

An Internship Report on
**“Operational Processes of the Front Office Department at Divine
Lake Island Resort”**

Submitted By

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Submitted To

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Date of Submission:

Letter of Transmittal

Mr. Md. Mishkatul Kabir
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Subject: Submission of the Internship Report

Dear Sir,

With all due respect, I, Tasmiha Akter Supti, am pleased to submit my internship report titled **“Operational Processes of the Front Office Department at Divine Lake Island Resort”** as a requirement for the Faculty of Business & Entrepreneurship through the Department of Tourism & Hospitality Management. This report has helped me to gain relevant knowledge that will be beneficial for my professional life. I have completed this report under the close supervision of my respected supervisor, Mr. Md. Mishkatul Kabir.

I hope that this report lives up to your expectations and standards. I have put all my efforts to complete this internship report with relevant and comprehensive information.

Sincerely yours,



Tasmiha Akter Supti
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Certificate of Approval

This is to confirm that the Internship Report titled “Operational Processes of the Front Office Department at Divine Lake Island Resort” has been entirely prepared by Tasmiha Akter Supti, is an original report that have been done under my close supervision. I hereby attest that this report has been particularly prepared as per the requirements of Department of Tourism & Hospitality Management, Faculty of Business & Entrepreneurship, Daffodil International University and has not been submitted for any other purpose other than this.

Signature,



Mr. Md. Mishkatul Kabir

Lecturer (Senior Scale)

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Student Declaration

I, Tasmiha Akter Supti, bearing ID No: 203-43-516 state that this internship report titled “Operational Processes of the Front Office Department at Divine Lake Island Resort” is prepared by me entirely under supervision of my honorable supervisor Mr. Md. Mishkatul Kabir, Lecturer (Senior Scale), Department of Tourism & Hospitality Management, Faculty of Business & Entrepreneurship, Daffodil International University. I am confirming that this report has not been submitted to anywhere and only prepared for the fulfillment of academic requirements of the Bachelor of Tourism and Hospitality Management (BTHM) program. I shall be held accountable for any kind of breach of the academic guideline for making this Internship Report.

Signature,



Tasmiha Akter Supti

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Acknowledgement

Firstly, I want to express my gratitude towards Allah for granting me with patience and courage to complete the project paper. I am truly grateful to my supervisor, Mr. Md. Mishkatul Kabir, for providing me with all the necessary guidelines whenever needed which helped me to improve the quality of this project paper and complete it properly. I am also grateful to the Mr. Sabit hasan, CFO, Divine Lake Island Resort and Ms. Fatema Akter, Front Office Manager, Divine Lake Island Resort for all their support during my internship tenure. Additionally, I express my gratitude to my family and friends who have been there for me always with their unconditional support.

Sincerely yours,



Tasmiha Akter Supti

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Executive Summary

This internship report is a reflection of the six months professional experience at the Divine Lake Island Resort, Kaptai, during the Bachelor of Tourism and Hospitality Management course of study. The major focus was the Front Office Department especially the Telecommunication Unit, the duties of which were communicating with the guests, reservation services, awakening and interdepartmental coordination. The internship was a useful exposure to hospitality operations which allowed gaining practical experience in customer service, problem-solving and teamwork.

The results indicate that the resort is doing well in personalized guest service, but is experiencing operational problems because of manual documentation, insufficient technology infrastructure and shortages of staffing in peak periods. However, teamwork and commitment is also a good asset.

The report suggests that a simple Property Management System (PMS) should be introduced, that the level of staff education on foreign languages should be improved, and the level of reception needs to be enhanced to build efficiency and customer satisfaction. All in all, this internship helped me to balance between theory and practice and enabled me to become more flexible, improve in my professional development, and understand the management of resorts.

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Chapter 1: Introduction

1.1 Introduction

The Front Office is one of the most important parts of the global hospitality and resort sector since it is the main contact point with guests that defines the quality of the services and efficiency of any hotel. The Front Office is the resort's operational center and works closely with other departments to make sure that guests get personalized and efficient service. The main goal of the department is to make guests happy by being very professional, following the rules exactly, and always putting hospitality first.

The internship at Divine Lake Island Resort, Kaptai has been a wonderful journey in terms of learning, change and professional development. The resort provided such an environment in the calm great outdoors, where each experience gathered in terms of work done, interaction with the guests and operational management provided necessary information to the student in regard to hospitality services. The experience gathered in the front office operations, handling of reservations, services to guests and organisational of events, all helped to give a better view of the overall workings of the administration in regard to the resort. Thus the section forms an introduction, which will help know the internship experience and try to sketch out a frame work through which an attempt will be made to understand the observation and insights departed by the resort in so far as its operations are concerned. This study enables the readers to take a peek into the intricacies of the various operations of a resort, standardised method of satisfying the guest , as well as the unique problems and possibilities which arise in so far as a destination based hospitality is concerned.

1.2 Background of The Report

This report of an internship summarizes the experience gained and information obtained in a six month internship program in Divine Lake Island Resort, Kaptai. It serves as a bridge between the theoretical knowledge acquired with the aid of the 124 academic credits of the Bachelor of Tourism and Hospitality Management program and its practical application. The internship was primarily in The Front Office Department with emphasis on telecommunications, guests services, reservation control, and Front Office procedures. The internship was located in a place having tourist attractions and scenic admirations and furnished great exposure to the practices in the

management of hospitality, and developed the means of communication, problem solving, and guest service techniques in a professional environment. This paper is a summary of these experiences and presents an analysis of the lessons learned in the internship program.

