

Internship Report
On
Front Office Management System of Hotel
The Cox Today

Title
Front Office Management System of Hotel The Cox Today.

Prepared By:
As-Sami Mahamud
ID: 201-43-492
Program: BTHM
Department of Tourism & Hospitality Management
Daffodil International University

Submitted To
Mr. Mahbub Parvez
Associate Professor
Department of Tourism & Hospitality Management
Faculty of Business & Entrepreneurship
Daffodil International University



Daffodil International University
Dhaka, Bangladesh

Submission Date: 25 May 2025

Letter of Submission

25 May 2025

To

Mr. Mahbub Parvez

Associate Professor

Department of Tourism & Hospitality Management

Faculty of Business & Entrepreneurship

Daffodil International University

Subject: Submission of Internship Report on “Front Office Management System of Hotel The Cox Today.”

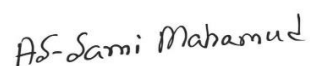
Dear Sir,

I would like to notify you that I finished my internship at Hotel The Cox today. In order to fulfill the criteria of Daffodil International University, I have also finished my internship report, which is titled "**Front Office Management System of Hotel The Cox Today.**" In composing this article, I have attempted to integrate the concepts I have acquired over my academic career with the real-world experience I have received. Since I have included my experiences from the entire internship, I hope this report satisfies your needs. Regarding this report, I'm always available to answer any additional queries and offer clarifications.

.

Thank you

Sincerely Yours



.....

As-Sami Mahamud

ID: 201-43-492

Program: BTHM

Department of Tourism & Hospitality Management

Daffodil International University

Certificate of Approval

This confirms that **As-Sami Mahamud**, ID: 201-43-492, have submitted his internship report, "**Front Office Management System of Hotel The Cox Today**," to the Department of Tourism and Hospitality Management at Daffodil International University. This report partially satisfies the degree requirements. I gave him advice and assisted him in finishing the report.

Signature,



.....

Mahbub Parvez

Associate Professor

Department of Tourism & Hospitality Management

Faculty of Business & Entrepreneurship

Daffodil International University

Acknowledgment

For giving me the opportunity to intern at a respectable company and for giving me the tenacity and resolve to learn and develop throughout that period, I am incredibly thankful to the Almighty Allah. I am really grateful to have been supervised by such outstanding people, and this internship has been one of the most rewarding and illuminating experiences of my academic career.

During my academic career, I was supervised and instructed by **Mr. Mahbub Parvez, Associate Professor**, Department of Tourism & Hospitality Management, Faculty of Business & Entrepreneurship, Daffodil International University. I truly appreciate his steadfast assistance, moral leadership, wise suggestions, and helpful advice..

Executive Summary

In this internship report, titled “Internship Report on Front Office Management System of Hotel The Cox Today,” I provide a thorough review of the way the front office functions at Hotel The Cox Today. The study pays special attention to the operations of the department, as this helps contribute to guest satisfaction and a better performance of the whole hotel.

While on the internship, I observed and checked on several front office routines such as meeting guests, handling room reservations and using the PMS. It is important to manage guests’ arrivals and departures, process their questions and complaints and coordinate work with housekeeping and concierge. As a result, I realized that hospitality depends on working together, being responsive and co-operating across departments.

In addition, the report underlines that training programs are offered to hotel staff, key guests are always checked and verified by name and the department is aware of how to handle high guest numbers. Having to deal with lengthy check-ins, problems with colleagues in different departments and inefficiencies in some areas allowed me to better resolve work challenges and enhance the company’s systems.

Front office activities present the first impression of the hotel and greatly influence how satisfied guests feel. Within the department, workers make sure guests are well served and the services are of the highest standard.

Overall, the internship at Hotel The Cox Today provided valuable practical exposure to premium hotel operations. It enriched theoretical knowledge through hands-on experience, enhancing skills in communication, adaptability, and the use of hotel management technologies—thereby preparing for a successful career in the hospitality industry.

Table of Content

Particulars	Page No.
Letter of Transmittal	I
Certificate of Approval	II
Acknowledgment	III
Executive Summary	IV
CHAPTER 01	
Introduction	
1.1 Introduction	2
1.2 Background	2
1.3 Scope of the Study	3
1.4 Objective of the Study	3
1.5 Methodology of the Study	3
1.6 Limitations of the study	4
CHAPTER 02	
Overview Of “Hotel The Cox Today”	
2.1 Background of “Hotel The Cox Today	6
2.2 Organization Details	7
2.3 Type of Rooms in “Hotel The Cox Today”	7-8
2.4 Guest rooms Features & Activities	8-10
2.5 Signature Amenities & Service	10
2.6 Restaurants& Lounges	10-11
2.7 Hotel The Cox Today Service	11-12
2.8 Mission	12
2.9 Vision	12
2.10 Board of Directors	13
2.11 Organizational Chart	13
2.12 Major Department in “Hotel The Cox Today”	13-14
CHAPTER 03	
Front Office Management System	
3.1 Introduction	16
3.2 Hierarchy of Front Office	16
3.3 To Identify the Key Components of the Front Office	16-19
3.4 Front Office Operational Process	19-21
3.5 To Evaluate the Processes of the Front Office in Delivering Services, Including Check-In, Check-Out, and Billing	22-25
3.6 Hotel The Cox Today uses the IDS Property Management System (PMS)	25-26
3.7 To analyze the Key Features of the Front Office Department at Hotel The Cox Today	26-29

