

**Internship Report on
Front Office Operational Process of Amari Dhaka**

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Front Office Operational Process of Amari Dhaka

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LETTER OF TRANSMITTAL

Mr. Siddiqur Rahman
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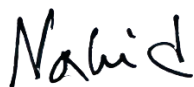
Subject: Submission of the Internship Report

Dear sir,

As part of my BTHM program, I am happy to send you my internship report, which is called "Front Office Operational Process of Amari Dhaka." It has been a great pleasure to do my internship with you as my mentor.

During my six-month internship in the Front Office Department of Hotel Amari Dhaka, where Mr. Sourav Mondal (Senior Duty Manager) was in charge, I learned a lot about how the department works. This report gives a full picture of what the front office does at the hotel. I have done everything I can to follow your advice while I was getting ready.

Thank you for always being there for me. Please accept this report and give me your valued feedback. I hope it helps you have a clear and thorough understanding of the topic.



Sincerely,

Nahid Reza Naim

ID: 213-43-175

Bachelor of Tourism and Hospitality Management
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CERTIFICATE OF APPROVAL

This serves to confirm that Nahid Reza Naim, with the identification number 213-43-175, has fulfilled the requirements of his internship at "Hotel Amari Dhaka" in the capacity of a Trainee within the Front Office, Front Office Department. Under my guidance, he has effectively concluded his Internship Report titled "Front Office Operational Process of Amari Dhaka". Throughout the duration of my supervision, I observed him to be consistently punctual, diligent, and dedicated.

I hereby affirm that I have assessed this report personally, and in my opinion, it meets the necessary standards in terms of quality and comprehensiveness for the conferral of the Tourism and Hospitality Management (BTHM) program.

I extend my best wishes to him for a future filled with success and prosperity.



Mr. Siddiquir

Rahman Assistant

Professor and Head

Department of Tourism & Hospitality

Management Faculty of Business &

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STUDENT DECLARATION

I am Nahid Reza Naim, and my ID number is 213-43-1175. I am a student in the Bachelor of Tourism and Hospitality Management (BTHM) program in the Tourism and Hospitality Management (THM) at DIU-Daffodil International University. I am writing to inform you that I have recently completed the report titled " Front Office Operational Process of Amari Dhaka." It was only for my Practicum and to get my BTHM degree, not for any other reason.

This report has my practicum work in it, and I haven't sent it in or used it for any other purpose. From now on, it is strictly forbidden to reproduce, replicate, or use this report without permission.

Yours sincerely,



Nahid Reza Naim

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Acknowledgement

The successful compilation of this report can be attributed to the efforts of many people. With pride, the author expresses his appreciation to them.

I want to express my gratitude and appreciation to Almighty God.

In addition, I would like to express my gratitude to my family, who have greatly assisted me in making this moment worthwhile. Thanks to their commendable support and trust, I am where I am. Secondly, I would like to express my gratitude to the individuals who have provided me with wonderful encouragement to complete the temporary job report.

I am grateful to Mr. Siddiquir Rahman, Assistant Professor and Head of the Department of Tourism and Hospitality Management, for guiding the preparation of the practicum protection report. The idea for the establishment of the report was given by him, and the report would not have been possible without his guidance.

Special thanks to Mr. Sourav Mondol (Senior Duty Manager), Mr. Sharafat Karim. I learned what calm leadership looks like by watching them handle busy mornings with such ease—thank you for showing me how to stay steady under stress.

Executive Summary

This internship report, entitled “Internship Report on Front Office Operational Process of Amari Dhaka” presents a comprehensive analysis of the front office operations of Hotel Amari Dhaka. The study examines the department's daily activities, emphasizing operational efficiency, which is vital to ensuring guest satisfaction and overall hotel success.

During the internship, multiple facets of front office operations were analyzed, including guest interactions, room reservation processes, and the utilization of Property Management Software (PMS) in Front Office operation. Key tasks encompassed facilitating check-in and check-out, managing guest requests and complaints, coordinating with other departments. The position demanded seamless communication with concierge, and other hotel departments to guarantee an exceptional guest experience, underscoring the importance of collaboration and adaptability.

The study highlights the structured processes and training sessions implemented within the front office, adherence to identification verification protocols, and efficient handling of peak operational periods. Challenges such as time-consuming check-ins, communication gaps among departments, and the limitations of manual processes provided valuable lessons in problem-solving and workflow optimization.

Front office operations play a pivotal role in the overall performance of a hotel. By providing efficient, guest-centric services and fostering interdepartmental coordination, the front office significantly enhances guest experiences and ensures the smooth operation of the establishment. Effective front office management requires trained personnel, robust operational systems, and consistent efforts to maintain high service standards.

The internship offered practical insights into premium hospitality operations, emphasizing the importance of attentiveness, teamwork, and technological proficiency. This experience bridged the gap between theoretical knowledge and real-world application.