1.3 Scope of The Report

This report gives an overview of tasks carried out in the Front Office Division of the Divine Lake Island Resort, more especially in the telecommunication department, which deals with the most important functions, duties and activities performed in the department daily, such as guest management, comprising guest communication, telephone records, communication with other departments, etc. The report also gives an account of the operation of the departments functions, how guests are serviced, inter-departmental co-operation, etc.

1.4 Objectives of The Study

1.4.1 Broad Statement

The main objective is to fulfill the academic requirement of the Bachelor of Tourism and Hospitality Management program by providing an in-depth analysis of the operational processes in the Front Office Department of Divine Lake Island Resort, Kaptai.

1.4.2 Specific Objective

The specific objectives of the study, derived from the primary objective, are as follows:

- To identify the Front of the House operations and their role in guest service management.
- To explore the Back of the House functions that support smooth Front Office operations.
- To describe the Telecommunication activities handled by the Front Office Department.

1.5 Methodology

This study conducted a descriptive and qualitative approach to understand how the Front Office Department works and manages the various activities on a daily basis in the Divine Lake Island Resort, Kaptai along with interdepartmental communication and communication with guests.

1.5.1 Source of Data

The study is mostly based on secondary data sources which are given below:

- Divine Lake Island Resort's official website and brochures
- Organizational manuals and operational instructions
- Relevant books on tourism and hospitality management
- Academic studies and journal articles related to the field.

1.6 Limitation of The Study

The scope of the study is restricted to the information and activities collected during the internship period especially in the Front Office Department of Divine Lake Island Resort, Kaptai, and this will not contribute much towards the overall understanding of the working of the resort. Access to certain confidential pieces of information or documents was restricted due to the policy of the organization that restricted its in-depth analysis. Also, during the internship period, it was a problem of time giving an effect on the comprehensiveness of the data collection and observation processes.

Chapter 2: A Comprehensive Insight into Divine Lake Island Resort

2.1 Introduction

Divine Lake Island Resort, gracefully located on a remote island in the calm waters of Kaptai Lake, Rangamati, embodies a charming retreat in the midst of the natural beauty of the Chittagong Hill Tracts (ISLAM, 2019). This eco-friendly resort provides a serene oasis for nature lovers, honeymooners, and leisure seekers far removed from the bustle of urban life. Through a boat transit that already sets the scene for a restful retreat among trees and lakes, the Divine Lake Island Resort provides lodging in several modern airy, brick-built family and couple suites, while less fashionable accommodation in bamboo huts is also available (Divine Lake Island, Rangamati, 2024). The Divine Lake Island Resort aims to combine comfort with authenticity by simplicity and entire naturalness and there is ample opportunity for everyone to indulge in pursuits as various as exploring rituals and ways of life, natural explorations, angling or boating, and while the accommodation provided may lack some of the luxury of a city hotel, the guest compensates for this by a complete experience of nature in its beautiful setting and also of warm hospitality and a personal service. The Divine Lake Island Resort in the heart of Kaptai is an oasis which represents a philosophy of peaceful living in harmony with nature, and gives its guests a stay that is at once refreshing and restorative to the soul.

2.2 Divine Lake Island Resort's Core Values

At Divine Lake Island Resort, Kaptai, our daily operations are founded on a set of fundamental principles that demonstrate our dedication to genuine hospitality, environmental harmony, and meaningful guest experiences. Our service standards are influenced by these values, which also contribute to the serene and inviting ambiance we endeavor to establish on our island sanctuary:

➤ **Respect Nature and Culture**

- I value and preserve Kaptai Lake's natural surroundings.
- I proudly preserve the customs and cultural legacy of the hill tracts.

➤ **Hospitality from the Heart**

- I extend a heartfelt and sincere greeting to each and every visitor.
- I treat guests as family rather than customers.

- **Work with Integrity**
 - I take accountability for my actions and am trustworthy and honest.
 - I keep my word and establish credibility by being reliable.
- **Grow Together**
 - I learn from both my experiences and those around me.
 - I encourage my teammates and impart knowledge to make us all better.
- **Be Resourceful and Calm**
 - I remain composed in the face of adversity and pursue considerate resolution
 - When confronted with obstacles, I maintain my composure and pursue strategic resolution
- **Create Memorable Moments**
 - I do everything I can to ensure the visitor has a nice day.
 - I can find little ways to make a great impact on a person's visit.

2.3 Divine Lake Island Resort's People Development

- **Learning & Development:** The team has a sense of practical skills and confidence in the services they provide as a result of day-to-day rotating of tasks, and hands on training. (Staff Training Manual, Divine Lake Island Resort, 2024).
- **Talent Development:** Those staff members that have proven themselves to be the best at their job, and have shown a great commitment to work will be given opportunities to take on other duties and move into a position of leadership (Human Resource Policy Document, Divine Lake Island Resort, 2024).
- **Compensation and Benefits:** To keep employees motivated and appreciative of their role at the resort, all staff members will be fairly compensated, and will also receive the opportunity for incentive pay based on performance (Resort Employee Handbook, 2024).
- **Local Hiring & Community Inclusion:** Priority hiring of neighboring community residents will increase the cultural experience of our guests and assist with the livelihood of the local people (Human Resource Policy Document, Divine Lake Island Resort, 2024).

- **Team Engagement:** Teamwork, respect, and mutual support among all employees are promoted through open communication in a pleasant work environment at the divine lake island resort (Human Resource Policy Document, Divine Lake Island Resort, 2024).

2.4 Mission Statement of Divine Lake Island Resort

Divine Lake Island Resort is dedicated to create unforgettable, nature-based experiences for the guests. The goal is to give the guests an excellent experience as the focus is to promote conservation of the environment, empower communities, and sustainability – all within the serene beauty of Kaptai Lake. The resort strives to find the perfect balance between modern comfort and simple nature (*Divine Lake Island, Rangamati, 2024*).