CHAPTER 04	
Findings, Recommendations And Conclusion	
4.1 Findings	31
4.2 Recommendations	31
4.4 Conclusion	32
Reference	33

CHAPTER 1

Introduction

1.1 Introduction:

Every multi-departmental physical business needs to have a front office or reception to receive the visitors. Front Office Department is the face and as well as the voice of a business. Regardless of the star rating of the hotel or the hotel type, the hotel has a front office as its most visible department. For a business such as hospitality, the front office department comes with an aspect of elevating customer experience with the business. Front Office department is a common link between the customers and the business. Let us learn more about it. It is the one of the many departments of the hotel business which directly interacts with the customers when they first arrive at the hotel. The staff of this department is very visible to the guests.

Front office staff handles the transactions between the hotel and its guests. The staff receives the guests, handles their requests, and strikes the first impression about the hotel into their minds.

Hotel The Cox Today is a prominent hotel located in a popular tourist destination (e.g., Cox's Bazar, Bangladesh). Known for its high-quality services, the hotel aims to provide a memorable and seamless guest experience. Its front office management system ensures efficient handling of guest reservations, check-ins, and check-outs while maintaining a high standard of customer service.

1.2 Background

The hotel industry plays a significant role in the global economy, particularly in the hospitality sector. It includes various services, ranging from accommodations to food and beverage, leisure facilities, and business services. Front office operations are pivotal in ensuring smooth customer interactions, from check-in to check-out. The front office is the first point of contact between guests and hotel staff, making it a critical function in hotel operations. Front office management involves guest services, reservations, check-in/check-out procedures, room assignment, and handling customer complaints. Effective front office management ensures guest satisfaction and plays a crucial role in the hotel's overall reputation.

1.3 Scope of the Study

As an intern, the scope of the report is limited to front desk only. This study will give a clear idea about the process of front office management system of Hotel The Cox Today. There are some other scopes that help to learn more about the Hotel The Cox Today.

1.4 Objectives of the Study

Main objective:

The main objective of the report is to identify and analyze the process of front office management

Specific Objectives

- To identify the key components of front office
- To evaluate the processes of the front office in delivering services, including check-in, check-out, and billing
- To analyze the key features of the front office department at Hotel The Cox Today
- To provide some recommendations to overcome the problems that are identified regarding front office management system.

1.5 Methodology of the Study

Sources of Data

While conducting the study, sources were explored for primary information and data. But hardly any updated data could be found. In the absence of updated information or data dependence on secondary has been inevitable. However, wherever possibly primary data has been used. Data were also collected by interviewing the responsible officers and from some documents & statements printed by the bank and the website of Hotel The Cox Today..

The following sources have been used for the purpose of gathering and collecting data as required.

Secondary Data Sources:

- Browsing the Hotel The Cox Today websites
- Studying the related books and publications
- Manual of Hotel The Cox Today

1.6 Limitations of the study

- This report only covered the front office management system of Hotel The Cox Today
- It was very difficult to collect the information from different peoples for their job constraint.
- Front office department is the busiest section in any hotel or resort. That's why front office people are very busy with their job, which leads a little time to consult with them.
- Every organization has their own secrecy that is not exposed to others. While collecting data they did not disclose much information for the sake of organizational confidently.

CHAPTER – 02

Overview of “Hotel The Cox Today”

2.1 Background of “Hotel The Cox Today”

Hotel The Cox Today is a privately owned 5 Star Standard Luxury Hotel in Cox's Bazar, Bangladesh. It is situated in an attractive location of Kolatoli Road, Cox's Bazar which is only 5 minutes drive from the Cox's Bazar Airport. It is a place of choice of most of the corporate executives, foreigners, newly married couples, and for those who prefer to stay in luxury with stunning view of The 'Bay of Bengal'.

The Hall of Stars has the capacity of 900 persons as well as Hotel The Cox Today have another 3 (three) different capacitated halls, Andromeda, Level-9 and Board Meeting Room which are also ideal for business conference and musical party. The Conference Center is fully equipped with a wide range of presentation equipments; multimedia projector, overhead projector, slide projector, projection screen, comprehensive sound system with coat and wireless microphones, TV, computers and so on.