Table of Contents

Title Page	i
Letter of Transmittal.....	iii
Certificate of Approval.....	iv
Student Declaration.....	v
Acknowledgement	vi
Executive Summary.....	vi
Table of Contents	vi-ix
Table of figures	x
Chapter 01.....	1
Introduction	1
1.1 Introduction.....	2
1.2 Background of the Report	2
1.3 Scope of the Report.....	2
1.4 Objective	3
1.5 Methodology.....	3
1.6 Data Source (Secondary Data)	3
1.7 Limitation of the Study.....	3
Chapter 02.....	4
An In-Depth Analysis of Hotel Amari Dhaka	4
2.1 Introduction.....	5
2.2 Amari Dhaka's Mission Statement.....	5
2.3 Vision of Amari Dhaka.....	5
2.4 Organizational Structure of Amari Dhaka	6
2.5 The Department Oversees Operations at Hotel Amari Dhaka	6
2.6 Hotel Amari Dhaka's Products and Services.....	7
Accommodations.....	7
Cascade Lounge.....	8
Deck-41.....	8
Amaya Buffet Gallery	8

Amari Signature Breeze Spa.....	9
Fit Center & Swimming Pool	9
Chapter 3	10
Analysis	10
3.1 Introduction of Front Office	11
3.2 Parts of the Front Office of Amari Dhaka.....	11
3.3 Front Office Operational Process of Amari Dhaka.....	13
3.3.1 Front Desk Operations.....	13
3.3.2 Night Audit.....	18
3.3.3 Service Center Operational Process	20
3.3.4 SPA Operation Process	21
3.3.5 FIT Center Operations Process.....	22
Chapter 4	23
Findings & Recommendations.....	23
4.1 Major Findings	24
4.2 Problems	24
4.3 Recommendations.....	25
Chapter 5	26
Conclusion.....	26
5.1 Conclusion	27
References.....	28

Table of Figures

Figure 1- Organizational Chart of Amari Dhaka	6
Figure 2- Parts of Amari Dhaka Front Office Department	11
Figure 3- Check-in Process	16
Figure 4- Check-out Process	18
Figure 5- Concierge Operation Process	19
Figure 6- Service Center Operation Process	21
Figure 7- SPA Track List	22

Chapter 01

INTRODUCTION

1.1 Introduction

This report reflects my internship experience at Hotel Amari Dhaka, where I encountered a mix of valuable learning opportunities, real challenges, and meaningful accomplishments. Each responsibility, assignment, and interaction added to a meaningful learning process. The introduction provides a foundation for reviewing the experiences and insights gained during the internship, especially within the Front Office department. These steps for exploring main aspects such as guest quality, relations, solving problems, usage of technology, systems of reservation, besides the opportunities of the way.

In this report, I have discussed the lessons that I have learnt. Here, I reflect all the analysis and experiences of my journey with Amari Hotel. The accommodations of this hotel, facilities of this hotel, and services were discussed in this report. My goal is to make a meaningful contribution to the hotel. And generate ideas that can enhance the customer service and help the business grow well. After all, analyzing the limitations of the hotel, I recommended some steps that can make their services better than previous. My goal is to contribute meaningful ideas that can enhance operational efficiency and guest satisfaction at Amari Dhaka, ultimately supporting the hotel's growth in a dynamic and competitive market.

1.2 Background of the Report

In the world of hospitality, nothing is more important than the experience you give a guest. It's the lifeblood of any hotel, and that experience is so often defined the moment someone walks through the door—by the Front Office team.

That's precisely what I aim to explore in this report. Having seen it firsthand, Amari Dhaka operates at a pace that never really slows down, welcoming a constant flow of guests from all over. Serving as the central point for guest interactions and coordinating communication among different departments, the Front Office plays a pivotal role in the hotel's success. By identifying these challenges, we can find practical ways to enhance their workflow, ultimately protecting the flawless, luxurious standard that guests expect when they choose to stay here.

1.3 Scope of the Report

Looking back at my internship, my time was spent right in the thick of things at the Amari Dhaka's Front Office. I wasn't just an observer; I was actively involved in the daily rhythm of the department, from handling guest check-ins to managing reservations. It offers a detailed overview of the roles, duties, and everyday practices that define the operations of the Front Office Department at Amari Dhaka.

1.4 Objective

The objective of this study is to analyze and document the operational processes of the Front Office Department at Hotel Amari Dhaka. The specific objectives include:

- To analyze the Front Office operational process of Amari Dhaka
- To identify the problems related to the Front Office operational process of Amari Dhaka
- To provide recommendations based on the problems

1.5 Methodology

The methodology employed in this report is qualitative research and descriptive in nature, relying on the analysis of secondary data to explore the Front Office operational process of Hotel Amari Dhaka.

1.6 Data Source

The data source used in this report is secondary, including:

- Standard Operating Procedure (SOP) documents of Amari Dhaka.
- Front Office operational logs.
- Relevant books and reports.

1.7 Limitations of the Study

- These reports depend on the Front Office Department of Hotel Amari. It can be a limit of the understanding of how the entire hotel operates.
- Confidential documents, and information are restricted to access for security purposes.
- The duration of the internship is much shorter, which is the reason to less explore the hotel services.

Chapter 02

AN IN-DEPTH ANALYSIS OF HOTEL AMARI DHAKA

2.1 Introduction

Gathering modern experiences and hospitality with the greetings of the hotel is extraordinary of this hotel. Stepping inside, you find 134 rooms and suites that are actually designed for real people. They're not just stylish; they're thoughtfully crafted to be a peaceful retreat after a long day. And the dining? You've got options. You can dive into a world of flavors at the Amaya Food Gallery or head up to Deck 41 on the rooftop. There's nothing quite like sipping a cocktail up there as you look out over the entire Dhaka skyline.

