



INTERSHIP REPORT
ON
THE OPERATIONAL PROCESS OF THE HOUSEKEEPING
DEPARTMENT AT HORIZON RESORT & SPA

Submitted by

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Submitted to

Ms. Farhana Yeasmin Lina

Lecturer (Senior Scale)

Department of Tourism & Hospitality Management;

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DATE OF SUBMISSION: 30/11/2025

LETTER OF TRANSMITTAL

Ms. Farhana Yeasmin Lina
Department of Tourism & Hospitality Management,
Faculty of Business & Entrepreneurship
Internship Supervisor
Daffodil International University

Subject: Submission of the internship report on The Operational Process of the Housekeeping Department at Horizon Resort & Spa

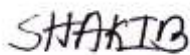
Dear Ms. Farhana Yeasmin Lina,
I am happy to present my report and analysis of the Housekeeping Operations Internship at Horizon Resort & Spa. This article is submitted to meet the requirement of the final examination during my 'Tourism and Hospitality Management' course at Daffodil International University. I have had a lot of housekeeping experience with preparing, cleaning, and making your visitors happy. I looked into how we can do more efficiently and enhance the guest experience.

Hereby, I want to use this moment to thank you and the whole housekeeping staff for your continuous guidance and support throughout my internship.

You have been important to my professional growth and my understanding of hospitality management principles. Please place your belief in this report; it truly discusses the housekeeping department's advanced efficiency.

Looking forward to your valuable feedback and recommendations.

Warm regards,



Nahean Rabby Shakib
ID: 203-43-144
Intern, Department of Housekeeping
Horizon Resort & Spa
Bachelor's Degree in Tourism and Hospitality Management
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Certificate of Approval

I further certify that Nahean Rabby Shakib, ID 203-43-144, has successfully completed his internship under my direct guidance. Professionally, he never hesitated and showed a great level of commitment to learning on his internship. He has submitted an internship report on Housekeeping Operation of Horizon Resort & Spa as per the program requirement. This report is very carefully planned and arranged in line with the academic norms and requirements of the institution.

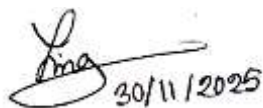
The report provides an in-depth study of the operation of the housekeeping department, from staff management and cleanliness through to guest services and innovations in cleaning technology. Adessive, Nahean Rabby Shakib has made every effort to research and keep his real-life experiences together, so that the report could reflect his learning on the job in a practical sense.

Having read the document in its entirety, I verify that this report is acceptable in terms of standards and degree requirements. This makes the claim formally allowed.

I congratulate Nahean Rabby Shakib on his dedication in the entire period of internship and best wishes for his career.

My best wishes for every success in his life.

Signature



Ms. Farhana Yeasmin Lina

Lecturer (Senior Scale)

Department of Tourism & Hospitality Management,
Daffodil International University

Student Declaration

I would like to thank the instructors and staff members for their invaluable support and assistance while I was under an internship training program at Horizon Resort & Spa, part of the well-known hospitality industry.

I, Nahean Rabby Shakib Id 203-43-144 a student of Tourism and Hospitality management belonging to the 21st batch of Daffodil International University, hereby declare that this report entitled “Operational Process of Housekeeping Department of Horizon Resort & Spa” was prepared by me under the supervision. All evidence in this report comes from my own observations and things I witnessed during the one summer I spent as an intern at the hotel.

I also thank you from the bottom of my heart to all the members of Horizon Resort & Spa and particularly potential male/female housekeeping staff who have given me full co-operation, guidance and support during my internship.

The work presented here is entirely my own original analysis and material. No part of this report may be copied or duplicated in any form without licensed written permission.

SHAKIB

Nahean Rabby Shakib
Student ID: 203-43-144
Department of Tourism & Hospitality Management,
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Executive Summary

This report provides practical procedures of cleaning, linen service, and guest service in the housekeeping department of the Horizon Resort & Spa, which has been an overview topic during this one-year internship report. Housekeeping plays a critical role in maintaining the hotel's high standards, ensuring a seamless and comfortable stay for guests. The report integrates theoretical knowledge with practical applications, offering a comprehensive understanding of housekeeping operations in a luxury hospitality setting.

The report begins with an introduction of Horizon Resort & Spa, located at Yalong Bay, Sanya is a luxury resort that features an array of upscale lodging options, dining choices, and recreational facilities. The resort strives to provide an amazing guest experience and operational excellence. This plan outlines the mission and vision of the resort, along with its organizational structure that emphasizes excellent service.

Chapter two provides an overview of Horizon Resort & Spa, which provides a luxury experience, service, and wants happy guests. This encompasses the resort's mission and vision to be the hospitality provider of choice while supporting sustainability. It also goes into the organizational structure of a resort and some of the different departments, such as food & beverage, human resources, and housekeeping, etc., that need to exist for a resort to function properly and keep guests satisfied

Analyzing chapter three, the housekeeping procedures at Horizon Resort & Spa, including cleaning services, full-day service, turn-down service, laundry, and public area cleaning, are thoroughly examined. The document underlines the significance of synergies between departments and insists on good timing/cost control in delivering high-quality services.

Chapter four provides major findings and recommendations that were learnt during the internship, including the advantages and disadvantages of housekeeping service and communication gaps with inventory. Suggestions for enhancement: Plan to cross-train employees, establish an inventory of lost/found and packaging for storage, and improve inter-department communication to ensure better service & efficiency

In conclusion, this report emphasizes the importance of housekeeping to upholding Horizon Resort & Spa's reputation as a luxury hotel. It outlines the learning received over the internship about communication, training, and operations, and points out areas that can be improved to increase customer delight and operational efficiency.

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CHAPTER 01

Introduction

1.1 Introduction

An internship report will enable you to evaluate your work and gain important information from how you behave at the professional level. Such reports are especially important in a discipline such as hospitality management, which is situated at the intersection between theory and practice. The real-life experiences that you witnessed and reflected on – this is the line between theoretical principles that actuated not just in the academy, but into the real world of hospitality. The following paper presents the internship experience at Horizon Resort & Spa, describing what was learned, challenges met and results obtained during this experience. Each activity and duty was a part of learning process that looked at the total person. The introduction offers an introduction to the internship experience with Horizon Resort & Spa, opinions and observations and analysis. During my intern, I got the opportunity to learn housekeeping function problems like how to follow up cleanliness, to maintain room hygiene, inventory management, coordination with other departments and to handle complaints and opportunities. Activities (Internship) The paper examines internship activities and suggests the means of improving housekeeping services in order to ensure that Horizon Resort & Spa capitalizes from the highly competitive hotel industry. This article seeks to underscore the importance of housekeeping in providing superior hospitality experiences. This trip has given me a whole new level of appreciation for the hard work that goes into making luxury and hospitality extraordinary.