The mission of the resort will be achieved through the following actions:

- Providing the guests an experience that is truly unique and enjoyable by managing the interaction with warmth, expertise, and care from the moment of arrival to the moment of departure.
- A clean, safe, peaceful space for the guests will allow them to feel comfortable and safe while on vacation.
- Provide the guests with unique experience through exposing them to the local culture, and take them on the outdoors for other fun activities.
- Sustainable tourism can be encouraged using environmentally friendly methods.
- Guest comfort can be increased by hiring employees that are trained well, and are always kind and courteous.
- Boat service that is both safe and visually appealing, can help make traveling to and from your resort easier for the guests.

2.5 Vision Statement of Divine Lake Island Resort

Divine Lake Island Resort is striving to become the top-tier eco-friendly resorts in Bangladesh, offering world-class hospitality experience based on sustainability, innovation and celebrating local culture. The resort strives to set new benchmarks for nature-based luxury while maintaining a balance with the surrounding environment and community.

Future Expansion Plan: The development of this vision has also been facilitated by the expansion of Divine Lake Island Resort into the most prominent tourist locations throughout Bangladesh. Specifically:

- A new resort is currently under construction in Bandarban, which is known as a rich culturally and visually stunning destination.
- Divine Lake Island Resort will be opening two additional resort properties in Cox’s Bazar and various well-known destinations across Bangladesh, to ultimately establish a national chain of eco-luxury retreats.
- Each resort will be based on three core elements: environmental sustainability; creating meaningful experiences for the guests; supporting local economies (Divine Lake Island Resort Development Strategy Document, 2024).

2.6 Organizational Structure of Divine Lake Island Resort

The Departmental Hierarchy at Divine Lake Island Resort encourages collaboration, operational efficiency and is Guest-Centric. As each Department plays an important role in the overall delivery of a seamless Hospitality Experience, they work together to maintain Service Standards and fulfill the Mission of the Resort.

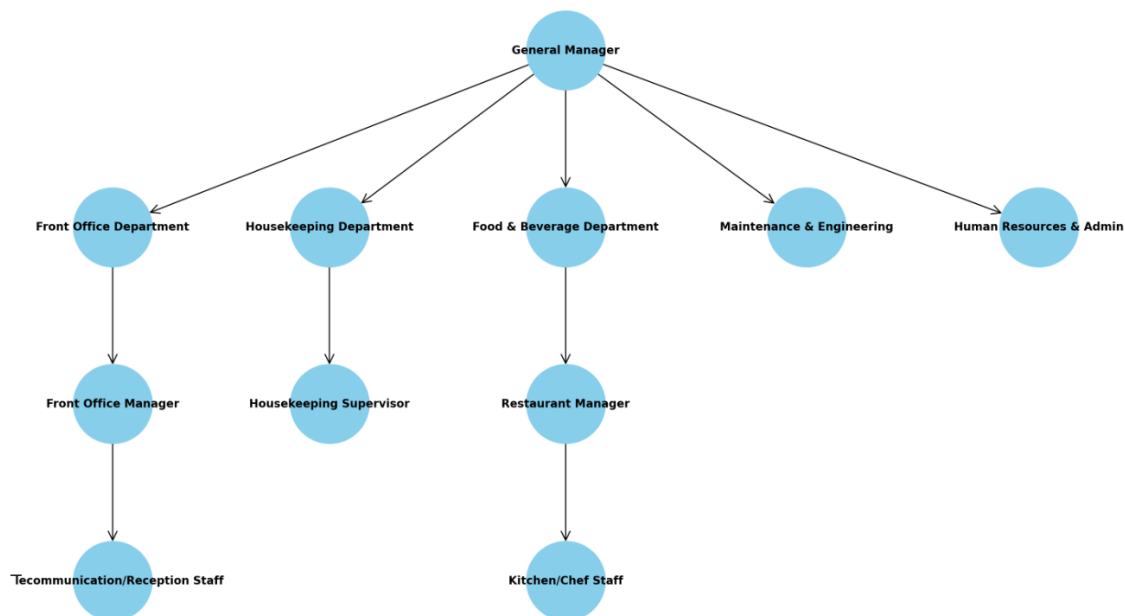


Figure 1: Organizational Chart of Divine Lake Island Resort

(Author's Divine Lake Island Resort, 2025)

Every area of a business has its own responsibilities that relate to each other to allow it to run smoothly on a daily basis. Throughout the internship experience, all work was done in the Telecommunications section of the Front Desk (Front Office) Department. The front office department as a whole is an essential component in ensuring good communication occurs between the hotel and guests. In addition to this function, it also allows for efficient management of visitor requests; the organization of all emergency phone calls and provides timely responses.

2.7 The Departments Overseeing Operations at Divine Lake Island Resort

Divine Lake Island Resort is committed to teamwork, customer satisfaction and sustainability through a hierarchical structure of departments which work together to provide the highest standard of customer service in the natural beauty of Kaptai.

- ❖ **General Manager:** The General manager oversees the day-to-day management of the resort including strategic planning, departmental coordination and quality of service. The role is key to connecting the resorts vision of an eco-friendly destination and its future growth opportunities.
- ❖ **Front Office Department:** The front office department manages all guest-related activities including reservation and departure processes.
 - **Front Office Manager:** The front office manager is responsible for the front office, check-in/check-out and all aspects of guest services.
 - **Telecommunication/Reception Staff:** The telephone receptionist handles both internal and external communications, answers guest queries, transfers calls and assists guests in emergencies.
- ❖ **Housekeeping Department:** The housekeeping staff are responsible for maintaining the cleanliness and serenity of the environment; ensuring that all guest rooms and common areas meet high standards of cleanliness and comfort.

