



Daffodil
International
University

Internship Report
On
**“Front Office Management System in Radisson Blu Dhaka
Water Garden”**

Submitted To

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Submitted By

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Bachelor of Tourism and Hospitality Management

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Management

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Letter of Transmittal

17 September, 2023

Mr. Mahbub Parvez

Associate Professor

Department of Tourism & Hospitality Management

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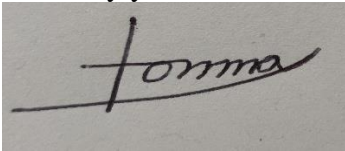
Subject: Submission of the Internship Report.

Dear Sir,

I am hereby submitting my internship report on Front Office Management System of the Radisson Blu Dhaka Water Garden as a part of my BTHM program curriculum. It's great pleasure for me to complete my internship under your supervision.

It's a great opportunity for me to work in the Radisson Blu Dhaka Water Garden as a trainee in Front Office Department for Six months under the supervision of Mr. Md S M Farid Billa (Assistant Front Office Manager). This report contains the general information about Front Office Operation of Radisson Blu Dhaka Water Garden. I tried my best to follow your guidelines in every aspect. I am thinking of you cordially for your guidance during the preparation of this report. I will be highly obliged and grateful if you are kind enough to receive this report and provide your valuable judgment. It would be my greatest pleasure if you find this report useful information to have an apparent perspective on this issue.

Sincerely yours,



Omor Ashrafi Tonmoy

Id: 183-43-371

Department of Tourism and Hospitality Management

Daffodil International University

Certificate of Approval

This is to notify that the report titled "Front Office Management System at Radisson Blu Dhaka Water Garden" Prepared by Omor Ashrafi Tonmoy, ID:183-43- 371 has been completed under my supervision and guidance.

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

I wish his success and prosperity.

Signature



Mahbub Parvez

Associate Professor

Department of Tourism & Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University.

Acknowledgment

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

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

I would like to express my appreciation and gratitude to Mr. Mahbub Parvez, Associate Professor. of Department of Tourism & Hospitality Management, for regulating and guiding me through the process of creating my report.

Additionally, I would like to express my gratitude to Mr. Haroon Or Rashid, Front office Manager & Mr. Md S M Farid Billa, Assistant Front Office Manager of Radisson Blu Dhaka Water Garden, for his insightful guidance, recommendations, and confidence throughout the entire term of the entry-level position. Additionally, I am indebted to the entire Front Office Team for their tremendous support and affection. Work never felt like a chore to me because they had created such a pleasant and educational environment for me.

Sincerely yours,

Omor Ashrafi Tonmoy

Id: 183-43-371

Department of Tourism and Hospitality Management
Daffodil International University

Executive Summary

This internship report describes my time working at Radisson Blu Dhaka Water Garden as a front desk trainee. The report begins with a summary of the business and its operations, followed by an explanation of my job duties and the difficulties I encountered throughout the internship. The report also highlights my organizational and professional development over the course of the internship, including better communication abilities and expanded hospitality industry knowledge.

The report ends with suggestions for future operational upgrades at the business and a statement of my general satisfaction with the internship experience. The job of front desk receptionist greatly helped me develop my keen intelligence and exciting enthusiasm.

Dealing with visitors from many countries while working in a hotel has significantly improved my ability to communicate, present, cooperate, and work in a team. This report contains overall value, front desk job attainments, challenges.

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Chapter-1

Introduction of the Report

1.1 Introduction

The front desk is regarded as the center of a hotel in the hospitality sector since it is here that visitor cycles, including those for pre-arrival, arrival, occupancy, and departure, take place. Also, the front office division, in particular the reception desk, is said to play a crucial role in creating visitors' initial impressions of the hotel. Since that the front office is the area that generates the majority of revenue from hotel rooms, it is crucial to have a well-organized frontoffice division.

The hub of a hotel is the Front Office. The front desk staff members greet the visitors, assist with their baggage and registration, give them their room keys and mail, provide information on the hotel's amenities and the neighborhood, and then check them out. In reality,aside from in the restaurants, most visitors only interact directly with front-desk workers whenstaying at a hotel.

The front desk, guest services, bell services, reservations, operators, executive club, health andrecreation center, and business center make up the front desk department. The front office department's role is to help guests with baggage, transportation, hotel and city information, andany other service arrangements they might require while they are there. The front desk staff frequently gives customers their first and last impressions of the property. Hence, it is crucial that staff members provide fast, polite service to all customers and set an example for others tofollow.

The Front Office Manager, who reports directly to the Director of Rooms, is in charge of the Front Office Department, which is crucial to the hotel's hospitality, pleasant welcome, and firstand final impressions. Have

the most prolonged touch with the guest.

There is a mushrooming expansion of hotels, both big and little, since travel, whether it be for business, pleasure, or for any other cause, increases day by day. There is a demand for workers at these hotels at the same time. At smaller hotels, most employees receive their training on the job, which can be costly. As a result, there is an increasing need for skilled individuals who can carry out the fundamental front desk duties at a hotel effectively.

Hospitality Industry

The voyage of the hotel business began during the colonial era, in the late 1700s. Since then, the hotel business has seen substantial transformation. The earliest travelers were fighters, merchants, or seekers of knowledge. This was before the establishment of hotels. Consequently, soldiers and conquerors built tents for shelter, whereas trends and knowledge-seeking travelers placed a premium on hospitality and occasionally exchanged their goods for housing.

What does the term hospitality mean? There have been several interpretations of hospitality. Generally stated, hospitality is the act of goodwill that consists of greeting visitors or strangers and seeing to their basic needs, primarily in regard to food, drink, and lodging. A modern definition of Hospitality emphasizes the interaction between a visitor and a host. When we speak to the "Hospitality Industry," we are referring to the firms and organizations that provide food and/or beverages and/or lodging to travelers. Unfortunately, this definition of "Hospitality Business" is insufficient for the majority of instances. Can you conceive of any situations in which the phrase "away from home" might not apply?

Hospitality in Bangladesh mostly relates to the hotel business. A hotel is a business that typically offers short-

term, paid accommodation. Frequently, hotels include extra guest amenities such as a restaurant, a swimming pool, and child care. The hotel offers convention facilities and services.

1.2 Background of the Report

As a student at the Daffodil International University, I was fortunate enough to complete my practicum at the Radisson Blu Dhaka Water Garden Hotel, widely regarded as one of the country's premier hospitality venues. I believe that the hotel industry provides an excellent setting in which to gain hands-on experience towards the goal of cultivating competent hospitality professionals. Internships like this give people a taste of what it's like to work in the service sector for real. To that end, I've selected Radisson Blu Dhaka Water Garden as my internship site, and my advisor Mr. Mahbub Parvez, has assigned me following topic so that I may learn as much as possible about the hospitality sector, with a focus on front desk work. To that end, the Radisson Blu Dhaka Water Garden presented me with a fantastic chance to participate in such a program. I've got experience at a top hotel in the nation. Via the front office operating system OPERA, I have access to a wealth of learning possibilities in the realm of operational tasks, as shown below: For example, I sent the visitor a birthday and departure card, I wrote an RCL letter for an anticipated VIP arrival, and I wrote a crew letter for an anticipated crew arrival. I was in charge of booking meeting rooms and facilitating meetings, as well as handling meeting billing, guest compliance, inventory storage, and travel inquiries.

1.3 Objectives of the Report

The main objective of the report is to identify and evaluate the Front Office Management System of Radisson Blu Dhaka Water Garden. Which Includes the following specific objectives are:

- To identify the various tools and systems that are used to manage guest information, request , and inquiries.
- To evaluate the tools of front office management system for effective and efficient communication.
- To analyze the duties and responsibilities of a Front Office Team Member.
- To specify some problems and provide recommendations to overcome the problems.

1.4 Methodology

Qualitative methods were used to compile this report. The most common format for qualitative reports is a descriptive one. This report was compiled using in-person, unstructured interviews, a focus group discussion, and statements from study participants.

1.4.1 Sources and collection of data

Throughout my internship, I was required to put all my theoretical knowledge into practice by actually carrying out the duties at hand. The two methods I used to obtain this data are detailed below:

Primary Sources

When compiling the data for my report, my supervisor and the other members of my team were really helpful.

- Desk job that is useful in everyday life.
- Conversations with the staff members that take place in person.
- Conversation with the hotel's manager, supervisor, and senior colleagues, as well as with other individuals affiliated with the hotel.

