

Internship Report
On
Room Division & Housekeeping Management System
Of
Horizon Resort & Spa Sanya

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Horizon Resort & Spa Sanya

Submitted By

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Submitted To

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Date of Submission:

8/12/2025

Letter Of Transmittal

Mr. Mahbub Parvez

Associate Professor

Department Of Tourism & Hospitality Management

Faculty Of Business & Entrepreneurship

Daffodil International University

Subject: Submission Of Internship Report

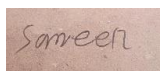
Dear Sir,

I am happy to submit my internship report on “Room Division & Housekeeping Management System of Horizon Resort & Spa Sanya.” This report has been prepared based on my internship experience as a Room Attendant in Horizon Resort & Spa with the emphasis on my service in room division and the practices that I saw at housekeeping department to satisfy the guest.

I just wanted to take a moment and thank you and everyone else in the department for all your help and support during my internship.

Thank you

Sincerely yours,



Sheikh Md Sameer

ID: 211-43-161

BTHM

Department Of Tourism & Hospitality Management

Faculty Of Business & Entrepreneurship

Daffodil International University

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Certificate of Approval

It is certified that Sheikh Md Sameer, ID: 211-43-161 a student of BTHM Program of daffodil International University has submitted his internship report on Room Division and Housekeeping Management System in Horizon Resort & Spa Sanya. This report partially meets the degree requirements. I assisted him in completing the report and advised him.

Signature



Mahbub Parvez

Associate Professor

Department Of Tourism & Hospitality Management

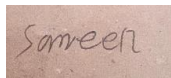
Faculty Of Business & Entrepreneurship

Daffodil International University

Acknowledgement

I am grateful to my professors and coworkers for their invaluable guidance and assistance during my internship at Horizon Resort & Spa, a well-known international hospitality brand. This fantastic experience provided me with valuable insights and expertise into the hospitality sector. As a Tourism and Hospitality Management student at Daffodil International University, Batch 22nd, ID: 211-43-161, I, Sheikh MD Sameer, hereby swear that the paper "Housekeeping Operations of Horizon Resort & Spa" was created exclusively to meet the course's academic requirements. This report is totally based on my observations and experiences during my internship at the hotel. I'd also like to express my heartfelt gratitude to the entire Horizon Resort & Spa team, particularly the cleaning staff, for their full cooperation, advice, and support throughout my internship. This paper just includes my own analysis and material. It is strictly forbidden to reproduce or use this material in any way without previously written approval.

Sincerely Yours,



Sheikh Md Sameer

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Executive Summary

This report details the specific tasks of cleaning, linen and guest services within the housekeeping operation at the Horizon Resort & Spa. We have been working on these protocols all this past year. The paper will include a review of how the department's effectiveness is evaluated, its challenges and how well its various departments coordinate. A conversation follows that looks at the prospects for growth targeting both guest happiness and operational efficiency. It links theory with practice in the management of tourism and hospitality organizations. Luxury Horizon Resort & Spa stands on the beach of Yalong Bay in Sanya. It provides an array of luxury accommodations, cuisine for every craving combined with entertainment options. The hotel is designed to offer a world-class experience for guests, with sustainability and efficiency at the fore. The resort is committed to the objectives and vision as follows, along with the organization's structure with the focus on service excellence. Horizon Resort & Spa is dedicated to offering luxury, service and guest satisfaction. The hallmark of the resort's mission and vision is to become Hua Hin's preferred choice for hospitality, while leading sustainability. The segment also explains the organizational charts at a resort, including where different departments such as food and beverage, human resources, and cleaning fall into place. These are the necessary departments for the resort to run smoothly and for customers to be satisfied. The hotel's housekeeping procedures, which include cleaning; full day service; turn down services and laundry services, plus public area cleaning are undergoing a total audit. The document urges interdepartmental coordination. It underscores the need for prompt delivery and affordability of quality services. This reflection recounts my lessons from the placement and in particular what worked well with, and detracted from, the service responsibility activities: housekeeping support, communicating stock management difficulties. Areas for Attention: Plans are in place for cross-train employees, and staff will develop a comprehensive inventory of lost and found items as well as packing material. We are also interested in easing communication across departments. The goal? Better service and better efficiency all around. Finally, this study highlights the significance of housekeeping in upholding Horizon Resort & Spa's status as a luxury hotel.

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Chapter: 1

Introduction

Introduction:

The Horizon Resort and Spa is situated in the plaza of Yalong Bay, China. This popular luxury resort seamlessly balances sophistication and comfort with personal service. Beautiful beaches and lush tropical landscapes complement this resort, where families can fit in with all the relaxation, adventure and quality time they desire. The Horizon resort & spa's housekeeping arm of the company operates and manages "The Horizon Resort & Spa" A happy place that is filled with world class amenities, from luxurious living to exquisite dining, spa and wellness centers to recreation and more. Horizon Resort & Spa continues to set new benchmarks in the luxury hotel market and remains one of Yalong Bay's finest through a commitment to high-quality service, sustainability and innovation.