1.2 Background of the study

The background of this report highlights the role of cleanliness in guest satisfaction as well as operational efficiency, which will be particularly important in luxury hotels like Horizon Resort & Spa. The research focusing on daily housekeeping tasks, their problems, and the impact on hotel management, emphasizes efficiency in every sphere of operation. Through a period of internship experience, this study speaks of academic theory applied in real-world situations with valuable cases contributed through first-hand experience to the Tourism and Hospitality Management department at our university. It allowed me to apply academic knowledge, gain industry insights, and understand best practices in hospitality management. This report not only serves as a personal reflection on my professional growth but also contributes to my university's Tourism and Hospitality Management Department by offering practical case studies, enhancing curriculum discussions, and improving internship programs. The findings can support future research on housekeeping efficiency, guest satisfaction, and sustainable hotel operations, benefiting both students and faculty. Through this experience, I aim to contribute valuable insights that strengthen the connection between academic learning and industry application.

1.3 Scope of the Report

This report discusses the housekeeping department at Horizon Resort & Spa. This report covers some of the most important housekeeping operational processes at Horizon Resort & Spa, including room cleans, maintenance requests, inventory tracking, and tech integration. The idea is to assess the efficiency of the department and identify recommendations that would improve the quality of service and customer satisfaction.

The report considers basic housekeeping activity: cleaning guest rooms, controlling linen, and replenishing guest supplies. Modern technology and management systems simplify housekeeping work and guarantee the consistent provision of services.

It also suggests exploiting staff training, promoting digital work management systems, and strengthening interdepartmental collaboration for improved productivity.

1.4 Objective of the study

Every report has its own objective. First and foremost, the broad objective of this study is to gain as much knowledge as practical experience from my internship period in the housekeeping department at Horizon Resort & Spa, Sanya. The specific objectives of this report are stated below as follows:

- ❖ To analyze the operational process of the housekeeping department
- ❖ To analyze the coordination between housekeeping and other departments
- ❖ To identify possible findings related to the housekeeping operation.
- ❖ To provide recommendations based on the identified findings.

1.5 Methodology of the study

This report uses qualitative research methodology, specifically descriptive research through secondary data from sources like,

- Standard Operating Procedure (SOP) files of Horizon Resort & Spa,
- Official online platforms of Horizon
- TripAdvisor
- Agoda

1.6 Limitation

a) Departmental Area: This research only focuses on the housekeeping department of Horizon Resort & Spa, and therefore, it would not imply the management and operation policies that were adopted in all hotels.

b) Access Limitation: Because of the regulations within organizations, access to some internal data and secret papers was limited, which might have influenced the accuracy and quality of our analysis.

c) Short Internship Duration: The degree to which information gathering and detailed observation were limited due to the relatively short internship duration might impact the general quality of findings.

CHAPTER 02

ORGANIZATIONAL PART

2.1 Introduction of Horizon Resort & Spa

Horizon Resort & Spa is a premium resort that combines luxury, comfort and a stunning natural environment to craft an unforgettable holiday for its guests. Located at beautiful sea of Sanya, Hainan Island's best beach. The resort is in the same tropical latitudes as Hawaii, so it's warm and welcoming all year – which makes Antigua an ideal escape, for contrast, to snow and cold in the GB. The visitors are provided with the perfect blend of a peaceful natural ambience and the easy convenient accessibility to some famous points of interest due to its strategically central location adjacent to Yalong wan National Tourism Holiday Resort Central square and just a short stroll away from Seabed World. The property's 365 beautifully appointed rooms and suites cater to every travel style, offering guests both a cozy and stylish place to refresh for the day ahead. The fitness facility, two tennis courts, indoor pool and games room are perfect for active guests at Horizon Resort & Spa. In addition, the spa and steam room, sauna, and Jacuzzi provide multiple opportunities for respite. Active guests can test out their balance with water sports such as biking, fishing or diving, while those seeking a more leisurely experience can do so at the spa. The resort's restaurants offer something for everyone with an array of delicacies that feature fresh seafood, Chinese and Western buffets and Southeast Asian cuisine. The Horizon Resort & Spa pampers you with impeccable service, modern conveniences, and the ultimate in luxury vacationing where dreams do come true if your family vacation is fun and excitement or a quiet romantic getaway or just that perfect place to be alone.

2.2 Mission statement

“To deliver exemplary hospitality to each and every guest, forging memories they will never forget.” The resort promotes eco-friendly practices to preserve the environment and focuses on personalized service to ensure ease and enjoyment. Horizon's goals is

to exceed visitors' expectations and become one of the top destinations for both business and leisure visitors by combining luxury with responsible tourism.

2.3 Vision statement

Our goal is to be the number one luxury resort in Sanya, known globally for extraordinary guest experiences, sustainability and creating memories of a lifetime." Horizon Resort & Spa aims to be a leading global player for luxury hospitality, characterized by its exceptional guest service delivery and eco-friendly operation as well as producing unique and memorable experiences. With unprecedented services and a harmonious relationship with nature the resort aims to become a top-notch choice for vacationers who want a blend of both relaxation and adventure.

2.4 Company overview

The Horizon Resort & Spa in the luxurious Yalong Bay, Sanya is owned by China Duty Free Investment Development Co., Ltd. Spread out over 112,000 square meters, the hotel's facilities include its airy standard rooms and luxurious suites.



Figure 01: Company Overview of Horizon
(www.horizon.com.cn)

The property has a variety of solid amenities like free breakfast, a massive pool, free Wi-Fi throughout the resort, and water sport rentals. Horizon Resort & Spa welcomes holiday and business travelers aiming to make their stay easy and enjoyable. The resort is located in a beautiful tropical

Premier location assures all studio visitors - whether on business, vacation or adventure - an enduring and experience-rich stay.