- **Housekeeping Supervisor:** The housekeeping supervisor ensures that all cleaning and guest area maintenance tasks are carried out by the housekeeping staff in accordance with the highest standards.
- ❖ **Food & Beverage Department:** Through the integration of local flavors and hospitality, the Food & Beverage Department creates unique and memorable dining experiences for our guests..
 - **Restaurant Manager:** The restaurant manager is accountable for the day-to-day operation of the dining room, ensuring that guests have an exceptional experience and receive quality service.
 - **Kitchen/Chef Staff:** The chef/kitchen staff ensure that the menu items consistently meet the required quality standards, maintain a high level of cleanliness in the kitchen and prepare meals using only the freshest ingredients.
- ❖ **Maintenance & Engineering Department:** The maintenance & engineering department is responsible for the ongoing maintenance of the resort's physical infrastructure and the continuous functioning of all mechanical systems and utilities. This team is also vital to the continued maintenance of the resort's commitment to being an eco-friendly destination and providing convenient and reliable service to the guests.
- ❖ **Human Resources & Administration:** The human resources and administration department is responsible for staff recruitment and training, employee relations and general administrative duties. this department promotes an environment that supports growth and respect at the workplace and encourages local employment opportunities.

Each department works interdependently to reflect the divine lake island resort's commitment to sustainable tourism, empowering locals, and creating harmonious visitor experiences.

2.8 Divine Lake Island Resort's Products and Services

Divine Lake Island Resort offers its guests an exclusive blend of cultural serenity, eco-friendly beauty, and comfort, all in a serene setting of Kaptai Lake. The resort is also meticulously planned to provide a spectacular and captivating atmosphere for nature enthusiasts, families, and leisure travelers. Divine Lake Island offers an instructive and enjoyable vacation with a variety of

recreational activities, personalized service, and organically inspired accommodations (*Divine Lake Island: A Tranquil Escape on Kaptai Lake*, n.d.)

Accommodations:

There is a diversity of villas and rooms that arrange the hotel to suit the natural environmental design since it is surrounded by the lake (*Divine Lake Island*, n.d.).

- ❖ **Standard Lake View Cottage:** The cottage has its own balcony overlooking the lake, a new toilet, air conditioning, satellite television, and a good size bed (queen size), making it an ideal lodging facility for couples or small families.

Size: Approx. 25–28 sq.m

Total Units: 12

- ❖ **Deluxe Family Cottage:** The cottage is ideal for families because it includes a large porch with stunning scenery, ample sitting, and two queen-sized beds.

Size: Approx. 35–38 sq.m

Total Units: 8

- ❖ **Premium Suite Cottage:** These suites are meant to provide luxury during your stay and include beautiful decoration, a personal terrace, a dining facility, and a king size bed.

Size: Approx. 50–55 sq.m

Total Units: 4

- ❖ **Floating Houseboat Stay:** The houseboat experience, a resort signature, provides float accommodation on Kaptai Lake in the form of a one-of-a-kind floating residence. A boat with a bedroom, salon, and deck is nicely furnished to allow guests to spend the night on the lake and enjoy the tranquility. As a one-of-a-kind experience, it is ideal for honeymooners, couples, or small personal groups, as seclusion and comfort are naturally coupled with adventure (*Divine Watercraft – Tour Houseboat in Kaptai Lake, Rangamati*, n.d.).

Capacity: 12–14 persons

Availability: On reservation basis

Both rooms and apart having all accommodation categories including free Wi-Fi, hot water, tea/coffee making facilities, the room service, and the daily housekeeping.

Dining Options:

- ❖ **Lakeview Restaurant:** The dinning area of the resort serves freshly cooked Bangladeshi, tribal and continental food in unique lakeside setting.

Hours of Operation:

- Breakfast: 7:30 a.m. – 10:30 a.m.
 - Lunch: 1:00 p.m. – 3:00 p.m.
 - Dinner: 7:00 p.m. – 10:00 p.m.
- ❖ **Campfire BBQ Area:** There is an open BBQ area for party and event bonfires and tribal traditional music are provided upon request.
 - ❖ **In-Boat Dining (Houseboat Guests Only):** The resort provides the guests with the customized dining alternatives on the houseboat, such as candlelit meals and sunset snacking.

(Divine Lake Island, n.d.)

Leisure & Wellness Activities:

- ❖ **Boating & Island Hopping:** Take a guided boat excursion through Kaptai Lake and visit several stunning uninhabited islands.
- ❖ **Fishing & Kayaking:** Guests are provided with fishing equipment in case they needed as well as there's kayaking facility to roam around the lake.
- ❖ **Nature Trails & Hiking:** Eco walks and low-level hikes surrounding the resort provide the sensation of an early morning walk or discovery.
- ❖ **Yoga & Meditation Corner:** Relaxing garden or balcony areas will be available for practicing wellness routines.

Recreational Facilities:

- ❖ Children's Play Zone
- ❖ Indoor Games (carrom, chess, ludo, etc.)
- ❖ Picnic Lawn for family/group gatherings
- ❖ Tribal Cultural Shows (on special request)

Divine Lake Island Resort is a unique gateway into the uplifting nature of the environment, combining modern comfort and harmonious living. It provides each guest with the opportunity for

rest, re-connection and regeneration by means of an experience (such as a stay on a houseboat) that is based upon meeting the client's specific needs.

2.9 Front Office Introduction

Each department head at Divine Lake Island Resort works together through the front office in order to efficiently run the resort. In terms of function, the front office performs the role of guest service and communications as well as the role of critical accounting operations including guest billing, reservation management, and account tracking and maintenance. (A. Bardi, 2003).