2.2 Amari Dhaka's Mission Statement

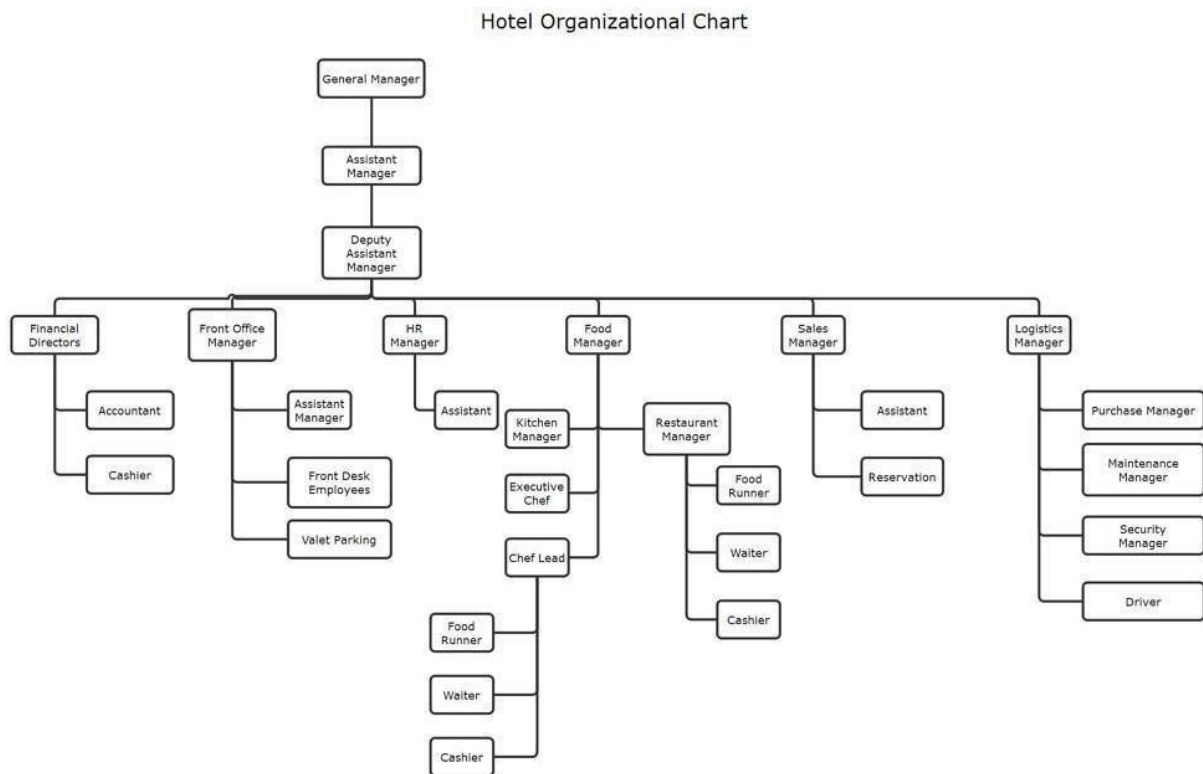
Amari Dhaka will surpass customer expectations in service, quality, and value while upholding a safe and clean environment, respecting the dignity of all associates, contributing to the community, and guaranteeing optimal returns for the owners.

- Amari Dhaka emphasizes cleanliness from the moment guests arrive till their leave to ensure a safe atmosphere.
- Onyx Reward, a point allocation system administered by "ONYX," encourages patronage of Asian ONYX properties.
- Amari Dhaka's culture incorporates contemporary aspects in cuisine, expression, organization, design, and wellness.

2.3 Vision of Amari Dhaka

Amari Dhaka aims to position itself as a leading name in the hospitality industry by drawing on the expertise of its experienced international leadership team and its unwavering commitment to outstanding service. The missions of that hotel on making a memorable experience of their guests.

2.4 Organizational Structure of Amari Dhaka



FiFigure 1- Organizational Chart of Amari Dhaka

Source: setupmyhotel.com

This diagram presents the structure of the process of the Hotel. It starts with the management and different departments. The hotel offers some facilities to provide the best service to its guests.

2.5 The Department Oversees Operations at Hotel Amari Dhaka

- **Human Resources (HR):** This Department handles all role of managing hotel's workforce. Besides, they are responsible for recruiting any employee and hire them in the central role also.
- **Front Office:** Front office is the first impression of a hotel. This space is for giving welcome to the guests, They provide service to book a room and give other services to the guests.

- **Housekeeping:** Making the hotel rooms clean and attractive housekeeping have to be sincere about this. They have to make the rooms, lobby everything neat and clean. Because, guest impressions are created with these.
- **Food and Beverage (F&B):** The guest have to take the breakfast, lunch, snacks and dinner. So that hotel should make ensure the quality of food, beverages carefully. So that, the department should be careful to chose the men power in this sector.
- **Finance:** The Finance department oversees all financial matters, including tracking revenue, managing expenses, and preparing reports. Their work ensures the hotel operates efficiently and remains financially healthy.