Origin of the Report:

The report, "Room Division & Housekeeping Management System of Horizon Resort & Spa Sanya was created to satisfy a portion of the internship requirements for my Bachelor of Tourism and Hospitality Management degree. The Housekeeping Department deserves special care as its operation directly impacts on the guest experience. This paper is an attempt to provide my thoughts and practical experience on issues of guest's relation management by the services I offer. A plethora of valuable information and data was gathered through internship, instrumental in the preparation of this study.

Background:

Context of this report emphasizes how cleanliness is essential for guest satisfaction, as well as operational economy, which in luxury properties like Horizon Resort & Spa has special relevance. Research focusing on daily housekeeping responsibilities, challenges associated with these duties, and their effect on hotel operations emphasizes the importance of efficiency in all aspects. This study is an internship-based study, which investigates the application of academic theories in actual situations. It is using case study by the examples of experiences to give a useful insight for the department of tourism and hospitality management at Daffodil International University. This study has sought to bridge the institutionalization between theory and practice in industry, focusing on Housekeeping SOPs within Hospitality Enterprises.

Objective:

The main objective of the report is to analyze the contribution of the Housekeeping Department to build and enhancing customer relationships through personalized, exceptional service delivery at Horizon Resort & Spa. The specific objectives are

- To understand the functioning system of the housekeeping department
- To understand the coordination of housekeeping department with other departments
- To identify potential problems associated with a housekeeping operation

Methodology:

This paper adopts the approach of both primary and secondary research to provide comprehensive analysis for the reader about the Concierge Department at Horizon Resort & Spa.

- **Primary Data:** They refer to direct observations and experiences during the internship. These include interaction with guests, staff and management as well as directly participating in the dealing of any guest requests or complaints.
- **Secondary Data:** Data employed was from resort internal records, such as performance reports, guest feedback surveys and operational manuals. An analysis of industry articles and hospitality benchmarks was an additional aid in the context arming process.
- **Analytical Tools:** Trends and patterns were presented using a guest satisfaction index, response time measures, and service delivery results. Graphs and charts were used to visually depict the performance of the department in its impact on guest relationships.

Limitations:

A. Lack of support.

I have just completed my internship at the Horizon Resort & Spa Hotel, in China. It was very busy hotel, and I had not found someone who can guide me, So I stated watching others perform for my own learning.

B. Insufficient documentation.

There is not enough literature, papers, data and statistics in this sector.

I was not permitted to obtain any official records that I could include in this report.

C. Inadequate Data Sources.

I did not collect some data needed to conduct the examination because of confidentiality.

Chapter 2

Organization Part

Management Aspect:

Horizon Resort & Spa is sure to be the best place for luxury vacations in Yalong Bay because its management has a clear vision, leads strategically, and keeps things well-organized.

History:

This resort, which opened in 1998 to change the way luxury hospitality was done at Yalong Bay, blends the beauty of nature with the richness of culture. It has a history of providing personalized care and putting the needs of its guests first.

Vision & Mission:

- Vision: To set global standards for luxury and personalized hospitality.
- Mission: Creating everlasting memories by tailoring our services to the individual guest and providing luxury, comfort and exclusivity.

Organization Structure:

The resort is a typical top-down structured hierarchical establishment with the following key departments: Concierge Services, Front Office, Food and Beverage, Housekeeping, Spa so all branches provide excellent cooperation to each other to keep the same excellent service and efficiency all over.

Management Philosophy:

The leadership team emphasizes guest satisfaction, innovation, and sustainability. Training and integration across departments results in the ability to work together, ensuring high-quality service.

Participative management supports transparency and continuous improvement.

Strong management at Horizon Resort & Spa is key to creating exceptional guest experience and continuing to be one of the leaders in luxury hospitality.

Product & Services:



Source: internet

Horizon Resort & Spa has a wide range of products and services tailored to meet the individual needs of its high-end customers. All products and services are tailored to provide each guest with a personalized and memorable experience and are indicative of the resort's commitment to outstanding quality.

Accommodation:

All guests' accommodations are tastefully decorated with modern amenities and designed for relaxation; Most have the added benefit of panoramic views. There are family rooms, couples' rooms and those for people who need some time alone.

Dining Experience:

The resort features an in-house restaurant serving local and international cuisines. The focus of the chefs is on fresh ingredients, and great presentation and service – whether in one of our fine dining venues or relaxed beachfront front restaurants. Custom menus with specialty dishes and themed dining events elevate the overall dining experience.

Spa & Wellness:

The resort's spa offers many regenerative treatments for body and soul. It features treatments such as massages, facials and wellness therapies, all with facilities up to international standards: saunas, Jacuzzi and even yoga studios.

Leisure Activities:

Horizon Resort & Spa offers each with its own menu of activities, including water sports, naturalist-guided tours and family programs. It also has a gym, tennis courts and swimming pools for guests who like to exercise on their trips. And happily, there is plenty to amuse young kids.

Department Overseeing Service:

- Front office
- Housekeeping
- F&B
- Maintenance
- Sales & Marketing
- HRM
- Finance & Accounting
- Security

Financial Highlights:

Income Generation: the Housekeeping Department is finding new ways to bring in money by offering more services.

Tour Bookings: Through partnering with rich local tour operators, it can generate commission income for the resort and provide guests with unforgettable experience.