Apart from the above services Hotel The Cox Today have other value added services that ensure the Five Star satisfaction to our honorable clients. Hotel The Cox Today provide 24 hours' Front Desk & Room services, business & secretarial services, laundry & valet services, Multi-cuisine Restaurant, BBQ restaurant, Coffee & Pastry shop, Pool terrace, Swimming pool, Gym, Spa, Sauna, Fitness center, Billiard & Snooker room, Gift shop 24 hours CC TV, emergency doctor and limousine service. Besides, Hotel The Cox Today could provide more than 200 cars parking to our respectable guests. Therefore, Hotel The Cox Today are looking forward to become your hospitality partner as Hotel The Cox Today can ensure you a lavish accommodation, luxury comfort, extensive security, world class cuisine, contemporary conference facilities as well as splendid sea view of Cox's Bazar.

2.2 Organization Details :

Hotel The Cox Today, a premier establishment under the Hotel The Cox Today, is strategically located in Cox's Bazar, Bangladesh. Known for its seamless blend of local culture and modern amenities, the hotel caters to both leisure and business travelers. It boasts a wide range of facilities, including well-appointed guest rooms, fine dining options, conference and banquet halls, and recreational amenities like a swimming pool and fitness center. The hotel values excellent service and its team strives to make each guest happy and comfortable. Due to its location next to the world's longest sea beach, this city becomes a popular choice for those wanting a unique break.

2.3 Type of Rooms in “Hotel The Cox Today”:

Hotel The Cox Today offers a variety of rooms to meet diverse guest needs. These include:

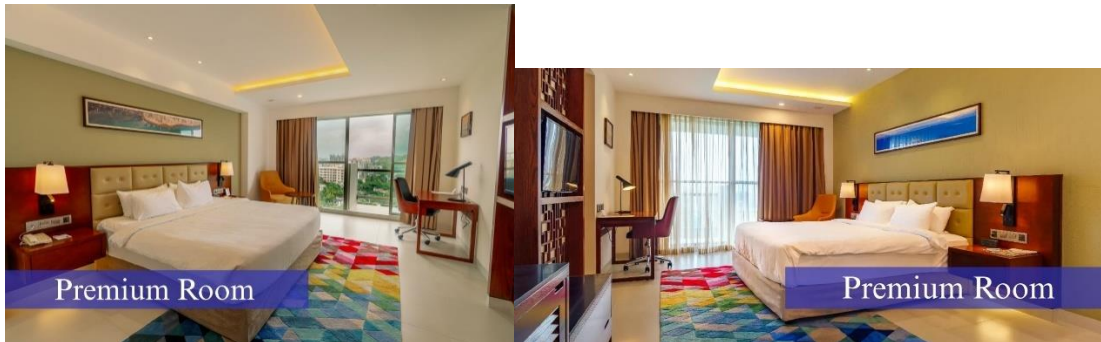
1. **Standard Rooms:** Comfortable and well-furnished, perfect for solo travelers or couples looking for a cozy stay.
2. **Superior Rooms:** Offering additional space and enhanced amenities, ideal for those seeking extra comfort.



3. **Deluxe Rooms:** Luxurious accommodations with spacious interiors and premium amenities for a more indulgent experience.



4. **Premium Rooms:** Featuring top-tier furnishings and exclusive services, catering to guests looking for luxury and refinement.



5. **Executive Rooms:** Offering workstations and additional services for business guests to have a successful working experience.
6. **Presidential Suites:** Offering the height of luxury with much space, high-class furnishings and unequalled services for an amazing experience.

There are many features and activities available at this hotel to keep guests relaxed and having a great time. There are various features to be found in every guest room.

