



Daffodil
International
University

INTERNSHIP REPORT ON FRONT OFFICE OPERATIONS AT GALESIA HOTEL AND RESORT LTD.

PREPARED BY

Tahsin Mahmud Chowdhury

ID: 191-43-389

Batch: 16th

*Department of Tourism & Hospitality Management
Faculty of Business & Entrepreneurship
Daffodil International University*

PREPARED FOR

Ms. Farhana Yeasmin Lina

Lecturer

*Department of Tourism & Hospitality Management
Faculty of Business & Entrepreneurship
Daffodil International University*

LETTER OF TRANSMITTAL

September 14, 2023

To,

Ms. Farhana Yeasmin Lina

Lecturer

Department of Tourism and Hospitality Management

Daffodil International University.

Subject: Submission of the Internship Report

Dear Madam,

I am writing to submit my internship report on the front office operations of Galesia Hotel and Resort Ltd., as required by my BTHM educational program. I would like to express my sincere gratitude for the guidance you provided throughout my internship.

This experience has been immensely valuable for me. Your feedback on it is super important to me because it shows how much I've learned and grown during my internship.

If you find that the content of this report has contributed to a better understanding of the subject matter, that would be a huge source of fulfilment.

Sincerely,



Tahsin Mahmud Chowdhury

ID: 191-43-389

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

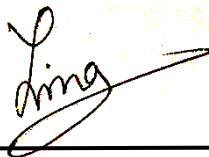
CERTIFICATE OF APPROVAL

This is my sincere declaration that Tahsin Mahmud Chowdhury, a student at Daffodil International University with ID No. 191-43-389, Department of Tourism & Hospitality Management, Faculty of Business & Entrepreneurship, has successfully completed an internship report titled 'Internship Report on Front Office Operations of Galesia Hotel and Resort Ltd.

This student has demonstrated remarkable intelligence, diligence, and energy throughout the internship. He worked diligently on the report and effectively communicated his thoughts and ideas in a timely manner. Notably, no portion of this study has been previously submitted for any degree, diploma, or recognition.

I extend my best wishes for his success in future.

Signature,

A handwritten signature in black ink, appearing to read 'Lina', is written over a horizontal line. The signature is stylized and cursive.

Lecturer
Department of Tourism & Hospitality Management
Faculty of Business & Entrepreneurship
Daffodil International University

Preface

Galesia Hotel & Resort has given me the chance to learn about the hospitality and tourism industry firsthand. This internship helped me apply classroom knowledge to real-world situations as a Daffodil International University Tourism and Hospitality Management student.

My internship at Galesia Hotel & Resort has been an invaluable experience, affording me the opportunity to explore the intricate facets of the hospitality and tourism industry in a practical, hands-on manner. As a student pursuing a degree in Tourism and Hospitality Management at Daffodil International University, this internship served as a crucial bridge between the theoretical knowledge acquired in the classroom and its real-world application.

The report introduces Galesia Hotel & Resort Ltd., its history, mission, and dedication to guest satisfaction. Next, I describe my internship as a Guest Service Associate and its responsibilities and challenges.

My internship taught me the importance of communication, problem-solving, and teamwork in the hospitality industry, which I will discuss. Meeting diverse guests from different cultures has deepened my appreciation for cultural sensitivity and guest satisfaction.

I want to thank everyone at Galesia Hotel & Resort Ltd., especially my mentors and Front Office colleagues, for their guidance, support, and patience during my internship. The mentorship and expertise they shared helped me grow professionally.

Finally, I'd like to thank Daffodil International University's Tourism and Hospitality Management Department faculty and administration for allowing me to do this internship and for their academic support.

This report is the culmination of a transformative journey into hospitality and tourism, and I hope it shows my knowledge, resilience, and passion for this industry. May it inspire and inform future hospitality and tourism students.

Abstract

This report summarizes my six-month internship at Galesia Hotel & Resort Ltd. as a Guest Service Associate. This internship was an integral part of my Tourism and Hospitality Management education at Daffodil International University, bridging the gap between classroom learning and real-world experience.

The report begins with an introduction to Galesia Hotel & Resort Ltd, outlining its history, mission, and dedication to delivering exceptional guest experiences. It then describes my role as a Guest Service Associate as well as the responsibilities and challenges I faced during my internship.

This report highlights the knowledge and abilities I gained during my internship, with a particular emphasis on effective communication, problem-solving, and teamwork in the hospitality industry. Interacting with guests from various cultural backgrounds increased my awareness of cultural sensitivity and its influence on guest satisfaction.

To put it simply, this report talks about my time in the hospitality and tourism industry. It shares the things I've learned and the challenges I've faced.

INTERNSHIP REPORT ON FRONT OFFICE OPERATIONS AT GALESIA HOTEL AND RESORT LTD.

CONTENTS

Chapter 1: Introduction of the Topic	1
1.2 Background of the Study.....	2
1.3 Scope of the Study.....	2
1.4 Problem Statement/ Objective of the Study	3
1.4.1 Broad objective	3
1.4.2 Specific Objectives.....	3
1.5 Methodology and Study Design.....	4
1.6 Limitations of the Study	5
Chapter 2: An Overview of Galesia Hotel & Resort.....	6
2.1 Products and services of Galesia Hotel & Resort	7
Room Categories	9
Banquet Hall at Galesia Hotel and Resort.....	11
Fork & Spoon Restaurant.....	12
2.2 Background of Galesia Hotel & Resort.....	13
2.2.1 Mission.....	13
2.2.2 Vision	14
2.2.3 Organization Chart of Galesia Hotel & Resort	14
2.3 Description of the Departments.....	15
2.3.1 Front Office	15
2.3.2 Housekeeping	15
2.3.3 Food & Beverage Service	15
2.3.4 Food and Beverage Production	15
2.3.5 Human Resource Department	16
2.3.6 Sales and Marketing Department	16
2.3.7 Account & Finance Department.....	16

2.3.8 Maintenance Department	16
2.3.9 IT Department	16
2.3.10 Purchase Department.....	17
2.4. SWOT Analysis of the Hotel.....	17
2.5. Conclusion.....	18
Chapter 3: Overview of the Front Office Department	20
3.1 Introduction to the Department	20
3.2 Background of the Department	20
3.2.1 Mission.....	20
3.2.2 Vision	20
3.2.3 Coordination with Other departments	20
3.2.4 Organization Chart of the Department	22
3.5 SWOT Analysis of the Department.....	22
3.6 Conclusion.....	23
Chapter-4: Activities Undertaken, Challenges, and Lessons Learned.....	24
4.1 Activities Undertaken.....	24
4.2 Skills and Competencies I Learned	25
4.3 Challenges	28
4.4 Identified/Observed in the Organization	29
4.5 Missing Knowledge and Skills for Future Professional Development	30
4.6 Outcomes and impact	30
Operational Improvements:.....	31
Professional Growth:.....	31
Challenges Overcome:	31
Future Recommendations:	31
Impact Over Time:	31
Chapter 5: Findings, Recommendations, and Conclusions	32
5.1 Findings.....	32
5.2 Recommendations and Suggestions	33
5.3 Conclusions	34
Resefence:	36

CHAPTER 1: INTRODUCTION OF THE TOPIC

1.1 Introduction

The hospitality industry, an integral part of the global economy, thrives on the art of guest service, the creation of memorable travel experiences, and the promotion of cultural exchange. As a Tourism and Hospitality Management student at Daffodil International University, my academic journey has been profoundly influenced by a strong desire to comprehend the inner workings of this complex industry.

This report details my six-month internship at Galesia Hotel & Resort Ltd. as a Guest Service Associate. It includes not only the tasks and responsibilities I was entrusted with, but also the insights and abilities I gained during this transformative journey.