Transportation Services: Supplementary revenue is provided by offering luxury airport transfers, car rental and chauffeur services.

Restaurants / Event Booking: The resort earns a cut of the revenue generated from reservations at fancy restaurants or event spaces.

Upsell Services: The hotel encourages upselling of increased luxury and service, selling more services to maximize your investment.

Contribution to Ancillary Revenue Streams:

Generating Ancillary Revenues Apart from its main source of income for the hospitality services, the department also maximizes other revenues by serving as a cross-selling vehicle for: Joint ventures with the resort's spa and wellness facilities to present options that will cater to guests' needs. Selling add-on experiences, like gourmet meals in your room, adventurous excursions or cultural tours can increase the resort's overall profit.

Repeat Guest Revenue:

People who have stayed previously will probably book directly with the resort, cutting out those commission-hungry third-party sites.

Regular clients prefer premium services, bred by long-time confidence in the resort. Services and a tailored approach.

Boosting Brand Value and Online Visibility:

Good housekeeping translates directly to online reviews and that in return increases a resort or hotel's presence on the web, attracting new business. One: A strong brand image is what enables the resort to charge higher prices for its rooms and other products or services they offer, resulting in more revenue for every guest.

Cost Management Efficiency:

The cost of training, equipment and all is the department budgeted, but off set by income from its services:

Our partnership with local businesses gives us an opportunity to offer our visitors a superior experience at a cost advantage and participate in revenue-sharing.

SWOT Analysis:

Horizon Resort & Spa SWOT analysis presents an understanding of the various internal and external factors affecting the organization in terms of strengths, weaknesses, opportunities and threats.



Strengths:

*Perfect Location: Situated in Yalong Bay, the most well-known scenic spot which is welcomed by most home and abroad tourists.

*Custom Services: House Keeping Department 'We Are Happy in Our Room' 1.

*Multi-faceted: With lovely rooms, dining, a spa and outdoor activities (all of it), the hotel is wholesome.

*Positive Brand Image: The resorts are high profile, it runs on excellent services and word of mouth lead to repeat business.

Weaknesses:

*Staff Turnover: Like anywhere in the hospitality industry, Moreso on staff turnover and hence lack of consistency in service.

*Language: It is still fine to talk directly with the staff in general if you are from China (or just can speak Chinese), but for foreign guests, it may be challenging due to lack of English speakers.

Budget The hotel is also budget, and as we know sometimes they have attrition in quality because of the overfill there are a lot of pressure.

Opportunities:

*Expanded Market: A wider Chinese and international luxury travel market offers for fresh opportunities to tap new demographics like eco-tourists plus wellness-orientated visitors' travelers.

*Tech Innovation: It's worth investing in modern resources such as AI-powered guest management systems or virtual tour platforms that can enhance the experience and operations of guests.

*Collaborations: Cooperation with both local business and foreign travel agencies can expand the market share and strengthen the cooperation.

Threats:

*Fierce competition More and more Yalong Bay of five-star hotels in the increasing numbers will need to have constant innovation, highlights.

*Financial Uncertainties: During downturns in the worldwide market or through travel bans,

nefarious. Major impact on the arrival of international guests.

*Environmental Risks: Natural occurrences such as typhoons or other storms could disrupt the operations of the facility in the Coastal Zone.

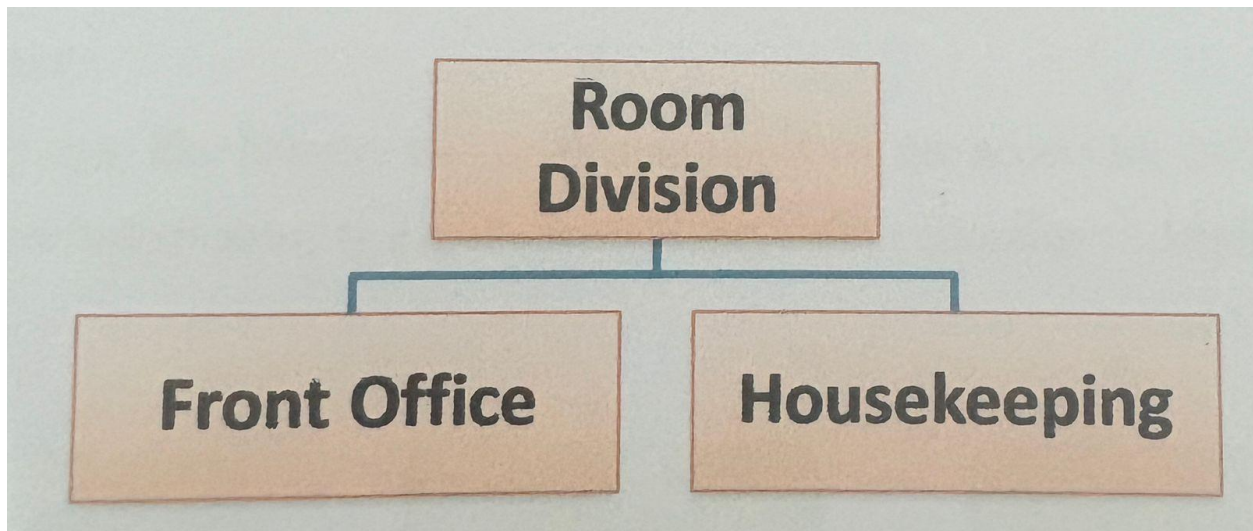
This SWOT analysis shows that the resort has a strong market position they can exploit through various growth strategies while it relates to weaknesses and the areas the management must develop strategy.