Secondary Sources

The secondary information that I have included in my report was obtained from the organization's website in order to provide appropriate services to the visitors. This was done for a variety of reasons.

- Yearly reports on Bangladesh Parjatan Corporation and the Radisson Blu Dhaka WaterGarden.
- Books, journals, and periodicals for research and education.
- Various course readings.
- Internet-Based Publications Collected.

1.4.2 Data Analysis Report Writing: Data analysis is the process of inspecting, cleaning, transforming, and modeling data with the goal of discovering useful information, drawing conclusions, and supporting decision-making. Data analysis for report writing is a step in producing reports that are informative, evidence-based, and actionable. It helps in transforming raw data into valuable insights and recommendations that can support informed decision-making. The primary goal of data analysis for report writing is to provide evidence-based conclusions and recommendations to support decision-making or convey information to an audience.

1.5 Limitations of the Report

Many current employees are unwilling to speak openly about this topic, therefore there were challenges and restrictions in collecting data for the report. In addition, there were a few further restrictions, which include:

- There are a variety of secrets held by different organizations that are never spoken openly. When interviewed for statistics, employees were reticent to give too much personal information for fear of violating the company's policy on confidentiality.

- Secondary sources lacked sufficient data.

- Limitations in the study can be traced back to a lack of crucial details that were requested.

- insufficient background in surveying or gathering data from primary sources.

Chapter-2

An Overview of Hotel

2.1 A Brief Overview of Radisson Blu Dhaka Water Garden

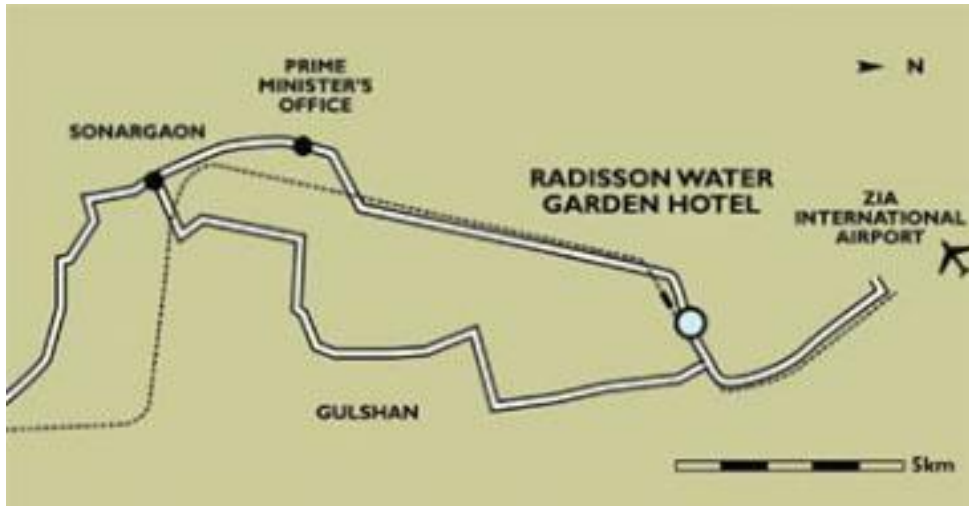
The hospitality sector in Bangladesh has seen considerable transformation after the opening of Radisson Blu Dhaka Water Garden. Radisson Blu Dhaka Water Garden is recognized as the city's premier hotel and social hub because to its prime location, stylish decor, and impeccable service. Because to its 'Feel of a Resort feature,' this hotel has become not just the top choice for out-of-town business travelers, but also the city of Dhaka's most popular holiday spot. Among the hotel's 30,000 square feet of usable space is the Grand Ballroom, the city's largest ballroom at 9,900 square feet and capable of holding more than 1,180 people in theatrical style.



Figure 01: Outlook view of Radisson Blu Dhaka Water Garden

2.2 Location and direction map:

Dhaka Cantonment, where the Radisson Blu Water Garden Hotel is situated, is the safest district in all of Bangladesh. The area borders the diplomatic enclave of Gulshan, Baridhara, and Banani and is only five kilometers from the city's primary international airport. You and your staff can run your company with more confidence from the Radisson Blu Water Garden Hotel Dhaka, and your family will be able to enjoy the hotel's exceptional amenities in no time.



2.3 Radisson Background

As a division of the Radisson Hotel Group, Radisson operates hotels all over the world. It has over 990 properties under the Radisson, Radisson Blu, Radisson Red, Country Inns & Suites by Radisson, and Park Inn by Radisson names in 73 different countries. It has been primarily owned by the HNA Group of China since 2016, however as of 2018, HNA is selling that ownership part to another Chinese firm, Jin Jiang.

The United States is home to the lion's share of Radisson hotels. The first Radisson Hotel was constructed in Minneapolis, where the business's offices and those of parent company Radisson Hospitality, Inc. are now situated. Opened on December 15, 1909 at 41 South Seventh Street in Minneapolis, the first Radisson Hotel was the brainchild of heiress Edna Dickerson.



Figure 02: Radisson Hotel Group Brands Cape

2.4 Radisson Blu Dhaka Water Garden Hotel Profile

Radisson Blu Dhaka Water Garden opened to the public on February 9, 2006. Sena Hotel Development Ltd (SHDL) owns and Radisson Hotel Group manages the eight-story, 200-room hotel on more than seven acres of land.

The Bangladesh Army Welfare Trust and Associated Building Design Limited of the United Kingdom

founded SHDL as a joint venture in 1995 to construct and manage hotels and other commercial enterprises in Bangladesh.

In 2000, Army Welfare Trust (AWT) and Sena Kalyan Sangstha (SKS) acquired 80% and 20% of the firm, respectively, making it a completely Bangladesh Enterprise.

- Type: 5-star
- Floors: 08
- Number of Restaurant: 4
- Number of Bar: 2
- Numbers of Kitchen: 3
- Numbers of rooms in the hotel: 204
- Location: Airport Road, Dhaka Cantonment, Dhaka- 1206, Bangladesh
- Operated by: Sena Hotel Developments Ltd (SHDL)
- Logo:



2.5 Mission Statement

The mission of Radisson Hospitality is to develop a clientele that is so pleased with the service and amenities that they will continue to frequent the company's hotels.”

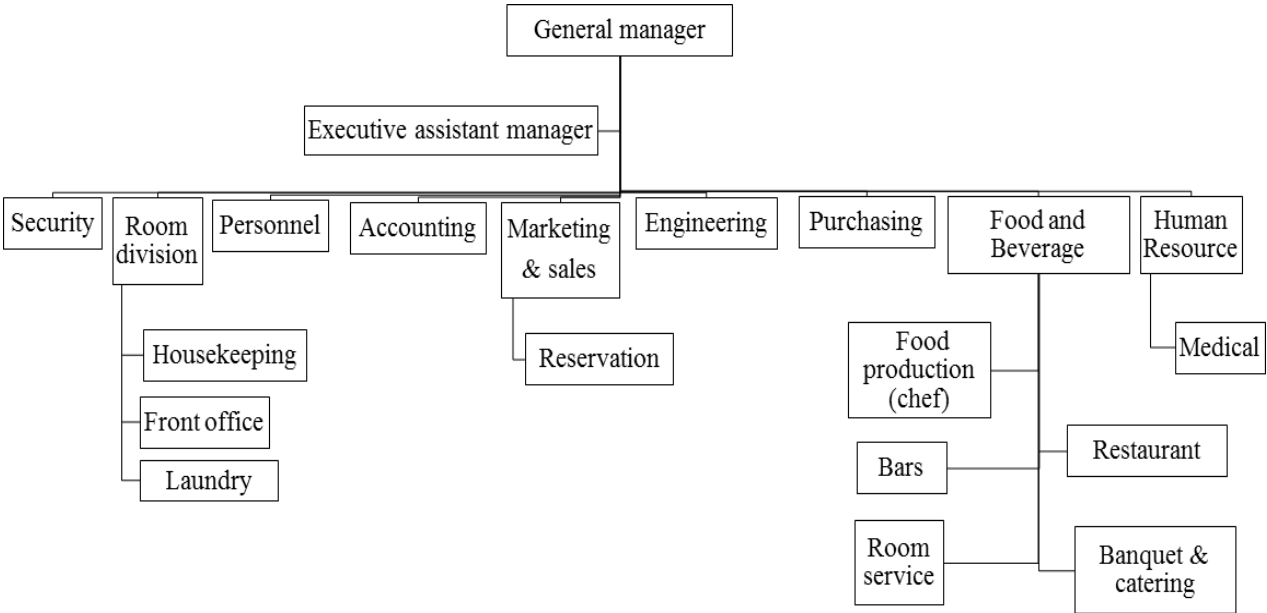
2.6 Vision

With the help of our customers, owners, investors, and employees, we will become one of the top three hotel enterprises in the world (<https://www.radissonhotelgroup.com/mission-vision>)

2.7 Goal

Yes! I Can Guarantee is Radisson's commitment to achieving complete customer satisfaction. I Can attitude, wherein dissatisfied guests may notify employees, who will then make amends where possible or issue a refund.