2.6 Hotel Amari Dhaka's Products and Services

This hotel offers 134 standard rooms, and suites in different categories. Every room has modern facilities, technologies with wide range of usage, Amari Dhaka, located in the heart of the capital, stands as one of the city's leading hotels, catering especially to business travelers with exceptional services and amenities. Amari Dhaka strives to create a seamless and enjoyable stay, ensuring every guest feels well taken care of.

Accommodations:

This hotel is containing a number of standard rooms and suits all grades, furnished with extraordinary amenities to meet varied guest requirements.

➤ **Superior Queen Room:**

This is the initial standard level accommodation. Superior queen rooms have a queen-sized bed with a city view, accommodating 2 adults and 1 child or 2 adults, and measure 29-33 square meters.

A total of 30 Superior queen rooms exists.

➤ **Deluxe Twin Room:**

The Deluxe Twin Room is the standard upgraded twin accommodation at Amari Dhaka. The room measures 37 square meters and contains two individual single beds along with a workspace. A total of 20 twin rooms exists.

➤ **Junior Suite Room:**

The Junior Suite is the standard premium accommodation at Amari Dhaka. This room category includes distinct living and sleeping rooms. Junior Suite accommodations provide one king-size bed and a bathroom, with a size range of 47-53 square meters. The total number of rooms is 20.

➤ **One Bedroom Terrace Suite:**

The Amari Dhaka One Bedroom Terrace Suite is a standard premium category accommodation. This accommodation category includes two distinct living and sleeping spaces, along with a terrace that offers a view of the city. The One Bedroom Terrace Suite features one king-size bed and a bathroom. The room measures 75 square meters. There are A total of four rooms.

Amari features three traditional restaurants and a bar that provides buffet, à la carte, shisha, and alcoholic drinks.

Cascade Lounge:

It is a modern lobby lounge dining establishment offering an à la carte menu for breakfast, lunch, and dinner. Moreover, the Cascade Lounge offers a selection of baked goods and facilitates in-room dining services.

Operation Hours: 24 hours a day, 7 days a week.

Deck-41:

A rooftop bar with a cosmopolitan ambiance. Deck-41 additionally offers Shisa, alcoholic drinks, and snacks.

Operation Hours: 2:00 p.m. - 2:00 a.m.

Amaya Buffet Gallery:

Amaya Buffet Gallery: Amaya Food Gallery is a distinguished full-service buffet café including live culinary stations that offers innovative, quick, and delectable global and Asian food. Amaya Buffet Gallery offers breakfast, lunch, and dinner buffets.

Operation Hours:

Breakfast is offered from 6:30 AM to 10:30 PM.

Lunch is offered from 12:30 PM to 3:30 PM.

Dinner is offered from 6:00 PM to 10:00 PM.

Amari Signature Breeze Spa:

The Breeze Spa, part of the Amari Hotel and Resort Group, is a branded spa chain. Breeze Spa is a pioneering therapeutic concept predicated on the notion that pleasure is an essential foundation for wellness. The Amari Dhaka Breeze Spa comprises six individual treatment rooms and employs four therapists educated in Thai techniques.

Fit Center & Swimming Pool:

Amari Dhaka Fit Centre is an excellent facility for exercising and swimming to maintain health. Amari Dhaka Fit Center has two trainers. Amari Dhaka offers sauna and steam services at this fitness center from 6:00 AM to 10:00 AM.

Chapter 3

ANALYSIS

3.1 Introduction of Front Office

The seamless operation of a hotel depends significantly on the effective functioning of its front office, which acts as the central nexus for multiple departments. The front office performs two vital functions: facilitating good contact with guests, workers, and other hotel departments, and managing accounting operations, encompassing charges for both registered and non-registered guests. The front office serves as a major center for information preservation and the coordination of the hotel's overall performance. Consequently, it can be accurately characterized as the hotel's nerve center.

The Front Office of Amari Dhaka consists of several components, including:

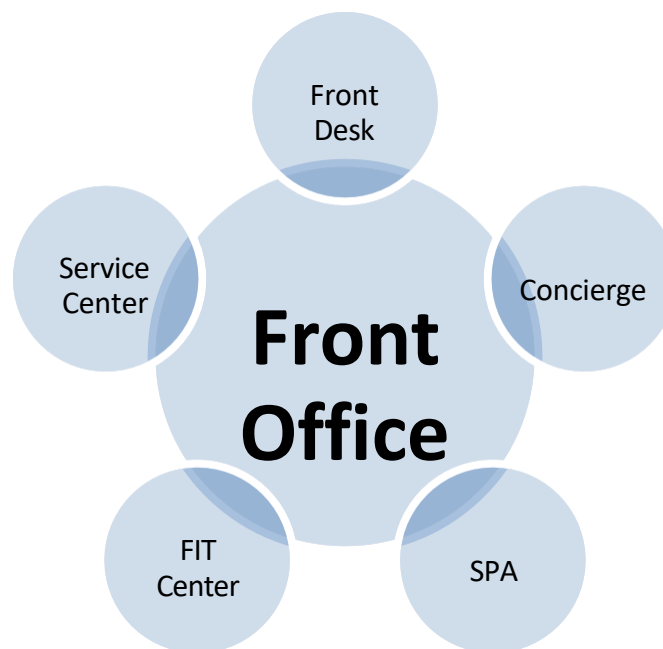


Figure 2- Parts of Amari Dhaka Front Office Department

3.2 Parts of the Front Office of Amari Dhaka

A. Front Desk

Upon successful processing of a reservation in the reservation area, the subsequent action takes place at the front desk. At this point, the front desk warmly welcomes the guest, assigns the room after completing registration procedures, and manages different operational responsibilities. This

Includes the administration of room keys, the handling of mail and communications, the oversight of credit limitations, the processing of guest payments, and the management of the check-out procedure.