Firstly, it meets a fundamental academic requirement of my BTHM program, allowing me to apply theoretical knowledge in a practical context. This report aligns with the curriculum's objectives, allowing me to demonstrate the internship-gained practical skills and competencies.

Secondly, this report serves as an archive of information for the hospitality industry. It contributes to the preservation and dissemination of knowledge, to the advantage of both current students and industry professionals seeking a deeper understanding of the domain of guest service.

Thirdly, the report facilitates learning through reflection. Through it, I intend to reflect on my internship experiences, highlighting the importance of practical training, interpersonal skills, and adaptability in the hospitality industry. This reflective aspect is essential for personal development and career advancement in the future.

In addition, this report contributes to a deeper understanding of the contemporary challenges and opportunities in the hospitality industry. It clarifies the role of guest service representatives in enhancing guest satisfaction and loyalty in an era of changing guest expectations and global travel trends.

This report concludes by demonstrating how academic institutions can prepare students for real-world challenges and how businesses can benefit from fresh perspectives.

In conclusion, this report is more than a formal requirement; it demonstrates my commitment to the tourism and hospitality management field. It highlights the practical significance of internships as a bridge between education and industry, providing me with a wealth of

knowledge and experiences that will undoubtedly shape my future career in this dynamic industry.

1.2 BACKGROUND OF THE STUDY

Every student in the BTHM program at Daffodil International University is required to complete an internship with a hospitality organisation before graduating from the programme. This requirement is a part of the academic journey. Being a committed member of the programme, I was thrilled to learn that this opportunity was available.

Following the conclusion of my studies with honours, I began working at Galesia Hotel & Resort Ltd. as a Trainee in the esteemed Front Office Department for a period of six months as part of an internship program. During the time that I worked there, I took an active part in the operations of the front office department, which allowed me to improve my skills in areas such as managing paperwork, interacting with guests, and general hospitality administration.

During my internship at Galesia Hotel & Resort Ltd., I was given the opportunity to not only put the knowledge I gained in the classroom into practise but also to gain valuable insight into how the hospitality industry functions in the real world. During the course of the internship, I developed a strong interest in improving both the quality of the experiences I provide to guests as well as the efficiency with which my organisation operates.

In the future, I can see how my internship at Galesia Hotel & Resort Ltd. was a defining moment in both my development of an understanding of the hotel industry as a whole and my pursuit of a future career in hotel management.

1.3 SCOPE OF THE STUDY

This report is focused on providing a comprehensive overview of my six-month internship as a Guest Service Associate at Galesia Hotel & Resort Ltd within the context of the Tourism and Hospitality Management program at Daffodil International University. The scope of this study encompasses the following key areas:

Internship Experience: This report explores into the various practical experiences and responsibilities that were undertaken during the internship period. It provides an in-depth understanding of the role of a Guest Service Associate, including tasks related to the check-in and check-out of guests, inquiries from guests, and the resolution of issues.

Learning and Development: The report explores the knowledge and skills acquired during the internship. It highlights the practical applications of academic concepts and the significance of hands-on experience in the hospitality industry.

Guest Satisfaction and Cultural Sensitivity: A central focus of the report is on the importance of guest satisfaction and cultural sensitivity in the hospitality sector. It examines the impact of

effective guest service on guest experiences and loyalty, especially when dealing with a diverse clientele.

Challenges and Problem-Solving: This report discuss the difficulties that were encountered during the internship as well as the solutions that were utilised in order to get past those difficulties. It places a strong emphasis on the role that problem-solving and adaptability play in ensuring that operations run smoothly.

Academic Relevance: The internship experience is analysed in the context of its alignment with the academic curriculum of the Tourism and Hospitality Management program at Daffodil International University. It demonstrates how practical exposure complements classroom learning.

Challenges and Problem-Solving: The study discuss the challenges faced during the internship and the strategies employed to overcome them. It emphasizes the role of problem-solving and adaptability in ensuring smooth operations.

Industry Insights: The study provides insights into the contemporary challenges and opportunities within the hospitality industry, with a specific focus on the guest service domain.

It's important to note that this study primarily reflects my personal experiences and observations during the internship at Galesia Hotel & Resort Ltd. While it offers a comprehensive account of the internship period, it may not cover all aspects of the hospitality industry or every potential area of research within the field of tourism and hospitality management.

1.4 OBJECTIVE OF THE STUDY

This study's broad objective is to provide an in-depth description of the internship as a Guest Service Associate at Galesia Hotel & Resort Ltd and to look into its implications for the field of Tourism and Hospitality Management.

1.4.1 BROAD OBJECTIVE

The broad objective of this study is to provide a comprehensive account of the internship experience as a Guest Service Associate at Galesia Hotel & Resort Ltd and to explore its implications for the field of Tourism and Hospitality Management.

1.4.2 SPECIFIC OBJECTIVES

1. To record and evaluate the daily responsibilities and tasks associated with the Guest Service Associate position at Galesia Hotel & Resort Ltd.
2. To demonstrate the practical application of theoretical knowledge gained through academic coursework in Tourism and Hospitality Management.
3. To examine the effect of effective guest service on guest satisfaction and loyalty, particularly when catering to a multicultural and diverse clientele.
4. To identify obstacles encountered during the internship and analyse the problem-solving techniques used to overcome them, while emphasising the importance of adaptability in the hospitality industry.
5. To acknowledge the impact of mentorship and professional guidance on the professional growth and development of hospitality industry interns.
6. To assess the extent to which the internship experience aligns with the academic curriculum of the Tourism and Hospitality Management programme at Daffodil International University.
7. To provide insight into the contemporary challenges and opportunities facing the hospitality industry as a whole, with a particular emphasis on the guest service domain.
8. To provide practical advice for students interested in careers in hospitality and tourism management, as well as to suggest potential areas for future research.

1.5 METHODOLOGY AND STUDY DESIGN

The study adopts a qualitative research methodology, primarily using the following data collection and analysis techniques:

- **Observation:** Detailed observation of day-to-day operations, interactions with guests, and the working environment during the internship period.
- **Conversation:** Having conversations with colleagues, and supervisors at Galesia Hotel & Resort Ltd to gather insights and perspectives on the internship experience.
- **Document Analysis:** Reviewing relevant documents, including training materials, guest feedback, and company policies, to supplement the qualitative data.
- **Reflective Journaling:** Maintaining a reflective journal throughout the internship to record personal experiences, challenges, and lessons learned.

1.6 LIMITATIONS OF THE STUDY

While the qualitative research methods used in this internship report provided valuable insights into the Guest Service Associate internship experience at Galesia Hotel & Resort, it is important to acknowledge certain limitations that may have influenced the findings and interpretations:

- **Sample Size:** The study's findings are based on a single internship experience at Galesia Hotel & Resort Ltd, limiting the generalizability of the results to a broader context.
- **Subjectivity:** The study includes personal reflections and subjective experiences, which may vary among individuals in similar roles.
- **Time Constraint:** The study is constrained by the six-month internship duration, potentially limiting the depth of analysis.
- **Access to Information:** The availability of certain information and data may be restricted due to company policies and confidentiality concerns.

Despite these limitations, this study aims to provide valuable insights into the internship experience in the hospitality industry and its implications for students and professionals in the field of Tourism and Hospitality Management.

CHAPTER 2: AN OVERVIEW OF GALESIA HOTEL & RESORT



2.1 INTRODUCTION TO THE HOTEL



Galesia Hotel & Resort, located in Dhaka, Bangladesh, is a privately-owned 3-star boutique luxury establishment. It offers a unique and prestigious haven catering to a diverse range of travellers. From experienced business professionals seeking comfort and efficiency to international visitors eager to experience local culture, as well as newlyweds embarking on their journey of love, the hotel is

thoughtfully designed to meet the distinct preferences and expectations of its varied clientele.