The Front Office is often referred to as the "nerve center" of the resort, responsible for the storage of important data, answering questions from guests, and ensuring a satisfactory experience for guests upon their arrival and departure.

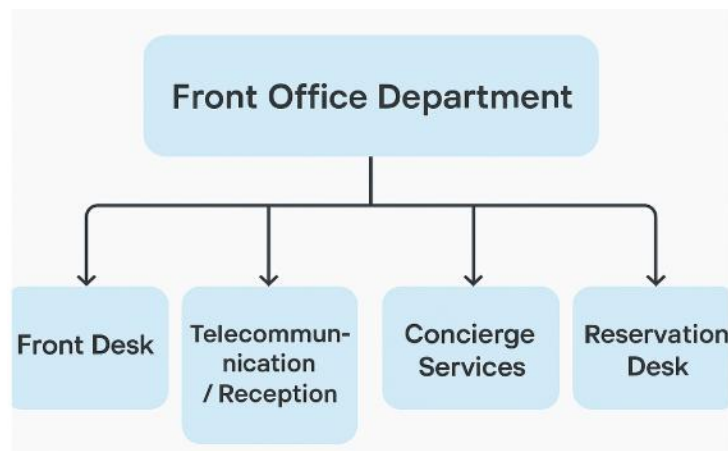


Figure 2: Key Components of the Front Office at Divine Lake Island Resort

(Author's Divine Lake Island Resort, 2025)

The two sides operate collectively to make sure that the guests enjoy an inviting, and responsive experience without any issues during their stay at the resort; this supports the resorts' goal of offering eco-friendly hospitality concealed by the serenity of Kaptai Lake.

2.10 Wings of the Front Office

The front office of Divine Lake Island Resort, is often referred to as the "nerve center" of the resort, it would be the central location for the storage of important information, answering questions of the guests and ensuring guest satisfaction while they are visiting the resort. It is comprised of

several connected departments working together to give a complete and customized experience to the guest from start to finish.

A. Front Office: The front Office is the first point of contact for guests after they have booked a confirmed reservation and greets them. It manages:

- Guest registration and check-in/out procedures
- Room assignment and key management
- Managing payments and guest credit limitations
- Providing general information and support
- Processing guests' invoices and ensuring smooth departures

B. Telecommunication / Reception: This is the front office's sub-unit which serves as the resort's communication center. The team's responsibilities are given below:

- Managing incoming and outgoing calls.
- Handling internal communication among departments.
- Responding to guest enquiries.
- Transferring calls to the proper sections.
- Managing Emergency Coordination

C. Concierge Services: The Concierge Office is presented as specialized guest services on a personal level. Responsibilities include:

- Assisting with luggage upon arrival and departure
- Manage luggage storage and misplaced goods.
- Coordinating transportation and bookings for cars and boats
- Providing local sightseeing recommendations and tour booking
- Distributing newspapers on night shifts
- Providing crucial local information to improve the guest experience.

D. Reservation Office: The Reservation Office is the entry point to a guest's stay and manages the pre-arrival procedure by:

- Handling room reservations and availability checks.
- Confirming visitor reservations.
- Update visitor preferences in the system.
- Coordinate with other departments regarding arrival timetables.

Chapter 3: Overview of Front Office Operations

3.1 Front Office Operational Process

The front desk operations at Divine Lake Island Resort are very important for providing a consistent guest experience from arrival to departure. To attain the organization's primary goal which is customer satisfaction, Front Office employees must have a thorough understanding of their duties. The front Office is the resort's primary point of contact with the guests. The responsibilities of this unit are shared between front- and back-of-house operations. These include front-of-house services for visitors as well as administrative tasks that are critical to maintaining the level of service and increasing client satisfaction (Tutorials Point, 2022)

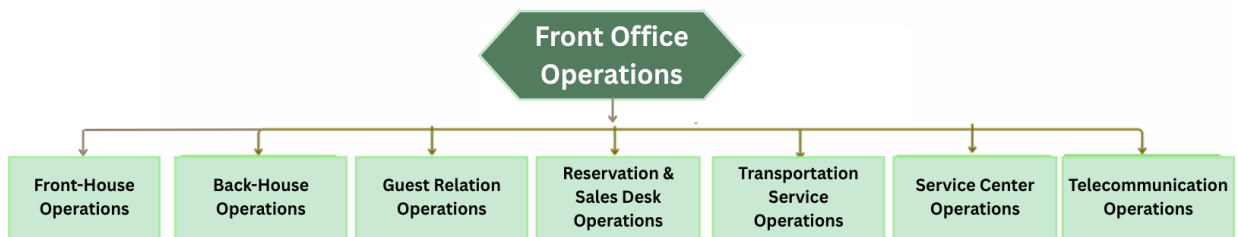


Figure 3: Front Office Undertaken Operations

(Author's Divine Lake Island Resort, 2025)

3.2 Front-House Operations

To create a positive first impression and overall satisfaction of the guests, these guest-facing functions are very crucial for the resort's reputation. Tasks included:

Front-House Operations



Figure 4: Front House Operations

(Author's Construct, 2025)

- **Welcoming and Interacting with Guests:** Front Office associates greet incoming guests, answer their questions about accommodations, and inform them about the resort's facilities and activities, including tourist attractions near the famous Kaptai lake.
- **Room Availability Management:** Staff use an automatic property management system to know the availability of rooms to be able to assign them correctly according to the reservation made based on preferences or available real numbers.
- **Guest Registration:** On arrival of guests, they present their identification with a NID card or a Passport and front Office staff will suffice with all the information necessary to complete the registration system and the sort or manner in which they expect to pay.
- **Issuing Room Keys:** After the guest has checked in, he or she will be given the key to the guest's room (key card), along with some additional information about how to navigate the property during the length of their visit.
- **Check-Out Procedures:** When a guest checks out of the resort, the front office staff will complete the last bill for the guest, process any payment that may have been due, request

any type of feedback the guest had about their stay, and express appreciation for the guest having chosen this particular resort.