2.4 Guest rooms Features & Activities:

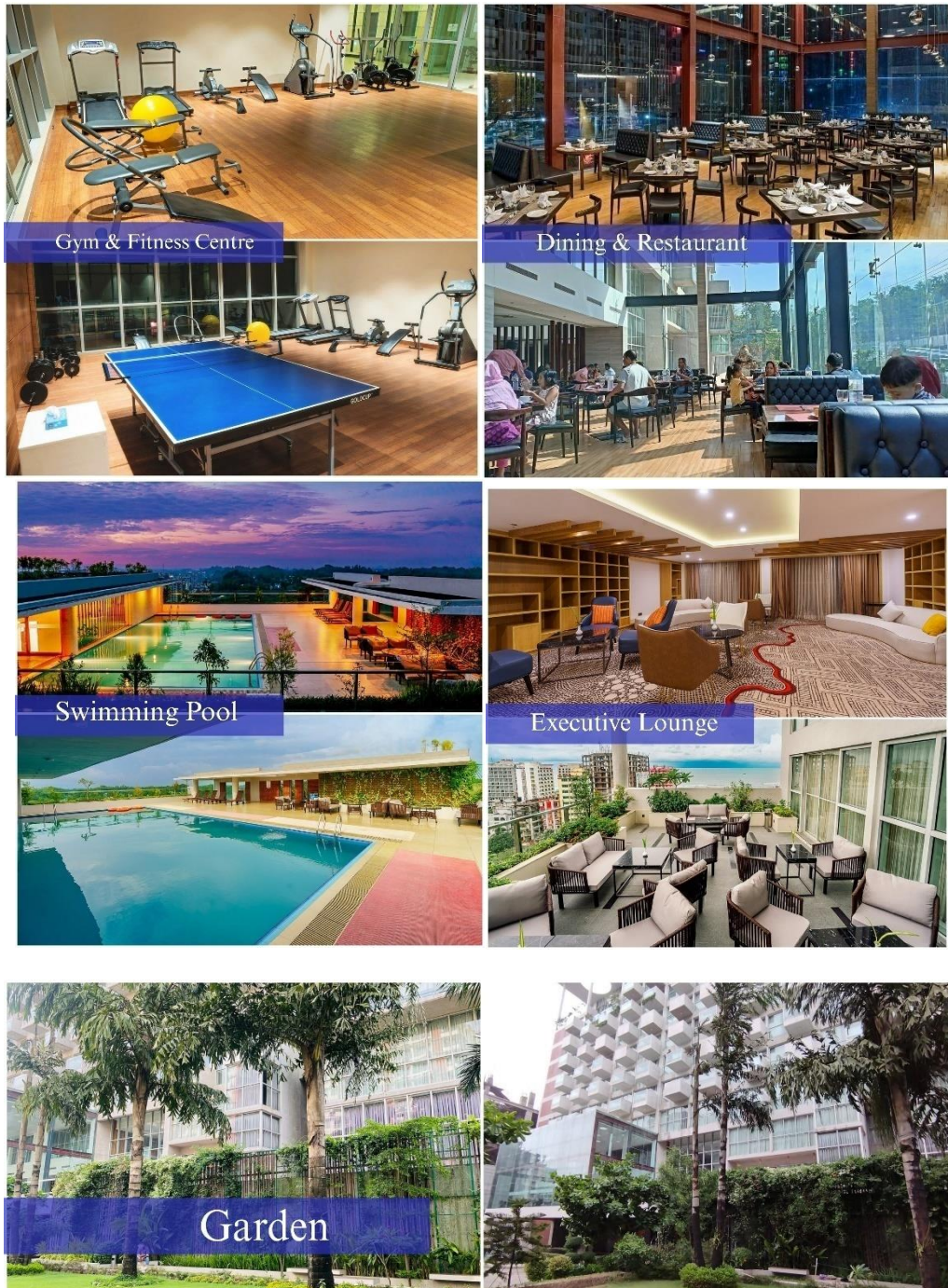
Hotel The Cox Today offers an array of features and activities to ensure a comfortable and enjoyable stay for its guests. Each guest room is designed with the following features:

Room Features:

- **Modern Amenities:** All rooms come equipped with high-speed Wi-Fi, flat-screen TVs, and air conditioning.
- **Comfortable Bedding:** Premium mattresses and linens ensure a restful night's sleep.
- **Workspace:** Dedicated workstations in each room cater to business travelers.
- **Mini-Bar:** Stocked with a variety of snacks and beverages.
- **In-Room Safe:** Secure storage for personal valuables.

- **Bathroom Facilities:** Ensuite bathrooms with modern fixtures, complimentary toiletries, and hairdryers.

Guest Activities:



- **Swimming Pool:** Guests can enjoy a relaxing swim in the hotel's outdoor pool.
- **Fitness Center:** A well-equipped gym for those who wish to maintain their fitness routine.
- **Spa Services:** A range of treatments available for relaxation and rejuvenation.

- **Dining Options:** Multiple on-site restaurants offering diverse culinary experiences.
- **Beach Access:** Easy access to the nearby Cox's Bazar beach for leisure and water activities.
- **Cultural Tours:** Arrangements for guided tours to explore the local heritage and attractions.

By providing these features and activities, Hotel The Cox Today ensures that guests have a memorable and enjoyable stay, catering to both relaxation and adventure.