B. Concierge

It is a uniformed service. The concierge desk at The Amari Dhaka primarily does the following responsibilities:

- Manage arrival luggage.
- Manage departure Baggage.
- Oversee luggage store operation.
- Manage incoming and outgoing packages and messages.
- Manage misplaced luggage.
- Provide guests with appropriate information according to their needs.
- Distribute the newspaper to the occupied rooms during the night shift.
- Inquire with the transport associate about the guest's car reservation.

C. Service Center- 'Brighten your day'

The Service Center is the telephonic command hub at The Amari Dhaka, managing the majority of guest services. Proficient colleagues, collaborate with all hotel departments and possess extensive knowledge of the property and its vicinity to effectively meet guest requirements. It functions as the principal point of contact with guests, offering tailored assistance and facilitating service requests. Guests may dial '0' for immediate assistance with any request, allowing the Service Center to manage the remainder.

D. Fit Center

The Amari Fit Center, an icon of the company since its establishment, is located on Level 16 adjacent to the swimming pool on Level 15, which also includes sauna and steam amenities.

Operating hours are from 6:00 AM to 10:00 PM.

E. SPA

Amari Breeze Spa employs six highly educated therapists from Thailand and operates daily from 9:00 AM to 9:00 PM. Front desk executives manage payment transactions for spa patrons and grant admission to the facility. Concurrently, the service center oversees appointment scheduling and administers spa reservations.

3.3 Front Office Operational Process of Amari Dhaka

The Front Office is often considered the heart of a hotel, acting as the primary point of contact between guests and the property. This section seeks to outline the operational processes within key areas, including the Front Desk, Concierge, SPA, Service Center, and Fit Center.

3.3.1 Front Desk Operations

Front desk operations involve a variety of critical duties that facilitate seamless guest interactions and operational efficacy within a hotel.

Performing with Guests:

- Front desk staff greet guests, answer their questions, and assist with requests for rooms or services. They also provide information about room availability, hotel amenities, and local attractions.

Room Reservation Process:

Examining the reservation process at Amari Dhaka reveals the detailed steps involved in managing guest bookings, from the initial request to final confirmation. It's not just about taking down a name and a date; it's a detailed process that starts the moment a guest decides to stay. Reservations pour in from all over—through their website, a quick phone call, or from a third-party travel site.



Figure 3: Check In Process

Check-In Process:

- **Warm Greeting:** Welcoming guest is one of the most valuable part of the important thing of the hotel.
- **Hospitality Gesture:** Offer the guest a welcome drink, such as a refreshing beverage, to elevate their arrival experience and convey a sense of value and appreciation.
- **Reservation Confirmation Handling:** Gather the guest's reservation confirmation information, assuring precision and thoroughness for seamless check-in processes and efficient room assignment.

- **Identification Verification Process:** Authenticate the guest's identity by soliciting their National Identification Document for local guests or passport accompanied by a Visa for international guests, in compliance with legal and security protocols.
- **Registration Card Presentation and Completion:** Register the data for the guest, and use the card precisely in different places of the hotel.
- **Information Gathering and Signature:** If the guest has not supplied a business card, courteously request that they physically enter necessary contact information on the registration card, ensuring all mandatory areas are filled and securing their signature as acknowledgment.
- **Guest Queries Addressing:** Prompt the guest to pose any concerns or request clarification regarding hotel policies, services, or area activities, showcasing attentiveness to their needs and a readiness to assist.
- **Key Handover Ceremony:** After processing all formalities, the hotel operator passes the keys of the rooms and welcomes to their room with a greeting.

Check-Out Process:

The process of check-out is an important part of the hotel. This portion is important because all impressions of hotels will be together when they leave the hotel with sound good memories.. Following departure, our housekeeping staff meticulously readies the room for the subsequent visitor, upholding our dedication to cleanliness and comfort. Through rigorous attention to detail and exceptional customer service, we want to create a lasting good impression, ensuring each guest leaves satisfied and eager to return. The review of guests can ensure future improvement of the hotel as well as provide best service to guests next time.

- **Settling the Bill:** The hotel provides a money receipt to the guest with the details payment. The front desk staff then helps them complete the payment using their chosen method.
- **Keys Return & Checking Out:** For leaving hotel, guests have to return keys. Have to return all cards, room keys, or any other access cards to the front desk.
- **Returning Deposited Items:** After returning keys, the deposited items by guests have to be returned to the front desk. These items can be jewelry, luggage, or any other thing. These were kept for safe.
- **Bidding Farewell:** Farewell is for leaving guests. All staff members make an excellent farewell and convey gratitude to guests as they leave. This kind of farewell, guest will remember their service. And in the future guest will come again and stay hotel again.
- **Post-Departure Procedures:** This entails replacing bed sheets, restocking amenities, disinfecting surfaces, and verifying that the room adheres to the hotel's cleaning requirements. Furthermore, any maintenance concerns or repairs noted during the guest's stay are swiftly resolved to uphold the room's quality.