3.3 Back-House Operations

The support-oriented back office at Divine Lake Island Resort is administrative based on the property and does not have a need for direct contact with visitors. The positions of the back office are also critical for the quality of service, efficiency of operations, and overall satisfaction of the guests.



Figure 5: Back House Operations

(Author's Construct, 2025)

3.4 Guest Relations Operations

The Department of Guest Relations at Divine Lake Island Resort plays an essential part in providing a good and an uninterrupted guest experience. Their paramount objective is to make their visitors feel happy through the use of courteous, attentive and personalized service during their stay.



Figure 6: Guest Relation Operations

(Author's Construct, 2025)

- **Welcoming and Assisting Guests:** On arrival of the guests, they are warmly received and are offered refreshing drinks, etc. The team there helps the guests with the check-in process so that feeling welcome & appreciated is there right from the beginning.
- **Complaint Management:** Responding immediately to issues is of high priority. Employees are also interested in hearing visitor complaints and coordinating with the appropriate departments to resolve the issues as fast and efficiently as feasible.
- **Special Requests Handling:** To improve the whole experience, guests can pre-request celebration planning, late check-outs, and upgrades, based on availability.
- **Information and Local Guidance:** Guest Relations staff will provide the guests with necessary information like the resort's facilities, activities, and local attractions. The picturesque boat trip on Kaptai Lake and walks are among the most popular activities.
- **Feedback Collection:** Feedback is collected through the use of comment cards and chats. This knowledge is used to improve the level of service and identify areas for development.

3.5 Reservations and Sales Office Operations

The Divine Lake Island Resort's Reservations and Sales Office processes tourist reservations, questions, and guest arrivals. Through the management of hotel reservations, special requests and

check-in/check-out, this crucial sub-unit of the front office department can significantly increase revenue and visitor satisfaction.

3.5.1 Core Functions and Responsibilities



Figure 7: Reservation and Sales Office Operations

(Author's Construct, 2025)

- **Reservation Management:** The office is responsible for receiving all booking inquiries through multiple mediums; such as by phone call, email, social media, travel websites and others. Each reservation is booked independently and monitored to help avoid overbooking.
- **Rate and Availability Control:** The pricing for rooms is primarily determined by occupancy trends, demand, and seasonal fluctuations. The office also collaborates with management to determine the cost of each promotion and bundle that are available in every booking channel.
- **Guest Profile and Preference Management:** When guests book with the office, they collect data from the guest about their preferences and unique features that allow them to personalize service offerings to each individual client.
- **Group and Event Bookings:** Corporate retreats and large groups can be accommodated through the Office as well. The Office manages all bulk reservations and distributes rooms, coordinates guest activities, and creates customized packages for each group.
- **Sales and Upselling:** Training occurs within the Office to help staff recommend high-end room categories, activity packages, guided tours, and other dining options to increase ancillary revenue and enhance the overall experience for each guest.

3.5.2 Check-In and Check-Out Operations

The reservations and sales office is responsible for elevated checking-in and checking-out, guaranteeing a pleasant and cordial experience for the guests.

- **Check-In Procedures:** Passenger data is validated upon check-in, in addition to validating the reservation that was made for them. The guests receive information regarding the amenities of their room, as well as activities at the resort, dining options available, and other safety features. Registration paperwork is completed by hand, and on occasion welcome drinks may be offered as part of the overall guest experience.
- **Check-Out Procedures:** Upon check-out, payment is manually processed with the minibar usage checked, additional services provided during the stay, and participation in the various resort activities confirmed. Guest satisfaction is also measured through a feedback form that is distributed to each guest.
- **Special Considerations:** Early check in and late check out of guests is permitted depending on the availability of rooms and the prior clearance of the Resort, additional charges being made, if necessary.

3.5.3 Guest Communication Channels

The reservations and sales office is handled through:

- Direct phone calls and SMS
- Official resort email
- Walk-in bookings
- OTA platforms (e.g. resortsbd)
- Facebook, Instagram, and Messenger chats (overseen through digital marketing co-ordinator)

The staffs at the reservations and sales office try their level best to maintain professionalism and diligence, regardless of technological limitations. The service reputation of the resort is mainly influenced the staffs as they create the first impression on visitors mind.

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3.6 Transportation Service Operations

Being located on an island, Divine Lake Island Resort places great emphasis on efficient and safe transport services. The Front Office department works very closely with the transport department to ensure that guests have easy access to the resort, mainland, and nearby attractions. The resort's hospitality services feature transport options both land and water based.

Key Transportation Services:

- **Houseboat Transfers:** Guests are ferried from the mainland dock to the island resort on large, mechanized houseboats. This boat follows a timetable and is available for the check in or check out, thereby ensuring that guests are ferried over the Kaptai Lake both timeously and in scenic surroundings.
- **Sightseeing Boats:** The resort provides a guided boat cruise to nearby tourist spots such as Shuvolong Waterfall, Hanging Bridge and tribal villages. These excursions gives the tourists the opportunity to experience the natural and cultural beauty of the region and enjoy complete safety and comfort.
- **On-Demand Land Transport:** For those guests requiring land transport the resort provides car hiring short local guide and itinerary packages to Rangamati and nearby areas. This service is sanctioned by visitors who wish to broaden their quest of exploration beyond that of the lake.
- **Pick-Up and Drop-Off Services:** The resort provides transport facilities from and to the important ingresses like Rangamati bus terminal or railway station or that of Chattogram Airport according to the itinerary of the guests. This service is normally arranged beforehand at the stage of reservation or requested at time of check out.