2.5 Key Milestones



Figure 02: Key Milestones of Horizon
(www.horizon.com.cn)

- 2006: The grand opening of Horizon Resort & SPA set new standard for luxury in Sanya.
- 2008: A number of unique restaurants with a variety of dining options were added to the selection, in order to widen the company's range of eating opportunities.
- 2012: Won numerous industry awards for sustainability and service, making a mark as one of China's top luxury resorts.
- In 2015, a parent-child center was founded.
- 2018: New environmentally conscious practices were added in line with the resort's focus on environmental sustainability, including reduced energy consumption and better trash management.

2.6 Organizational Structure

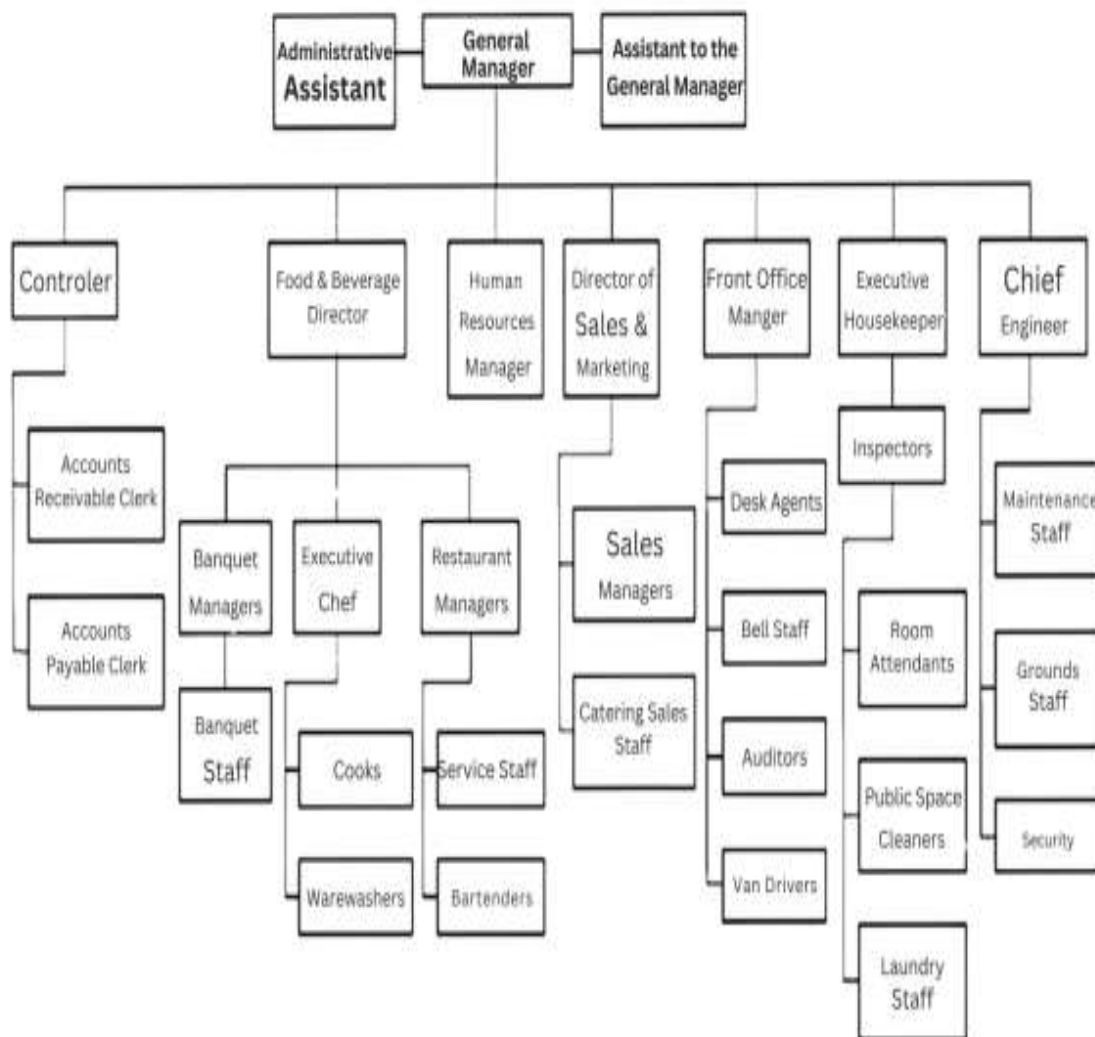


Figure 03: Organizational Structure of Horizon (www.horizon.com.cn)

Horizon Resort & Spa has a very efficient organizational setup; functioning and guest service is carefully planned. Each department plays a critical role in the workability of the hotel, particularly at Flower Sea View Restaurant. The structure consists of the following departments and important functions:

General Manager:

The general manager is responsible for the operation of all facets of the resort and ensures that the mission statement from corporate is followed. They work with department heads, solve operational issues, and provide direction to support high-level service. Assistants help the GM make everyone's workday flow more easily and ease daily challenges with finesse.

Different Departments of Horizon Resort & Spa:

1. Finance Department:

Finance Staff is responsible for the resorts' economic well-being. That could involve preparing cost estimates, tracking spending, conducting financial analysis, and making sure laws are being followed. In all affairs, even in the restaurant of Horizon Resort & Spa, maintained low prices and quality.

2. Food & Beverage (F&B) Department:

This department reports to the F&B Director and is dedicated to providing incredible dining experiences. It oversees all kitchen operations, including food preparation and production, staff performance, ingredients and service production. The brigade operates in wild unison to deliver personalized dining experiences, and also includes chefs, sous-chefs, servers and bartenders. And one of the ways they're doing that is by prioritizing sustainability practices, from sourcing local produce and beer at their festivals to reducing food waste.

3. Human Resources (HR):

This division is responsible for recruitment, selection, orientation, training and staff development. It ensures that staff are adequately trained in hospitality standards and fosters a positive working environment. It is also the responsibility of HR to deal with dispute resolution and staff welfare issues, all in an effort to maintain team morale.

4. Sales & Marketing:

This department is responsible for promoting the resort to attract domestic and international tourists. It develops marketing plans, conducts social media campaigns and works in partnership with online booking services and travel bureaus. In the competitive world of hotels, the group also arranges promotions and ensure the resort has a strong enough brand presence.

5. Front office:

The front office is the first point of contact for the guest where all his requests are accommodated, including check-in, check-out and special requests. This department is also responsible for the booking of guests' meals and works directly with the F&B team to fulfill guest requests. Their attention to good communication and troubleshooting makes every visitor's trip a better one

6. Housekeeping department

General cleanliness of the resort's public areas, eating places and bedrooms are maintained by the housekeeping staff. They also work closely with other departments to ensure the restaurant and other facilities comply with health and safety laws. Attention to detail is what makes the visitor experience better.