2.8 Organizations Chart



Source: Made by author.

2.9 Methods of Payment:

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

- Cash
- Credit/Debit Card
- Apple Pay
- Bank Transfer
- Mobile Banking
- City Ledger/ Company Payment

2.10 SWOT analysis of Radisson Blu Dhaka Water Garden

Strengths:

- Good infrastructure for collaboration.
- Appropriate superstructure to support the facilities.
- Great security support.
- Established fund.
- Positive market demand.
- Growing involvement from business community.
- Support from faith-based community.
- Willingness to try new approaches.
- Business hotel near to the national airport.
- Sufficient spaces.
- Monopoly business in event management.
- Attractive outlets and views.

Weaknesses:

- Lack of new funding.
- Lack of affordable accommodation facility.
- Job market/jobless recovery.
- No tourism legal support.
- Disconnect between urban and rural.
- Lack of political will.
- Education needed for provider community.
- Lack of skilled labor

Opportunities:

- Faith-based partnerships.
- Increase in collaborative efforts between providers.
- Technical assistance available.
- Involvement of community in providing support.
- Low labor cost.
- Available raw material for the operation.
- Sufficient parking facility.
- Sufficient vegetations.

Threats:

- Political instability.
- Pending possible closure of military bases.
- Impending legislative state budget.
- Backlash against sex offenders/fear.
- Apathy to government.
- Unhelpful state policies.
- Republican legislature.
- Power management problem.
- Natural disaster

2.11 Room Specification

2.11.1. Superior Room

Approximate room size: 28 m²

Superior Rooms are ideal for any trip since they have a queen-sized bed or two twin beds and a full bathroom. Guests may finish their work at the workstation, refresh with something from the minibar, and unwind in the comfortable recliner. The rooms have a closet and double-paned glass windows.

2.11.2 Deluxe Room

Approximate room size: 36 m²

The luxurious linens and couches in the Deluxe Room's king- or double-sized bed. A workstation and free access to the Internet through high-speed Wi-Fi are also provided. In addition to the standard features such as a wardrobe and windows, this apartment additionally features a spacious bathroom with a tub, a shower, a sink.

2.11.3 Business Class Rooms

Approximate room size: 36 m²

Our Business Class Rooms are ideal for business travelers, as they include a variety of perks like as complimentary airport transfers, breakfast for two each morning in either the BusinessClass Lounge or Water Garden Brasserie, four items of laundry service per stay, and nightly turndown service.

2.11.4 Executive Suites

Approximate room size: 75 m²

These two-room suites, found on the seventh story of the hotel, are the pinnacle of luxury and comfort, featuring a large living room and a private bedroom. Access to the Business Class Lounge is included in the price of the Executive Suite, as are all the other luxuries found in the Business Class Room. There are also suites that are smoke-free.

2.12 Accessibility Features

The convenience of our visitors' mobility is a top priority, and we respect that. Both rooms and facilities at this hotel are handicapped-accessible. If you have any queries or want to be sure that an accessible accommodation is available, please call the hotel.

Room Rates:

<i>Room Type</i>	<i>Published Rate</i>
Superior Room	US\$ 200++ Per Room Per Night
Deluxe Room	US\$ 250++ Per Room Per Night
Business Class Rooms	US\$ 350.00++ Per Room Per Night
Executive Suite	US\$ 550.00++ Per Room Per Night
The above rates are subject to 12.5% Service Charge and 15% VAT will remain valid from January 01, 2008 till now. If for any reason the Government duty structure changes. The new structure will be applicable with the above quoted rates.	

Source: Made by author.

2.13 Recreation Facilities

- Internationally managed Spa with 8 treatment rooms
- International standard fitness center with Jacuzzi, Sauna, Steam facilities for male and females
- Swimming Pools
- Tennis Court
- Live piano Music

- In Premises Jogging Track

2.14 Culture & Beliefs

For Radisson Hotel Group, "Every Moment Counts" is the essence of their brand promise.

Radisson's way of doing business and fundamental identity is more important than any logo or slogan. With the support of Radisson, all 95,000 of its employees across the world may be in sync with the company's guiding principles:

- Wherever you go, every day, Radisson provides experiences you won't forget.
- Our team at Radisson loves helping others because we have a "Yes I Can!" attitude.
- Grow talent at Radisson, and Radisson will flourish.
- "Radisson" is a collection of individuals who work together with a unified purpose.
- Radisson believes that trust may be established via honest and forthright communication.
- In Radisson's mind, it's possible to achieve everything.
- The entirety of Radisson does have a good time.

2.15 Slogan

Yes, I Can!

Just Attitude at Radisson Blu Hotel. Sure, I Can! is more than simply a catchy phrase; it's the guiding principle of the Radisson Blu's service culture. The company's motto, "Yes I Can!" is more than just words on a wall. Allowing the organization to take on any difficulty and seize any opportunity, it is both enabling and empowering.

2.16 Facilities of Radisson Blu Dhaka Water Garden

- Large desks, fast Internet access, a minibar, a kettle, coffee, tea, and a dedicated outlet for a laptop are all standard in each room.
- Radisson Club Floor.
- Access to free wireless internet in public spaces.
- 3 restaurant, 2 lunge bars, and a café.
- There are eight treatment rooms and a gym at this spa, which is administered on a global scale.
- On-site amenities include a golf course, a jogging track, a tennis court, and a swimming pool.
- Guests may take use of the hotel's 24-hour room service, concierge desk, and conference facilities, which are among the largest in the country.

- The hotel is equipped with safety and security features, such as smoke and fire alarms, a sprinkler system, electronic door locks, and closed-circuit television.
- In order to ensure the safety of its guests, the hotel has security features such as smoke detectors, a sprinkler system, electronic door locks, and a closed-circuit television system.

2.17 Food and Accommodation

The very notion of a hotel hinges on the assumption that visitors will want both a place to sleep and some sort of catering service. Hence, Radisson is not an outlier. The Radisson has 200 stylish rooms and suites designed with the discriminating business traveller in mind. The rooms are immaculate, light, and contemporary; they also have colourful decorations and comfortable furnishings. Both vacationers and business travellers love the Radisson Blu's four eateries.

Groups and Events

2.18 Airlines Groups

Many gatherings have taken place in the Radisson Blu Dhaka Water Garden Hotel's Banquet Hall and Conference Rooms. Radisson Blu undoubtedly has long-term arrangements with a few groups that guarantee the hotel's high occupancy rates. This is a list of the several regularly occurring groups:

- Qatar Airways
- Turkish Airlines
- Fly Dubai Airlines
- Oman Airlines
- Gulf Air Airlines

2.19 Meetings and Event

The Radisson Blu Dhaka Water Garden is home to imposing conference spaces, ideal for hosting everything from small corporate functions and client meetings to lavish galas fit for a king. Our spacious venue, which is more than 3,000 square meters in size, can accommodate up to 1,100 guests at once, making it ideal for gatherings of all sizes. The Grand Ballroom is a 990-square-meter space perfect for a grandiose luncheon or wedding event. Use the Utshab Banquet Hall for the introduction of a major new product. There are also many boardrooms accessible for more private gatherings like advisory council discussions, training seminars, breakout sessions, and the like. If you need assistance organizing a spectacular event, don't hesitate to reach out to our helpful staff.