Over the years, Galesia Hotel & Resort has firmly established itself in the competitive hospitality industry, earning a reputation for its exceptional qualities and captivating charm.

The hotel holds a prime and enviable location in the heart of Dhaka's Banani. This strategic positioning provides guests with convenient access to the city's key attractions, bustling business districts, and culturally enriching landmarks. Whether your plans involve delving into the city's rich heritage or attending important business engagements, the central location serves as an ideal starting point for all types of guests.

Contact Information

For the convenience of guests, Galesia Hotel & Resort provides the following contact information:

Address: House # 39, Road No # 21, Block # B, Banani, Dhaka-1213

Hotline: +88 01787-671877

Telephone:

- Tel: 02-55034112
- Tel: 02-55035157

Proximity to Key Locations:

Galesia Hotel & Resort offers proximity to significant locations, ensuring ease of access for travellers:

- From Hazrat Shahjalal International Airport: 8.2 km
- From the USA Embassy: 2.7 km

Brand Chain: D'more Group

2.1 PRODUCTS AND SERVICES OF GALESIA HOTEL & RESORT

Hotel Facilities and Amenities

24-Hour Front Desk: The dedicated front desk staff is available around the clock to assist with requests and address any queries guests may have.

Full-Time Concierge: For personalized recommendations on activities and sightseeing, a full-time concierge is at your service.

Currency Exchange Services: Easily convert currencies at the hotel for utmost convenience.

Laundry and Dry-Cleaning Services: Keep attire fresh with the hotel's laundry and dry-cleaning services.

Luggage Storage: Store luggage securely with the hotel.

Medical Assistance: In case of medical needs, the hotel can arrange for a doctor to be on call.

Car Rental and Parking: Explore the area at your own pace with car rental and parking services.

Dining Options: Enjoy a variety of dining options, including a private dining room, in-room dining, and other room services. Complement the meal with minibar refreshments and stay connected with high-speed Internet.

Stand-By Generator: Rest assured with uninterrupted power supply, thanks to the stand-by generator.

Rooms & Amenities: The well-appointed rooms are designed for comfort and relaxation, equipped with a range of amenities:

Digital Lock and Mini Bar: Each room features a digital lock for security and a mini bar with a fridge.

Entertainment: Stay entertained with an LED TV, telephone, and glass coaster.

Beverage Facilities: Enjoy a cup of tea or coffee with the in-room kettle, and keep shoes polished with the shoe shiner and provided slippers.

Work Essentials: If work calls, a study table, pen, and notepad holder are at disposal.

Toiletries and More: Freshen up with provided amenities, including swabs, cotton buds, a comb, a brush, toothpaste, and a toothpick. Additional amenities include an amenities tray, closet, and luggage holder.

Spacious Bathtub: Relax in the spacious bathtub with complimentary soap, shampoo, bath gel/foam, and body lotion.

CCTV Coverage: The hotel is under CCTV surveillance for added security.

24/7 Security Guards: Well-trained security guards are on duty round the clock.

Emergency Measures: In case of emergencies, there are fire alarms, smoke detectors, and fire extinguishers.

Metal Detector Gate: Guests pass through a walk-through metal detector gate for added security.

Emergency Exit Signs: Clearly marked emergency exit signs ensure a safe and secure stay. At Galesia Hotel & Resort, commitment to providing a comfortable, secure, and enjoyable

ROOM CATEGORIES

Premium Deluxe (2 Pax)

- Exquisite and refined design
- High-quality furnishings
- Meticulously stocked mini-bar
- LED television
- Lavish king-sized bed with Chinese linens
- Well-appointed desk with opulent Chinese linens
- RF digital security lock and digital safety box
- Telephone for uninterrupted connectivity



Deluxe Twin (2 Pax)

- Two distinct beds with opulent Chinese linens
- Functional work desks
- RF digital locking mechanisms
- Digital safety boxes
- LED televisions
- Well-stocked mini-bars
- Telephones for seamless communication



Deluxe Luxury (4 Pax)

- Two king-sized beds with sumptuous Chinese linens
- RF digital lock for enhanced security
- Digital safety deposit box
- LED television
- Well-stocked mini-bar
- Telephone
- Pen and notepad holders
- Comprehensive range of bathroom amenities



Galesia Suite (3 Pax)

- Queen-size bed and a single bed with exquisite Chinese linens
- Spacious study area
- Digital lock
- Safety deposit box
- LED TV
- Mini-bar
- Telephone
- Separate living room with an extra LED TV
- Pen and notepad holder
- Unlimited tea and coffee
- Flower basket
- Custom-made bathroom amenities, including a spacious bathtub



BANQUET HALL AT GALESIA HOTEL AND RESORT

The banquet hall, an integral part of the Galesia Hotel & Resort property, is a multifunctional space designed to meet the diverse needs of event hosts. This versatile venue is perfectly suited for a variety of occasions, making it an excellent choice for different types of gatherings, including conferences, seminars, product launches, or even private interviews.



What sets this banquet hall apart is its adaptability. Its spacious layout and modern amenities provide an ideal canvas for tailoring the space to the specific requirements of any event. Whether you need a large hall for a corporate conference, a more intimate setting for a seminar, or a dynamic space for a product launch, this venue can be transformed to match your vision.

Moreover, the banquet hall's location within the Galesia Hotel & Resort offers the added advantage of convenience. Guests can seamlessly transition from their accommodations to the event space, ensuring a hassle-free experience. With a commitment to excellence and attention to detail, the Galesia banquet hall is ready to elevate any event, making it a memorable and successful occasion for all involved.

Audiovisual Equipment

- Equipped with state-of-the-art audiovisual equipment to ensure precise and clear presentations, speeches, and multimedia displays.
- Our dedicated staff is readily available to provide technical support, guaranteeing a seamless and professional event.

Tailored Culinary Experience

- Enjoy a customizable menu that aligns with the specific needs and preferences of your event.
- Our culinary team can curate a menu that surpasses culinary expectations, offering a delightful gastronomic experience.

Meeting Amenities

- We understand that the success of any event hinges on the availability of essential meeting amenities.
- From stationary supplies to flexible seating arrangements, we ensure that your event runs smoothly.

Key Specifications

Size: 1600 sq. ft.

Capacity:

- Theatre Style setup: 130 persons
- U Shape setup: 70 persons
- Round table setup: 80 persons

In summary, the banquet hall at Galesia Hotel and Resort offers a versatile and fully equipped space designed to cater to a wide spectrum of event and meeting needs. It promises a memorable and productive gathering, with all the necessary resources and support available to ensure a seamless and successful event.

FORK & SPOON RESTAURANT



Fork & Spoon Corner, nestled within the premises of Galesia Hotel and Resort, stands out as an exquisitely designed restaurant adorned with tasteful decor. Its primary objective is to provide an exceptional culinary journey for the discerning guests of Dhaka City. This establishment is driven by a core focus on ensuring the complete satisfaction of its esteemed patrons.

At Fork & Spoon Corner, the art of dining is elevated to a whole new level. The meticulously designed ambiance, characterized by tasteful aesthetics, sets the stage for an unforgettable dining experience. Every detail, from the decor to the menu, has been thoughtfully curated to create an atmosphere of refined elegance.

- Fork & Spoon Corner offers a daily Executive Buffet Lunch at an exceptionally competitive price point.
- This dining option allows guests to enjoy a diverse selection of delicious dishes in a self-serve format.
- The experience promises a memorable gastronomic journey characterized by both quality and affordability.
- Commitment to delivering outstanding culinary value remains a cornerstone of the Fork & Spoon Corner experience.
- Capacity: 60 Guests
- The restaurant comfortably accommodates up to 60 people, making it an ideal choice for gatherings of various sizes.