7. Engineering Department:

The engineering team maintains and secures the resort's venues, including the Flower & Sea View Restaurant. In order to keep the machines in good operating order, they do repairs in addition to scheduled maintenance and checks. In the spirit of sustainability within their home, this unit also homes in on operations and facilities and thinking creatively about how to make things more energy-efficient.

8. Security Department:

Takes steps to protect visitors, staff, and the building. monitors security of the facility, establishes visitor safety protocols, and emergency response plans.

Facilitating perfect cooperation among departments and ensuring smooth operation, this functional organizational chart enhances Horizon Resort & Spa's capability to provide good hospitality service that meets different kinds of guests' needs.

2.7 Facilities and Products of Horizon Resort & Spa

Beautiful Yalong Bay, Sanya, China, the Horizon Resort & Spa Sanya is an escape synonymous with relaxation and wellbeing in a breathtaking environment. The emphasis at the resort is fantastic accommodation, a fabulous choice of dining and top-notch outdoor activities in spectacular surroundings. Here are the main highlights of the resort:

2.7.1 Rooms and Suites:

The resort offers accommodations for everyone:

- ❖ **Regular Room:** Comfortable and practical for business guests, all rooms are clean and tidy, equipped with 1 Bed, cable TV, and internet access.
- ❖ **Deluxe Rooms:** Spacious rooms (king or twin bed option) with windows to the pool or gardens, plus modern amenities including Wi-Fi and a minibar.
- ❖ **Premier Rooms:** Contemporary in style with modern furnishings, luxurious bathrooms, separate working areas, and stunning views over the landscaped grounds.
- ❖ **Junior Suites:** Ideal for a family or business travel, these spacious rooms feature an oversized Bedroom and a separate sitting area for meeting or relaxation.
- ❖ **Executive Suite:** Offering a king bedroom, separate living area, and guest washroom with vistas of the Resort Garden or Yalong Bay.
- ❖ **International Suites:** The epitome of luxury, International Suites offer the finest grand accommodations; indulge in sun-soaked splendor and fill you with panoramic views of Hawaii's lush garden and oceanside vistas.

2.7.2 Dining Options:

Horizon Resort & Spa boasts a variety of dining venues to cater to different tastes and preferences:

- **Huayuhai restaurant:** This is an Asian restaurant with global offerings on the menu. (Big breakfast buffet with a mix of Western and Eastern choices).
- **All seasons:** On the premises, you will also find a Chinese restaurant with an equally large menu of regional dishes. The former is a much more interesting and focused dining spot than the buffet.
- **Buffet restaurant:** The restaurant offers a large floor and an open-air space for dining, suitable for breakfast with a very wide selection of Western and Asian dishes.
- **Bar & lounge:** To relax with a drink or cocktail, holiday diggers can make use of the bar and lounge.
- **Sea Breeze Café:** Serves both foreign buffet dishes and a la carte, perfect for anyone who wants to eat overseas food.
- **The Oasis:** The Oasis is an alfresco dining venue for parties and banquets where guests can dine under the stars set against the spectacular backdrop of Yalong Bay.

2.7.3 Recreational Facilities:

- ❖ **Spa & Wellness Center:** Offering restorative massage therapies, beauty treatments, and wellness programs that allow you to relax in body and mind.
- ❖ **Fitness Center:** Horizon Resort & Spa also maintains a gym center for room guests, so does outside guests.
- ❖ **Swimming Pool:** “This family-friendly Sanya Horizon Resort & Spa features an extensive pool area filled with options for guests of all ages.
- ❖ **Adventure activities:** offer cycling, fishing trips, diving, and water sports for thrill seekers.

2.7.4 Transportation and Travel Assistance

Airport transfers: Shared or private shuttle service to and from the airport.

Car Rental: It is easy to rent a car for guests who would like to discover the area.

Tour Desk: assistance to organize day trips or local sightseeing. And visitors can arrange fun activities at the tour desk.

2.7.5 Event and Meeting Facilities:

Conference facilities: The Horizon has well-appointed meeting and conference rooms which are suitable for corporate meetings, seminars, or business conferences.

Banquet halls: the banquet area of Horizon Resort & Spa in Sanya, China designed for different events, including conferences, yearly summings-up, and parties by offering more facilities and services.

2.7.6 Business Services:

Business Center: Computers, printers, fax machines, and internet access are available.

High Speed Internet: Wi-Fi everywhere in the public area and guest rooms. There is free internet throughout the hotel. Internet: Guests have internet access throughout the property.

Concierge Services: Greeting guests and helping them carry their luggage and bags from the lobby to the guest room. Concierge service for arranging transportation, restaurant reservations, and other customized requests.

2.7.7 Guest Services

Reception 24 hours - all day front desk.

Laundry & Dry Cleaning: Guests enjoy on-site laundry and dry-cleaning services. Laundry and dry-cleaning services are available via room service from 8 AM to 12 AM.

Valet Parking: On-site or valet parking services to accommodate guest vehicles

CHAPTER 03

Discussion & Analysis

3.1 Introduction

An analysis of the department's primary operations refers to housekeeping at The Sanya Edition Hotel. Housekeeping in the hospitality industry, managing and maintaining the hotel, is one of the major responsibilities of housekeeping.

The schedule at the Sanya Edition's housekeeping department is known for putting an even greater premium on efficiency. The success of the hotel is based on timely room work, paying attention to details, and teamwork among departments. This is necessary to preserve the value of this precious estate and keep guests happy.