2.20 Grand Ballroom

Meeting / Event Space	Hollow Square	U Shape	Boardroom Rectangle	Theatre Style	Class Room	Banquet Round Table	Buffet	Dinner / Dance	Cocktail Reception
Grand Ballroom	250	200	200	1100	500	600*	600*	500	1000

Lohori	144	120	144	450	250	300*	300*	200*	500
Antara	100	90	100	350	110	200*	200*	150*	400
Conditions Apply									



Figure 03: Grand Ballroom

2.21 Utshab Banquet Hall – Seating Capacity

Meeting / Event Space	Hollow Square	U Shape	Boardroom Rectangle	Theatre Style	Classroom	Banquet Round Table	Buffet	Dinner / Dance	Cocktail Reception
Utshab (Banquet Hall)	120	100	120	600	290	400*	400*	350*	750
Conditions Apply									



Figure 04: Utshab Banquet Hall

2.22 Meeting Room –Madhobi

Madhabi - Seating Capacity									
Meeting / Event Space	Hollow Square	U Shape	Boardroom Rectangle	Theatre Style	Classroom	Banquet Round Table	Buffet	Dinner / Dance	Cocktail Reception
Madhabi	36	32	36	65*	36	60	60		70



Figure 05: Meeting Room –Madhobi

2.23 Meeting Room –Mallika

Mallika - Seating Capacity									
Meeting / Event Space	Hollow Square	U Shape	Boardroom Rectangle	Theatre Style	Classroom	Banquet Round Table	Buffet	Dinner / Dance	Cocktail Reception
Mallika	36	32	36	65*	36	60	60		70



Figure 06: Meeting Room –Mallika

2.24 Mahua

Mahua-Seating Capacity									
Meeting / Event Space	Hollow Square	U Shape	Boardroom Rectangle	Theatre Style	Classroom	Banquet Round Table	Buffet	Dinner / Dance	Cocktail Reception
Mahua	22	20	22	35*	21	40	40		6
Conditions Apply									

2.25 Business Centre Meeting Room

The hotel's Business Center is where guests may hold small business meetings, receive professional guidance, conduct interviews, and take use of secretarial services. Two corporate conference rooms with fixed seating and a Radisson Club Room may be found beneath the business center.

Business Center Small Meeting Room: Fixed Table setup for 6 persons

Business Center Large Meeting Room: Fixed table setup for 16 persons

Business Class Lounge: Fixed table setup for 12 persons



Figure 07: Business Center Small Meeting Room:



Figure 08: Business Center Large Meeting Room



Figure 09: Business Class Lounge

Other's facilities of Business Center:

High Speed Internet Service, Photocopy, Printing, Fax and email Service, ISD Phone/Calling Cards, Scanning, Laminating, Secretarial Assistance.

Chapter-3

Learning Part of Front Office Management System.

3.1 Operational Activities of Department of The Front Office:

The hotel's front desk is the service hub where guests are greeted, checked in, and given their rooms. The front desk takes the lead on selling rooms. In addition to taking reservations and processing transactions, the front desk also processes guests' keys and mail, answers messages,

compiles and reports statistics, and gets ready for visitors' departures. In addition to directing bell boys, porters, and other services to guest rooms, the front desk also gives information on the hotel's amenities, local attractions, and current travel circumstances.

Given the fundamental character of a hotel, the front desk at the "Radisson Blu Dhaka Water Garden" is of utmost importance. The front desk, being the first and last point of contact for every guest, plays an important supporting role in establishing the desired impression.

3.2 Sections of Front Office:

1. Reception/ Front Desk
2. Concierge
3. Airport Agent / Lounge
4. Business Centre
5. Communication

3.3 Reception / Front Desk

The check-in counter is located in the lobby. When guests check in, they are given their initial impression of the hotel, the service, and the employees by the front desk or receptionist.

The international visitor must fill out Form C to register.

Check-In and Check-Out

An official record and check on all arrivals and departures is kept in the Check-in and Departure register. The most important details are:

1. First and last name (Name of guest)
2. Designation
3. Check-in/Check-out Date
4. Room number
5. Number of Guests
6. Visitation Goal
7. Nationality etc.
8. Rate
9. Billing Guidelines
10. Arrived from/Proceeding to

If the visitor is a foreigner, the registration card should include the information below.

1. The passport numbers
2. Date of Issue
3. Location of Issue
4. Entry date into Bangladesh

5. Object of the Visit; 6. Duration of Stay

Departure

The most important stage of a guest's stay is their departure. When the hotel receives notification from the guest or the lobby captain that they are ready to go, the bill is adjusted accordingly. The final bill is handed to the customer.

Mail

Any mail or keys received are placed in the corresponding rack, as well as the proper box or Index. Extraordinary mail is tracked in extraordinary ways. The bellboy will either deliver the mail to the room's pigeon hole or the key will be placed in the key and mail rack. The mail is organized alphabetically by guest name for those who have not yet arrived. Guests who have already checked out of the hotel will have their mail forwarded to the address specified on their mail forwarding card.

Keys

Each visitor is given a set of keys from the key rack at check-in or upon request.

Complaints

Complaints are received from the guests and concerned departments are informed accordingly. A patient hearing is given to the guests and adequate action taken to satisfy them. General complaints

and suggestions are conveyed to the management and complaints regarding food service and bar service, are conveyed to the management through the front office manager.

Billing

A guest account is created for each new registrant. All of the guest's purchases and refunds related to their stay at the hotel will be recorded there. Costs associated with eating out, drinking, doing laundry, having linens and towels folded, having them delivered, paying for services, and getting cash back are all included. All visitor payments received from various departments are forwarded to the billing office on vouchers. The visitor database now:

1. Guest Bills
2. Duplicate bill or Visitor ledgers
3. Vouchers from Sales Outlets
4. Daily Summary with:
5. Sales Ledger
6. Cash book and

Handling Cash and Credit

For the hotel's financial flow, capacity to pay its staff, and ability to satisfy creditors, the collection of cash and credit for services given is crucial. The cashier is responsible for inspecting personal checks and handling foreign currency in the form of traveler's checks or cash.

Audit

Around midnight, a daily audit is performed to make sure that all postings have been made

accurately and that all visitor accounts have been updated. Several reports are created and delivered to management and department heads with information on average rate, occupancy rate, departmental revenues, and their link to projections.

Currency Exchange

While managing foreign exchange, the hotel firm is required to abide by specific regulations. Only the hotel may sell foreign currency; it cannot buy it.

In Encashment Certificate the following information should be filled.

1. Room number and Customer or Guest Name
2. Passport Reference
3. Nationality
4. Information on foreign currency notes, coins, and traveler's checks purchased (Indicating clearly notes and travelers' cheques separately)
5. Information about adjustments made to pay invoices for services supplied.
6. The total amount due
7. Signature of the guest and the manager
8. The bill Number

3.4 Concierge

As a guest checks in or out, the bellboy carries their luggage. Also, they accompany visitors to their rooms and introduce them to the amenities and services available there.

Scope of job (Duties & Responsibilities):

1. Handle the guest luggage, i.e., move it from the lobby to the room at check-in and from the room to the car after check-out.
2. Attach the baggage tag when the visitor arrives.
3. Show visitors to their rooms and explain how to use the hotel's telephone directory and all of the equipment and lighting that has been installed.
4. After retrieving the bags at check-out, carefully inspect the room to search for any loss or damage to hotel property.
5. Maintain a record of the baggage rooms in the lift.
6. When a guest checks in with little luggage, let the front desk know.
7. Do errands or provide other guest services, such as posting visitor mail or buying items from beyond the hotel's grounds, like flowers.
8. Help with paging, which is the procedure of finding the visitor inside the hotel grounds.
9. Newspapers are sent to all hotel departments and guest rooms.
10. Deliver mail, parcels, and notes to guests in their rooms.

3.5 Airport Agent / Lounge

Duties include:

1. The airport's welcome to hotel visitors
2. Facilitating airport-to-hotel transit for guests
3. Addressing questions from visitors regarding available modes of transportation
4. Transportation options, including an airport express train, a shuttle service, and a bus, include Airport Express Train, Airport Shuttle, and Hotel.
5. Helping out with airport departures Coordinating with airlines to provide accommodations for guests, such as providing a wheelchair

3.6 Business Center

To ensure that our visitors have a pleasant and memorable stay, it is your job as a representative of our Business Center to offer them with competent and guest-focused service:

1. Provide a welcoming and professional atmosphere for all clients using the Business Center's services, and assist all customers in a timely manner with a kind demeanor.
2. Set priorities and follow through on them, taking care of guests' requests and urgent communications with lightning speed and efficiency.
3. Attend to guests' specific needs, including travel reconfirmation, appointment setting, secretarial liaison, etc.
4. Keep cabinets and files in good order; examine, update, and rearrange as needed.
5. Create documents such as reports, letters, memoranda, forms, and communications

(including sensitive documents), as well as bills and invites by typing them.