In summary, Fork & Spoon Corner represents the harmonious blend of culinary excellence and a delightful dining atmosphere at Galesia Hotel and Resort. Guests are invited to partake in the unique Executive Buffet Lunch experience and discover the unmatched combination of quality and affordability that defines this restaurant.

2.2 BACKGROUND OF GALESIA HOTEL & RESORT

2.2.1 MISSION

Galesia Hotel & Resort upholds a steadfast commitment to delivering a one-of-a-kind and esteemed retreat for a diverse range of travellers. At the core of its mission is the unwavering dedication to providing hospitality experiences that are truly unmatched. These experiences seamlessly combine elements of



comfort, opulence, and personalized service to guarantee the highest level of guest satisfaction. The hotel's mission is not just about offering accommodation; it's about creating lasting memories and ensuring that every guest's stay is marked by a sense of delight and fulfilment. The commitment to excellence is evident in every aspect of the guest experience, from the

warm and welcoming reception upon arrival to the meticulous attention to detail throughout the stay.

In essence, Galesia Hotel & Resort's mission is a promise to set new standards in hospitality, to craft exceptional moments, and to ensure that each guest departs with a profound sense of contentment and the desire to return.

2.2.2 VISION

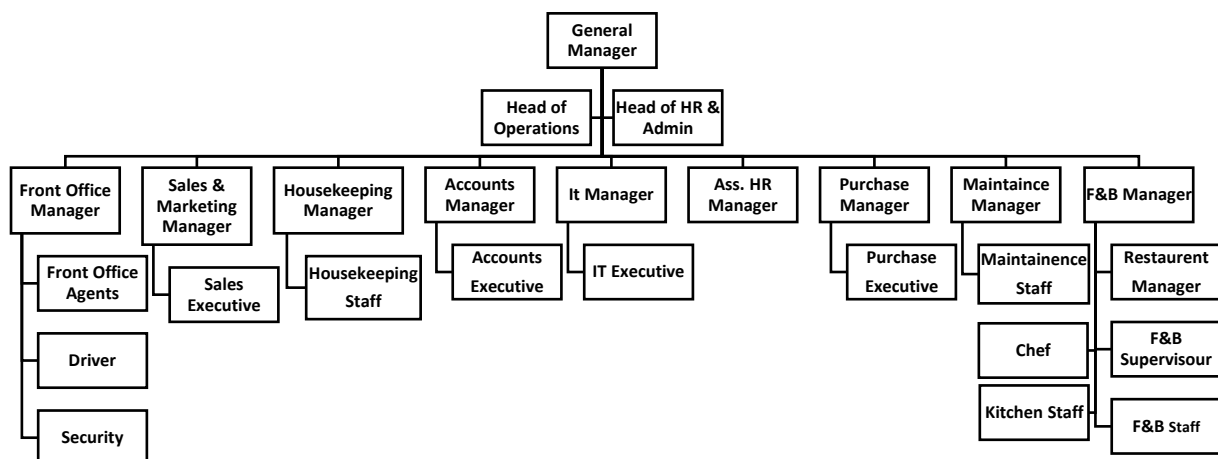
Galesia Hotel & Resort strives to be the best boutique hotel in Dhaka with its outstanding guest service. The vision is to become the top choice for both business travelers and tourists seeking a memorable stay in the city.

To turn this vision into reality, Galesia Hotel & Resort focuses on creating exceptional experiences for every guest. Whether guests are visiting for work or leisure, the aim is to ensure their stay is comfortable and truly special.

The goal is to consistently surpass expectations and be the preferred destination for visitors to Dhaka. The hotel is dedicated to providing excellent service, fostering a welcoming atmosphere, and ensuring guests have a fantastic time during their stay.

2.2.3 ORGANIZATION CHART OF GALESIA HOTEL & RESORT

The organization chart of Galesia Hotel & Resort outlines the structure of the hotel's management hierarchy, showcasing the key positions and reporting relationships within the establishment. This structure ensures that responsibilities are delineated, and authority is



delegated optimally. Each department is headed by a manager, responsible for overseeing specific functions critical to the hotel's success. The inclusion of supporting positions like supervisors, coordinators, and assistants further enhances operational efficiency.

2.3 DESCRIPTION OF THE DEPARTMENTS

2.3.1 FRONT OFFICE

At the Galesia Hotel and Resort, the Front Office serves as the guests' initial point of contact with the establishment. It is an essential component in achieving the goal of providing a pleasant and trouble-free experience for all visitors. The primary responsibilities include assisting guests with the check-in and check-out processes, responding to inquiries and requests made by guests, and resolving any problems that may occur while guests are staying at the property. The Front Office staff is dedicated to providing guests with a warm and inviting atmosphere and to ensuring that their interactions with the hotel are as pleasant as is humanly possible.

2.3.2 HOUSEKEEPING

The Housekeeping department at the Galesia Hotel & Resort is responsible for ensuring that all guest rooms, public areas, and facilities are kept in a clean and orderly state at all times. This duty falls under the purview of the department's supervisor. During the course of their stay, guests can anticipate that this team will work to maintain an environment that is not only pleasant but also sanitary for them. In addition, the members of the housekeeping staff play a significant role in getting guest rooms ready for arrivals and ensuring that all amenities are present in the rooms. Their focus on the smallest of particulars makes a significant contribution to the overall high-caliber of the experience that they deliver to their customers.

2.3.3 FOOD & BEVERAGE SERVICE

The Food and Beverage Service department is in charge of the hotel's various dining establishments, including the restaurants and bars. This group is in charge of introducing themselves to customers, taking their orders, and ensuring that they have a pleasant dining experience. They are extremely important to the upkeep of high service standards and the creation of a welcoming atmosphere for patrons to enjoy their meals in.

2.3.4 FOOD AND BEVERAGE PRODUCTION

The Food and Beverage Production department is responsible for preparing and presenting all of the food and beverages that are served at the Galesia Hotel & Resort. This includes the staff in the kitchen who prepare a variety of dishes from a variety of cuisines to meet the preferences of the guests. The team puts in a lot of effort to guarantee that the taste and quality of the food will either live up to or exceed the standards set by the customers.

2.3.5 HUMAN RESOURCE DEPARTMENT

The hotel's Human Resource Department plays an important role in the hotel's overall staff management. Staff recruitment, training, and development are all under their purview as part of their responsibilities. They foster a positive working environment that encourages employees to work together and maintain a professional environment, and they make sure that employees have the knowledge and skills necessary to excel in their positions.

2.3.6 SALES AND MARKETING DEPARTMENT

The Sales and Marketing Department is responsible for promoting Galesia Hotel & Resort and attracting guests. Their tasks include developing marketing strategies, managing online and offline promotional campaigns, and establishing partnerships with travel agencies and corporate clients. Their efforts are crucial in driving bookings and revenue for the hotel.

2.3.7 ACCOUNT & FINANCE DEPARTMENT

The Account & Finance Department manages the hotel's financial operations, including budgeting, financial reporting, and revenue management. They ensure the hotel's financial health, oversee billing and payments, and maintain accurate financial records. This department plays a vital role in the hotel's fiscal sustainability and success.

2.3.8 MAINTENANCE DEPARTMENT

The Maintenance Department at Galesia Hotel & Resort is entrusted with the critical responsibility of ensuring the proper functioning and upkeep of the hotel's physical infrastructure. This department is the backbone of the hotel's operational efficiency, as it oversees the maintenance of guest rooms, public areas, and essential facilities.

Key tasks of the Maintenance Department include routine inspections, repairs, and preventative maintenance to prevent any disruptions to guest comfort. Whether it's fixing a plumbing issue, maintaining electrical systems, or ensuring the HVAC systems operate flawlessly, the Maintenance team is dedicated to creating a safe and comfortable environment for guests and staff alike.