The principal theoretical elements of housekeeping are as follows:

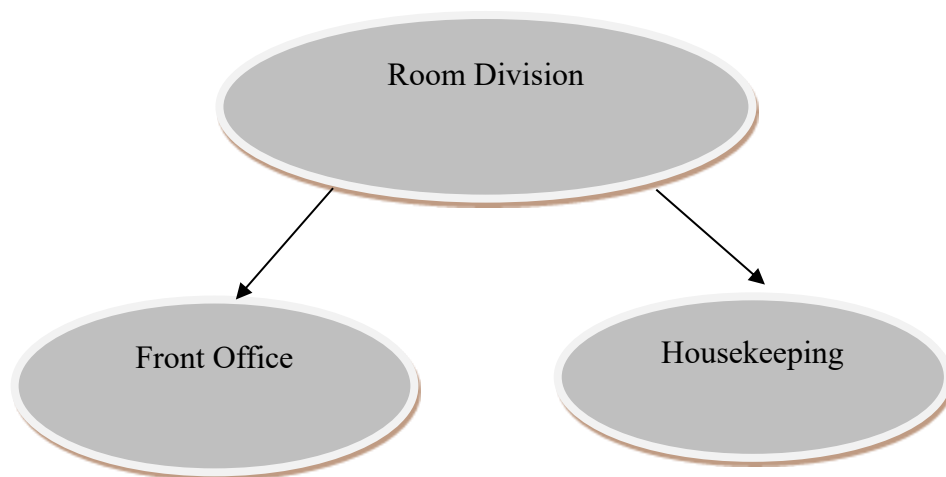


Figure 4: Part of Room Division

3.2 To explain the housekeeping operational process of Horizon Resort and Spa

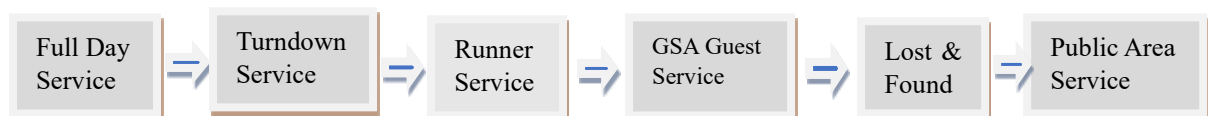


Figure 5: Operational Process of the Housekeeping Department

There is, of course, no doubt that cleaning staff do far more, but such basic tasks make visible to us their activities as a service necessity.

The hotel housekeeping operation applies a thorough list of operations designed to create a clean, comfortable, and welcoming environment for the guests. That means spotless, yet attractive rooms where guest linens and towels are washed, sanitized, and replaced according to an established schedule. The process of leaving a mint on the pillow also includes turning down services to promote a peaceful and soothing environment, getting the room ready for guests to have a restful sleep at night. The general areas of a hotel, which include lobbies and hallways as well as dining spaces, continue to be cleaned regularly with high standards, giving the guest that first good impression. Moreover, housekeeping means professional operation of lost and found: everyone's previous belongings are safely returned to them. The 'face' of the soccer adventure in the hotel has a significant impact on meeting guests' requests and demands. Collectively, these components are integral to the guest experience and have earned the hotel a notable status with guests as one that provides quality service and consideration.

Summary of the Primary Housekeeping Services

The description of each housekeeping service process to be presented explains, in the next paragraphs, what it is and how much it contributes to achieving these qualities.

3.2.1 Full Day Service of Horizon Resort & Spa

A full day housekeeping service comes with the entire list of routine services: The comfort, cleanliness, and Continual restocking of the common areas and guest rooms is guaranteed.

Full Day Service Operational Process:

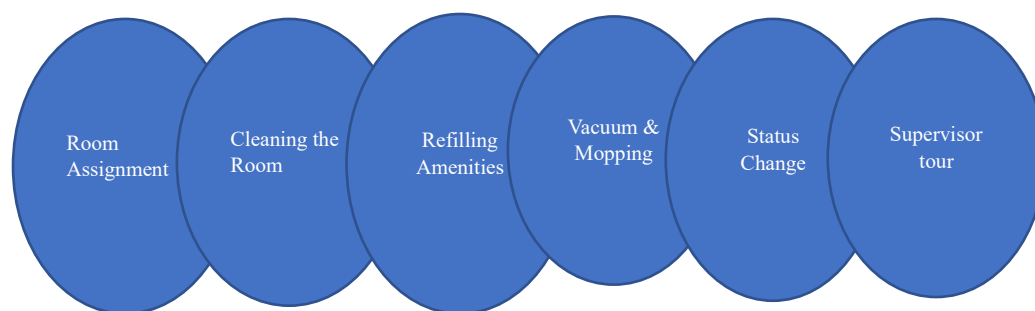


Figure 6: Full Day Service Operation Process

Room Assignment: Housekeepers must also be scheduled with their assigned rooms on a methodical schedule to ensure all cleaning and organization tasks are completed. Several factors, such as the availability of personnel, priority places and room states

should be considered during the allocation procedure. Housekeeping supervisors shall allocate rooms on a schedule to ensure that all team members receive equitable assignments. Cleaning of vacant and outgoing rooms should take priority to accommodate the new arrivals as soon as they arrive. Furthermore, in consideration of guests' privacy and requirements, occupied rooms should be cleaned according to the hotel's schedule standards.

Cleaning the Room: The cleaning involves a lot of tasks that make sure the room is kept clean, tidy, and cozy for guests. Ensure you have that clean look and smell with both floor and carpet cleaning free of dirt. Dusting is also performed in all locations — furniture, shelves, and ornamental objects — as well as the bed to keep everything looking professional and tidy.

Refilling amenities: An essential part of room service, refilling amenities makes sure guests have everything they need for a comfortable stay. The amenities used, such as body lotion, shampoo, conditioner, soap and shower cap are replaced during this process. For convenience and hygiene fresh towels of different sizes, including hand, face and bath; as well as toilet rolls are provided.

The minibar items including bottled water, soft drink and alcoholic beverage are restocked each day based according to the hotel applying policy. There are also the other necessities like sugar, tea, coffee and creamers as needed.

Vacuuming and Mopping: It is important to regularly vacuum the common area and guest room floors. You use a vacuum to remove trash, dust and hair from hard floors, carpets and rugs. It reduces allergies in the air and makes it look clean and fresh. Extra attention is paid to edges, underneath furniture and in corners so that there's no leftover dirt. Door check and close, making sure that guestroom doors are secure after room cleaning.

Status Change: Ensure the smooth running of all hotel operations, and effective communication between departments, by turning over a room status quickly. The housekeeping staff updates the status of a room once it has been cleaned, indicating if the room is clean (ready for an occupancy), whether it is unclean or still in use by a guest.

Supervisor Tour: In an effort to ensure all cleaning standards are met, supervisors perform a routine check - referred to as a supervisor tour -- after housekeeping staff has completed the cleaning process. It's a complete inspection of the space where we look at everything, from whether floors and furniture are clean to how restrooms look to if linens and other items are placed properly. Managers ensure surfaces are free of dust, streaks and missing spots. They also verify that the minibar is stocked in compliance with hotel standards, the bed is made correctly and the amenities are restocked.

