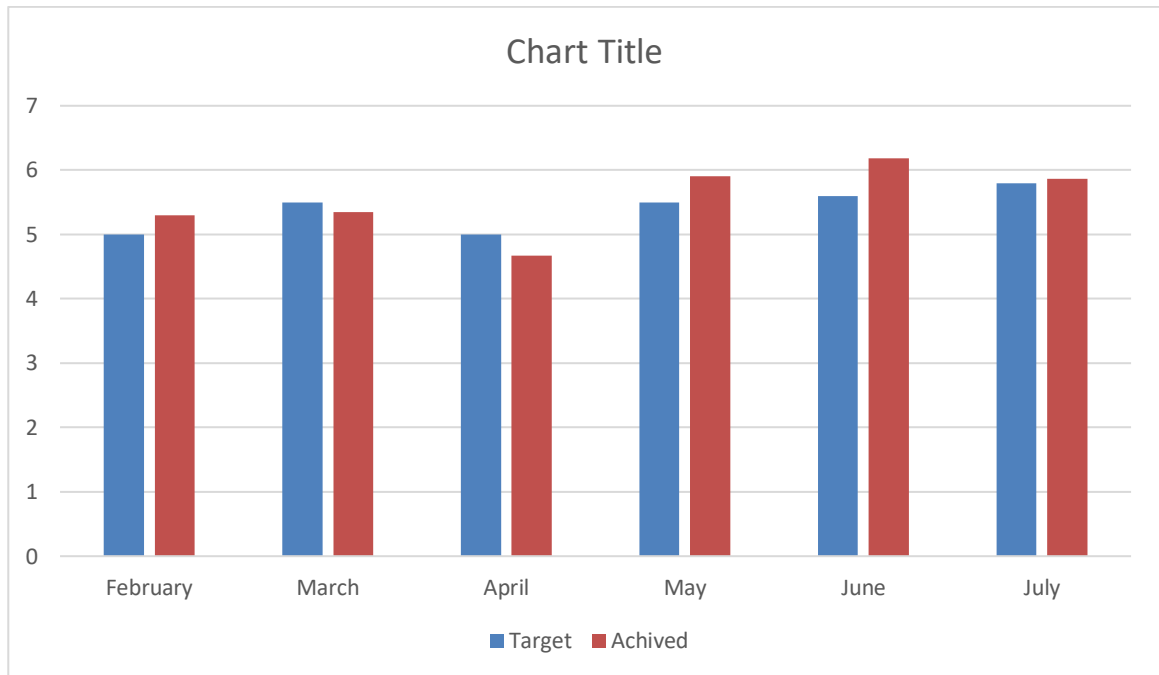
Fit Center & Swimming Pool:

Amari Dhaka fitness center is one of the best gyms in Dhaka for making you healthy with swimming facility. Amari dhaka fit center has 2 trainers.



2.9 Performance Overview of Amari Dhaka:

Hotel performance based on the income generated by its services or products. Now, I am going to share last 6 month's performance of Amari Dhaka.



Monthly Performance Report

Chapter – 3

Operational Activities of Front Office

Learning part:

3.1. Introduction

3.2. Organizational Chart of Front Office Department

3.3. Front Office Interaction with Another Department

3.4. Duty Schedule

3.5. Front Office Terms

3.6. Reservation and Check-in Procedure

3.7. Method of Payment

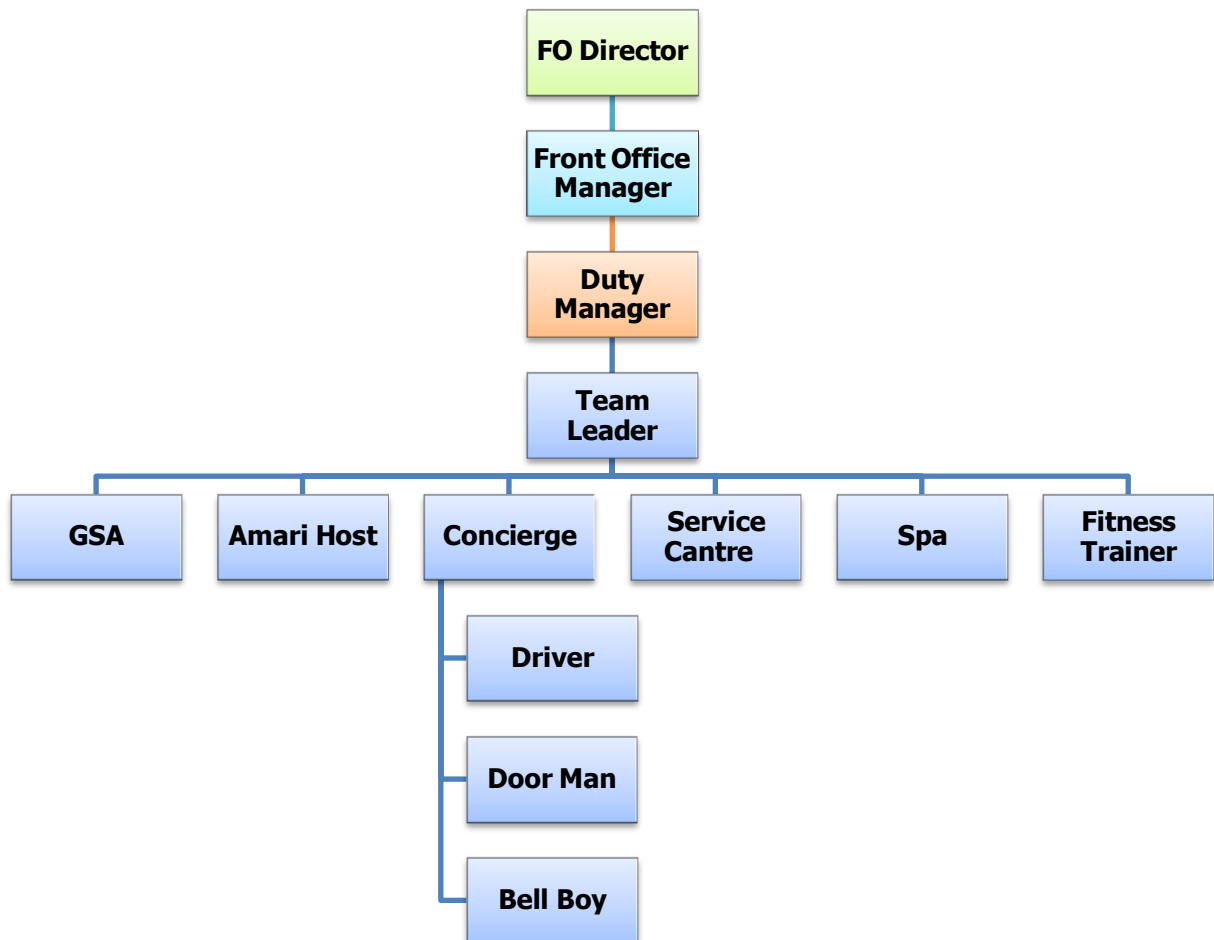
3.8. Front Desk Agent Must Know

3.1 Introduction:

The front office is the heart of the hotel. It's the most important part to link up with the rest of the hotel's operations. The front office department is the one that's in direct contact with guests. It's responsible for everything from check-in, checkout, answering phones, making reservations, paying bills, and more. Here's what the front office does:

1. Check-in.
2. Check-out.
3. Making Reservation.
4. Room assigning.
5. Cashiering.
6. Billing.
7. Night audit.
8. Receiving Phone calls.
9. Walk in sale.
10. Provide Hotel Information.
11. Managing Transportation Request.
12. Banqueting Billing Settlement.
13. Guest Review.

3.2 Organizational Chart for Front Office Department of Hotel Amari Dhaka:



3.3 Front Office Interaction with other Departments:

The front office is considered the 'heart' of the hotel because it has to maintain a relationship with any other department in the hotel. For a hotel to be easily managed, the front office will have the basics.



3.4 Duty Schedule:

Amari Dhaka has established a 9-hour shift schedule for its employees. As an intern, I have the experience of working at three shifts: morning, evening, and night. Additionally, Amari Dhaka employs a punch-in-punch-out system for its employees. Also they have roster basic schedule for employees and trainee.

Amari Dhaka following Shifts for Employee:

Morning Shift

1. Duty Hour: 7:00am – 4:00pm

Evening Shift

2. Duty Hour: 2:00pm – 11:00pm

Night Shift

3. Duty Hour: 10:30 pm – 7:30am

Front Office Duty Checklist:

Front office team member must following the shift duty checklist.

Morning Shift Checklist:

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

Afternoon Shift Checklist:

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

Night Shift Check list:

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

3.5 Front Office Terms:

As a front office staff, you should have a complete understanding of the various hotel terms. The following words are commonly used in hotels and motels around the world.

Complimentary: Guest use the product and service but its not payable.