Their swift response to maintenance requests and meticulous attention to detail contribute significantly to the overall guest experience. By maintaining the hotel's physical integrity, the Maintenance Department plays a pivotal role in upholding the high standards of Galesia Hotel & Resort.

2.3.9 IT DEPARTMENT

The IT Department at Galesia Hotel & Resort is the backbone of the hotel's technological infrastructure. Their responsibilities encompass:

Managing the hotel's network and cybersecurity.

Ensuring smooth front desk operations through property management systems.

Supporting guests and staff with technical needs.

Maintaining hardware, software, and online presence.

Exploring innovative technologies to enhance guest experiences and improve operations. In an era where technology is integral to the guest experience, the IT Department plays a vital role in ensuring Galesia Hotel & Resort remains technologically competitive and capable of delivering exceptional service.

2.3.10 PURCHASE DEPARTMENT

The Purchase Department is a cornerstone of Galesia Hotel & Resort's operations. Their responsibilities encompass:

- Sourcing and negotiating with vendors.
- Managing inventory and supplies for various hotel functions.
- Ensuring cost-effective procurement without compromising quality.
- Supporting seamless operations across departments by providing essential resources.
- Contributing to efficient budget control through prudent purchasing decisions.
- The Purchase Department's efficiency is crucial to maintaining the hotel's quality standards while managing costs effectively. Their meticulous procurement practices ensure a smooth flow of supplies and resources throughout the establishment.

2.4. SWOT ANALYSIS OF THE HOTEL

A SWOT analysis is a powerful tool that provides a comprehensive understanding of Galesia Hotel and Resort's current strengths, weaknesses, opportunities, and threats. This analysis enables Galesia Hotel and Resort to identify both internal and external factors that influence its performance and assists in developing a strategic plan to address them effectively.

Strengths:

Identifying the strengths of Galesia Hotel and Resort is crucial in leveraging them for success. Some of Galesia Hotel and Resort's strengths include:

- Exceptional ability to provide personalized guest service.
- Convenient location with ample parking facilities.
- Efficient and cost-effective operations.

Leveraging these strengths allows Galesia Hotel and Resort to attract a broader customer base, enhance its brand reputation, and expand its market share.

Weaknesses:

Recognizing and addressing Galesia Hotel and Resort's weaknesses is equally important. Key weaknesses include:

- Aging infrastructure and decor.
- Budget constraints limiting innovation.
- Inconsistent room quality.

By acknowledging these weaknesses, Galesia Hotel and Resort can strategize improvements, such as infrastructure renovations, intensified marketing efforts, and the introduction of new services and amenities to enhance the guest experience.

Opportunities:

Identifying opportunities that align with Galesia Hotel and Resort's capabilities is essential for growth. Promising opportunities include:

- Attracting more foreign business travellers due to proximity to the airport.
- Expanding high-mid-range corporate programs owing to its Banani location.
- Diversifying services to cater to emerging markets.

Seizing these opportunities can drive revenue growth and expand Galesia Hotel and Resort's business reach.

Threats:

Understanding and mitigating threats is vital to safeguard Galesia Hotel and Resort's success. Potential threats include:

- Competition from boutique hotels offering more extensive amenities.
- Negative reviews stemming from infrastructure issues.
- Customer attrition due to a lack of innovation.

By addressing these threats through improved infrastructure, enhanced marketing efforts, and the introduction of new services and amenities, Galesia Hotel and Resort can maintain its competitive edge.

A SWOT analysis is a useful tool for Galesia Hotel and Resort in the highly competitive hospitality industry. It enables Galesia Hotel and Resort to comprehensively evaluate its internal and external factors, empowering it to formulate a robust business strategy. This strategy maximizes Galesia Hotel and Resort's strengths, addresses its weaknesses, capitalizes on opportunities, and mitigates threats, ultimately positioning it for continued success and growth in the ever-evolving hotel industry.

2.5. CONCLUSION

This chapter explores into Galesia Hotel & Resort's heart. We examined the company's mission, vision, and structure to succeed in the hospitality industry. This chapter also detailed the hotel's operational departments. The complex ways these departments collaborate to make the hotel successful were revealed.

We began this section by promoting the Galesia Hotel & Resort, a small, friendly hotel in Dhaka, Bangladesh. This introduction set the stage for examining the hotel's mission, vision, and organisation chart. The organisation chart showed how the hotel's roles and responsibilities

work together to run smoothly. These elements showed that the hotel wanted to give its diverse guests memorable experiences.

In the following sections, we learned about the hotel's various departments that work together to provide services. We examined how each department contributes to the guest experience, from the Front Office, which makes first impressions, to Housekeeping, which keeps things clean and comfortable. The Food & Beverage Service and Production departments delight guests, while Human Resources, Sales & Marketing, and Accounts & Finance keep things running smoothly.

We performed a strategic SWOT analysis of the hotel near the end of this chapter. This activity revealed hotel strengths, weaknesses, opportunities, and threats. It showed where the hotel could grow and where strategic issues need attention.

After exploring Galesia Hotel & Resort's hard work, creativity, and organisation, this chapter revealed its hospitality industry leadership. Later chapters will explain more about how the hotel works. This will show you how it fits into hospitality.

CHAPTER 3: OVERVIEW OF THE FRONT OFFICE DEPARTMENT

3.1 INTRODUCTION TO THE DEPARTMENT



At the Galesia Hotel & Resort, the Front Office Department serves as the first point of contact for guests and is responsible for establishing a favourable and long-lasting impression. This chapter offers a comprehensive analysis of the role that the Front Office Department plays within the hotel as well as its various functions.

3.2 BACKGROUND OF THE DEPARTMENT

3.2.1 MISSION

It is the responsibility of the Front Office Department to create an atmosphere that is friendly and inviting for guests. This includes facilitating smooth check-in and check-out procedures, responding to questions, and resolving issues as quickly as possible. This mission serves as the blueprint for the entirety of the guest's experience.

3.2.2 VISION

The vision is to be recognized as a leading Front Office Department in the hospitality industry, known for its efficiency, professionalism, and dedication to guest satisfaction. This vision underlines the department's commitment to excellence.

3.2.3 COORDINATION WITH OTHER DEPARTMENTS

In the multifaceted operations of Galesia Hotel & Resort, effective coordination among departments is essential to ensure the seamless delivery of services and an exceptional guest experience. The Front Office Department plays a pivotal role in this interdepartmental collaboration.

Housekeeping: Coordination with the Housekeeping Department is a key part of keeping guest rooms clean and ready. Close communication makes sure that rooms are ready for check-in, cleaned quickly after check-out, and that any problems with guest rooms are dealt

with quickly. This works together to make sure that guests are welcomed into clean and comfortable rooms.

Food & Beverage Service: Working with the Food & Beverage Service Department makes sure that reservations at restaurants and requests for special meals are handled smoothly. When these departments talk to each other well, it makes the dining experience for guests better overall, whether it's a reservation for a romantic dinner or a suggestion for a local food adventure.

Maintenance: The Maintenance Department is a valuable partner when it comes to dealing with problems in guest rooms and making sure the hotel's physical infrastructure is in good shape. Guests are more likely to be happy if you respond quickly and work with maintenance staff to solve any problems as quickly as possible.

Human Resources: It's important to talk to the Human Resources Department about staffing needs, especially during busy times or when people leave unexpectedly. Collaboration helps keep a good number of workers on hand to meet guest needs.

Sales and Marketing: Interaction with the Sales and Marketing Department is important in the context of guest reservations and special promotions. Aligning efforts ensures that the Front Office Department is well-informed about ongoing marketing initiatives and can provide accurate information to guests regarding promotions or packages.

