

Internship Report
on
Front Office Operational process and Guest Service of
Radisson Blu Dhaka Water Garden

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“An Internship Report Presented to the Faculty of
Business and Entrepreneurship in Partial
Fulfillment of the Requirements of the Degree of
Bachelor of Tourism and Hospitality Management”

Submitted by

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LETTER OF TRANSMITTAL

23rd August 2025

Mohammad Nurul Afchar

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Subject: Submission of Internship Report

Dear Sir,

It has been a good experience to work under your supervision. It's such a pleasant to me that submit my internship report titled "Front Office Operations and Guest Service of Radisson Blu Dhaka Water Garden Hotel." Without your kind supervision and guidelines thus report submission will not be easier.

Your endless support and important feedbacks on this internship helped me to complete the internship process with clarity and purpose. I improved my understanding under your mentorship. Your guidelines not only improved my understanding of the subject but also ensured the real-life practical application of internship findings. I worked hard and put my utmost effort to make this report high quality, and I hope that you will find the internship report relevant and insightful.

It'll be too much helpful for me if you approve my report and would be grateful if you consider it a meaningful and workable contribution to the topic.

Warm regards,



Rafid Bin Azhar

ID: 201-43-462

Department of Tourism & Hospitality Management

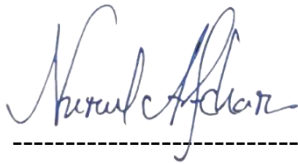
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CERTIFICATE OF APPROVAL

This letter certify that the report titled “Front Office Operation and Guest Service of Radisson Blu Dhaka Water Garden Hotel” has completed by Rafid Bin Azhar, ID: 201-43-462, a student in the Department of Tourism and Hospitality Management at Daffodil International University. All relevant and meaningful contents about the operations of Radisson Blu Dhaka Water Garden are mentioned in this report. Besides, this report meets all the necessary information, requirements, and its completion is hereby acknowledged.

To complete this report Rafid Bin Azhar was dedicated, and attentive throughout the internship program. My best wishes along with him and for his continued success in all future carrier.



Mohammad Nurul Afchar

Senior Lecturer

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

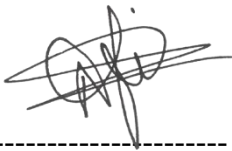
Daffodil International University

DECLARATION

I, Rafid Bin Azhar, student of Tourism and Hospitality Management at Daffodil International University, I hereby declare that the internship report titled “Front Office Operations and Guest Service of Radisson Blu Dhaka Water Garden Hotel” is a report which is completely written by me as an original project undertaken. All of this report content has been prepared under the guidance of Mr. Mohammad Nurul Afchar, Senior Lecturer, Department of Tourism and Hospitality Management, Faculty of Business and Entrepreneurship, Daffodil International University.

For partial fulfillment of the Bachelor of Tourism and Hospitality, student should submit the internship report. So that, I have submitted the report as a requirement of the internship course for partial fulfillment of the Bachelor of Tourism and Hospitality Management degree. I affirm that the work presented here is my own, adheres to copyright laws, and has not been submitted elsewhere for any degree or other purposes.

I am willing to take full responsibility if any consequences arising from violations of this declaration and agree to compensate the department for any loss or harm that may result.



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ACKNOWLEDGEMENT

First of all, I am so much thankful to my creator and the Almighty for granting me to do the internship at Radisson Blue Dhaka Water Garden. And provide me the strength and ability to complete this report.

My heartfelt and warm gratitude to my supervisor, Mr. Mohammad Nurul Afchar, Senior Lecturer, Department of Tourism & Hospitality Management, Daffodil International University. Without his important support, guidance, this internship and the report will not be finished and quality full. His encouragement played an important role in the successful completion of this internship report. I am also grateful to the operational team of Radisson Blu Dhaka Water Garden; those team's endless guidelines and support significantly improved my learning experience. My heartiest appreciation goes to the Front Office staff, where everyone was much friendly and cooperative. They provided valuable guidance and support during my internship. Special acknowledgment goes to the man who mentored me throughout the intern period Mr. S. M Farid Billa (Asst. Front Office Manager), along with Ms. Farhana Rahman Chowdhury (Supervisor), Mr. Anisur Rahman (Shift In charge), Mr. Arifuzzaman (Shift In charge), Mamun-Or-Rashid (Bell Person), Mr. Mahmudul Haque (Communication Agent), and Ms. Tahmina (Guest Service Agent). These persons are the key persons who are enabled me to effectively apply my academic knowledge in a professional setting.

After all, I am too much grateful to my parents and friends, whose endless support and guidelines were too much supportive and those steps were helping me complete this report successfully.

EXECUTIVE SUMMARY

After completing the internship in Radisson Blue Dhaka Water Garden, this report writing was started. So that, all of the explorations and experiences of this internship has discussed into this report. The hotel's services, regulations and system are excellence and maintain process so smooth. These steps are helping the hotel be the Bangladesh's most prestigious 5-star luxury hotel. Besides, the accommodation, world-class services, hospitality, technical infrastructure, digital facilities, innovative marketing, loyal clientele highlights how they serve the best guest service. Almost all of the guests of this hotel are satisfying about the service of this hotel. I have started the report begins with strategic location overview of the hotel's in the center of Dhaka. This location selection is also a great decision for this hotel. All of the important places are the nearby for this location. So that, guests are selecting this location for arriving the important place. All of the services are basically depended on the front desk operation. The initial customer service are started from this place. To engage a guest and make them stay in hotel is started from the front desk. I was engaged with this section and learnt a number of things from them. They are too much cooperative and helpful to teach other to about hospitality. The key operational practices and Standard operating procedures and Local Standard Procedures are too much examined and depth to provide the best service to the guest.