3.7 Service Center Operations

The Service Center of Divine Lake Island Resort is the headquarters for receiving inquiries from guests and inter-departmental communications. This unit is responsible to the Front Office Department and is designed to fulfill all guest service requests, routine or special, in an efficient manner by a systematic arrangement for handling and follow-up.

Core Functions of the Service Center:

- **Request Logging and Tracking:** Requests made by guests for all types of service, i.e. cleaning, room services, maintenance, laundry, are received over a telephone system and immediately recorded in a centralized system or log book. The requests are recorded and

include the time of the request, room number, nature of service requested, and the urgency of the service.

- **Departmental Coordination:** The service act requested is entered in the log book and then it is sent to the department which is necessary to fulfill the act of service (i.e. housekeeping, F&B, engineering) by means of an internal intercom system or a resort communication system. This eliminates delays and guarantees the proper furnishing of service.
- **Follow-Up and Confirmation:** The Service Center personnel next check to see that the service act requested has been completed by the proper department. If there are delays or any other matters in connection with the service requests, the guests are notified immediately.
- **Courtesy Calls:** On the part of the personnel there is a routine of courtesy calls daily made to the in-house guests to ascertain whether the stay and comforts offered fulfill their desires, including certain amenities not available. With the service offered by this method, most all of the complaints are eliminated.
- **Complaint Handling and Resolution:** When customers are dissatisfied with their experiences or a service fails, they look first to the Service Center. The complaint is recorded and sent to the appropriate supervisor for immediate action, and the desires of the guest perfect satisfaction are obtained by the method of follow-up.

The Service Center plays a very important role in providing guests with services that are personalized according to the guest preferences. It improves the overall vacation experience of guests while also focusing on the resort's commitment to provide excellent service.

3.8 Telecommunication Operations

The Telecommunications Unit is very important in providing adequate communication throughout the resort because all communications (messages) are reviewed and verified by this unit before they can be transmitted via the resort's communication system. This unit is essential to maintaining the internal workings of the front office department properly as this department is one of the most important parts of the front office department. The unit is the main source of contact for guests when they need something, and members of the unit answer both internal and external calls (matrixcomsec.com).

3.8.1 Key Responsibilities of the Telecommunication Sector

The Telecommunications Department is the common communication center of the resort and all functions and responsibilities of this department are directly related to overall guest satisfaction with the property and the efficiency of hotel operations(phonesuite.com). Other essential duties include:

- **Managing Incoming and Outgoing Calls:** Internal and external telephone communications are conducted in a prompt and courteous manner.
- **Wake-Up Call Services:** Timely execution of scheduled wake-up calls as requested by guests.
- **Interdepartmental Coordination:** Referral of guest requests to the appropriate departments servicing them such as housekeeping, maintenance, room service and the front Office.
- **Handling Guest Inquiries:** Providing accurate information relative to services at the hotel, local attractions, transportation, and reservation procedures.
- **Monitoring Emergency Calls:** Checking of urgent telephone calls and notification of appropriate departments in extreme circumstances.
- **Maintaining Telephone Logs:** Recording of all fur calls, permanently, showing time of day, nature of call, purpose of inquiry and any action taken. This informs and serves quality assurance (*Hospitality Communication: Exploring the Synergy Between Telecommunication and Guest Experience!* n.d.)

3.8.2 Operational Procedures Followed in Telecommunication

The telecommunications operations of Divine Lake Island Resort are carried on under a set of daily routines in order to assure efficiency, accuracy and the satisfaction of the guest.

❖ **Call Handling Protocol:**

- Each incoming call is answered within three rings.
- Calls answered on the public telephone switchboard utilize a common script to initiate a standard greeting by the operator, who maintains a pleasant tone of voice and personality with the guest or caller throughout the duration of the call.

- Enquiry calls are promptly answered by shortening calls or internally routing calls to assist prompt handling of the call or redirecting calls to the appropriate department without loss of time in the handling of the requests.
- Specific details regarding calls shall be placed in the log of each and every call, information to be given is important and consists of the time of day the call is received, name of the guest if applicable, nature of inquiry, and result of inquiry as to follow-on.

❖ **Wake-Up Call System**

- Requests for wake-up calls shall be recorded both initially manually in the log and subsequently in the computer system.
- Operators shall be required to place wake-up calls at specific requested times and if unsuccessful in delivering the end through no communication shall make follow-up calls for the purpose of delivery of the message.
- All attempts shall be recorded regarding wake-up calls to ensure accountability of the operator.

❖ **Communication with Other Departments**

- Telecommunications Department serves as a liaison between guests and various departments such as housekeeping, food and beverage, room service tings at the hotel, and bell Office.
- Guest requests are communicated internally by use of inter-communication system or directly to telephone lines in the various departments to effect requests promptly.
- To confirm task has been done properly, feedback from departments is collected and updated in the log.

3.8.3 Technology and Tools Used

At The Divine Lake Island Resort, its telecommunications sector has been carrying out simple, but effective solutions concerning communication with guests and then in offering the service. This includes:

- **Landline Telephone Sets:** These are utilized to receive external calls from guests and route the messages to the appropriate departments.