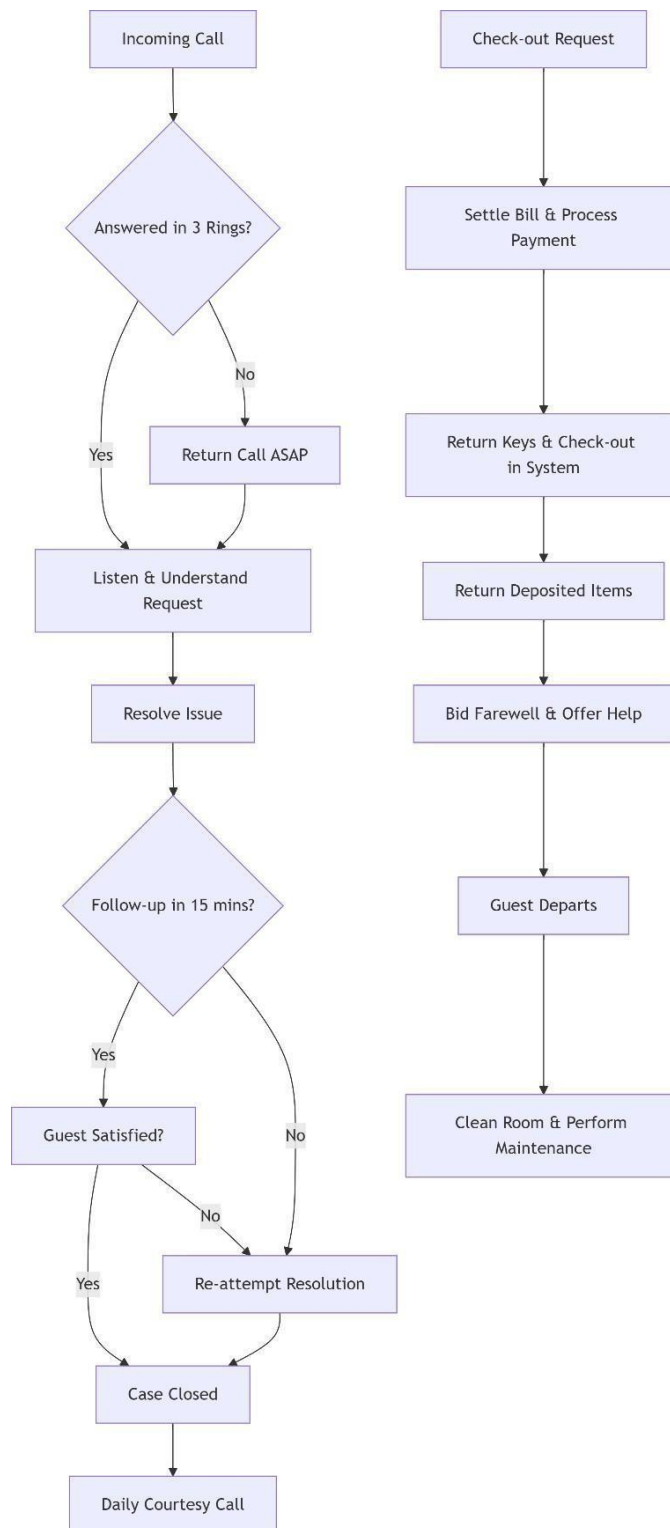


Figure 4: Checkout Process

Departure processes are intended to guarantee that visitors enjoy a smooth and favorable experience upon concluding their hotel stay. From processing payments to saying goodbye, every detail is meticulously handled to create a memorable experience and promote future visits.

Airport Pickup and Drop-Off:

- **Airport Transfers:** Amari Dhaka excels in providing airport pickup and drop-off services, guaranteeing a seamless transfer for visitors between the airport and the hotel. This service is exceptionally efficient and accommodates the individual flight itineraries of clients.
- **Meet and Greet Service:** The hotel meet and greet to the guest at the airport. They receive their guests with flowers and warm greeting.

3.3.2 Night Audit:

In a hotel, auditing mainly consists of carefully examining the organization's financial activities. Besides of the audit process, guest accounts are reviewed and verified on a daily basis. The managers of managers are encouraged to go through audit at night and making reports regularly, as these provide valuable insights into occupancy patterns and the hotel's overall financial performance.

In a hotel auditing is primarily involves a thorough review of the organization's financial activities, starting at the front desk. Every transaction recorded on guest accounts originates here and is then transmitted to the back-office accounting team. During the auditing process, guest accounts are checked and verified daily. Experts advise that hotel managers regularly review night audit reports to better understand occupancy trends and financial performance.

Taking Guest Requests and Complains:

- Taking steps for resolving issues promptly. Many times, guest Relations personnel are tasked with handling any complaints with concentration. or concerns guests may encounter throughout their stay.

- Specially managing there are managing special requests. Guests address unique requests, like room upgrades, late checkouts, or specific amenities, ensuring that guests' demands are fulfilled to the utmost capacity of the hotel.