After all, the executive summary of this internship summarized the operations of hotel. All excellence of this hotel, strategic positioning and the well performed services were presenting throughout my whole internship journey. It offers a full understanding process and planning to run a hotel in such a busy place and how the traditions and services can be serve to the guests and satisfy them with a positive mindset.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

In 2006, the renowned Radisson Hotels group was started to build the modern and premium hotel in the heart of Dhaka. This hotel has earned popularity with its service and quality full planning. This hotel has all kinds of modern facilities for their guest satisfaction. They provide the best services and best processes to their guest. These outstanding services make them the best hotel service in Bangladesh.

They also so much friendly for the internship period. The students who are intern their hotel, they cooperate them to get the best experience in hotel. The journey of intern in the Hotel Radisson Blu Water Garden Dhaka are presented in this report. Specifically, the front Office department is explored in this intern period. This team is very much helpful and cooperative to others. So that, the guests of this hotel started with a good experience from the front office. Besides, front office department totally focused on hoe make the service excellence through following the standard operating procedure.

With working and intern with the front office department, I have captured every single moment of them. Those experiences make me more confident to complete the journey with the hotel. My direct involvement with the department and assigning some tasks were improved my internal skills, and provided idea how to complete any duty with sincerity. All of the experience, and lessons I have learned are presented in this report. I have discussed all of them one after one. This spreads my skill to write a report with the meaningful content.

1.2 Background of the Report

The industry of hospitality plays an important role in the shaping of economy of a country. This industry can attract many foreigners into a country. Besides, many businesses man willing to make business with that specific country only for this hospitality. That mean it present a country summary to the people of other country. In Bangladesh, there are many institutions they are working in hospitality industry. Among all of them, Radisson Blu Dhaka Water Garden is one of the leading institutions. This is a five-star property that has become famous and popular only for their well-formed hospitality

All of the experiences from the internship at this hotel is described in this report. It's examined Standard Operating Procedures of the department and Local Standard Procedures as a foundation

for providing smooth and the best services. They are too much strict to follow the SOP. Besides, their strategic approaches to uphold the guests and satisfy guest whatever they want to stay in the hotel

1.3 Scope of the Report

Front Office Operation is the first stage to engage a guest to stay in the hotel. So that all operations of the front office have to be much smoother than other department. And all of the procedures and operations which experienced during internship period have discussed in this report. This internship was not too easy. The scope of the study is confined to the activities in responsibilities, and encountered challenges within in the Front Office Department.

All of the experiences, challenges, activities are covered in this report. From check-in process to check-out process every single step is described with the meaningful content. In this report, all areas of the hospitality described well organized way. Specially mentioned the guest service from the hotel which make them more satisfied to the hotel and attract this hotel and ensure service excellence.

1.4 Objective of the Report

Broad Objective:

To thoroughly analyze the Front Office Operational process and Guest Service practices of Radisson Blu Dhaka Water Garden Hotel.

Specific Objectives:

1. To explain of the Front Office's Standard Operating Procedures (SOPs) and Local Standard Operating Procedures (LSOPs) in ensuring the effective execution of its operations.
2. To analyze operational process and guest service of the front office's role and the hotel's commitment to delivering exceptional service.
3. To identify the problems related to operational process and guest service.
4. To provide recommendation based on problem faced.

1.5 Methodology

This report is based on descriptive research, a method that focuses on providing detailed information about the topic, including its characteristics, perceptions, and processes (Malhotra, 2004). The data for this report has been gathered from secondary sources, as outlined below:

- A. Radisson Blu Dhaka Water Garden's official online platform.
- B. Various internet and social media platforms.
- C. Organizational data files available within the hotel.
- D. Radisson Hotel Group Global Source, a resource hub for brand-specific information.
- E. Micros and the Opera Property Management System, tools used in the daily operations of the hotel.

1.6 Limitations of the Study

The research faced several limitations that impacted the depth and comprehensiveness of the study:

Constraints on Confidentiality: Radisson Hotel Group's strict confidentiality and data protection policies limited access to certain internal information, restricting a deeper analysis within the work environment at Radisson Blu Dhaka Water Garden.

Implications for Security Policy: Adherence to stringent property safety and security standards created challenges in obtaining specific operational details, potentially affecting a thorough understanding of the Front Office Department's workings.

Limited Access: For confidential issues, hotel administration cannot allow everyone to the departmental area. They can not share the internal data of department. In this case, faced such a challenge to collect and analysis many data of department activities.

CHAPTER 2

**OVERVIEW OF THE RADISSON BLU DHAKA WATER
GARDEN HOTEL**

2.1 Background of Radisson Blu Water Garden Hotel

Radisson Blu is a globally recognized premium hotel brand that operates under the Radisson Hotel Group, known for its dedication to delivering stylish, sophisticated, and personalized hospitality. With properties in major cities, airport hubs, and resort destinations across the world, Radisson Blu combines contemporary design with local culture to create unique experiences that appeal to both business and leisure travelers.

Radisson Blu Dhaka Water Garden, inaugurated in 2006, brought the brand's signature blend of modern luxury and warm hospitality to Bangladesh's capital. Ideally located in Dhaka's business district, the hotel spans a lush, landscaped property offering a tranquil escape from the bustling city. With its elegant rooms, exceptional dining venues, state-of-the-art conference facilities, and extensive leisure amenities, Radisson Blu Dhaka Water Garden has become a preferred choice for international visitors and local guests alike.