Chapter 3

Learning Part

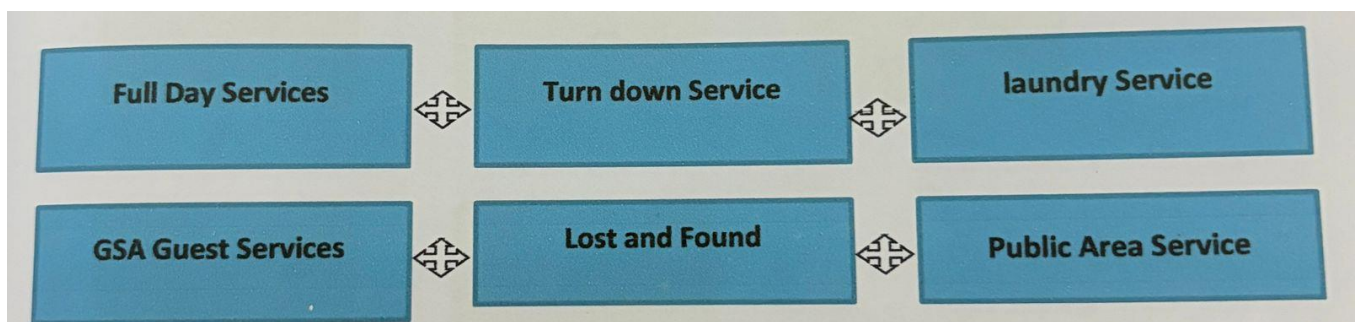
Introduction:

Housekeeping is an important operational function in the hotel industry and plays a significant role in achieving high level of guest satisfaction and overall property image. These include all activities directed towards the provision of a clean, comfortable and hygienic environment for guests. The following discusses basics in the treatment of housekeeping operations theory.



Source: self

The Housekeeping operation of the Horizon resort & spa



Source: Self

Full Day Service:

A full-day housekeeping service refers to a long, full day of thorough cleaning and other maintenance work. Operation Process of full-day service:

Guest House Horizon Resort & Spa - housekeeping the guest rooms, spa and sports facilities

are in use all day staff to ensure that guests receive maximum comfort and luxury. The offerings have been sensitively curated so that no detail goes unnoticed, from full room refreshment to personalized guest in-room amenities. Regular cleaning (each morning), replacing bedding and so on, and keeping the space neat and clean. And in the evening, a thoughtful turndown service prepares your room for bed with dimmed lights, fresh towels and other hospitable gestures like chocolates or notes. Besides room preservation, rooms attendants are also accountable for common areas, such as lobbies, pool and fitness areas making sure that there is a clean and welcome feel in all nooks of the property.

Room Assignment: Manages room assignment for housekeeping staff to assign rooms in an organized and efficient way. Accurate room assignment is key to your hotel's cleanliness score.

Replace amenities: Bathroom amenities, towels and minibar are replenished to provide for guest's expectations of glorious surroundings. These consist of luxury items like Le Labo labeled body lotion, shampoo and conditioner. For kids, there's a special dental kit and body care products with fun packaging. The hotel also offers practical amenities such as dental kits, vanity kits, shower caps and other necessities; they are all encased in unpretentious black boxes that contribute to their stylish charm. Tailored services are likewise offered for guests' comfort and convenience.

Vacuuming: Vacuuming is essential to maintaining a clean home, air quality, and reducing the number of allergens in your home. As you would expect vacuuming is the process of vacuum cleaning, these are usually done to get rid of unwanted dust, dirt, allergens as well as other debris on different surfaces. These surfaces include carpets, area rugs, upholstered furniture and hard flooring. It boosts the effectiveness of vacuuming or sweeping, and it's indispensable for keeping any number of spots clean. Consider hotels, homes, the workplace and public spaces.

Mopping: Mopping is one of the most important house cleaning tasks which includes a process of wiping floors to clean away dust, stains and spills along with other pathogens and this results in glistening surface.

Inspect and close door: This is part of normal cleaning duties, inspecting and checking a room when responding to housekeeping calls. Record the status of the room and close the door: When a guest checks out, record in your report the status of the room when you closed its door. Using a very detailed checklist, the supervisor makes certain that nothing is missed, particularly in areas that get it the most.