Do not disturb (DND): The guest did not want to be disturbed. This can be indicated by a sticker on the door handle of the room or electronically via a red light presentation before entering the room.

Due Out: The guest is expected to check out the following.

Late check-out: The hotel's standard check-out time is 12 pm. If a guest requests a check-out after 12 pm, the check-out will be counted as a late checkout.

Occupied: Guest in house.

Out of Order: The room is not ready for sale because of the maintenance issue..

Stay over: guest in house and expected guest will extended at least one night more.

Inspected: The room is clean and ready for sell.

ADR: Average daily Rate calculated.

3.6 Reservation and Check in Procedure:

Opera PMS is utilized for the day-to-day operations of Hotel Amari Dhaka. The guest data is inputted into the system for reservation purposes. The typical check-in process is approximately three minutes in duration. The following procedures follow the standard check-in procedure.

1. Greetings:

- Good Morning/ Afternoon / Evening
- Welcome to Amari Dhaka.
- Requesting guest for NID/Passport.

2. Acknowledge:

- check all alerts.
- Explain Guest about reservation.
- Brief guest Room number, Types of room and Departure Date.
- Onyx Member recognition.

3. Check-in folio or card:

- Request to guest check all details on folio.
- Make sure guest signature on registration card.

4. Requesting for Payment:

- Follow the billing instruction.
- Requested for pre-authorization from card.
- If guest wants make payment only room bills please active the nopost flag.

5. Assist guest with Key Card:

- Please inform guest about offers and other facilities like discount, outlets information.
- Wish the guest a good stay.

Guest Reservation Record:

- First & last name of guest.
- Address.
- Arrival date.
- Number Of stays.
- Contact details.
- Room rate.
- Rate code.
- Payment method.
- Checkout Date and time.
- Company Details
- Identity details (passport, visa or national ID card).
- Any pick-up or drop off to airport.

| ANBKK2 - Reservation | | | |
|--------------------------------------|--|--------------------------------------|---------------------------|
| Name Cheong | | Phone | Agent Nan Hwa Travel Serv |
| First Name NG Tak | | Member Type | Company |
| Title Mr | Country HK | Member No. | Group |
| Language E | VIP | Member Lvl. | Source |
| | | Total stays | |
| More Fields | | | |
| Arrival 27/06/13 | Thursday | Res. Type VRQ | Voucher Req |
| Nights 3 | | Market WHO | Wholesale |
| Departure 30/06/13 | Sunday | Source EML | Email |
| Adults 1 Child 0 | | Origin PRO | Property |
| No. of Rms. 1 | | Payment CL | |
| Room Type 2HKS2 | RTC. 2HKS2 | Credit Card No. | |
| Room | DNM | Exp. Date | |
| Rate Code 50WS2BN | Fixed Rate <input checked="" type="checkbox"/> | CRS No. | |
| Rate 3,600.00 | Curr. THB | Approval Code | |
| Packages | | Approval Amt. | |
| Block Code | ETA ETD | Suite With | |
| Disc. Amt. % | Reason | Confirmation | <input type="checkbox"/> |
| Comments | | Guest Balance | 0.00 |
| | | TA Rec Loc | HDF07078 |
| | | Specials | |
| | | Comments | CTC / 1 ABF |
| | | Item Inv. | |
| | | Caller Last | |
| | | Caller First | |
| | | Caller Phone | |
| | | Caller Email | |
| | | Caller Fax | |
| | | CC Holder | |
| | | Promotions | |
| | | E-Certificate | |
| | | Meal Plan | |
| Created By JUTHAPITCH_PC On 07/06/13 | | Updated By JUTHAPITCH_PC On 07/06/13 | |
| | | Save | OK |
| | | Options | Close |

Guest Reservation Page

3.7 Methods of Payment:

Guest can pay in different ways. Some of them are mentioned below:

- Cash
- Credit/Debit Card
- Bank Transfer
- Mobile Banking
- Company Payment

3.8 Front Office Team Member Must Know:

These are the basic role of a front office team member need to know.

1. Need to know use Opera software for smooth operation.
2. How to operate printer, both colour and system.
3. Need to know about key card making process for room and lift access.
4. Need to know about POS using method for taking payment or pre-outh or sale complete.
5. Need to know how to manage group check-in.
6. How to answer guest quires.
7. Need to know how to handle rude guest.
8. Must know about receiving calls and courtesy calls.
9. Need to know follow up with HK about room status.
10. Need to operate telephone and extention code.
11. Need to know about Night Audit.
12. Need to know hendle guest complain

Chapter - 4

Implementation and evaluation

4.1 Implementation and evaluation of organization:

I am pleased to report that I have had a positive experience during my six month internship as a Front Office Trainee. I am confident that this six month temporary job program or internship will help me to gain an understanding of my future prospects in the hospitality industry as an Academician. During my internship, I have attempted to gain knowledge of the Front Office Operation and acquire the theoretical knowledge.