6. Take care of hotel guests' document and package needs by providing photocopies and courier services.
7. Take care of all office equipment at the hotel's office.

3.7 Communication

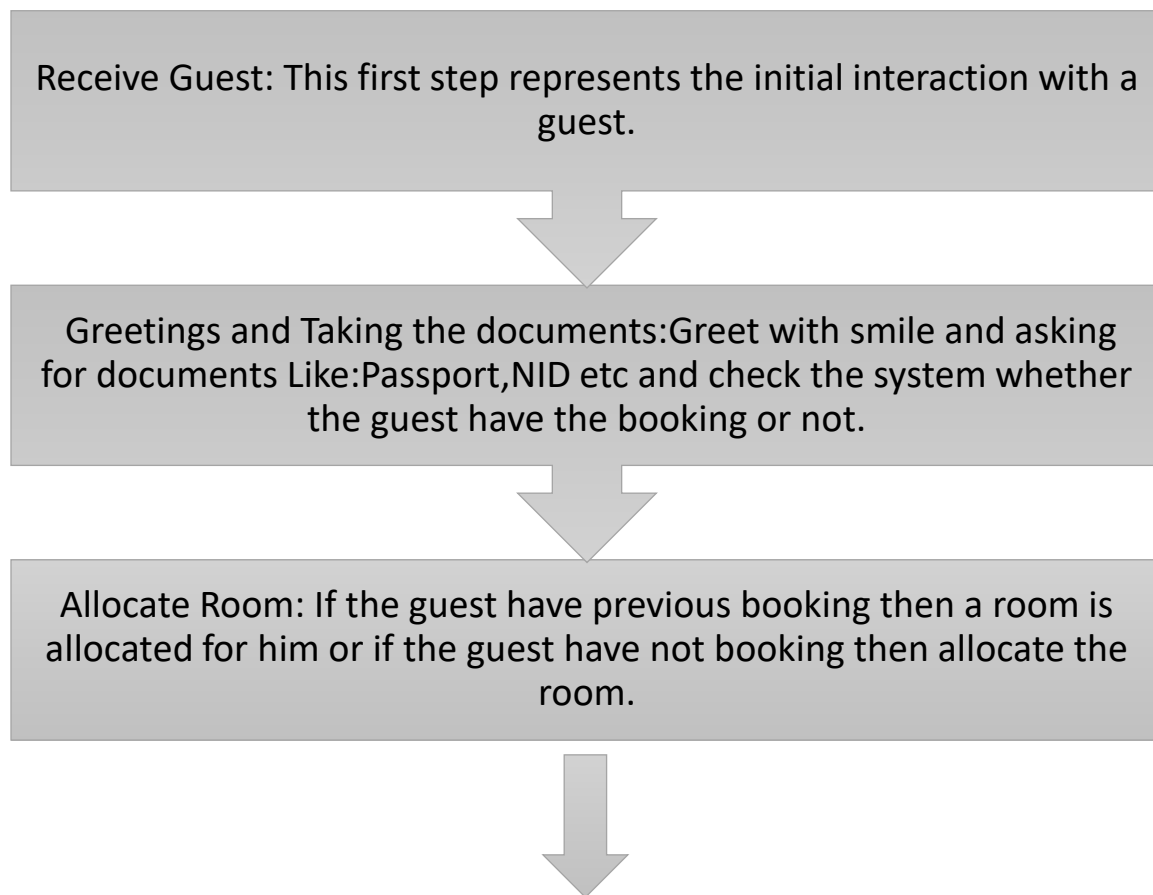
While they seldom have direct contact with visitors, communication agents are crucial in shaping how those guests perceive the hotel. The fundamental traits of a successful telephone operator are objectivity, alertness, and clarity in their voice.

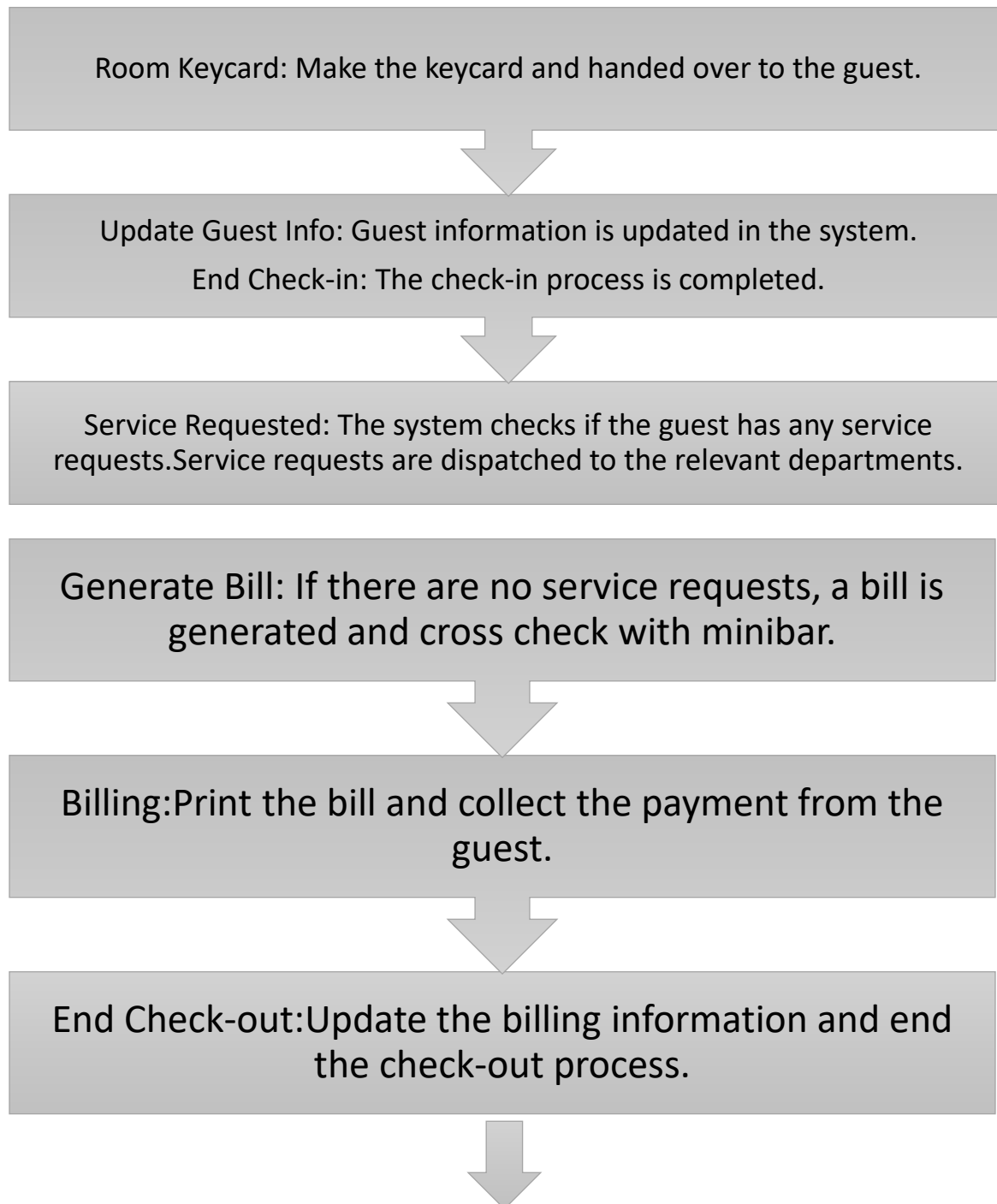
Job duties and responsibilities include:

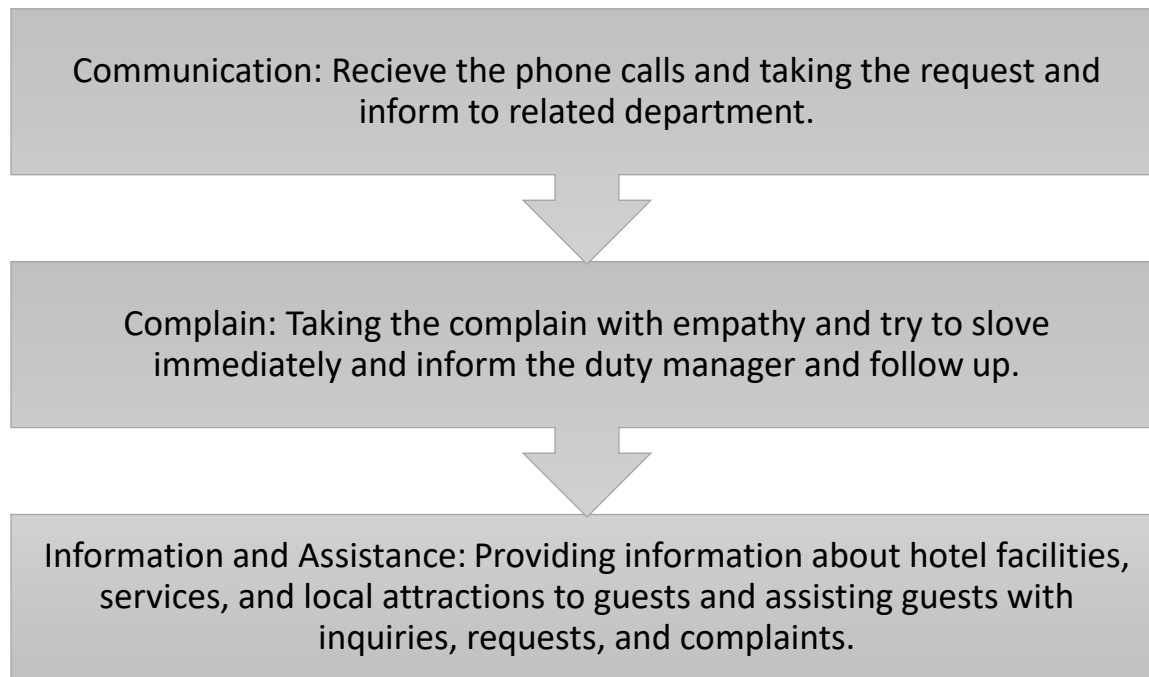
The following are the primary tasks and obligations of a telephone operator:

1. Respond to each incoming call
2. Direct incoming calls that are being routed through PBX to the specified extension.
3. Record all telephone conversations from guests, create their bills, and publish them to their folios.
4. Provide paging services to visitors and staff.
5. Record all of the alarms on the system.
6. Respond to inquiries on the hotel's services and goods.
7. Act as a focal point for communication during crises.

3.8 Flow Chart of Front Office Management System:







3.9 Front Office Department:

The area of a hotel that attracts the most attention is the front desk. All hotel guests' checks and bills are collected at this location, where they are subsequently added to their final bill.

All hotel residents are listed in the front desk's guest book. The waiter may get confirmation of the visitor name and room number from this department if the resident wants to sign his bill. The front desk is an important part of a hotel since it is sometimes the first and last point of contact for customers. It could have been a significant hotel corner. There is no exemption in the case of Hotel

Radisson Blu Dhaka, Water Garden. The front desk is in charge of overseeing the daily inflow and outflow of guests. Due to the volume of information that passes through it, the front desk is sometimes referred to as the "hub" or "command center" of the hotel. The obvious place to go for information sharing with visitors and other hotel staff is the front desk. The front desk of the Hotel Radisson Blu Water Garden Dhaka is split into two sections. Front desk and uniformed service are those.

3.10 Work Related Activities

As a front office intern in the Radisson Blu Dhaka Water Garden during the internship time, I had the opportunity to work in two of the department's five sub-divisions (the Business Center and Business Class Lounge). The Front Office Department's five sub departments include:

- 1. Business Center*
- 2. Business Class Lounge*
- 3. Front Desk*
- 4. Communication center*
- 5. Concierge*

The following describes my internship activities in accordance with the departments.

- 1. Business Center:*

As I worked in the business center, I became familiar with all of its operations. which are:

- Assessing the business center's inventory, gathering the required stationery, and, if necessary, making a request.
- Creating a guest list for extended stays. The identities of guests staying for more than five days are listed on the long-staying guest list. send it through mail to the entire department.
- Updating the Business Center's monthly sales report and maintaining the daily sales report.
- Creating a note on the weather for the visitor and submitting it to housekeeping.
- Compiling a list of birthdays for the visitors and sending them birthday and farewell letters.
- Acquired knowledge on how to operate and operate photocopier machines, color and black-and-white printers, laminating machines, spiral machines, and scanners.
- Acquired the ability to interact effectively with clients seeking services in the business center.
- Daily preparation of Radisson Club Letters (RCL) for VIP visitors.
- Creating a crew letter with a menu for Qatar Airways and Turkish Airlines.
- Making reservations for and managing gatherings in the small and large conference rooms.
- Making food for all of the front-office personnel.

2. *Business Class Lounge:*

Lessons I picked up from the Business Class Lounge:

- Daily system updates of the Business Class Lounge guest list
- Reviewing the meeting room reservation log book at a suitable time and providing the required setup and arrangement of the equipment, such as the screen, projector, flip chart, extension cable, etc.
- Setting up the meal in the right manner, including placing the food and its name tag on the plate, fork, spoon, and so on.
- Making the bill and signing each complimentary and chargeable coupon, then posting them as quickly as feasible in the system.
- Ask the steward if anything needs to be done, such as thorough cleaning the China and cutlery, cleaning the sink tank, changing the chemical water, cleaning the breakage bin, or refilling the liquid soap, for example.
- Completing the "Make It Right" log. Creating and entering the morning consumption report into the system. logging significant information and communicating it verbally to the following shift.
- Refilling food and drink items in the refrigerator and containers.

3. *Front Desk:*

The Radisson Blu Dhaka Water Garden's front office department's front desk is the most significant and vital component. I worked at the front desk for the last two years and gained knowledge of the following duties.

- Acquired knowledge on how to duplicate or create new keys for guest rooms.
- Getting payments in cash, checks, and credit cards from different visitors.
- Easy guest check-in within brand-required time frames (3 mins).
- Taking calls at the main desk.
- Accepting new reservations for hotel stays over the phone and reserving rooms even while reservations are full.
- Handling ridiculous circumstances while the duty manager isn't there.
- Obtaining pre-authorization from the confirmed reservations
- Direct invoicing of businesses for payments that will be collected later.
- Crew arrival and departure.
- Counting cash for drop to night audit box for accounts before each shift ends.
- Assisting or managing a guest by giving them information.
- Assist and collaborate with different departments to ensure that daily work processes run smoothly.
- Carry out any additional tasks imposed by the duty managers.

4. *Communications:*

The following are some of the things I learned about while working in the communication

department.

- Verifying all Hunting numbers and notifying IT of any issues with any of the numbers.
- Examining Opera's Telephone Revenue Report
- Inspecting both first aid kits to make sure they are stocked.
- Sending out all wake-up calls on time.
- Obtaining photocopies of the crew lists from the front office and updating the crew profiles for the Qatari and Turkish crews.
- Creating a staff wake-up list by gathering data from the front desk.
- Notifying the Supervisor/DM of Front Office/FOM in the event of any emergency.

3.11 Performance Tools:

Few tools to measure performance are given below:

1. Occupancy Rate:

Measure the percentage of rooms that are occupied over a specific period. A high occupancy rate indicates effective room allocation and revenue management.

2. Average Daily Rate (ADR):

Calculate the average rate charged for rooms. A rising ADR can signify the ability to command higher prices.

3. Revenue per Available Room (RevPAR):

RevPAR is a critical metric that takes into account both occupancy and ADR. It provides a holistic view of revenue generation.

4. Check-in and Check-out Efficiency:

Evaluate the time it takes to check guests in and out. Efficient processes contribute to guest satisfaction.

5. Rate Parity:

Ensure that the rates offered through different booking channels (direct, online travel agencies, etc.) are consistent to prevent rate-related conflicts.

6. Guest Satisfaction:

Utilize guest surveys, reviews, and feedback to gauge satisfaction levels. High ratings and positive comments are indicative of a well-performing front office.

7. Reservation Accuracy:

Assess the accuracy of reservation details, including room type, dates, and special requests. Reducing reservation errors can enhance guest experiences.

8. Room Turnover Time:

Measure the time it takes to clean and prepare rooms for the next guest. A shorter turnover time can lead to higher occupancy rates.

9. Front Desk Service Levels:

Monitor the response time to guest inquiries and requests at the front desk. Efficient and courteous service is vital.