Turndown service:

The turndown service at Horizon Resort & Spa demonstrates the hotel's luxury orientation and attention to its guest's tranquility and repose sleep. It's the evening service, preparing a space for peaceful sleep by quieting and cossetting everything: dimmed lights, curtains drawn closed and beautiful bed dressed in freshly laundered sheets beneath stacks of plumped pillows. Personal touches such as bedtime sweets, chocolates, calming tea or a sweet message contribute significantly to the evening's romance. The bathrooms are equipped with fresh towels and replenished amenities, while we also have ruthless clutter which is also cleared away for our guests to enjoy a serene scene. This service creates a sense of ease and shows the hotel's dedication to its wonderful services and facilities for an unforgettable guest experience. Turn-down service is what takes a room from prepared for overnight use to ready for guests to sleep in. This might include actions such as changing the bed's comforter, adjusting the lighting or inspecting and neatening up one's room around where we were sleeping. This event tends to occur in the early evening, say 5:00 to 8:30, or so. The idea is to create ease for guests when they return to their rooms after a day filled with any number of such pursuits. Management decided to switch me to turn down service after two months working as a morning room attendant. At properties like the Horizon Resort & Spa Sanya, the housekeeping department's turn-down service means preparing a guest room for the night.

Laundry Service:

The laundry service facilities at Horizon Resort & Spa provide everything you expect of a fully integrated guest-focused TEAM. Service is provided all day, with clothes expertly laundered, pressed and folded while clients are "staging a show." Options include express or same-day service good for the busy traveler and there's special attention given to tender and specialty cleaning fabrics. The laundry room stays on top of casual wear, gets formal clothes for occasions ready to go and addresses random stains like a boss. This attention to detail, perfection, is exactly what you will experience at the hotel, from making your comfort all too real. She can launder linens, towels and guest clothing on request. Laundry is another serious diaper that needed operation as it includes fetching guest clothes, washing and then returning them. It's the laundry service that keeps up the overall look and condition of your guest clothing, which also dictates our hotel's reputation. Laundry Service Process:

- Collecting

- Sorting
- Cleaning
- Drying
- Ironing
- Folding & Packing
- Delivery & Billing

GSA/ Runner Service:

A member of our Guest Services Assistants (GSA) team ensures that every guest feels as if their experience was customized for their needs and flows smoothly. GSA designs the content for housekeeping as a whole and continues to actively respond to any request with 24-hour service a day. These requests are the commissions for needed (like additional cushions, toddler establishments of a cot, or allergy for free bedding), which is all section and parcel soothe service your hotel fountains and manages via those people through the area service. The GSAs look to anticipate the needs of the guests and provide friendly and personalized service that is both a hallmark of the hotel's luxury and carries its unmatched professionals' standards. GSA role is usually a first step into becoming a housekeeping runner -Guests Service Associate to attend to all aspects of the guests stay ahead of other departments as well as promote customer satisfaction, comfort, and service delivery in a timely and efficient manner. These are fundamentally an operational function that serves as the bridge between housekeeping and the guest. Guests complained to the GSA.

Types of Requests:

- Extra Bedding
- Kid-related Item
- Medical Needs
- Room Adjustments
- Inventory Management
- Delivery
- Follow-Up:

Lost & Found Management:

The Lost and Found Management offered services at Horizon Resort & Spa guarantees appropriate handling of guest property. Housekeeping staff quickly get any items forgotten in rooms or communal areas recorded, stored in a secure lost-and-found place, and supervised. Aims to get lost goods back to the owners as quickly as possible and guests can ask about lost things via the hotel's dedicated system. Based on guest preferences, the staff arranges safe delivery for the items the guests require to be shipped out. This extensive and guest-centric approach reiterates the hotel chain's continued faith in trust, reliability and service excellence. Housekeeping Lost and Found Service is the systematic approach of tracking property left behind by the guests. The service makes sure that all items discovered are accurately recorded as well as saved and returned to the honest and proper owner when possible. It's an essential contribution to preserving a professional, guest-centric space.

Listed below are various activities related to Lost & Found:

Key Activities:

- Logging Found Item
- Safe Storage
- Contacting Guest
- Retention Period
- Guest Retrieval

Public Area Cleaning:

The Public Area Cleaning services at Horizon Resort & Spa is a testament to the hotel's dedication to providing an environment that stands out and is always welcoming in all public areas. The janitorial crew maintains everything from lobbies, hallways, elevators and restrooms to recreational areas including pools and lounges throughout the day.

The maid service also thoroughly cleans, and polishes surfaces as well as restocks bathroom items to ensure guests feel pampered. All these functions not only improve the look and appearance of property, but they also provide a clean and fun environment for all. With housekeeping, public spaces mean areas in a building or facility available to all, such as guests, visitors and staff. Maintaining and keeping the lot areas clean is as important as keeping a favorable reputation, as well as providing comfort and security.

Public Areas in housekeeping for example, public areas include:

Hotel Lobby and Reception: This is the guests' first impression area. It's also a good idea to be conscientious of how clean your floors, furniture, decor, and countertops are.

Corridors & Hallways: The place should not be kept dirty; lighting should be adequate and no clutter to be kept. Vacuum carpets with regularity, wash walls and ensure the appropriate sign is in place.

Bathrooms: These are high traffic areas that require regular cleaning and disinfecting. Make sure you have supplies: toilet paper, soap, hand towels.

Dining & Lounge Areas: The tasks include cleaning tables, chairs and serving counters. “It is critically important to maintain a high level of cleanliness and sanitation—especially in food-preparation areas,” he said.