The hotel prides itself on not only providing comfortable accommodations but also on setting high standards in guest service, safety, and sustainability. Its Front Office team plays a crucial role as the first and last point of contact for guests, reflecting the hotel's overall philosophy of service with a personal touch.

2.2 Mission

Radisson Blu's mission is to provide memorable moments for every guest through exceptional service, innovative hospitality solutions, and a dedication to exceeding expectations. The brand focuses on delivering consistent quality, personalized experiences, and creating lasting impressions that inspire guest loyalty.

2.3 Vision

The vision of Radisson Blu is to be recognized as a leading upscale hotel brand globally, known for creating inspiring spaces and delivering outstanding guest experiences. Radisson Blu aims to continue expanding its presence while setting benchmarks in service excellence, design innovation, and responsible business practices.

2.4 Organization Details:

Radisson Blu Dhaka Water Garden, established in 2006, is a luxurious five-star hotel located on Airport Road in Dhaka, Bangladesh. Nestled within seven acres of lush greenery, the hotel offers a serene escape amidst the city's bustling commercial hub. With 200 well-appointed guest rooms, divided into the following categories:

- Superior Room
- Deluxe Room
- Business Class Room
- Executive Suite
- Deluxe Suite
- Junior Suite
- Premium Suite
- Presidential Suite

Each room is designed with modern elegance and equipped with top-notch amenities, including high-speed internet, in-room safes, mini-bars, tea/coffee-making facilities, and comfortable furnishings. The diverse room options cater to a wide range of guests, from business travelers to families and luxury seekers., including five suites, the hotel combines modern amenities like high-speed internet and mini-bars with stylish, comfortable designs.

Guests can enjoy a variety of dining options at four restaurants and two lounge bars, offering local and international cuisines. The hotel also features a world-class spa, recreation club, swimming pools, a tennis court, and a jogging track. Its Grand Ballroom and versatile meeting spaces make it an ideal venue for events, accommodating up to 1,100 guests.

Conveniently located near Hazrat Shahjalal International Airport, key business districts, and popular attractions, Radisson Blu Dhaka Water Garden is a favorite for both business and leisure travelers. Known for blending contemporary sophistication with cultural charm, the hotel upholds its reputation as a leader in luxury hospitality in Dhaka.

2.5 Guest Room Features

Radisson Blu Dhaka Water Garden provides 200 thoughtfully designed rooms and suites, equipped to ensure both comfort and convenience. Guests can enjoy:

- **Personalized Air Conditioning:** Rooms come with individually controlled air conditioning for a tailored climate.
- **Complimentary Wi-Fi:** High-speed internet access is available in all rooms for seamless connectivity.
- **In-Room Coffee and Tea Facilities:** Enjoy a hot beverage anytime with convenient brewing provisions.
- **Mini-Bar or Fridge:** Stocked with a selection of beverages and snacks for easy refreshment.
- **Secure Safe:** Each room includes a safety deposit box to store your valuables securely.
- **Entertainment:** A flat-screen LCD TV offers a variety of international and local channels.
- **Workspace:** A spacious desk is provided for business travelers to stay productive.
- **Modern Bathrooms:** Each en-suite bathroom features contemporary fixtures.

2.6 Activities in the Hotel

Here are some engaging activities which are attracted guest to visit Radisson Blu Dhaka Water Garden. These offers are:

- **Outdoor Pool:** A refreshing swimming pool surrounded by serene greenery.
- **Fitness Center:** A fully equipped gym for maintaining fitness routines.
- **Spa and Wellness:** Indulge in rejuvenating treatments at the on-site spa.
- **Tennis Court:** Enjoy a game of tennis in a professional setting.
- **Jogging Track:** Scenic pathways perfect for a morning or evening run.
- **Hair Salon:** Convenient on-site grooming and styling services.

2.7 Signature Amenities and Services

In hospitality industry, there are a number of services which are provided by different hotels. But, most of them are common. In Radisson Blu Dhaka Water Garden Offering unique experiences which make this hotel most popular among others:

- Long Term Initiatives: The hotel much dedicated to provide the environment eco-friendly to the guests. Instead of artificial tools they decorate with natural and big space for decorating the around sides.
- Concierge Service: Personalized assistance with reservations, tours, and other arrangements.
- Executive Business Lounge: An exclusive space for business travelers featuring complimentary services.
- 24-Hour Room Service: Enjoy delicious meals and snacks at any hour in the comfort of your room.
- Laundry and Dry Cleaning: Keep your attire fresh with efficient on-site services.
- Event Spaces: Versatile meeting and banquet facilities equipped with modern technology.
- EV Charging Stations: Dedicated facilities for electric vehicle users.

These offerings reflect the hotel's dedication to guest satisfaction and convenience.

2.8 Restaurants and Lounges

Guests at Radisson Blu Dhaka Water Garden can savor diverse dining experiences at:

- Water Garden Brasserie: A vibrant restaurant serving a variety of international and local dishes.
- Sublime Restaurant: Perfect for fine dining enthusiasts, with an emphasis on gourmet flavors.
- Spice & Rice: Showcasing authentic Asian and regional specialties.
- Chit Chat Café: A cozy spot for light bites, pastries, and beverages.
- Blaze Entertainment Lounge & Bar: A lively venue featuring cocktails, live music, and entertainment.