3.2.2 Turn-Down Service of Horizon Resort & Spa

“Turn-down service means to flip the room to sleep mode,” said Pierre Hennes, a nurse-turned-hotelier. This could mean anything from pulling down the bed's comforter and investing in a more comforting, calming lighting setup to rearranging the space so guests have as much room as possible to relax.

This can provide an invaluable service, as it is typically offered from 5 to 10:30 p.m. and allows visitors the chance to return from their excursions back to a homey corner of coziness. I did room attending for the morning for a couple of months on my internship before transferring to turn, down from there. Turn-down service is a standard luxury hotel feature, especially upscale properties like Horizon Resort & Spa. Turndown Service is an upscale, daily housekeeping service provided at luxury hotels, and it prepares guests' rooms for a restful night's sleep. which include the following:

Freshening the Room: We dust, vacuum and do some light housekeeping to ensure the cleanliness and welcoming nature of your room. Housekeepers clear away litter, wipe surfaces and pick up the trash in an effort to make a place look clean and welcoming.

Bed Preparation: Beds are arranged to see everything is in comfort and aesthetically. This means arranging pillows neatly on the bed, folding back the top of a blanket or duvet, and sometimes placing a little gift or chocolates along with it to be kind. For added allure, some hotels might include a handwritten note (or bedtime tale card).

Lighting and drapes: Help create a relaxing rest environment by setting the close one or both bedside lamps, dim the overhead lights in the room, pull blackout curtains or blinds shut to block outside light.

Restocking Essentials: Housekeeping ensures that you have all the supplies you need including fresh towels, toiletries, slippers and bottled water. Minimum drinks or snacks in the room may be checked and flooded back according to hotel's rules, if there is a minibar in the room.

Adding a personal touch: Many higher-end hotels go the extra mile when it comes to making turndown memorable, offering extras like an option for bedtime tea, an aromatherapy pillow spray, a weather prediction card for the following day or soothing musical soundtrack. These are the little things that make a stay memorable and leaves a visitor feeling valued.

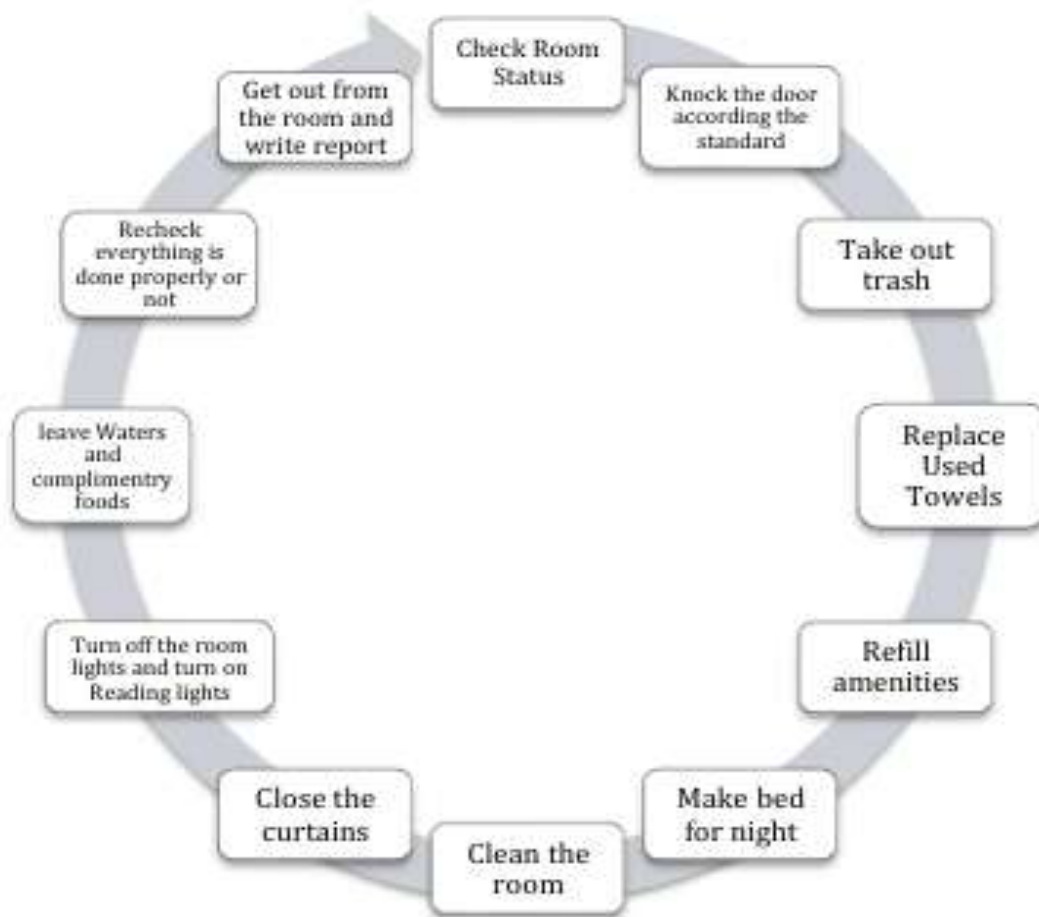


Figure 7: Step of Turndown Service

3.2.3 Laundry Services of Horizon Resort & Spa:

Laundry needs to be done so that linens, towel and visitor attire remain clean. The level of service really did contribute to the overall guest experience and also supports the premium reputation of the hotel.

Laundry Services – Processes Involved

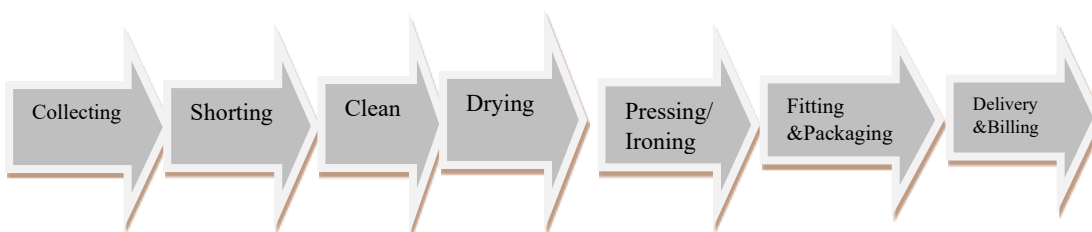


Figure 8: Steps of Laundry Service

Collecting: The housekeeping staff collects the goods and processes a checklist after receiving a guest order for laundry service.