Elevators & Stairwells: Cleaned daily; railings, buttons and floors are often touched, and we touch them up.

Outdoors Spaces: Includes gardens, parking lots, walkways, sweeping and collection of trash, and similar operations for the upkeep of the grounds.

Gym & Rec: Cleaning needs done on equipment, mirrors and floors. Disinfection is necessary for all regularly touched surfaces.

Event Spaces or Conference Rooms: Clean before and after use. Tasks include vacuuming, dusting, and arranging furniture.

Public Area Houseman Jobs: Cleaning floors by sweeping, mopping and vacuuming. The duties also encompass dusting and polishing furniture. The duties also involve emptying bins and replacing the liners. Wiping windows, mirrors and glass doors. Also don't forget to sanitize frequently touched surfaces like handles, buttons and switches. It also means restocking necessary supplies like personal hygiene products and cleaning items. The house cleaning and hygiene of the common rooms can only be achieved by teamwork, adherence to a schedule, using proper materials and detergents.

Key Areas of Coordination:

Department: The housekeepers interrelate daily with other departments in the hotel, most importantly with maintenance to ensure that all guest and operational needs are met efficiently. Housekeepers are a bridge between various departments, facilitating communication and teamwork to uphold service quality.

Communication with the Front Desk:

Guest Preferences: Collect details of guest preferences, arrival times and any special request (room configuration to extra amenities).

- Room Readiness: Collaborate on real-time information regarding the room status of clean, vacant or occupied to facilitate quicker check-ins and check-outs.
- Lost and Found: Help in communication of lost guest items for collection or shipping.

Integration with Food and Beverage (F&B):

- Room Service: Bleach the dirty dishes out of guest room
- Banquet/Event Setup: Event and meeting facilities set-up and breakdown including any linen required.
- Special Requests: Assist with in-room dining orders (only major for VIPs) Coordination with Security Department:
- Guest Safety: Any suspicious individuals or safety issues observed in patrols and the cleaning process, will be reported.
- Emergency Response: Helps in emergency related issues – Fire evacuation, attending to guest medical aid etc.

Coordination with the Laundry Department:

Housekeeping must always be in sync with the laundry department, only way to keep hotel clean and guests happy. The cooperation guarantees preferential treatment (the processing period is short; delivery is punctual and clean) for the linen, towels, uniforms and other laundry

- Provide Linen Service: Sure, there is Timely replacement, with fresh linens, towels and uniforms.
- Inventory Management: Maintain stock requirements so as not to encounter stockouts or overstocking issues.
- Special Requests: Guest laundry, pressing or shampoo as requested.

Coordination with Sales and Marketing:

- Event Preparation: Assist facilities team in preparing rooms and event area for marketing events.

- Room Staging: Staged rooms designed to photograph well / virtually tour well.
- Reviews: In the review the guest will be able to spot drawbacks in reference to standards set by the room attendant manager.

Performance Visualization:

Performance of the Housekeeping Department table for last 6 months:

Month	Total Available Room Nights	Total Occupied Rooms (Room Nights)	Occupancy Rate (%)	Total Guests	Fault/Maintenance Total Number	Average Guest Feedback (Out of 5)	Special Requests (Count)	Events Arranged (Count)
March	24,000	15,600	65.0	33,540	549	4.76	898	22
April	24,000	16,460	68.6	35,389	530	4.74	908	33
May	24,000	18,692	77.9	40,188	503	4.72	1,019	33
June	24,000	19,044	79.4	40,945	499	4.61	1,037	33
July	24,000	19,372	80.7	41,650	452	4.58	1,085	34
August	24,000	19,800	82.5	42,570	401	4.46	1,102	34

Source: self & Internet

During March to August, this data set highlights an important trade-off between the trade-off between business volume and service quality.

Key Trends:

More of It: Things are on the definite and rapid rise. Occupancy Rate increased gradually from 65.0% around March and peaked at 82.5% by August. This is reflected through a skyrocketing Total Guests and Special Requests.

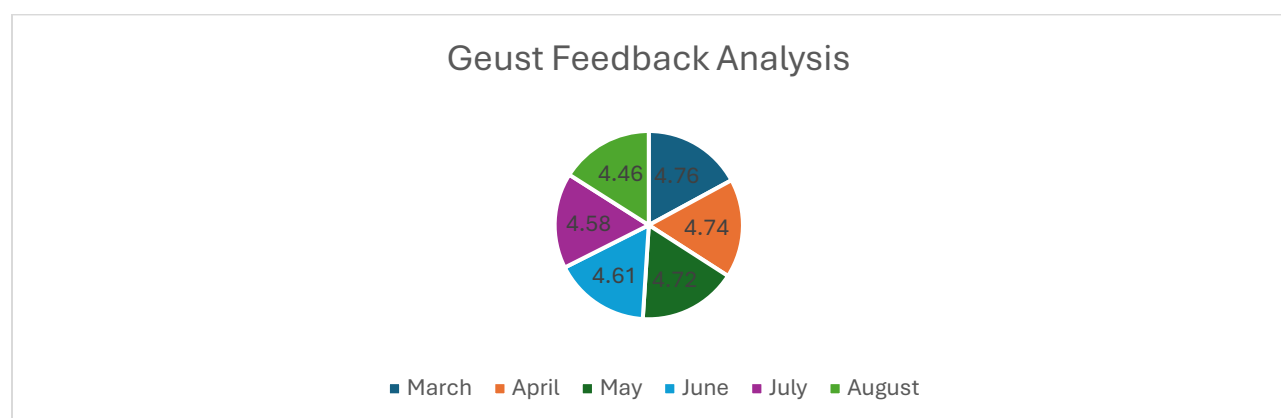
Feedback Not Keeping Up: Although occupancy has been excellent, the Average Guest Feedback has shown a steady decline from the 4.76 high in March to 4.46 currently in August.