2.9 Organizational chart

Radisson Blu Water Garden Hotel's organizational structure ensures smooth operations across its various departments, promoting collaboration and efficiency. Below is an overview of the organizational chart:

- **General Manager**
- **Front Office:** Reception, Concierge, Guest Services
- **Housekeeping:** Room Maintenance, Laundry, Public Area Cleaning
- **Food and Beverage:** Restaurants, Banquets, Room Service
- **Sales and Marketing:** Reservations, Promotions, Corporate Relations
- **Human Resources:** Recruitment, Training, Employee Welfare
- **Finance:** Budgeting, Accounting, Auditing
- **Security:** Safety, Surveillance, Emergency Response
- **Engineering and Maintenance:** Facilities Management, Repairs, Upkeep

Each department works cohesively under the General Manager's leadership to ensure an unparalleled guest experience and operational excellence.

2.10 Major Departments at Radisson Blu Water Garden Hotel

The Radisson Blu Water Garden Hotel runs seamlessly thanks to its key departments, each dedicated to delivering exceptional service and ensuring smooth day-to-day operations. Here's how they contribute to the hotel's success:

- **Front Office:** This is the first stop for guests, managing check-ins, check-outs, reservations, and general inquiries. As the heart of guest relations, the Front Office team collaborates with other departments to ensure every visitor's stay is effortless and memorable.
- **Housekeeping:** Charged with keeping the hotel spotless and inviting, Housekeeping ensures guest rooms, public spaces, and behind-the-scenes areas are always clean and comfortable, creating a welcoming atmosphere.
- **Food and Beverage (F&B):** From exquisite dining at the hotel's restaurants to seamless banquet services, this team is all about delivering delightful culinary experiences.

- **Innovative Marketing Skills:** The team which provided the best for marketing to reach the guests mindset is much contributing fact of this hotel. They are doing the best to reach the quality full people with their services and operations.
- **Human Resources (HR):** This department is part and parcel of any kind of industry. Because, whole industry ultimately depends on the man power. The man power selection are selected by this department. If the selection will not perfect then it will impact on the hotel service and experience.
- **Accounts and Finance:** Every industry business is totally running depends on this department. If the department cannot make proper calculation or cannot keep the accounts details. Whole industry employee salary and other expenses have to be provided from this department. So that, the financial department should keep the accounts crystal clear.
- **Ensure Security:** In hotel, there can be happened a number of issues and there has many types of guest. So that, hotel authority have to make proper security and ensure security of their guest and tools of guests. It is totally responding to make the hotel well reviewed and protect guests from any unethical activities.
- **Events and Banquets:** For presenting the local traditions and promote local people an industry arrange a number of ceremonies in different special days. This works closely to the guests and execute the feelings, make social gatherings.

Together, these departments operate as a cohesive unit, upholding Radisson Blu Water Garden Hotel's commitment to luxury, efficiency, and exceptional guest satisfaction.

CHAPTER 3

THEORETICAL BACKGROUND

3.1 Front Office Operational Process and SOPs

The journey of a hotel is started with this department. From starting to the last check-out process, every step is connected with the front office department. This is the “nerve center” of a hotel, as it serves the smooth communications and provide the guest service to welcome guests and provide them the best service to make the guest satisfy.

- **Check-In Protocols** – From front office department the check-in process started. All information of hotels and services of hotel are mentioned from the front office. By which, guests can select the services from the front desk and can make a good satisfy living in the hotel.
- **Check-Out Procedures** – Before checkout, staff must confirm the billing process. And then have to check the room which guest stays. All important things have to be same as previous, if any damage happened then have to inform guests. Sometime, many guests are willing to extends their living duration. This also happened in front office.
- **Reservation Management** – All necessary information about reservation process and all documents for reservations are managing from this department. For reserving, guest have to submit some legal documents, and some guidelines have to be followed, every single details are described in the front office department.
- **Night Audit Duties** – In every day, in the hotel’s there happen a number of activities. These activities only for provided best service to the guest. And with those history hotel authority audit in the hotel to provide the best service to the guests who used to be there.

All of these processes and procedure, can make ensure the service accuracy, and professionalism in the front office department’s operations. The total structure and minimize mistakes can speeds up service delivery and get the best satisfaction from the guests.

3.2 Guest Service and SOPs

The backbone of a hotel operations is the efficient service. If an institution provides the best efficient service, then it can be the most priority full industry. Because, guest cannot compromise the service which one they demand. So that the hotel have to maintain the best service to the guest and have to grab the satisfaction of the guests.

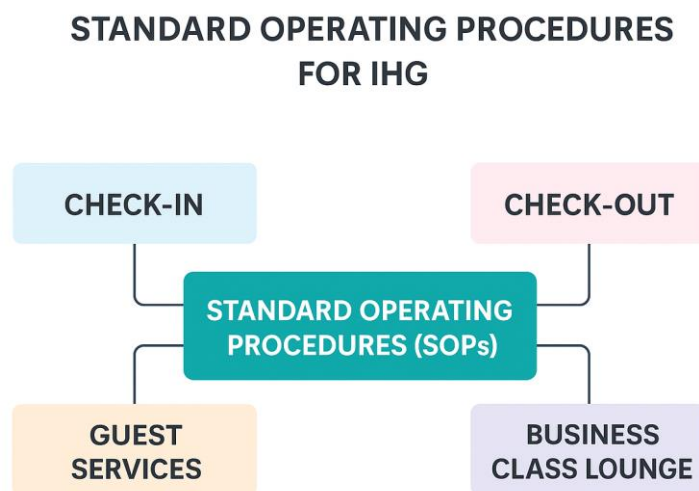


Figure 3.1: Diagram of Operation Process of IHG

Key SOPs related to guest service include:

Handling Guest Requests – In a hotel, there can be different types of persons to live, they have random requests. Hotel management have to maintain those requests. The effort able and ethical request hotel can keep. But, any illegal or unethical requests cannot be handled by the hotel.