Culture:

The culture of each organization and department is unique. During this internship period, I successfully adapted the culture of my organization. I also learned about time management, working under pressure, and managing different types of people.

Working Environment:

The friendly and supportive atmosphere of AMARI Dhaka's employees has enabled me to adjust to their environment quickly. The front office team has been incredibly accommodating and supportive, allowing me to gain knowledge quickly. I am immensely grateful to the front office team for helping me to become a professional in the industry. Furthermore, I have never experienced any conflicts with my team, allowing me to conclude that I have gained knowledge from a positive working environment with a great deal of enjoyment.

Communication:

Throughout the internship program, one of the most valuable and essential things I have learnt is how to interact with people. The Amari Dhaka front office department is very focused on communication. The front office team and operations help me to develop my communication skills.

Punctuality:

Every day I used to go on time on the duty so its build up my time management proficiency. I used to clean shave every day and were uniform.

4.2 Operational Learning Part:

As a front office trainee I used to handle shift.

Guaranteed or Non-Guaranteed Booking:

The term “guaranteed booking” refers to the fact that the guest has provided their credit card details at the time of reservation. In the event that the guest fails to arrive, the booking can be considered as a no show booking.

If any guest doesn't provide their credit card details it's counted on non-guaranteed booking.

Role Over Charge:

If any guest check-in after the night audit so it will be charge previous day charge accordingly.

OTA Booking:

OTA means online travel agent. If company got any booking from online like Booking.com, Expedia, Trip Advisor we called it OTA Booking.

PM & PI:

PM is the posting master and PI is the posting interface. Generally. PM and PI using for interdepartmental systemic operations like micros posting, banqueting payment settlement.

Night audit:

Night Audit is responsible for concluding the day's activities and creating new reports, guest room fees, and the new business date.

Chapter 5

Findings and Recommendations

Learning part

5.1. Findings

5.2. Recommendation

5.3. Conclusion

5.4. Bibliography

5.1 Findings:

During my internship period in the Front office Department of Amari Dhaka I identify some things to be positive and some things to be negative

1. There is shortage of man power in front Front Office department
2. The department hold good bonding among their team members
3. Duty managers are supportive and friendly
4. Not all members know the software opera properly
5. Daily briefing sometimes not understandable by all team members of the team, as recorded version send to everybody
6. Duty roster isn't flexible for team members
7. minibar check is a challenging job during checkout time
8. There is little bit issue about slow internet service
9. Facility about business center is monitored and maintained by front office under a systemic process which need to be incorporated through proper reservation of in-house guest.

5.2 Recommendations

Hotel Amari is a chain hotel that offers to both business and travelers. It was doing well before the pandemic, but after the pandemic, their business plans changed drastically. There's a lot of competition in the area, so we've listed some of our top recommendations for staying at Hotel Amari Dhaka.

1. Management should hire more experience team members.
2. Log book need to be maintained by the front office executive regularly.
3. Job training is required for fresh executive .
4. Hotel should be more careful about guest review
5. Daily briefing need to be delivered according to the roster schedule.
6. Hotel may provide complimentary water,juice and soft drinks to minibar to avoid complexity during checkout time.

5.3 Conclusion:

I successfully finished my six-month internship at the front office department at Amari Dhaka as a student of tourism and hospitality management. Branded as a five-star chain hotel, Amari Dhaka. The hotel has established itself as the finest in terms of service and has given its visitors a positive impression. I made an effort to include all the details about Amari Dhaka that I learned throughout my six-month internship in the front office department. I have described the fundamental operational procedures of the front office department in this paper. Working in a hotel in Bangladesh that is branded internationally and has a business-oriented focus is a tremendous chance and experience. View the Reflation of a Hotel Amari Dhaka Overview.

5.4 Bibliography:

Below I am mentioning some of the links from where I have collected some organizational data. The references are attached below.

- <https://www.amari.com/dhaka>
- <https://www.amari.com/>
- <https://www.onyx-hospitality.com/>
- <https://www.breeze-spa.com/amari-dhaka/>
- <https://www.booking.com>
- <https://www.facebook.com/AmariDhaka/>