Sort: Separating the clothes by color, fabric type and care recommendations ensures that each garment is washed properly.

Clean: Wash and disinfect by using the appropriate detergents and stain removers.

Drying: To avoid ruining them, dry the scarves with various techniques according to their fabric; for the more delicate ones, allow them to air-dry.

Pressing/Ironing: Iron out wrinkles for a sleek and polished look.

Fitting and Packaging: Everything should be folded or hung properly for shipping.

Billing and Delivery: Review guest bill and deliver cleaned items.

3.2.4 GSA/Runner Service:

One of the important ranks in housekeeping is that of Guest Service Agent (GSA) or Runner, TV being faster and effective person to fulfill the requirement. This is to ensure that guests are comfortable and happy connects with cleaning departments in sweeping soiled rooms.

WHAT types of requests does GSA process?

- I. Extra bedding: Ensure some extra pillows, blankets, or mattress protectors.
- II. Child-related Things: Provide high chairs, cribs or child safety supplies.
- III. Medical Needs: Request additional towels, shower chairs or wheelchairs for medical reasons.
- IV. Furniture Moves: Help carry a few pieces of furniture into place to increase the in-room eating space.

Handling Procedure:

Processing the request: This is done so you know that you have received the request.

Execution Organization: Work with other departments as necessary.

Delivery: Be careful about your delivery of products to ensure that they live up to the expectations of your guests.

Follow-up: Verify the visitor's satisfaction.

Management of Lost and Found: In the household lost and found, all the lost items from visitors, like key holders, pants, jackets, shoes, bags, or even toys, are reported, automatically saved in the lost and found file, and finally given it to the visitor. It also maintains professional conduct and inspires confidence in the visitor.

Key Activities:

- a. **Lost and Found track:** keep a register either in hard copy book form or on your computer, where you note down all relevant details like date found, location found – description of item.
- b. **Storage in Secure Mode:** Organize things so that their types can be easily recognized.
- c. **Visitor Contact:** Coordinate pick-up or shipping of items with visitors.
- d. **Retention Period:** Define the exact period of time that goods must be held before being donated and/or disposed of.
- e. **Guest Retrieval:** Validate possession of items, log the return of merchandise and essential paperwork

3.2.5 Public Area Cleaning

Public cleaning is for the areas that are publicly available at all times to guests and staff, these are kept up professionally in order that everyone can feel safe when they enter.

Examples of Public Areas:

Hotel Lobby & Reception: Flooring, chairs and countertops need to be washed daily in order to keep a nice ambiance. Hallways and passages must be unobstructed, well-lit, free from vegetation /trash dumped in them and should be vacuum cleaned/cleaned daily.

Bathrooms: In addition to the usual thorough cleaning (discard and replace all reusable items between visits), remember to clean, disinfect and restock. The tables, chairs and service counters in dining as well as the lounge areas have to be sparklingly clean. Conference rooms and spaces for events are cleaned and prepared before the event takes place or immediately after.

Staircases and elevators: Like handrails and buttons; make sure to clean these high-touch surfaces frequently. Sweep and mop the floors, mirrors, body bars, equipment in the gym and recreation area.

Outdoor Spaces: Stay on top of landscaping, clean up trash, and sweep the gardens and entrances.

Regular Cleaning in Public Spaces:

- a. Vacuuming, mopping, and sweeping the floors
- b. Wiping and dusting of surfaces
- c. Emptying trash and restocking supplies.
- d. Cleaning and disinfecting frequently touched surfaces.
- e. Managing Housing Across Departments

Housekeeping has to work closely with other departments in order to ensure smooth functioning and to give guests an overall great experience. Due to hotel operations,

housekeeping needs to coordinate with several departments regularly to ensure smooth service.

3.2.6 Key Areas of Coordination:

To maintain smooth operation and increase visitor satisfaction, a housekeeping partnership in high-traffic places is essential. One of the main objectives is to guarantee good room preparedness. Housekeeping needs to communicate with the front desk to receive details about if guests have checked in or out of rooms and any special requests. Anyhow, now cleanliness is top priority. Depending on what's broken in a room or malfunctioning, housekeeping also needs to partner closely with the engineering or maintenance departments. Collaborating with other personnel ensures that common areas and guest rooms are maintained in a clean condition to please homeowners.

Front Desk: The cleaning department coordinates with front desk staff to provide important guest preference, special request and room status information. Not only are timely room clean and check notices convenient, they said in a seamless check-in process. Likewise, cleaning personnel must immediately deliver found items to the front desk so that the guest 22 can be reunited with his/her item in as little time as possible.

Maintenance/Engineering: Maintenance items such as dripping faucets, broken furniture and non-operating air conditioners to be reported with the help from Housekeeping. Fast communication means these are fixed quickly and don't affect the visitor experience.

Food and Beverage (F&B): Partnership with the F&B department is a must to available services such as banqueting, in-room dining, and VIP guest requests. Housekeeping works hand-in-hand to clean Restaurants and Event Planning spaces as well as preparing rooms when necessary for food & beverage service.

Security: For the delight of its public as well as staffing satisfaction, housekeeping collaborates with the security department. In fire drills and evacuation, it is combined with such tasks as fielding, surveillance, spinney and key control.

Laundry Department: The Laundry Department must collaborate with the housekeeping department, and towel, linen or uniform supply should never run out. Communication is also key to coping with guest laundry demands and meeting deadlines without compromising quality.

Sales and Marketing: Housekeeping can assist sales and marketing teams by cleaning and styling areas for promotions, photo shoots or visits from VIP clients. The housekeeping team might benefit from the feedback from visitors who have purchased services at any sales or marketing medium in order to improve the quality of cleanliness and service.

CHAPTER 04
MAJOR FINDINGS, RECOMMENDATIONS &
CONCLUSION

4.1 Major Findings

I learnt a great deal about the housekeeping department during my internship at Horizon Resort & Spa”. It has, indeed, put at our disposal a detailed summary of both its good and bad points. Here are detailed notes for each of the key areas:

Full Day Service:

The full-day service model proved feasible through efficient room turnovers and attention to detail in amenities, though peak times saw delays due to unbalanced workloads. Feedback highlighted the need for better communication between housekeeping and the front desk. This section reflects on the skills acquired and self-assessment during the internship.