Complaint Resolution (Guest Recovery Process) – For providing the best service to guest, employees have to listen the guest very carefully as if no unexpected incident should happen. And have to resolve the problem immediately. This is a very good initiative for any hotel.

Information Services – In SOPs mention the knowledge of the staff is must required. This knowledge about the local attractions, about local traditions. Because, most of the guests want to explore surrounding attractions and want to pass a good time.

VIP and Business Lounge Services – There are some premium guests, who visits for business purpose. Those guests are too much valuable for the hotel. Because, they will visit several time if they get the best service. So that, hotel has lounge, where businessman can arrange the business meetings and can deal with others.

These are the main guidelines of the Radisson Blu Water Garden Hotel Dhaka. These also mentions in the SOP. The main foundation and structured of the hotel industry are totally depend on these processed. These steps can serve individual needs of hotel operators and guests. The balance of consistency and flexibility allow hotels to uphold global standards while accommodating tradition and cultural differences.

CHAPTER 4

DISCUSSION, ANALYSIS AND LESSON LEARNED

4.1 Operational process of Radisson Blu Dhaka Water Garden

The operation process of a hotel with the front office. While a guest arrives in hotel, the front office face them first. The department have to describe every single detail about hotels to the guest. If the guest convinces to stay, then the other process also has to maintain in front office. Sometime, guest want to negotiate, this also handled by front office department.



Figure 4.1: Diagram of Operation Process of Radisson Blu

4.1.1 Check-In Process

The guest arrives in the hotel; they have to check-in first. This check-in experience have to be smoother and clearer.

- **Warm Greeting by the Front Desk Team**

After arriving guest, front office team receive the guest with smile and warm greeting. This is the professional way to handle the guest reservation. Sometimes, they have to face unexpected situation too. These experiences make them more professional.

- **Efficient Completion of Check-In Formalities**

For check-in process, guest have to fill up a number of processes. They have to provide some legal documents for a while. Then have to fill up some formality forms. Without these, they cannot reserve a hotel. So that, this is very important to make the reservation time to respecting the guest's time.

- **Verification of Reservation and Identification**

If any unethical incident happen in a hotel. The front desk personnel have to face a lot of questionnaires. That's why, front desk personnel have to identify guest very carefully. As if, guest will not be panic and the reservation process is much smooth. Besides, the identification documents are collected to maintain security and compliance with hotel policies.

- **Flexible Payment Options**

To make the payment method smooth, hotel are provided many options to the guests. Most of the time, guests carry cashes they pay with cash. Besides, premium guests don't carry cash. Most of the time, they carry card to pay. So that, hotel have to accept multiple payment methods as guest preferences.

4.1.2 Check-Out Process

Here are the processes of check-out from hotel

- The Front Office team reviews the guest's account to ensure all charges are correct.
- Final payment is processed efficiently.
- Guests are encouraged to provide feedback about their stay.
- Assistance with luggage and transportation arrangements is offered as needed.
- The process concludes with a courteous farewell and an invitation to return.

4.1.3 Guest Services

The team of front office coordinates nicely with other department of hotels. They transfer data from the front office.

- Transportation arrangements, including airport transfers and local travel, are organized.
- Guests are provided with information and recommendations about local attractions.
- Special requests, such as room preferences or additional amenities, are handled promptly.
- The focus remains on delivering personalized service that enhances the guest experience.

4.1.4 Management of the Business Class Lounge

The Front Office ensures the Business Class Lounge meets the standards expected by premium guests.

- Guest access lists are updated daily to maintain security and exclusivity.
- Meeting rooms are set up with the required equipment based on guest requests.
- Food and beverage services in the lounge are regularly replenished and monitored.
- Billing for services provided in the lounge is managed accurately and professionally.

4.2 Comprehensive Depiction of the Front Office Function and Radisson Blu's Commitment to Exceptional Guest Service

The guest experience in the front office of Radisson Blu Water Garden Hotel is the gateway to creating unforgettable moments. They are cordial and show warm greeting to the guest. And share all information and services, that is too much important for the guests.

4.2.1 Overview of the Front Office Department

Welcoming face and well personalized personal is the main attribute of the front office department. The journey of the guest with the hotel is totally depends on the information which are provide by the front office department. Many unexpected issues can be happened if the front office will not provide the correct information. Their work involves totally with greetings and luggage management. These have to provide very carefully.

4.2.2 Organizational Tasks and Responsibilities

Here are the list of organizational tasks and responsibilities of the front office department:

- Providing warm, personalized greetings during check-ins and check-outs.
- Managing room reservations with precision to avoid discrepancies.
- Promptly addressing guest inquiries and resolving complaints.
- Handling financial transactions, including payment processing and nightly audits.
- Ensuring guest safety by verifying IDs and collaborating with security staff.
- Promoting hotel amenities and suggesting premium packages to enhance the guest experience.
- Staying updated on hotel policies and local attractions to offer guests accurate information.
- Maintaining detailed and accurate records of guest preferences and stay details through

4.2.3 Night Audit Duties

Key duties of night audit are mentioned in the list:

- Reviewing and reconciling daily reservations and financial transactions.
- Verifying all vouchers and cashier documentation for accuracy.
- Preparing detailed financial statements and calculating daily revenue.
- Recording any incidents or notable events in the nightly logbook.
- Processing charges for no-shows and rollover reservations.