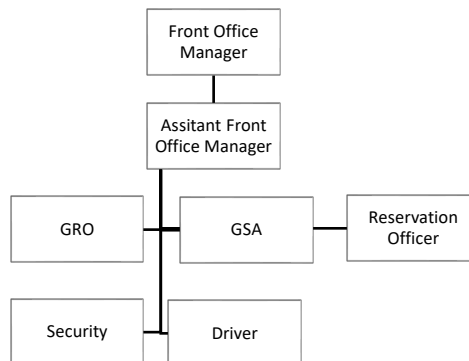
Account & Finance: Coordination with the Account & Finance Department includes billing, handling payments, and making sure that guest accounts are correct. This partnership makes sure that all financial transactions go smoothly, which improves the overall guest experience.

Driver: The Front Office Department works with Driver Services to set up transportation for guests, making sure they are picked up and dropped off on time and giving them information about other ways to get around the area.

Security: To make sure guests are safe, it is important to work well with the Security Department. It is important to talk about any security problems or incidents so that they can be solved quickly and guests can feel safe.

Since the Front Office Department is where most guests interact with the hotel, it needs to work well with these other departments. Through these joint efforts, the department makes sure that guest expectations are met, that concerns are dealt with quickly, and that the hotel works as a whole. All of these things make Galesia Hotel & Resort's valued guests happy and keep them coming back.

3.2.4 ORGANIZATION CHART OF THE DEPARTMENT



3.5 SWOT ANALYSIS OF THE DEPARTMENT

In this section, I've done a SWOT analysis of the Front Office Department at Galesia Hotel & Resort that requires consideration of how it works. This analysis looks at the department's internal strengths and weaknesses as well as the opportunities and threats it faces from the outside. This gives us valuable information about the department's current state and strategic areas to think about.

Strengths:

- Because the department is small, it does a great job of giving guests a highly personalised experience and making a strong connection with them.
- The small front desk can quickly change to meet the changing needs and preferences of guests, making sure that their stay goes smoothly.
- The small team makes it easy for everyone to get along and work together, which improves teamwork and mutual support.
- Operating with a smaller budget makes it possible to allocate resources in a way that saves money and makes the most of the budget.

Weaknesses:

- Budget restrictions and a small team size make it hard to hire and keep front office staff, which can sometimes lead to understaffing and more work.
- Investments in advanced technology and programmes to train staff may be limited by a lack of money.
- Larger hotels with more resources may be able to offer more services, which could make people want to stay somewhere else.

Opportunities:

- Use the small size of the department to connect with guests on a more personal level, which will help build strong relationships with guests and keep them coming back.
- Improve and streamline front office processes all the time to make sure they work well, cut down on work, and make guests happier.
- Explore new ways to give guests services that are memorable and stand out from those at larger hotels.
- Use feedback from guests to improve services and experiences and show that you care about meeting their needs.

Threats:

- Intense price competition on the market could force the department to change how it sets prices while keeping the quality of service the same.
- Staffing shortages could happen if it's hard to find and keep front-desk workers. This could affect how well guests are treated.
- With limited resources, it can be hard to meet or exceed guests' expectations, especially in a competitive market where bigger hotels may offer more amenities.

3.6 CONCLUSION

In conclusion, the Front Office Department is an important part of the Galesia Hotel & Resort. Its job is to make sure guests have a great time and to be the friendly face of the hotel. This chapter gives a complete overview of the department, from its mission and vision to how it is organised and how it works with other parts of the hotel. A SWOT analysis gives you an idea of how it is doing right now and sets the stage for you to learn more about how it works and how it affects the hotel.

CHAPTER-4: ACTIVITIES UNDERTAKEN, CHALLENGES, AND LESSONS LEARNED

4.1 ACTIVITIES UNDERTAKEN

During my internship at the Galesia Hotel & Resort's front desk, I had the privilege of immersing myself in various aspects of hotel operations, thereby gaining valuable practical knowledge and hands-on experience. This invaluable exposure allowed me not only to actively engage in numerous activities and tasks but also to closely observe and learn from seasoned hotel professionals. This chapter highlights the comprehensive understanding I acquired during my internship, emphasizing the significance of teamwork, communication, and exceptional guest experiences in the hospitality industry.

This chapter provides a narrative discussion of the activities undertaken during the internship at Galesia Hotel & Resort, with a focus on the Front Office Department. The activities discussed encompass tasks assigned by the organization and personal interests in understanding the entire organization's operations.

Throughout the internship, a wide range of activities were undertaken, offering a comprehensive view of the Front Office Department's role and contributions to the hotel. These activities included:

1. Daily Front Office Operations:

- Conducted seamless guest check-ins and check-outs, ensuring a swift and hassle-free experience.
- Responsibly managed guest requests, offering insights on hotel amenities and nearby attractions.
- Assisted in room reservations, utilizing reservation software for precise bookings.

2. Guest Interactions:

- Provided guests with exceptional in-person customer service and warm welcomes.
- Efficiently handled incoming calls and emails, offering timely and informative assistance.

3. Reservation Management:

- Overseeing hotel bookings with meticulous attention to detail, optimizing room allocation to enhance occupancy rates.
- Employed upselling techniques to present guests with enticing upgrades and additional services during the reservation process.

4. Administrative Duties:

- Maintained accurate and confidential guest records, ensuring data integrity.
- Expertly handled financial transactions, processed bills, and maintained financial records.
- Managed key card distribution and room assignments to fulfil guest preferences.

5. Problem-Solving and Conflict Resolution:

- Effectively resolved guest complaints and concerns, employing proactive problem-solving techniques to ensure guest satisfaction.
- Utilized strong communication skills to navigate challenging situations.

6. Promoting Activities:

- Actively promoted hotel amenities, services, and special offers through various communication channels, including phone calls, WhatsApp messaging, and email correspondence.

7. Collaboration with Other Departments:

- Collaborated seamlessly with housekeeping to ensure prompt room preparation for arriving guests.
- Coordinated with the maintenance team to swiftly address room repair requests.

8. Special Projects:

- Contributed to strategic initiatives, including creating a comprehensive presentation outlining potential hotel renovations.
- Engaged in outreach efforts alongside the sales staff to promote the hotel within the Banani neighbourhood.

9. Training and Workshops:

- Participated in training sessions focused on enhancing proficiency with the new Property Management System (PMS) software.
- Provided valuable feedback to developers to improve the software's effectiveness for front office operations.

10. Documentation:

- Maintained meticulous and up-to-date guest records, billing information, and other essential documentation crucial for front office operations

4.2 SKILLS AND COMPETENCIES I LEARNED

The front office of a Galesia Hotel & Resort is a vital hub that is always changing and needs a specific set of skills and abilities to make lasting first impressions, shape how visitors see the

hotel, and make sure operations run smoothly. During my internship at the front desk of the Galesia Hotel & Resort, I had the unique opportunity to learn a wide range of skills and abilities that are essential to the front desk's success. These experiences have not only given me the skills to provide excellent customer service, but also the skills to handle the many different tasks that come with working in the front office. In this chapter, I talk about the most important skills and abilities I gained during my internship.

Customer Service Excellence:

- Consistently provided outstanding customer service by warmly welcoming guests, promptly addressing their inquiries, and ensuring their comfort throughout their stay.
- Garnered praise and accolades from guests for delivering attentive and affable service, elevating the hotel's reputation.

Effective Communication:

- Mastered the art of effective communication through interactions with guests, colleagues, and management, ensuring transparent and professional communication both in person and over the phone.

Reservation Management:

- Proficiently utilized the hotel's reservation systems, encompassing PMS (NICE and TECHNO).
- Competently oversaw guest check-ins and check-outs, expertly assigned rooms, and diligently maintained room availability data, contributing to a streamlined and efficient reservation process.

Problem-Solving:

- Demonstrated a keen aptitude for problem-solving by adeptly resolving an array of guest issues, including room preferences, billing discrepancies, and service-related concerns, showcasing my ability to handle challenging situations with finesse.