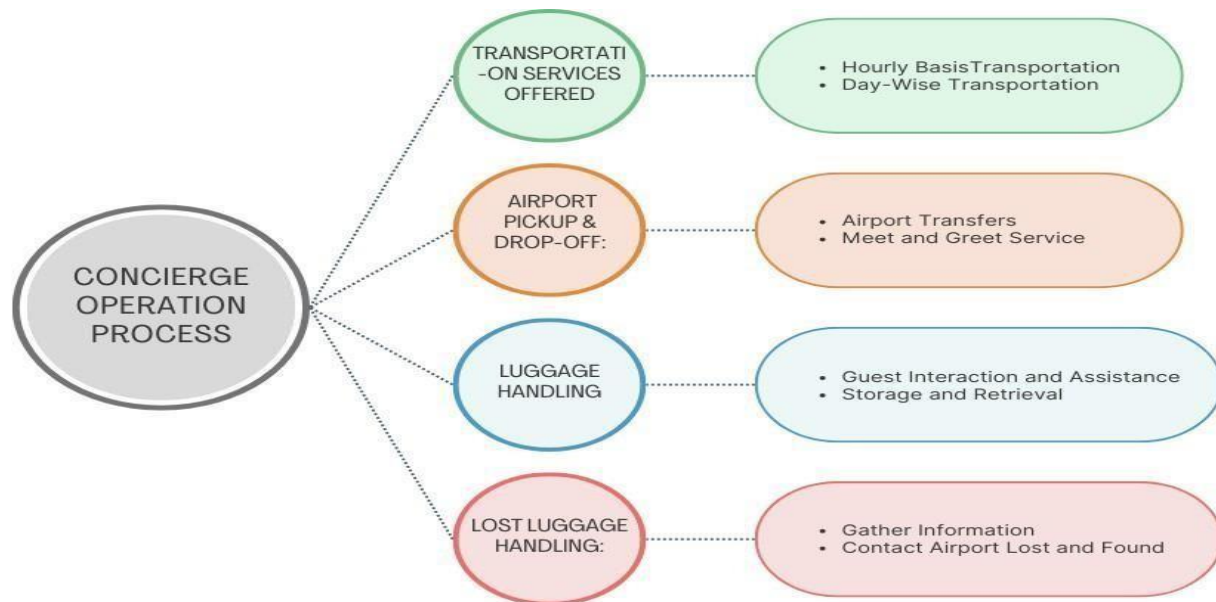


Figure 5- Concierge Operation Process

Transportation Services Offered:

- **Hourly Transportation:** Hourly guests may book vehicles on basis for brief excursions or certain tasks, providing flexibility and convenience.
- **Daily Transportation:** For longer trips, guests have the option of day long transportation services, which offer a dedicated car and driver for the entire duration.

Luggage Handling:

- **Guest Interaction and Assistance:** All data from the guest to handle luggage, and members also trained to handle luggage perfectly. And warm approach to professionalism and alternativeness assisting with their luggage.
- **Storage and Retrieval:** Hotel staff manage luggage with care and efficiency, whether guests are arriving, departing, or require help during their stay.

Lost Luggage Handling:

- **Collect Information:** If luggage of a guest is lost. Then the authority take necessary steps to get the luggage. They ask to the guest for details about the luggage, besides ask for the airlines, number of flights, departure times also.

3.3.3 Service Center Operation Process:

Service Center Executives at Amari Dhaka are skilled in managing phone calls and guest inquiries, ensuring that every interaction reflects the hotel's commitment to excellent customer service.

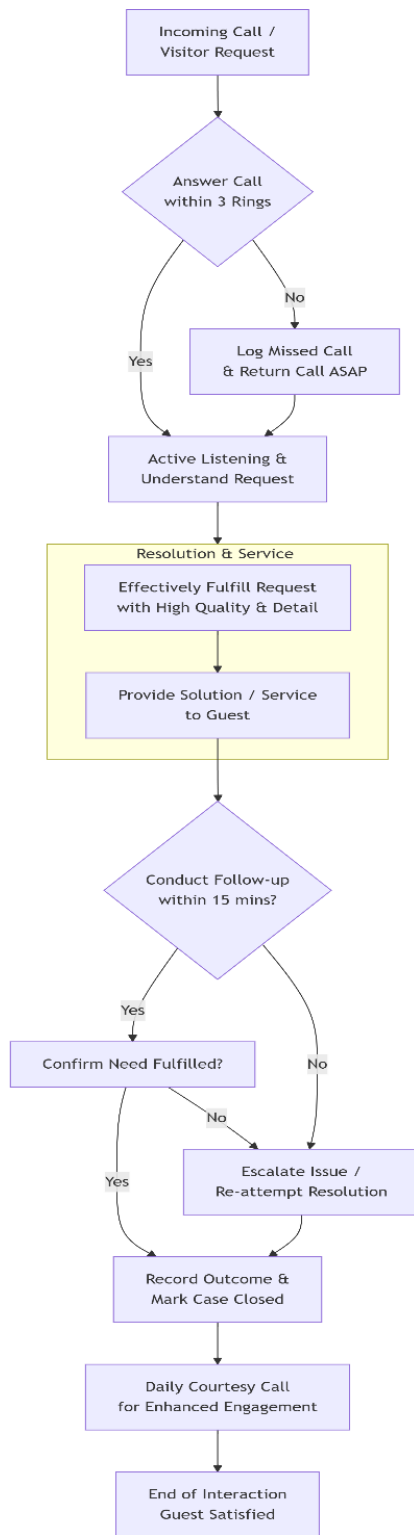


Figure 6- Service Center Operation Process

3.3.4 SPA Operation Process:

Here are some data of SPA at Amari Dhaka. This SPA is situated on the 15th floor, and it provides a premium SPA facilities.