Accuracy and attention to detail in night audits are essential for maintaining the hotel's financial and operational efficiency, reflecting the professionalism of the Front Office team.

4.3 Analysis of Guest Interaction Dynamics and Service Excellence

The behavioral of the front office department is much important for the guests and hotel department. The excellence behavior can make the guest to stay and a unexpected behavior can leave the guest hotel away. Even, the overall hospitality industry depends on the front desk. If they are not well performed and well decorated. They cannot get attraction from the guest. So that, all hospitality industry arranges their front desk very nicely and attractive. Besides this the personnel who worked for the front office department. They have to be also a well qualified person, who can handle any type of guests. The interaction between the guests and the personnel of the front desk office is much fluent and smart.

In the period of my internship, I analyzed that the team of front office places very much important personalization, and attentiveness to provide the guest best services. The staff members are well trained; they recognized the repeat guests and provide the best service as first experience. The collaboration of the front office and other department are too much smooth. Moreover, the engaging guests service like pillow selection, room type, assistance with transport arrangements. These services are much attracted the guests to come again and again.

4.3.1 Discussion on Standard Operating Procedure of Check-in

The check-in process at Radisson Blu Dhaka Water Garden Hotel follows a structured procedure to ensure a seamless guest experience:

a) Initial Greeting

- Front Office Associates warmly welcome guests with a smile and proper eye contact upon arrival.
- This creates a positive first impression and establishes a professional yet friendly atmosphere.

b) Guest Information Collection

- Guests are politely requested to provide their passport and business card.
- This step ensures accuracy in records and supports both security and personalization of service.

c) Registration Process

- The associate searches for the guest's last name in the Opera system.
- A registration card is printed and presented to the guest for review.

d) Verification

- Confirm the guest's check-out date and time to avoid future confusion.
- Verify the room rate discreetly by pointing to the registration card without mentioning it aloud.
- Reconfirm preferences such as room type, smoking/non-smoking options, and bed arrangements.
- Request the guest's signature on the registration card as an acknowledgment.
- Ask about the preferred payment method and obtain necessary authorization.

e) System Updates

- Mark the guest as "Checked-In" within the Opera system to complete the registration process digitally.

f) Loyalty Program Enrollment

- Ask if the guest is a member of Radisson Hotel Group's Loyalty Program.
- If yes, retrieve their loyalty number and acknowledge their valued membership.
- If no, explain the benefits of joining the program and provide a brochure if the guest shows interest.

g) Additional Services

- If the guest has pre-booked transport, request a signature on the transport voucher.
- Provide details about hotel services, including restaurant timings, Wi-Fi access, and exclusive loyalty member benefits.

h) Room Assignment and Key Handover

- Hand over the room key in a key jacket, pointing to the room number clearly.
- If breakfast is included in the package, inform the guest about its timings and venue.

i) Personalized Farewell

- Introduce yourself by name and wish the guest a pleasant and comfortable stay.

j) Guest Escort

- Coordinate with the concierge to assist the guest to their assigned room and ensure safe handling of luggage.

k) Courtesy Call

- Place a courtesy call to the guest's room within 5 minutes of check-in.
- Politely inquire if everything is satisfactory and offer immediate assistance if needed.

4.3.2 Guest Reservation Record

The following details are maintained in the guest reservation record:

1. Guest Full Name
2. Address
3. Date of Arrival
4. Date of Departure
5. Contact Details
6. Radisson Hotel Group Bonvoy Enrollment Status
7. Loyalty Number
8. Bonvoy Benefits
9. Room Number
10. Room Rate
11. Rate Code
12. Room Allocation
13. Guest Preferences
14. Mode of Payment
15. Method of Payment
16. Checkout Time
17. Company Details (if applicable)
18. Passport and Visa Copy/NID Copy

4.3.3 Methods of Payments

The hotel accepts the following payment methods:

- Cash
- Credit/Debit Card
- Bill to Company via city ledger/Posting Master
- Online Banking
- Virtual Credit Card

4.3.4 Front Office Team Member Must Know

Front Office team members are trained in the following areas:

- Check-in Procedures
- Trace Reports & Remarks
- Check Interface Lost Posting
- Credit Card Handling
- Departure Folio to Guest Room
- Exchange Rates
- Expected Departure Guests
- Extension of Stay
- Extra Bed Requests
- Guest Room Change
- Late Check-out Charges
- Mail and Message Service
- Non-Smoking Rooms
- Opera Posting
- Opera Login
- Out of Order Guest
- Payment by Check Received from Guest
- Processing Paid Outs
- Rebates and Other Reduction of Revenues

4.4 Departmental Duties and Responsibilities

Each section of the Front Office strictly follows their checklist, which helps to complete each task.

Pre-Shift Preparation:

Ensure arrival at the designated workstation at least 15 minutes before the shift, wearing the appropriate attire.

Record the time of commencement on the timesheet.

Read and sign the department's logbook.

Inspect the pigeonhole and notice board for relevant updates.

Participate in the morning briefing.

Shift Handover:

Receive the shift handover from the prior shift.

Verify the amount of cash in the float and get it signed off on the handover form by the team leader and duty manager.

Archive reports on system downtimes.

Operational Duties:

Ensure the workspace is organized and free of clutter.

Transfer information and reports from the previous period, including details of arrivals, departures, VIPs, and any remaining tasks.

4.4.1 Duty Schedule

The Radisson Blu Dhaka Water Garden Hotel operates 24 hours a day, with the Front Office Department divided into three shifts:

Morning Shift:

7:00 AM – 4:00 PM

Evening Shift:

2:00 PM – 11:00 PM

Night Shift:

10:00 PM – 7:00 AM

Each employee uses their Employees ID, the HR management system, to clock in and out.