2.5 Signature Amenities & Service:

Hotel The Cox Today is renowned for its signature amenities and services designed to provide an exceptional guest experience. These include:

- **Personalized Guest Services:** From a dedicated concierge to 24-hour room service, the hotel ensures that guests' needs are met with efficiency and warmth.
- **Dining Excellence:** The hotel features multiple dining options, including a fine dining restaurant, a casual café, and a beachfront bar, offering a variety of cuisines and culinary experiences.
- **Luxurious Spa:** The spa offers a range of treatments and therapies, ensuring relaxation and rejuvenation for guests.
- **Event Facilities:** State-of-the-art conference and banquet halls equipped with modern technology for hosting business meetings, conferences, and social events.
- **Recreational Facilities:** A fully-equipped fitness center, an outdoor swimming pool, and access to beach activities, catering to the leisure needs of guests.
- **Executive Lounge:** An exclusive area for VIP guests and business travelers, providing a tranquil space for relaxation and work, with complimentary refreshments and business services.
- **Cultural Experiences:** Arrangements for cultural tours and local experiences, allowing guests to explore the rich heritage of Cox's Bazar.

These signature amenities and services are designed to create a memorable and luxurious stay, reflecting the commitment of Hotel The Cox Today to delivering unparalleled hospitality.

2.6 Restaurants& Lounges:

Hotel The Cox Today boasts an array of dining options and lounges, designed to cater to the diverse culinary preferences of its guests. These include:

- **Heritage Restaurant:** Offering a fine dining experience, the Heritage Restaurant serves an extensive menu featuring both local and international cuisines. With a focus on fresh ingredients and exceptional culinary craftsmanship, it provides a sophisticated dining experience.
- **Beachfront Café:** This casual café is perfect for those looking to enjoy light snacks, beverages, and quick bites while soaking in the stunning beach views. It offers a relaxed atmosphere ideal for unwinding.
- **Sunset Bar:** Located by the beach, the Sunset Bar is the perfect spot to enjoy a variety of drinks, including signature cocktails, while watching the sun set over the horizon. The ambiance is both vibrant and serene.
- **Lobby Lounge:** A cozy spot for casual meetings or simply relaxing with a book, the Lobby Lounge offers a selection of teas, coffees, and light refreshments. It provides a comfortable and inviting space for guests to relax.
- **Rooftop Grill:** For those who enjoy dining under the stars, the Rooftop Grill offers a unique experience with a menu featuring grilled specialties. The panoramic views of the beach and ocean add to the allure of this dining spot.

These restaurants and lounges ensure that guests at Hotel The Cox Today have a wide variety of dining experiences to choose from, each offering a unique and memorable culinary journey.

2.7 Hotel The Cox Today Service :

At Hotel The Cox Today, are committed to providing exceptional service to ensure our guests have a memorable and comfortable stay. Our range of services includes:

- **24-Hour Front Desk:** Hotel The Cox Today dedicated front desk team is available around the clock to assist with check-ins, check-outs, and any guest inquiries or requests.
- **Concierge Service:** Hotel The Cox Today knowledgeable concierge staff can help with reservations, local recommendations, and arranging transportation or tours.
- **Room Service:** Enjoy the convenience of in-room dining with our extensive room service menu, available 24/7.
- **Housekeeping:** Hotel The Cox Today housekeeping team maintains the highest standards of cleanliness and comfort, ensuring rooms are pristine and well-stocked with amenities.

- **Laundry and Dry Cleaning:** Hotel The Cox Today offer efficient laundry and dry cleaning services to keep our guests' wardrobes fresh and clean.
- **Business Center:** Equipped with the latest technology, Hotel The Cox Today business center provides services such as printing, copying, and internet access for business travelers.
- **Airport Shuttle:** Complimentary shuttle service to and from the airport, ensuring a smooth and hassle-free arrival and departure.
- **Parking:** Ample parking space is available for guests, including valet service for added convenience.
- **Event Planning:** Hotel The Cox Today event planning team is on hand to assist with organizing meetings, conferences, and special occasions, ensuring every detail is taken care of.

These services are designed to cater to the diverse needs of our guests, providing a seamless and enjoyable experience at Hotel The Cox Today.

2.8 Mission :

The mission of Hotel The Cox Today is to provide an exceptional hospitality experience that blends the rich cultural heritage of Cox's Bazar with modern amenities and impeccable service. Hotel The Cox Today are committed to exceeding guest expectations by offering unparalleled comfort, personalized attention, and a memorable stay. Hotel The Cox Today dedication to excellence, community engagement, and sustainability drives us to create a welcoming environment where guests feel at home, whether they are here for leisure or business. By upholding the highest standards of hospitality, Hotel The Cox Today aim to be the preferred choice for travelers seeking a unique and enriching experience in Cox's Bazar.