Improvement in Maintenance: The Fault/Maintenance Total Number reduced from 549 over to 401 over the same time, which implies that maintenance is not likely to be the cause in this feedback received overall.

Short Explanation:

Overall, the hotel saw a much higher level of traffic and utilization (August achieved its highest occupancy) before a gradual decline ensued. Whilst this higher volume seems to have increased occupancy the guest experience overall has suffered, with average ratings now reducing consistently from 4.76 down to 4.46. The management is doing well in keeping maintenance issues down, but negative reviews as a trend indicate that something service related—staff attention, wait times, or service delivery itself— is possibly not managing so well with the much larger churn of guests.

Guest feedback analysis:



Source: Self

The pie chart given is related to guest feedback analysis titled as 'Guest Feedback Analysis' in which guests' feedback scores (perhaps average on a scale of 5) are provided for six months which are March, April, May, June, July and August.

Key Findings

Feedback Top Month — The month of March comes up highest with a guest feedback score of 4.76.

Bottom Feedback: August is the month with the worst score in guest feedback (4.46)

Stability in Performance: The scores are not low but also stable across 4.46 to 4.76.

Top Range: The top three months for scores lie in the data first three months: March (4.76), April (4.74), and May (4.72)

Performance Dip: We see a subtle, at best, but clear decline in performance in the second half of the time. That shows a declining trend of scores in the later months than in the earlier months:

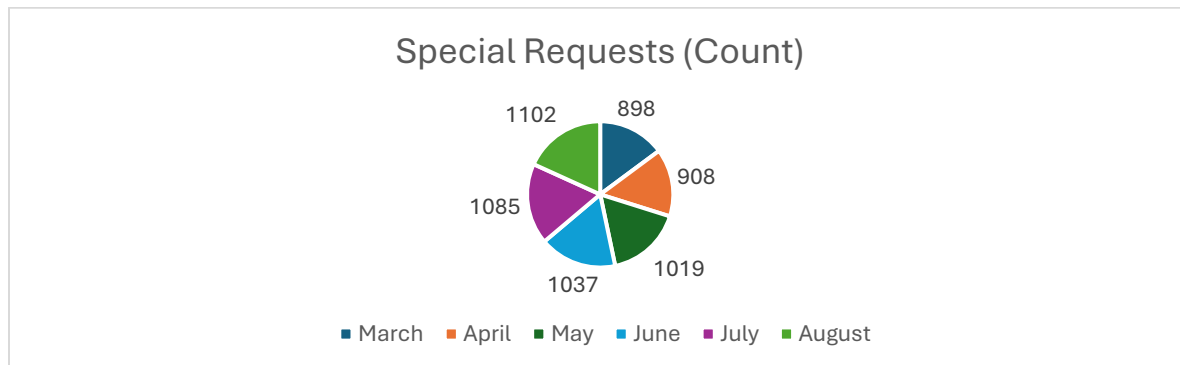
From March (4.76) to April (4.74) to May (4.72) then June (4.61), July (4.58), and August (4.46)

Monthly Breakdown

Month	Feedback Score
March	4.76
April	4.74
May	4.72
June	4.61
July	4.58
August	4.46

Reinforcing the high rating of guest satisfaction, the analysis provides insight into the factors which drive scores to help make sure the company does not lose any of the hard earned points it has achieved over the past year — but the company also needs to find the root of the steady decline in scores between May and August, as a continued drop in scoring would mean a further cut to final rankings.

Special Request:



Source: self

This pie chart entitled Special Requests (Count) shows the count of special requests made by guests each month from March to August.

Description of Trends

Overall Trend: Special requests generally trend over the six-month period, which follows the same trend in occupancy rates in the earlier data.

Lowest Request Count: March had the smallest number of special requests issued at 898.