- **Manual Call Register:** A book that is kept to document data about visitors' requests, call times, and other important information that may be utilized for reference and follow-up purposes.
- **Intercom System:** Facilitates internal communication between guest rooms, the front office, and service departments such as housekeeping and food and beverage.
- **Wake-Up Call Service:** The service is requested by the guest for the purpose of waking him or her and is operated either by the manual displaying of the time on the digital timer, or manual agreeing, in order that the guest receive the wake-up reminder at time.

Though the resort lacks upgraded hospitality technologies, it provides better quality communication service by following practice tools, efficient procedures and dedicated staffs.

3.8.4 Guest Interaction and Service Efficiency

The Telecommunication Unit plays an important role in ensuring a first-class guest experience by:

- Quick response to enquiries and requests.
- Professional, respectful, and useful communication.
- Effective collaboration with key departments to guarantee prompt service delivery.

During the internship period, it has been noticed that the communication staffs of the resort maintained high-pressure situations like holidays, weekends, and peak check-in/check-out times calmly and effectively.

3.8.5 Coordination with Other Front Office Sub-Units

The cooperation between the telecommunication unit and the other sub-sections of the front office is important to the smooth operation of the resort. Regular inter-communications are maintained with:

- **Reception Office:** The Reception Office is responsible for guest check-ins, check-outs, room changes and extensions of leave.
- **Housekeeping:** Supplies room readiness reports, cleaning requests and amenities replenishment.
- **Bell Office:** Provides luggage handling, transportation arrangements, and porter services.

- **Room Service:** Responsible for relaying and confirming phone orders placed by guests.

The coordination produces complete communication one assistant to the other and creates a uniform system of experience for the guest in services.

Chapter 4: Findings and Recommendations

4.1 Findings

During the six-month internship at the Front Office Department (Telecommunication Sector) of Divine Lake Island Resort, Kaptai, several operational practices were observed which show the strength and weakness of the department.

The results of the overall performance and operation with the communications processes are summarized below:

- **Excellent Dedication in Communication:** The telecommunications operators are responsible to provide an efficient means of communication for all the guests. They take incoming and outgoing calls, wake up calls and provide answers to guest inquiries in a pleasant manner which will assist in enhancing the overall guest experience.
- **Friendly and Cooperative Staff Atmosphere:** The telecommunications department has a team working approach with other front desk departments such as reservations and reception in order to maintain service delivery during busy periods.
- **The Efficient Handling of Guest Requests:** The intercom as well as the land line services are prompt in attending to Guest requests which is executed by the Operators. The efficiency of such helps could ensure a good impact of the quality of service and professionalism of the resort.
- **Individualized Guest Service:** The manual communication system gives scope to the Operators to give individual attention to each Guest query, particularly in special requests or wake up call, which would increase the satisfaction of the guests..
- **Language Barriers in Guest Communication:** As the number of foreign tourists grows, communication problems are occasionally experienced where employees are challenged in responding to non-Bengali speaking guests.
- **Dependence on Manual Documentation:** The information on the guests, call logs, and service orders are all handled manually. This practice exposes the risk of lost data or slow delivery of messages especially in peak seasons.
- **The lack of Guest Seating at the Reception Area:** The absence of seating arrangements can be very uncomfortable to the guests who have to wait in the reception area. This also strains the front office personnel since they are expected to remain with standing guests all day.

- **Lack of Consistency in the Internal Coordination:** Since communication between departments largely relies on phone calls and handwritten messages, sometimes a miscommunication can hold up the delivery of services to the guests or cause confusion on busy days.

4.2 Recommendations

Based on the above findings, the recommendations to optimize the operational efficiency and guest satisfaction at Divine Lake Island Resort that are being proposed are given below:

- **Introduction of a Basic PMS or Central Dashboard:** With the use of a low-cost, cloud-based property management system (PMS) or an inexpensive central dashboard for reporting, staff will be able to track and respond to guest service requests and record and manage guest information; and, ultimately, speed up the check-in process, which will reduce errors and create better inter-departmental communication.
- **Multilingual Support Initiatives:** In order to significantly enhance the quality of interaction between the hotel's staff and foreign guests, the hotel could offer its employees basic language courses for English, Mandarin, and French, or install in the front office real-time translation applications and multilingual materials at check-in.
- **Reception Area Improvements:** A comfortable, luxurious seating location in the reception area would provide guests with a more pleasant experience while waiting for their room keys or while waiting for the check-in process to complete. This modification would also enable the staff to coordinate the check-in process much more efficiently and will help prevent putting an undue burden on the guest.
- **Centralized and Digital Logbooks:** Implementing standard digital spreadsheets or Google Forms will help create an even higher degree of consistency with respect to documenting service, decrease the occurrence of lost documents and increase visibility to communicate internally across departments.
- **Regular Maintenance of Communication tools:** Implementing a regular maintenance schedule for phones, intercoms and wake-up calls will eliminate inconvenience and provide consistent, reliable service to guests.

Chapter 5: Conclusion

5.1 Conclusion

The internship at Divine Lake Island Resort was academically rewarding and fulfilling. It offered a more comprehensive insight into the operational procedures of a hospitality facility which thrives in a peaceful natural setting and gives individualized visitor experiences. The operation of the front office departments and particularly the telecommunication unit reflected the resort's focus on ensuring that the staff meet service standards by their dedication and flexibility, despite the lack of digital tools, language barriers, and manual coordination processes. The peaceful lake front position, the sincere culture of hospitality and the feeling of team work ensured the guests' satisfaction and generated repeated visitors. The operations analysis also identified several operational shortcomings, which, by the introduction of strategic technology management, improved infrastructure and communications protocols, could reduce labor stress and enhance the guests' experience.

Overall, this internship experience demonstrated how theoretical knowledge could be put into practice in a successful manner, and it produced observations which could become useful information for management in planning how to improve the services rendered in the future.

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