2.9 Vision :

Hotel The Cox Today vision at Hotel The Cox Today is to be the leading hospitality destination in Cox's Bazar, renowned for Hotel The Cox Today fusion of cultural heritage and contemporary luxury. Hotel The Cox Today strive to create a welcoming and inclusive environment where every guest feels valued and enriched by their stay. By continuously innovating and upholding the highest standards of service and sustainability, Hotel The Cox Today aim to set new benchmarks in the hospitality industry. Hotel The Cox Today commitment to excellence ensures that Hotel The Cox Today remain the preferred choice for discerning travelers seeking a unique and memorable experience in one of the world's most beautiful coastal cities.

2.10 Board of Directors :

Hotel The Cox Today is a privately owned 5-star standard luxury hotel located on Kolatoli Road in Cox's Bazar, Bangladesh. Despite a thorough search, specific information about the hotel's Board of Directors is not publicly available on their official website or other accessible sources.

2.11 Organizational Chart :

Here's a conceptual overview of the organizational structure at Hotel The Cox Today:

- **Board of Directors** :Overall governance and strategic direction.
- **General Manager** :Oversees all hotel operations.
- **Departments Reporting to General Manager**
 - **Front Office Manager** :Manages front office operations, including reception, concierge, and guest services.
 - **Housekeeping Manager** :Supervises housekeeping staff and ensures cleanliness standards are met.
 - **Food & Beverage Manager** :Oversees dining services, including restaurants, bars, and catering.
 - **Sales & Marketing Manager** :Responsible for hotel marketing, promotions, and sales strategies.
 - **Human Resources Manager** :Manages recruitment, staff training, and employee relations.
 - **Finance Manager** :Oversees financial operations, including budgeting and accounting.
 - **Maintenance Manager** :Ensures the hotel's infrastructure and facilities are properly maintained.

This structure ensures that each department operates efficiently, with clear lines of responsibility and communication, enabling the hotel to deliver outstanding service to its guests.

2.12 Major Department in “Hotel The Cox Today” :

Hotel The Cox Today operates through several key departments, each critical to maintaining high standards of service and operational efficiency. These major departments include:

1. Front Office:

- **Responsibilities:** Handles guest check-ins/check-outs, reservations, concierge services, and guest relations.
- **Key Roles:** Front Desk Agents, Concierge, Reservation Agents.

2. Housekeeping:

- **Responsibilities:** Ensures rooms and public areas are clean and well-maintained, manages laundry services.
- **Key Roles:** Housekeepers, Laundry Attendants, Housekeeping Supervisors.

3. Food and Beverage:

- **Responsibilities:** Manages all dining services, including restaurants, bars, room service, and catering.
- **Key Roles:** Chefs, Wait staff, Bartenders, F&B Managers.

4. Sales and Marketing:

- **Responsibilities:** Develops marketing strategies, manages promotions, and drives sales to attract guests.
- **Key Roles:** Sales Managers, Marketing Coordinators, Event Planners.

5. Human Resources:

- **Responsibilities:** Manages recruitment, staff training, employee relations, and performance evaluations.
- **Key Roles:** HR Managers, Recruiters, Training Coordinators.

6. Finance:

- **Responsibilities:** Oversees financial operations, including budgeting, accounting, and financial reporting.
- **Key Roles:** Accountants, Financial Analysts, Finance Managers.

7. Security:

- **Responsibilities:** Ensures the safety and security of guests, staff, and hotel property.
- **Key Roles:** Security Officers, Surveillance Operators, Security Managers.

CHAPTER 3

Discussion & Analysis

3.1 Introduction

The main goals that direct the examination and assessment of Hotel The Cox Today's front office department are described below. One of the goals will be to thoroughly examine the structure, methods and partnerships within the department. As well as looking for issues with the management system, most of the efforts will go towards testing important tasks such as check-in, check-out and billing for effectiveness and efficiency. The main focus of these goals is to provide useful advice and insight on how to boost both the effectiveness and happiness of everyone visiting the department.

3.2 Hierarchy of Front Office

The hierarchy of Hotel The Cox Today's Front Office specifies the organizational structure and reporting links within the department, detailing duties and responsibilities from management to frontline personnel.



Figure: 3.2 Hierarchy of Front Office

3.3 To Identify the Key Components of the Front Office

Being the initial point of contact between visitors and the hotel, the front office department is crucial. It is in charge of overseeing daily operations, making sure visitors are happy, and establishing a friendly atmosphere. Because this department is highly influential, a deep review of its main features can explain its impact on the hotel as a whole. Many factors should be investigated in this study, for example, the way an organization is structured, their processes and the impact of technology.