10. Complaint Resolution:

Track the number of guest complaints and evaluate how effectively they are resolved. A low number of unresolved complaints indicates good performance.

11. Upselling and Cross-Selling:

Analyze the success rate of upselling and cross-selling additional services or room upgrades to guests.

12. Staff Training and Development:

Assess the training and development programs in place for front office staff. Well-trained employees are more likely to perform effectively.

13. Cash Handling Accuracy:

Ensure that cash registers are balanced accurately and that financial transactions are conducted with precision.

14. Technology Utilization:

Evaluate the utilization of technology such as property management systems (PMS), reservation systems, and self-check-in kiosks for efficiency.

15. Security and Safety:

Monitor adherence to security and safety protocols to protect both guests and staff.

16. Cost Control:

Assess the ability to control operational costs while maintaining service quality.

17. Repeat Business and Loyalty:

Measure the rate of repeat business and guest loyalty. A high percentage suggests guest satisfaction and effective service.

18. Market Competitiveness:

Compare the hotel's front office performance to competitors in the market.

19. Environmental Sustainability:

Evaluate the implementation of sustainable practices, such as energy-saving measures and waste reduction, in front office operations.

20. Employee Satisfaction:

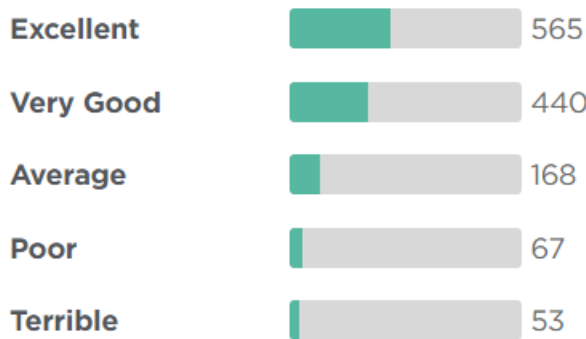
Happy and motivated front office staff are more likely to provide excellent service. Monitor employee satisfaction and turnover rates.

It's important to note that the front office's performance is closely tied to other departments within the hotel, such as housekeeping, maintenance, and food and beverage. Collaboration and communication between these departments are crucial for overall guest satisfaction and the hotel's success. Regularly reviewing and assessing these performance metrics can help the front office department identify areas for improvement and make data-driven decisions to enhance the guest experience and financial performance.

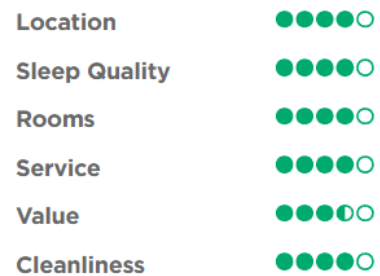
3.11.1 Performance of Front Office Department at Radisson Blu Dhaka

Water Garden: Evaluating the performance of the front office department Radisson Blu Dhaka Water Garden establishment is essential for ensuring the smooth operation of the business and providing excellent guest experiences. Performance evaluation can be multifaceted and may involve various key performance indicators (KPIs) and metrics.

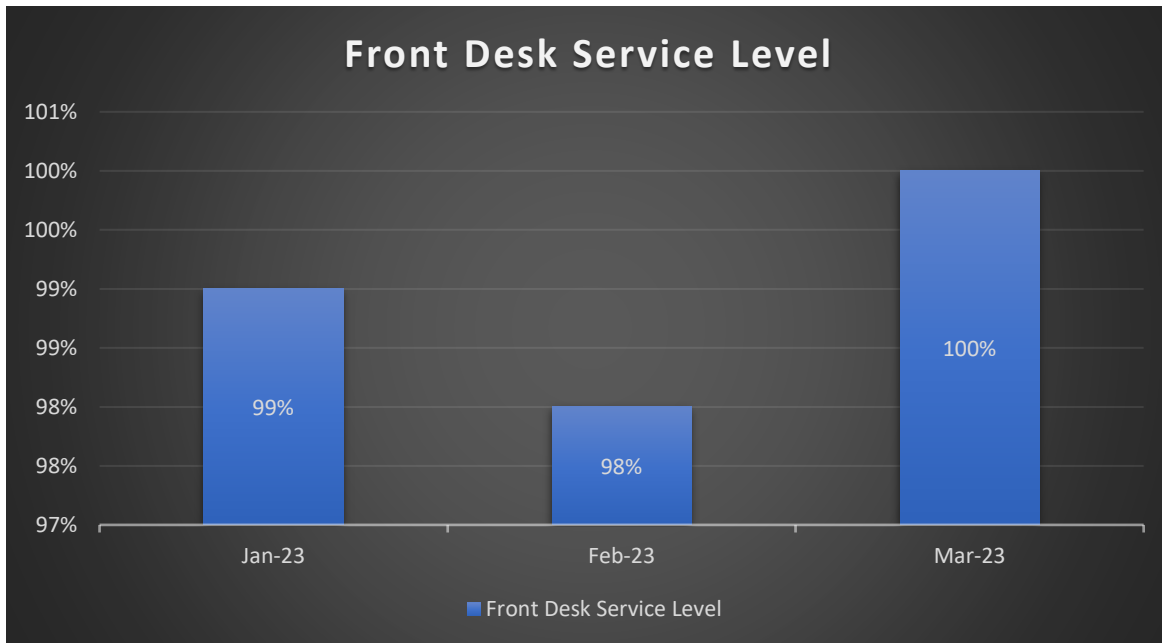
1. Guest Satisfaction: Guest satisfaction is a measurement of how happy customers are with a business's service and amenities. It is an indicator of whether customers' experience met their expectations. The key to customer satisfaction is understanding the relationship between expectations and experience. Here we can see the last month of guest satisfaction at Radisson Blu Dhaka Water Garden:



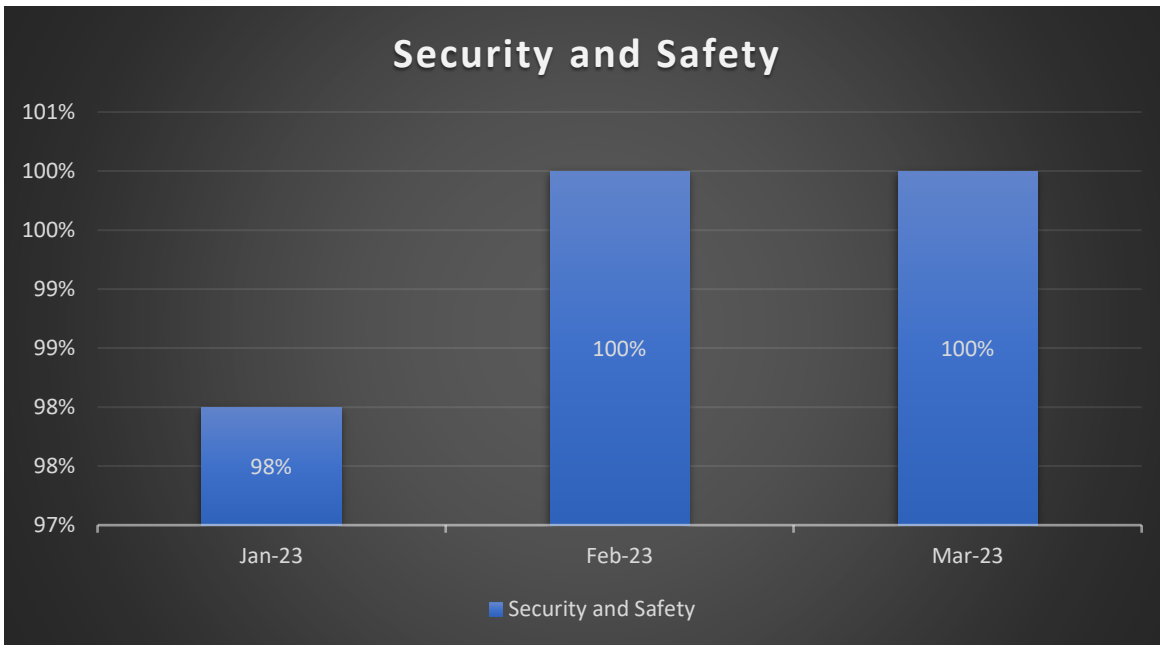
Rating summary



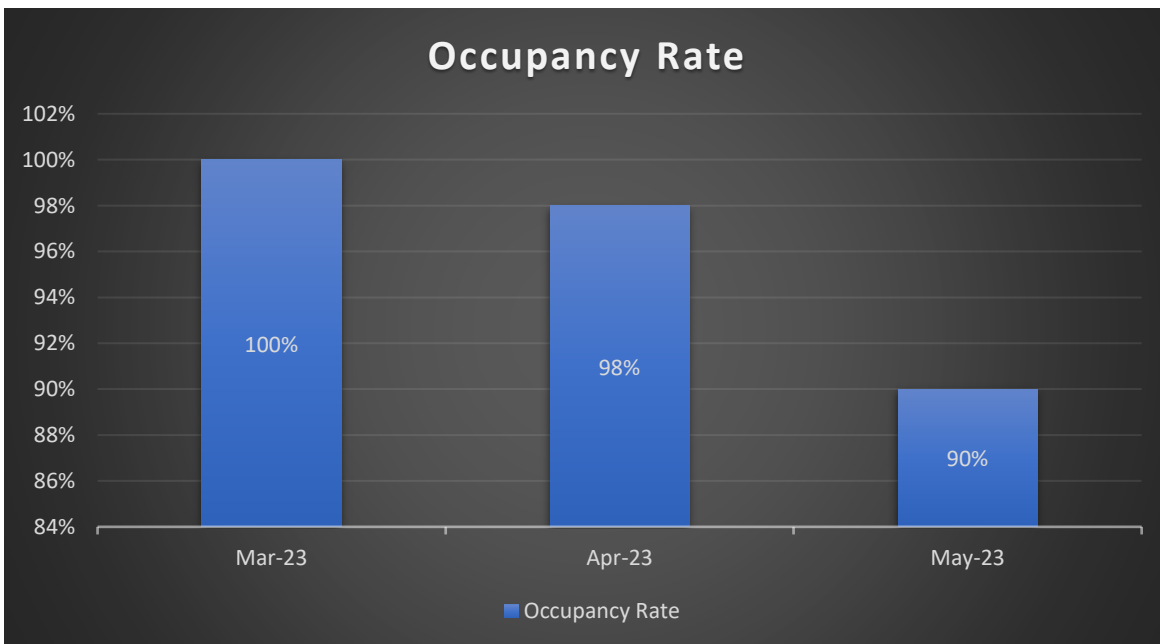
2. Front Desk Service Levels: Front desk service levels at Radisson Blu Dhaka Water Garden is always high. Here three months of graph are given below:



3. Security and Safety: Security and safety are paramount concerns for hotels to ensure the well-being of guests and the protection of their property. Here three months of graph are given below:



4. Occupancy Rate: Radisson Blu Dhaka Water Garden have 200 rooms. But now the hotel is under renovation. From march 60 Rooms is out of service. So 140 rooms is in operation. Here three months of graph are given below:



Chapter-4

Recommendation

findings &

Conclusion

4.1 Findings:

I learned several unique qualities of their services, service staff habits, and other things throughout my internship. Indeed, they strive to give the visitor the greatest services possible, and they are skilled at inspiring the visitor. The following are some results:

1. Streamlined Check-in and Check-out Processes:

Front office management systems automate and streamlining the guest check-in and check-out processes, reducing waiting times and improving overall efficiency.

2. Improved Guest Experience:

The system help in providing personalized and efficient services.

3. Accurate Reservation Management:

Front office systems allows to provide accurate information, including room availability, rates, and guest preferences.

4. Real-time Room Inventory:

Room availability can instantly check and booking can be made instantly by the system.

5. Enhanced Security:

Front office system offer security features, such as key card management, to ensure guest safety and prevent unauthorized access.

6. Billing and Payment Management:

The system handle billing and payment processing, making it easier to generate bills, accept various payment methods, and maintain accurate financial records.

7. Guest History and Preferences:

Front office system store guest information and preferences, allowing staff to provide personalized services and make guests feel valued.

8. Guest Communication:

The system often include communication tools like email or SMS notifications to keep guests informed about reservations, check-in details, and promotions.

9. Guest Feedback Management:

Front office system may have tools for collecting and managing guest feedback and reviews, which can be used to improve services.

10. Customer Relationship Management (CRM):

The management system also introduce Customer Relationship Management process to provide better service.

4.2 Recommendations:

Making recommendations for a hotel as a trainee employee is really challenging. since we know so little about the real management policies that govern their company. Nevertheless, throughout my internship, I discovered something I want to share.

1. Training and Development:

The hotel may start training and development programs for front office staff. Training should cover customer service, communication skills, problem-solving, and the use of front office management systems.

2. Efficient Check-in and Check-out Processes:

The system may introduce streamline check-in and check-out procedures to minimize waiting times for guests. The system may also implement mobile check-in options and expedite payment processes.

3. Security Measures:

They may provide strong focus on security, especially when handling guest information and payments. Regularly update security protocols and train staff on data protection.

4. 24/7 Availability:

The hotel should ensure 24/7 services to assist guest.

5. Stay Updated:

Stay updated on industry trends, emerging technologies, and guest preferences to remain competitive and continuously improve the front office department.

4.3 Conclusion

I have enjoyed my time as a Guest Service Representative in the Front Office at the Radisson Blu Dhaka Water Garden Hotel. In contrast to the theoretical information, I earned throughout my time at university, the practical skills I picked up at the Radisson Blu Dhaka were invaluable. During my internship, I was able to learn practical skills that are only tangentially connected to my studies. But I've done my best to put into practice the academic information I've gained at our institution. Yet, I have also learned a wide variety of unrelated subjects. It's an honor to serve as a Guest service representative for such a well-respected company.

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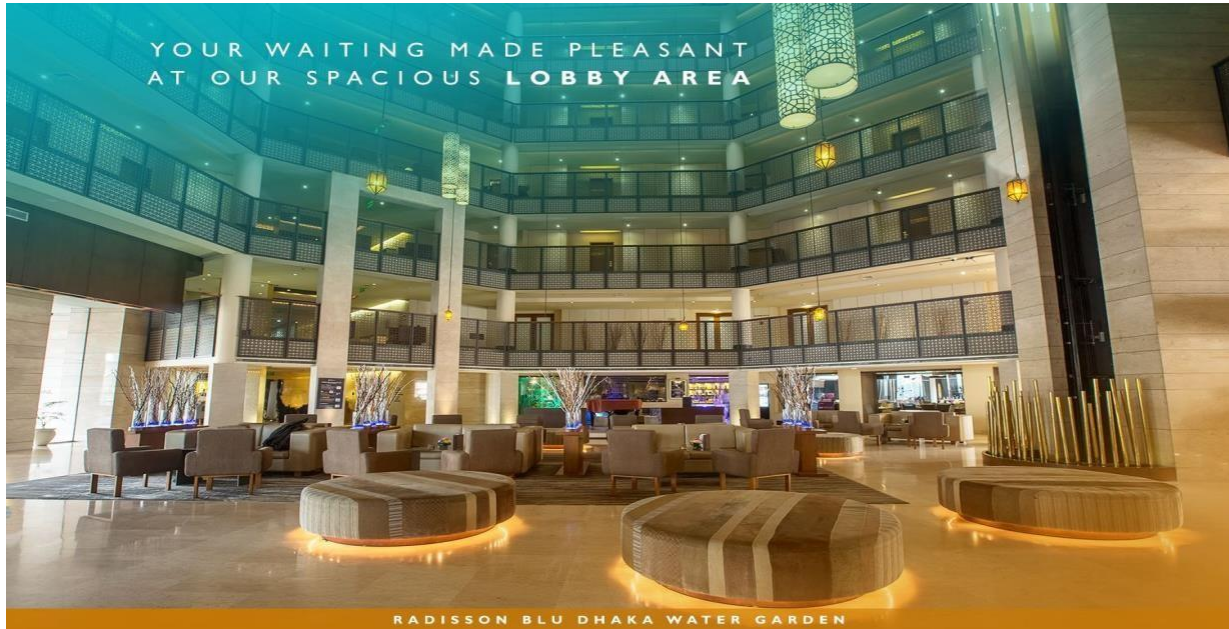
Front Office Department

Mobile- +8801730089128

Radisson Blu Dhaka Water Garden.

4.4 Photo Gallery

Lobby Area



Buffet dinner



Banquet:



Swimming pool:



Sundaree Spa & Health Club:



Blaze Bar:



Spice & Rice:



Sublime:



Water Garden Brasserie (WGB):



Thank you