4.5 Other Activities in the Front Office

1. Room Allocation and Upgrades:

- Allocate rooms based on guest preferences and provide upgrades when possible to improve guest satisfaction.

2. Managing Guest Inquiries:

- Respond to guest queries, provide details on hotel amenities, nearby attractions, and create a positive guest experience.

3. Telephone Operations:

- Handle inbound and outbound calls, facilitate bookings, and provide support via telephone.

4. Cash Handling and Banking:

- Manage cash transactions and process credit card payments accurately.

5. Record Keeping:

- Maintain updated records of guest details, bookings, and financial transactions.

6. Communication Hub:

- Act as a central communication point between guests and other hotel departments to ensure smooth operations.

7. Guest Feedback:

- Collect and document guest feedback to identify areas for improvement and ensure high service standards.

8. Lost & Found:

- Oversee the management of lost and found items, ensuring proper record-keeping and return of items.

9. Interdepartmental Coordination:

- Collaborate with housekeeping, maintenance, and concierge departments to ensure effective service delivery.

10. Special Requests:

- Attend to guest-specific requests, such as arranging transportation, organizing special events, and providing unique services.

4.6 Challenges in Front Office Operations

1. Guest Expectations:
 - Meeting and exceeding guest expectations, especially when guests seek personalized and unique experiences.
2. Peak Periods and Off-Season Issues:
 - Handling high guest volumes during peak times and adjusting staffing levels during off-seasons.
3. Language Barriers:
 - Overcoming language and cultural differences to ensure effective communication with a diverse clientele.
4. Guest Complaints:
 - Efficiently resolving guest complaints to maintain satisfaction and loyalty.
5. Technology Failures:
 - Managing technical malfunctions or system breakdowns that could disrupt operations, especially during check-in.

4.7 Operational Learning and Implementation

1. Guaranteed/Non-Guaranteed Booking:

- **Guaranteed Booking:** A reservation is considered guaranteed when the guest provides credit card details during the booking process. In the event of a no-show, a fine is imposed.
- **Non-Guaranteed Booking:** If no payment card details are provided, the booking is non-guaranteed, meaning it is not held after a certain period if the guest fails to check in.

2. No Show:

- If a guest fails to check in by the end of the night audit, a no-show fee will be charged.

3. Upselling:

- The Front Office staff aims to increase hotel revenue by upselling higher room categories to guests when the opportunity arises. Upselling enhances the guest experience and maximizes revenue.

4. Paid Out:

- A "paid-out" is a financial transaction where a guest uses hotel services or facilities and a 5% handling fee is charged as a commission for the paid-out process.

5. Electronic Key System:

- The hotel utilizes an “electronic key system” involving lock powered by batteries (or sometimes connected via wires), a main computer, terminals, key punchers, and specialized entry cards that serve as keys.

6. Advance Bill:

- For long stays, guests may be required to pay all room charges in advance. The “Advance Bill” can be processed through the cashier function in the system, ensuring payment is settled before the stay is completed.

These ****Operational procedures**** reflect the steps taken at ****Radisson Blu Dhaka Water Garden Hotel**** to ensure smooth front office operations, maintain efficient service, and provide a better guest experience.

CHAPTER 5

FINDINGS AND RECOMMENDATION

Here is the information about Radisson Blu Water Garden Hotel with point numbers as requested:

5.1 Findings

Throughout my internship at Radisson Blu Dhaka Water Garden, I was able to observe a range of operational strengths as well as areas where improvements could further enhance the hotel's service quality and work environment.

5.1.1 Compliance with Standard Operating Procedures (SOPs)

All types of Standard Operating Procedure (SOPs) are maintained by Radisson Blu Dhaka Water Garden. It demonstrates a strong commitment to following every task—from check-in to check-out, night audit, and guest service coordination—is carried out according to clearly defined guidelines. This step plays an important role in maintain the best service quality to the guests. In hospitality industry, these procedures are analyzed very well. Any industry following these procedures can make the best business across the world. And Radisson doing very well in platform by following these steps.

5.1.2 Cultural Sensitivity

The cultural sensitivity and awareness of the front office team is the main strength of the hotel. They have to ready for welcoming any kinds or any guest from any country of the world. They are much well trained to recognize repeated customers. Besides, they have to make security to the documents and things of guests. Also, many important information they have to keep them secretly. The cultural awareness can make a good business for the hotel. It has to face many challenges and many unexpected incident several times. And they have to recover those situations and provide the best service to the guests. Welcoming face and well personalized personal are the main attribute of the front office department. The journey of the guest with the hotel is totally depends on the information which are provide by the front office department

5.1.3 Staff Compensation

One concerning finding during my internship was the observation that compensation for many Front Office employees appeared to be on the lower end relative to the demands of their roles. The work is intensive, requiring long hours, multitasking under pressure, and delivering consistently high service standards. Despite this, staff morale seemed occasionally affected by the perception of limited financial reward for their efforts.

5.1.4 Guest Amenities

Radisson Blu Dhaka Water Garden offers a wide variety of amenities that add to its appeal, including a swimming pool, business lounge, spa, and gym. These features contribute positively to the guest experience by offering relaxation and convenience options. However, through guest feedback at check-out and casual conversations, I noticed occasional concerns regarding the maintenance or availability of certain amenities.

5.1.5 Staff Transportation

Another notable finding relates to staff welfare, particularly regarding transportation. While the hotel provides some transportation support, it appeared that these services could be improved in terms of timing, frequency, and comfort.