Efficient Turn-Down Service:

The turndown service, which yielded crisp linens, dimmed lights, and goodies such as chocolates and mints, was lauded by guests. But their schedules served rigidly as well, and guests would often come back to find the service unperformed. This subprocess can be mitigated by utilizing adaptable schedules where schedule slots are flexible in time.

Reliable Laundry Services:

The laundry department was commended for its excellent attention to detail and quick service, keeping clothes and linens pressed and clean, even with delicate fabrics well cared for. But visitors recommended clearer pricing for washing products and complained of delays during busy periods, when laundered goods did not return as promised. Such latency could be resolved by a fully digital tracking scheme, which would avoid the requirement to scan and to read out manually.

Professional Guest Service Agent (GSA) support:

The GSAs were instrumental in facilitating communication between guests and housekeeping, recognized for their professionalism, friendliness, and promptness of service. Visitors recommended that GSAs might market services more actively, such as in-room meals and local tours. And training more on guest relations than on generic personalizing could make them even stronger. It could end up being a win-win for the guests and GSAs in the long run.

Well-maintained Public Area Cleaning:

The common areas were clean and nice. Popular spaces, such as the gym, were cleaned every day, and it showed. But the feedback was asking that toilets and elevators be cleaned more frequently during peak hours. They also suggested having cleaning staff in larger rooms so they could be more accessible and assist with questions if needed.

Organized Lost and Found Services:

This being the manual process of stopping the lost and found system, mistakes were made and led to inaccuracies or a delay in returning guests' items that had been lost. Workers accomplished this by logging what they found in paper logs, which was not an effective way of tracking such things, especially when they had hundreds or possibly thousands.

Proactive Cross-training for housekeeping staff

The housekeepers faced training barriers with a culture of staff training being used to formalize schedules, not provide flexibility, which resulted in guest requests taking longer to be completed during the busiest periods. Furthermore, because cross-departmental training was not taking place, there were times when staff members were absent, and substitutes had to wait for employees from within their department. This had a potential impact on response times.

High-priority Safety and Hygiene Concerns

Not so much, given how prominent and well-publicized safety and hygiene procedures should be. Public spaces such as toilets and back-of-house storage rooms did not always adhere to cleanliness regulations. In addition, many points of the hotel environment, including supply closets and other high-contact spaces such as kitchens or storage areas, did not have clear indications of potential hazards.

Poor Inventory Management

Inventory control was complicated further by neither laundry nor housekeeping supplies being forthcoming. Ineffective tracking of poor led to over-supply or under-supply of other essentials (cleaning supplies, towels, toiletries) that lead to higher storage costs in the long run. Employees had to make on-the-spot purchases that delayed arrival times and increased costs in some cases.

4.2 Recommendation:

Horizon Resort & Spa's housekeeping staff meet guest satisfaction and service quality performance targets through their attention to efficiency, cleanliness, and quality. But as with everything, there are opportunities to improve cross-department communication, service speed and digital tools. 'The department can also: Reinforce the Forest as a cornerstone of this business success. Enhance visitor experience across the board through these aspects. During my internship, I found some gaps that impact the housekeeping operational process. In my opinion, if they follow the given solution, I think it will run the housekeeping process better.

Public Area Cleaning

To enhance sanitation, high-traffic touch points such as toilets and elevators should be cleaned more frequently during peak hours. Putting cleaning teams in high-traffic public areas would make it easier to provide guest assistance. A system of shifts could allow crucial areas to be continuously covered.

Lost and Found Services

A digital lost and found could deal with many of these issues. This establishes a method for the prompt and correct return of items by recording what has been found with photos and advising guests.

Cross-training for housekeeping staff

By implementing a cross-training program, employees can work on several tasks, including cleaning in public areas, guest service, and laundry, which minimizes the delays and ensures operations stay on track. Cross-training can also equip employees to work together and help prevent burnout during stressful periods.

Safety and Hygiene Concerns

Some of these problems could be diminished by making sure the gym facility is cleaned and disinfected regularly, as well as by posting safety signs in the appropriate danger areas.) A clean and safe environment would also be retained by enhancing the hygiene norms and training housekeeping staff on how to use safety equipment such as face masks, gloves. Lost and Found Items Manual System for Tracking. Follow up on all lost items-caretaker.

Inventory Management

Improved housekeeping. Real-time inventory management system with stock updates by enabling workers to trigger reorders automatically, which would prevent product shortages and overstocking. Control of stock will be updated through the use of frequent audits and a more collaborative approach towards partners.

Summary of Problems

The cleaning at Horizon Resort & Spa is good overall, but certain areas of the operation, such as sanitation, lost and found, cross training, safety and inventory management, need improvement.” Increased cleaning on peak hours, digital lost and found systems, and staff cross-training are all potential bets for better service. Propping up inventory management with real-time data and routine audits would prevent both stockouts and overstocking. Solving these problems would accelerate productivity, customer satisfaction, and organizational efficiency overall.

4.3 Conclusion

This is a report about the significant contribution of the housekeeping department of Horizon Resort & Spa towards providing standard operations and customer satisfaction. From my point of view, the department is also a blood for hotel, and there needs to be some form of action from the property side of the protocol to keep their facilities public area, guest rooms on drug guests in. How thoughtfully the mechanics described above, and others that you can think of, come together to form an overall experience will ultimately be the indicator of your full-service guest service. Key duties include an emphasis on cleanliness, maintaining work standards, and the day-to-day running of the department in conjunction with other departments; these positions take a lead role in retaining the high quality and reputation that our hotel is known for. Although the department prospered in several areas, there were also many pitfalls and opportunities for improvements; a lack of information from the department, an unsuccessful inventory system, and a manual lost & found process. These problems are not pressing but provide opportunities to improve quality and efficiency in future services. If the department can do this, it will be better operated and serve visitors even more effectively. An internship is an entirely new approach to cleaning the stables of a luxury property. From practical experience found that these are not limited to the restaurant level; it takes attention to detail, timely and effective communication with guests, and a commitment to ongoing training in order for that sense of hospitality to go above and beyond our guests' expectations. The housekeeping department will remain an integral part of the success of the hotel while focusing on efficiency and guest satisfaction, as the Horizon Resort & Spa is devoted to both operational effectiveness and guest well-being.

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