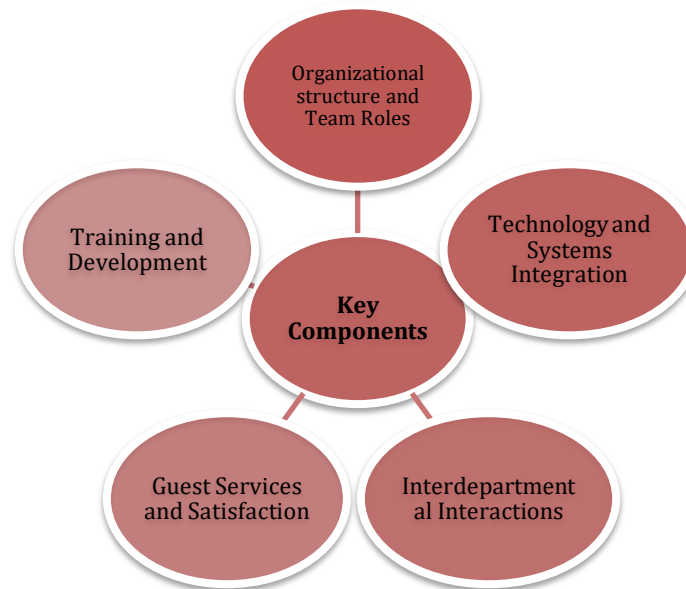


Figure: 3.3 Key Components of Front Office

Key components of the Front Office Department at Hotel The Cox Today include:

3.3.1 Organizational Structure and Team Roles:

There are various sub-teams in the Front Office Department and each one takes care of a part of providing service to guests. These include:

Reception: A member of reception answers visitors' questions, assists with check-ins and outs and explains the benefits of the hotel and activities in the area to guests.

Reservations: Reservations is responsible for handling all the availability and handling of visitor bookings.

Concierge: A concierge is responsible for dealing with each client one-on-one, organizing tours, making arrangements for travels and fulfilling their different requests.

Guest relations: Conducts discussions, manages problems and strives to make sure guests have a great experience.

3.3.2 Technology and Systems Integration:

New technologies are vital for improving Front Office activities. The main systems to consider include:

Taking bookings, deciding on room allocations, billing guests and accommodating various requests are mainly provided by the PMS. To make sure operations work smoothly, it is necessary to assess how the PMS connects with housekeeping and finance systems in the hotel.

Communication Tools: Departments must communicate well to ensure the delivery of excellent services. Digital tools such as video conferencing, internal messaging or radios support coordination among team members almost immediately.

3.3.3 Interdepartmental Interactions:

Successful operations in the Front Office are achieved through teamwork with other departments. Among the important interactions are:

- **Housekeeping:** Joining forces to ensure rooms are ready for your guests and that requests for upkeep are acted on as quickly as they come in. Keeping the place spotless and ensuring all guests are satisfied depends on such a relationship.
- **Finance and Accounting:** Dealing with billing, making payments and fixing issues in finance involve the front office and finance department to join forces. Profitability in the hotel comes from ensuring that financial transactions are correct and processed quickly.
- **Food and Beverage:** The Front Office relies on advice from the F&B team whenever guests ask for room service or to join the hotel's dining area.

3.3.4 Guest Services and Satisfaction:

A major responsibility of the Front Office Department is ensuring that guests receive excellent service. This includes:

- Managing Special Requests: Front desk employees are responsible for responding to requests from visitors for individualized services, additional amenities, or transportation.
- Complaint Management: Preserving customer satisfaction and loyalty requires effective complaint handling and prompt, professional issue resolution.

3.3.5 Training and Development:

The abilities and professionalism of the Front Office workers have a significant impact on the department's performance. Frequent training guarantees that staff members are knowledgeable about hotel policies, problem-solving strategies, and guest service standards. The competency of the department's team members has a direct impact on its efficacy.

3.4 Front Office Operational Process

Hotel The Cox Today has four separate operational sectors. Front desk, Communication Center, Reservation and Concierge. I have work experiences each department separately. During my internship I just try to learn operational activities by using they are making sure the maximum guest satisfaction.

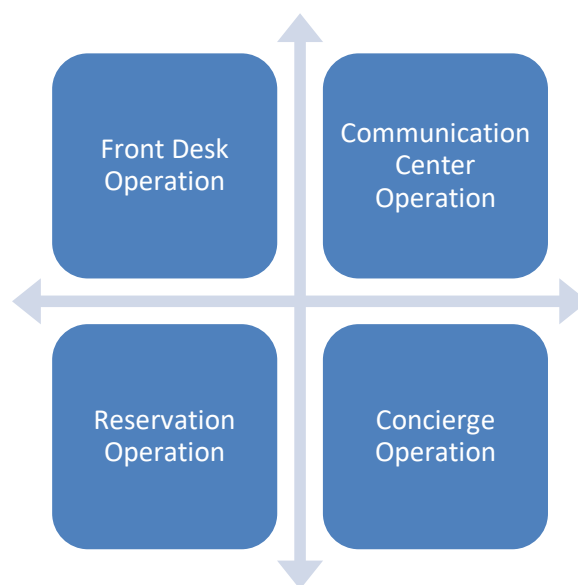


Figure: 3.4 Front Office Operational Process

3.4.1 Front Desk Operation

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

Interacting with Guests:

- Front desk employees' welcome guests, respond to inquiries, and facilitate requests for rooms or services. This encompasses disseminating information regarding room availability, hotel facilities, and nearby attractions.