5.1.6 Healthcare Services

During my internship, I observed that while the hotel maintains high standards of cleanliness and safety, the absence of an on-site physician or regular medical support raised concerns among both staff and guests.

5.2 Challenges Faced During the Internship at the Front Office

5.2.1 Navigating Real-Time Operational Pressures

One of the most significant challenges I encountered during my internship at the Front Office of Radisson Blu Dhaka Water Garden was managing the constant pressure of real-time operations. The Front Office is the nerve center of the hotel, where every moment demands attentiveness, precision, and swift decision-making. During peak hours—such as early morning departures or late afternoon check-ins—the lobby would often be bustling with guests seeking assistance simultaneously. Balancing the needs of multiple guests, answering phone calls, coordinating with

other departments, and managing the queue required high levels of concentration and composure. At times, I found it difficult to juggle these tasks without feeling overwhelmed, particularly when unexpected situations arose, such as delayed room readiness or system glitches that impacted check-in or billing processes.

5.2.2 Communication Barriers in a Multicultural Environment

Another notable challenge was overcoming communication barriers in a multicultural guest environment. Radisson Blu Dhaka Water Garden attracts guests from diverse cultural and linguistic backgrounds. While English is the primary medium of communication, not all guests were fluent, and some preferred communicating in their native languages. I had to quickly learn how to use simple, clear language, positive body language, and, at times, non-verbal cues to ensure that messages were understood and that guests felt valued.

5.2.3 Balancing Learning with Professional Expectations

As an intern, there was a delicate balance between being in a learning phase and meeting the professional standards expected at a five-star property like Radisson Blu. Although supervisors were supportive, there were moments when I was expected to handle tasks independently, such as assisting with check-outs or resolving minor guest queries, despite my limited experience. This created internal pressure to avoid mistakes and perform at par with experienced colleagues. Any error, no matter how small, could affect guest satisfaction, making me extra cautious in every interaction. It was a valuable learning experience, but one that came with the stress of striving for perfection in a high-stakes environment.

5.2.4 Technological and System-Related Issues

The Front Office relies heavily on hotel management systems to process reservations, billing, and room assignments. During my internship, I experienced instances where the property management system (PMS) would slow down or temporarily malfunction, causing delays in check-in and check-out procedures. Such technical issues not only disrupted operations but also tested my ability to stay calm under pressure while communicating transparently with guests about the delays. Learning to troubleshoot minor system problems and knowing when to escalate them to IT support became part of my daily routine.

5.3 Recommendations

1. Continuous Training Programs

To maintain service excellence, it is essential that Front Office staff receive continuous and structured training programs. These sessions should not only cover the basics of guest interaction but also focus on emerging industry trends, evolving hospitality technology, and changing guest expectations. Regular workshops, refresher courses, and scenario-based role-playing can help employees sharpen their communication skills, problem-solving abilities, and adaptability. By cultivating a learning culture, the hotel can ensure that staff members remain confident, well-prepared, and capable of delivering consistent five-star service at all times.

2. Technological Improvements

The hospitality industry is becoming increasingly dependent on technology, and the Front Office is no exception. Implementing upgraded property management systems (PMS), digital key services, self-check-in kiosks, and AI-powered guest interaction tools can significantly improve efficiency. These advancements not only reduce waiting times but also free up Front Office staff to focus on personalized service. By adopting smart systems for guest data management and payment processing, the hotel can enhance operational accuracy while ensuring guests enjoy a seamless and modernized experience.

3. Promote Interdepartmental Synergy

A hotel's success relies heavily on the smooth coordination between departments. Strengthening collaboration between the Front Office, Housekeeping, Food & Beverage, and Security ensures that guest needs are met promptly and efficiently. Establishing regular interdepartmental meetings, open communication channels, and joint problem-solving sessions can foster a culture of teamwork. When departments operate cohesively, the guest experience becomes seamless — from room readiness to special requests — ultimately boosting satisfaction and loyalty.

4. Employee Recognition Program

Motivation is a key driver of performance, and recognizing staff efforts plays a significant role in employee engagement. Introducing a formal recognition and reward system — such as “Employee of the Month,” performance bonuses, or appreciation certificates — can go a long way in boosting morale. Beyond financial rewards, simple gestures like public acknowledgment

during staff meetings or personalized thank-you notes can instill pride and encourage employees to go the extra mile in guest service.

5. Enhance Employee Benefits

While recognition is important, tangible benefits are equally vital in retaining skilled staff. Expanding employee benefits such as healthcare packages, staff meals, transportation allowances, and housing support can significantly increase job satisfaction. Moreover, offering career development opportunities, scholarships for higher education, and cross-training within different departments can provide employees with a sense of growth and long-term stability within the organization.

5.4 Conclusion

The whole journey as a intern at Radisson Blu Dhaka Water Garden has been an important and life changing journey for me. This journey is enriching and eye-opening, offering me many valuable experiences which were unknown for me ever. These invaluable insights can apply into any kinds of hotels in this dynamic world of Front Office operations and can make the best guest service excellence. Besides, teamwork which I learned very well from this internship period. This experience allowed me to know the process of teamwork and how teamwork make a task much easier, all types of professionalism, and attention to detail come together to create memorable stays for guests from diverse backgrounds. I learned and gained many real-life knowledge these cannot be learned from the theory I have studied in academy. Furthermore, I observed those areas where the hotel could further improve its operations—such as staff welfare, medical support, and peak-time efficiency. I am too much hopeful to apply those lessons in my real-life career.

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