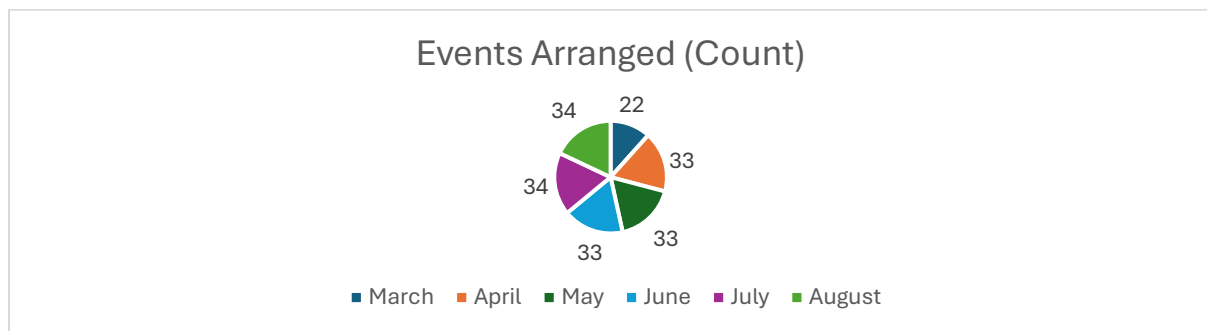
Most Special Requests: 1,102 (August)

Requests grew by leaps and bounds in May, surpassing the 1,000 marks ($\{1,019\}$) for the first time and grew until July and August.

The trend in the special requests indicate the hotel's business has become busier (more guests) and demand for tailored service surged, reaching an all-time high in July.

Month	Special Requests (Count)
March	898
April	908
May	1,019
June	1,037
July	1,085
August	1,102

Event Attendant:



Source: self

Events arranged (count) Pie chart to show the count of events arranged by the hotel every month from June to August.

Description of Trends

Least Activities: The month with the least number of events organized was March with 22.

Most Active Months: May, July and August were tied with 34 events each.

Quick Growth: Activity continued to ramp quickly, going from 22 events in March to 33

events in April.

Stable Peak: Monthly events planned stayed consistently high between April and August, only varying a point or two from 33 to 34 events per month.

To summarize, the activity for hotel arranging an event jumped up from March to a high volume in April before staying at a consistently high, stable level for the rest of the period, suggesting consistent peak season demand for event space or services.

Month	Events Arranged (Count)
March	22
April	33
May	34
June	33
July	34
August	34

Chapter 4

Findings, Recommendations & Conclusion

Major Findings:

1.24 Hour Service: Housekeeping has a daunting task of juggling the unpredictable needs of guests who request service outside of core operational hours, limited staff at the property during late-night hours, and delivering service with quality consistency.

2. Turn-Down Staff — The effectiveness of the Turn-Down Staff is tested due to later evening hours that require strict time management to achieve the anticipated quality of personal service and room presentation.

3.Laundry Service: Efficient delivery and laundry service is heavily reliant on high volume cycles while maintaining adequate quality checks to prevent loss and damages to items.

4.GSA (Guest Service Agent) Functionality: The strength of the Guest Service Agent lies in their ability to quickly and accurately priorities guest requests, making it a vital communication link between the guest and the operational teams of the housekeeping department.

5.Public Area Cleaning: Due to the nature of Public Area cleaning, the biggest challenge is to keep the area in perfect shape and hygiene standards in parallel to the hectic guest traffic and all the hotel able activity so that it does not disrupt the heavy footfall of guests.

6.Lost & Found Service: The efficacy & efficiency of service in the arena of lost & found can heavily rely on the implementation of a centralized, superior logging and tracking system, by all the respective departments.

Key findings of service provided, satisfaction levels are achieved on all, even if some improvements can be made on communication, personalization and punctuality categories. It is these small things make a huge impact for visitors.

Recommendation:

The following recommendations are made to help the Housekeeping Department at Horizon Resort & Spa improve its ability to establish and build guest relationships through high-quality service.

1.Cross-Training the Housekeeping Staff: To maximize productivity and flexibility as they maneuver of this thin staffing landscape,

establish a formal, scheduled cross-training program ensuring all housekeeping team members gain competency in at least one secondary functional area, such as front of house requests or specialized linen handling.

2.Scheduling housekeeping and making it perform better: Management may use a real-time tracking system to optimize housekeeper assignments and break times on the fly using live occupancy data by blending in priority cleanings.

3.Efficient Inventory Management: Management may decide to have a centralized digitalization of stock status and low-stock alert for the avoidance of stock out as well as prevention of waste and ensuring consistent availability for needed amenity requirements and linen.

4.Collaboration with other departments: Adopt a required line of communication to report statuses between the Front Office and Maintenance, so nothing may become delayed in the operation process regarding room readiness and requests for maintenance.

Conclusion:

The main aspect of this internship report will be concentrating on the duties and functions of the housekeeping department in Horizon Resort & Spa which is considered to play a significant role towards maintaining the prestigious reputation for superior guest experience at its hotel premises.

'Housekeeping is a critical part of maintaining the highest levels of cleanliness and guest satisfaction in every luxury hotel as well as design. Full Review of the Department: This document is a picture in time of what is done every day to improve the guest experience, how there's a sense that comfort and elegance and practicality work together throughout this hotel. Housekeeper is known as the lifeblood of the hotel and that remains true for Horizon Resort & Spa. Such a department have not only to clean but also should be environment compatible as per the pain and tranquility of the hotel. This report covers many features of what the department does, and place shop routine maintenance, public position routine maintenance, laundry services and products and solution administration sector. These are behind-the-door specifics, if you will, that demonstrate how attention to detail and high standards create nothing less than an excellent guest experience. The findings of this study offer noteworthy implications to the managerial practice of luxury hotel operation, and the role housekeeping plays in providing superior service experiences.

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