Cash Handling:

- Exhibited precision and accuracy in managing cash transactions, ensuring strict adherence to financial regulations and upholding the highest standards of financial integrity.

Multitasking:

- Developed formidable multitasking skills within the fast-paced front office environment, seamlessly managing an array of responsibilities that ranged from handling phone inquiries to attending to diverse guest requests.

Teamwork:

- Collaborated seamlessly and cohesively with front office colleagues, housekeeping, and maintenance teams, making substantial contributions to the overall operational efficiency of the hotel.

Hotel Facility Knowledge:

- Attained a comprehensive understanding of the hotel's facilities and an intimate knowledge of local attractions, enabling me to offer guests invaluable information to enhance their stay.

Guest Relations:

- Cultivated meaningful and positive relationships with guests through engaging interactions, catering to the needs of returning visitors, and fulfilling VIP requests, thereby nurturing guest loyalty and satisfaction.

Cultural Awareness:

- Demonstrated adaptability and a heightened awareness of cultural diversity in interactions with guests from varied backgrounds, consistently delivering exceptional service while respecting cultural nuances.

Time Management:

- Effectively managed time to respond promptly to guest requirements and execute administrative tasks with efficiency, significantly contributing to the seamless operation of the front desk.

Attention to Detail:

- Exhibited a meticulous commitment to detail in the management of guest information, ensuring precise invoicing and the fulfilment of room assignments in accordance with guest preferences.

Hospitality Training:

- Engaged in specialized hospitality and front-of-house operations training as an integral component of my internship, gaining valuable insights into industry best practices and standards.

Legal and Ethical Considerations:

- Demonstrated unwavering commitment to upholding legal and ethical obligations, encompassing guest privacy, safety, and adherence to the hotel's exacting standards.

These acquired skills and competencies during my internship at Galesia Hotel & Resort's front desk have not only enriched my understanding of the intricacies of the hospitality industry but have also positioned me as a resourceful and proficient contributor to the overall performance of the hotel's front office operations.

4.3 CHALLENGES

During my six-month internship in the front office of the Galesia Hotel and Resort, I learned a lot and faced a number of challenges that required me to come up with new ways to keep the department running smoothly and keep guests happy. In this chapter, I go into detail about these challenges, where they came from, how I dealt with them, and how the solutions I came up with helped the department run smoothly:

Challenge 1: High Check-in Demand During Peak Hours

- **Context:** The front desk experienced overwhelming check-in demand during peak hours, leading to extended wait times and guest dissatisfaction.
- **Approach:** I collaborated closely with my teammates and the housekeeping staff to expedite room readiness during these peak check-in periods.
- **Solution:** Coordination with the housekeeping team resulted in quicker room turnovers, ultimately reducing guest wait times and enhancing overall satisfaction.

Challenge 2: Handling Guest Complaints Effectively

- **Context:** I encountered a guest who expressed deep dissatisfaction due to a room issue that was beyond our immediate control.
- **Approach:** I actively listened to the guest's concerns, displayed genuine empathy for their situation, and promptly assured them that the issue would be resolved with the utmost urgency.
- **Solution:** Coordinating closely with the maintenance team, we swiftly identified and implemented a solution to address the room issue. The guest appreciated our prompt response, resulting in their overall positive experience and satisfaction.

Challenge 3: Coordinating with Other Departments

- **Context:** Maintaining seamless communication and coordination with various departments, including housekeeping and maintenance, occasionally posed challenges.
- **Approach:** I took the initiative to initiate regular discussions and meetings with department heads to enhance communication channels and strengthen interdepartmental coordination.
- **Solution:** Consistent and open dialogues among department heads led to improved communication and collaboration, thereby enhancing overall customer service and the effectiveness of day-to-day operations.

Challenge 4: Adapting to Unexpected Staff Shortages

- **Context:** Unforeseen circumstances occasionally resulted in staff shortages at the front desk.
- **Approach:** During these instances, I willingly assumed additional responsibilities, including assisting with check-ins, handling phone inquiries, and attending to guest requests.
- **Solution:** My readiness to adapt and shoulder extra responsibilities proved invaluable in maintaining optimal guest service levels even during staffing shortages, ensuring that guests experienced minimal disruption.

These challenges and their corresponding solutions not only enriched my learning experience during my six-month internship but also exemplified my ability to navigate complex operational scenarios with creativity and effectiveness. My contributions in addressing these challenges underscored the pivotal role of adaptability, problem-solving, and effective communication in ensuring the smooth functioning of the front office operation at Galesia Hotel and Resort.

4.4 IDENTIFIED/OBSERVED IN THE ORGANIZATION

Throughout the internship at Galesia Hotel & Resort, several significant aspects and observations were identified within the organization. These observations contributed to a deeper understanding of the hotel's operations, service culture, and industry dynamics. Some of the key observations and aspects identified include:

- The organization's unwavering commitment to providing a guest-centric experience was evident. Every effort was made to prioritize guest satisfaction and exceed their expectations, emphasizing the importance of guest loyalty and positive reviews.
- Despite staffing constraints, the Front Office Department exhibited exceptional teamwork and coordination with other departments. Collaborative efforts ensured that guest needs were promptly addressed and that the hotel operated as a cohesive unit.
- The organization displayed adaptability in responding to changing market dynamics and economic conditions. This flexibility allowed the hotel to remain competitive and resilient in the face of challenges.
- Resource limitations encouraged a focus on resource optimization. The hotel demonstrated efficiency in managing its resources, ensuring cost-effective operations without compromising service quality.
- Galesia Hotel & Resort attracted a diverse clientele, including corporate guests, foreign guests, and couples. This diversity highlighted the need for a personalized approach to meet the unique preferences and requirements of each guest segment.
- The organization operated in a highly competitive market, necessitating strategic pricing, marketing, and guest engagement efforts to maintain a competitive edge.
- The hotel actively collected and utilized guest feedback for continuous improvement. Guest comments and suggestions were taken seriously, and efforts were made to address concerns promptly.

- While budget constraints limited extensive training programs, there was a focus on on-the-job training and skill development to enhance staff capabilities.

4.5 MISSING KNOWLEDGE AND SKILLS FOR FUTURE PROFESSIONAL DEVELOPMENT

From my point of view, my internship at Galesia Hotel & Resort made me think about how well my studies in Tourism and Hospitality Management prepared me for the tasks I was given. Even though my academic programme taught me a lot about the industry, such as how to treat guests and run a hotel, the tasks I was given during my internship seemed more focused on day-to-day operations and didn't fully use the academic knowledge and specialised skills I had learned.

Reflecting on my internship experience at Galesia Hotel & Resort, I recognized certain knowledge and skills that need to be learned in the university which is relevant to the company or to oneself as a future professional, from my perspective, would be beneficial both to the company and my own development as a future hospitality professional. These include:

Strategic Management: I noticed that it would be helpful to learn more about strategic management and making decisions. With this information, I could be better able to help the organisation grow and stay competitive over time.

Revenue Management: In the hospitality industry, it's important to know a lot about revenue management techniques and methods. It would help me find the best pricing strategies while making a reservation and make the most money, especially when demand is high.

Crisis Management: In the hospitality industry, it is very important to be able to deal with unexpected crises and difficult situations.

Incorporating these missing knowledge areas and skill sets into my university education would not only benefit my personal and professional development but also align with the evolving needs and demands of the hospitality industry. These areas represent opportunities for me to enhance my contributions to the organization and excel in my future career as a hospitality professional.

4.6 OUTCOMES AND IMPACT

This section is about my trip, with a focus on my accomplishments, operational improvements, professional growth, challenges I overcame, suggestions for the future, and how this experience will affect me in the long run:

Operational Improvements: A significant shift in my work approach positively impacted not only my personal growth but also contributed to the team's overall effectiveness. Enhanced communication and collaboration among colleagues from diverse departments fostered a more unified and efficient team, ultimately leading to smoother operations and the delivery of exceptional customer service.