Featuring six individual rooms, steam baths, and a sauna area, guests may relax and rejuvenate in opulent surroundings. Treatments are available in hourly increments, lasting from 60 to 180 minutes. Spa reservations, coordinated by the Service Center or Front Desk staff within the Front Office department, are scheduled daily from 11:00 AM to 8:30 PM.

3.3.5 FIT Center Operation Process:

The fitness center at Amari Dhaka offers a variety of health and wellness services, including a gym, fitness classes, personal training, and wellness guidance. The FIT Center operates daily from 6:00 AM to 10:00 PM, providing guests with convenient access. Hotel guests can use the facility free of charge by registering at the front desk. Visitors from outside the hotel can also obtain a membership, which allows them to enjoy the full range of fitness amenities.

Chapter 4

FINDINGS & RECOMMENDATIONS

4.1 Major Findings

My internship offered significant understanding of the operational procedures of the Front Office. During my tenure with the Front Office staff at Amari Dhaka, I encountered some significant facts that captured my interest, as outlined below:

- **Identification Verification Process:** Verify guest identities by requesting NID cards for locals and passports with visas for foreign guests.
- **Room Reservation Process:** Room reservation process utilizes diverse multiple booking channels.
- **Check-in Process:** Check-in process is designed to provide a warm and efficient welcome for the guest and reservation confirmation.
- **Check-out Process:** The check-out process involves settling outstanding charges, returning deposited items, and bidding farewell to guests.
- **Night Audit:** The night audit is a vital process that verifies and reconciles financial transactions, ensuring accurate records and optimizing revenue management.
- **Concierge Operation Process:** Concierge provides seamless airport transfers, personalized luggage handling, and efficient lost luggage recovery.
- **Service Center Operation Process:** Service Center ensures efficient telephone communication by promptly addressing inquiries, and fulfilling requests.
- **SPA Operation Process:** Breeze Spa offers Thai-inspired treatments in a serene setting.
- **FIT Center Operation Process:** Fitness Center offers gym facilities, fitness classes, and wellness consultations.

These factors collectively impact the efficiency of the guest service process and contribute to the overall guest experience at Amari Dhaka.

4.2 Problems

- **Cross-training for Front Office Staff:** The lack of cross-training results in delays in service delivery, communication errors, and inconsistency in guest interactions.
- **Manual Check in & Check-out Process:** Manual fill out registration forms, identification documents, and processing payments contribute to longer wait times and inaccuracy.

- **Overlapping Responsibility:** Unclear role definitions lead to duplication of efforts and mismanagement of tasks.
- **Limited Night Audit Accessibility:** The Night Audit process disrupts system access, delaying tasks such as late check-ins, reservation updates, and personalized service delivery.
- **Dependency on Manual Coordination Processes:** The heavy reliance on manual communication processes in the front office leads to slow response times.

4.3 Recommendations

Drawing from my problems during my tenure, the following recommendations can be proposed to develop the overall process of Front Office Operation:

- To mitigate the problems arising from the lack of cross-training, the Front Office department should implement a structured cross-training program. This initiative should ensure that staff are proficient in multiple roles across the operational process, including reception, reservations, and guest services. Cross training sessions will enable employees to seamlessly adapt to different tasks, ensuring a more consistent and streamlined service delivery.
- To streamline the check-in and check-out process, Amari Dhaka should implement a digital self-check-in/out system, allowing guests to complete registration and payment online before their arrival or departure. This would reduce wait times, especially for repeat guests, and minimize the need for manual form-filling and verification. Incorporating mobile key technology for room access could further speed up the process, providing guests with a seamless experience.
- To address overlapping responsibilities, it is essential to clearly define and document the roles and responsibilities of front office department to make process efficiently.
- To mitigate the operational disruptions during the PMS Night Audit, Amari Dhaka could consider transitioning to Opera cloud-based PMS. With Opera Cloud, authorized staffs can continue accessing guest profiles and updating reservations during the audit process, significantly reducing downtime and ensuring uninterrupted operational efficiency.

Chapter 5

CONCLUSION

5.1 Conclusion

Hotel Amari Dhaka is a leading hotel in Bangladesh with its quality and services. After completing the internship, I understand how they make them leading hotel. Their excellent services, facilities make the hotel a prestigious hotel. I have learnt how to operate a hotel with the best service. This experience gave me practical exposure to the day-to-day operations of hotel management and service delivery, providing valuable insights into the hospitality industry. The internship will reflect in my career. In any hotel platform, that experiences can be a major part of my career. The skills of experiencing in hotel front office desk can apply this experience for making the best quality to the guests. The aim of this report is to reflect what I have learnt in my internship. Working in the fast-paced environment of a leading business hotel in Bangladesh offered countless opportunities for learning and personal growth.

In the time of internship at Hotel Amari Dhaka, I observe and engage in the detailed workings of a high-end hospitality department. In this report, every single knowledge and experience have been discussed. This report provides a reflective overview of the Front Office procedures, highlighting key operational aspects and underlining the importance of maintaining high service standards.

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