Professional Growth: The internship served as a catalyst for my personal and professional development. I honed critical skills, such as problem-solving, conflict resolution, and customer service, which will undoubtedly prove invaluable in my future endeavours within the dynamic hospitality sector.

Challenges Overcome: Navigating challenges, including addressing customer complaints and coordinating with other departments during staff shortages, showcased my resilience and adaptability. These experiences strengthened my ability to effectively fulfil my responsibilities and rise to the occasion when confronted with obstacles.

Future Recommendations: Drawing from my experiences, I recommend exploring opportunities for further front office process automation to enhance efficiency. Additionally, continued staff training in upselling strategies can be a valuable asset in maximizing revenue and guest satisfaction.

Impact Over Time: My internship has left an indelible mark on my understanding of front office operations and has solidified my determination to pursue a career in the hotel sector. The skills and knowledge I have gained during this transformative experience will undoubtedly shape and inform my future endeavours within this dynamic and vibrant industry. My journey at Galesia Hotel and Resort has been instrumental in preparing me for the challenges and opportunities that lie ahead, and I am eager to contribute my learnings to the ever-evolving world of hospitality.

CHAPTER 5: FINDINGS, RECOMMENDATIONS, AND

CONCLUSIONS

5.1 FINDINGS

This section provides insights gained during my internship at Galesia Hotel & Resort, specifically aligned with the objectives set for this internship. These findings are a result of my experiences and observations throughout the internship:

Understanding Front Office Operations

- **Effective Guest Check-in and Check-out Processes:** During my time there, I saw how well the Front Office Department handled the check-in and check-out processes for guests. This efficiency was a key part of giving our valued guests a good first and last impression.
- **Reservation Management:** I saw that the department did a good job of handling reservations, making sure there were enough people in each room and that the process was as simple as possible.
- **Guest Interaction and Service Quality**
- **Guest-Centric Approach:** I liked that the organisation was always working to make the customer experience the best it could be. The department did a great job of responding quickly to questions and requests from guests, which was very important for making guests happier.
- **Effective Communication:** I was able to see for myself how communicating well with guests made them happier overall. This method made sure that guests' needs, preferences, and problems were taken care of in a professional and timely way.

Coordination with Other Departments

- **Interdepartmental Collaboration:** When I worked in the Front Office, I saw how well it worked with other hotel departments like Housekeeping, Food & Beverage, and Maintenance. This cooperation made sure that services were delivered smoothly and was a key part of keeping guests happy.

- **Efficient Issue Resolution:** Notably, coordination with the Maintenance Department led to the swift resolution of guest room issues, which was vital in upholding guest satisfaction levels.

Guest Feedback Management

- **Active Feedback Collection:** I liked that the organisation was proactive about gathering feedback from guests. This way of getting feedback was a key part of efforts to keep getting better. Both positive and negative comments were carefully considered.
- **Continuous Improvement:** The hotel's commitment to using guest feedback as a tool for identifying areas of improvement in service quality and operational processes was evident. It was inspiring to witness the dedication to ongoing enhancement.

The findings showed that the hotel was committed to giving its guests great experiences and that the Front Office Department was a key part of reaching this goal. Their focus on the customer, ability to communicate well, and willingness to work with other departments were all real factors in the organization's continued success.

In the next sections, I'll give recommendations and suggestions based on problems I ran into during the internship. Then, I'll say a few final words about the whole experience.

5.2 RECOMMENDATIONS AND SUGGESTIONS

Based on my observations and experiences during my internship at Galesia Hotel & Resort, I would like to offer the following recommendations and suggestions to enhance the operations and overall guest experience at the hotel:

- **Staff Training and Development:** Give front office staff training and development programmes a high priority. These programmes should cover things like how to talk to guests, how to solve problems, and how to check in and out quickly and easily. Investing in the skills of your staff will make your guests happier.
- **Cross-Training Opportunities:** Cross-training will make employees more flexible and improve the efficiency of the department as a whole.
- **Technology Integration:** Use software and other forms of modern technology to make front office work easier. This includes updating reservation management systems and using technology to speed up the check-in and check-out process so that guests have a better time.

- **Enhanced Guest Feedback Mechanism:** Set up a system for getting feedback from guests that is organised and systematic. Review guest feedback often and act on it to find ways to improve and keep a strong focus on customer satisfaction.
- **Leverage Guest Data:** Consider using tools for data analysis to use information about your guests to offer personalised services and make your marketing more effective. This data-driven approach can lead to better experiences for guests and more interaction with them.
- **Sustainability Initiatives:** Check out ways that the hotel could run in a more environmentally friendly way. This can include things like saving energy, reducing waste, and encouraging people to do things that are good for the environment. These efforts are in line with the growing trend of responsible tourism.
- **Operational Efficiency:** Always look at and improve operational processes to make them more efficient. Find bottlenecks or places where processes can be streamlined to make things better for guests and cut costs.
- **Technology Upgrades:** Update and maintain the technology infrastructure on a regular basis. This includes Wi-Fi, online booking platforms, and amenities in the rooms. Making sure that the technology is up-to-date improves the overall experience for guests.
- **Marketing Strategy:** Review and improve the hotel's marketing plan, putting more emphasis on digital channels to reach more people. Use marketing campaigns that are based on data to attract and keep guests.

These recommendations and suggestions aim to improve various aspects of the hotel's operations, ultimately leading to higher guest satisfaction, increased efficiency, and a stronger competitive position within the hospitality industry.

5.3 CONCLUSIONS

As I conclude my internship journey at Galesia Hotel & Resort, I find myself reflecting on the valuable experiences, lessons learned, and the profound impact this internship has had on my personal and professional growth.

This internship not only gave me a look into how the hospitality industry works, but it also gave me a chance to use what I had learned in my Tourism and Hospitality Management classes. It became clear that the hotel business is a fast-paced and difficult field that requires a careful balance between operational excellence and great customer service.

One of the most interesting things about my internship was seeing how dedicated Galesia Hotel & Resort was to giving its guests great experiences. The Front Office Department stood out because of how hard they worked to make sure guests felt welcome, important, and cared for during their stay. The keys to this success were good communication with guests, streamlined processes, and working with other hotel departments.

On a personal level, this internship helped me decide that I wanted to work in the hospitality industry as a career. It helped me figure out what I was interested in, where I needed to improve my skills, and where I wanted to go in the future. The exposure to the real world of the industry and the help and advice from seasoned professionals at the hotel have been very helpful.

I've also had the chance to learn about the challenges and opportunities in the hotel industry from my own experience. During my internship, the limitations and problems I ran into helped me develop adaptability, problem-solving skills, and resilience. Instead of getting in the way of growth, these problems were stepping stones.

Based on what I've seen, I think there are some things about how the hotel runs that could be better, as I explain in the recommendations and suggestions section of this report. I hope that these ideas will help the hotel continue to strive for excellence and improve the experience of its guests.

In the end, my internship at Galesia Hotel & Resort has been a journey that has changed me and taught me a lot. I'm very thankful to have had the chance to be a part of this exciting organisation, and I'm looking forward to using the knowledge and skills I've gained during this internship when I start my career in the exciting and always-changing world of hospitality.

RESEFENCE:

- <https://galesia.com/>
- <https://www.booking.com/>
- <https://www.expedia.com/>
- HOTEL FRONT OFFICE MANAGEMENT
(FIFTH EDITION)
James A. Bardi, EdD, CHA
The Pennsylvania State University
Available from: https://www.ihmnotes.in/assets/Docs/Books/Hotel_Front_Office.pdf