3.4.2 Communication Center Operation

Communication Center Executives at Hotel The Cox Today have a diverse skill set to proficiently handle telephone communications and inquiries while maintaining the hotel's dedication to outstanding client service.

Hotel The Cox Today Communication Center complies with the following standards:

- Incoming calls must be answered within 3 rings to ensure effective service.
- Engaging in active listening to comprehend and resolve visitors' inquiries and problems.
- Effective endeavors to fulfill guest demands with high-quality service and meticulous attention to detail.
- Guarantee guest satisfaction by conducting a follow-up within 15 minutes of service provision to ascertain that their needs are fulfilled.
- Perform daily courtesy calls to enhance visitor involvement and guarantee their comfort.

3.4.3 Reservation Operation

An examination of the hotel reservation process at Hotel The Cox Today reveals the complex procedures involved in managing visitor reservations from initial booking to confirmation. This includes a comprehensive examination of the several booking methods employed, such as online platforms, direct calls, and travel agencies. Upon receipt of reservation requests, careful attention is devoted to confirmation procedures to ensure precision and avert double

bookings, with timely contact provided to visitors to verify their reservations. Rooms are assigned according to guest preferences, availability, and special requests, with meticulous attention to room kind and location. During this process, effective and prompt communication is preserved with guests to provide updates and handle any issues or concerns, delivering a smooth reservation experience that reflects hotel's dedication to high service standards.

3.4.4 Concierge Operation Process

The concierge team at the hotel provides an extensive array of services to enrich guests' stays and facilitate a more pleasurable and convenient experience. The following are essential concierge responsibilities anticipated at Hotel The Cox Today

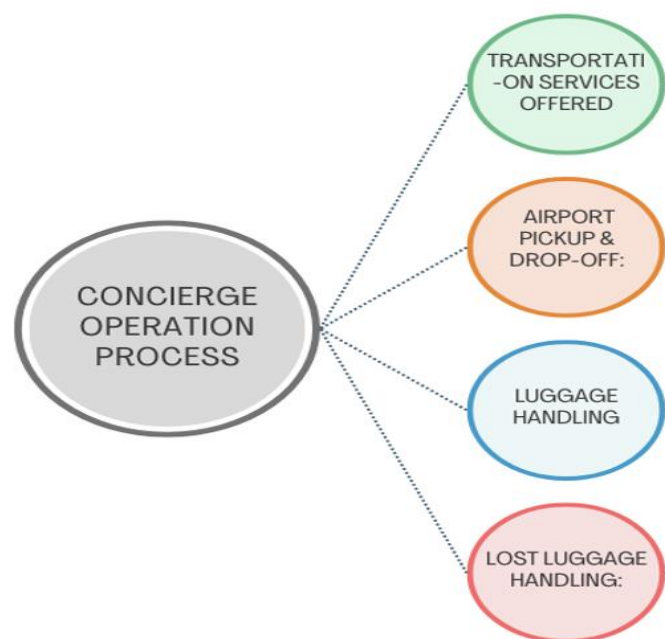


Figure: 3.4.4 Concierge Operation Process

3.5 To Evaluate the Processes of the Front Office in Delivering Services, Including Check-In, Check-Out, and Billing

The processes and workflows behind each activity in Guest Services and Front Office operations must be carefully checked to determine how Front Office services such as check-in, check-out and payment are handled. Along with ensuring good hotel management, these systems impact the overall enjoyment of hotel guests. Here, the key processes will be discussed, highlighting how they are efficient, precise and can please visitors.

Check-In Process:

Since the check-in marks the beginning of their visit, it is vital for creating a good first impression for guests at the hotel. When the check-in goes smoothly, guests immediately feel comfortable and appreciated in the hotel. Most of the time, there are several steps to the check-in process:

1. **Guest Arrival:** The Front Desk staff greet the guest as they arrive at the hotel. The staff records and enters guest information such as ID, how they will pay and any special requests into the PMS.
2. **Room Assignment:** Based on what is available and the visitors' wishes, the Front Desk assigns the room. When the PMS connects with housekeeping, the assigned room is prepared for someone to stay there.
3. **Key Issuance and Welcome Pack:** At key issue and welcome pack, the guest gets a room key or access card and is informed about the amenities, check-out time and services provided at the hotel.
4. **Guest Communication:** Any special requests from guests are recorded and shared with the necessary departments.

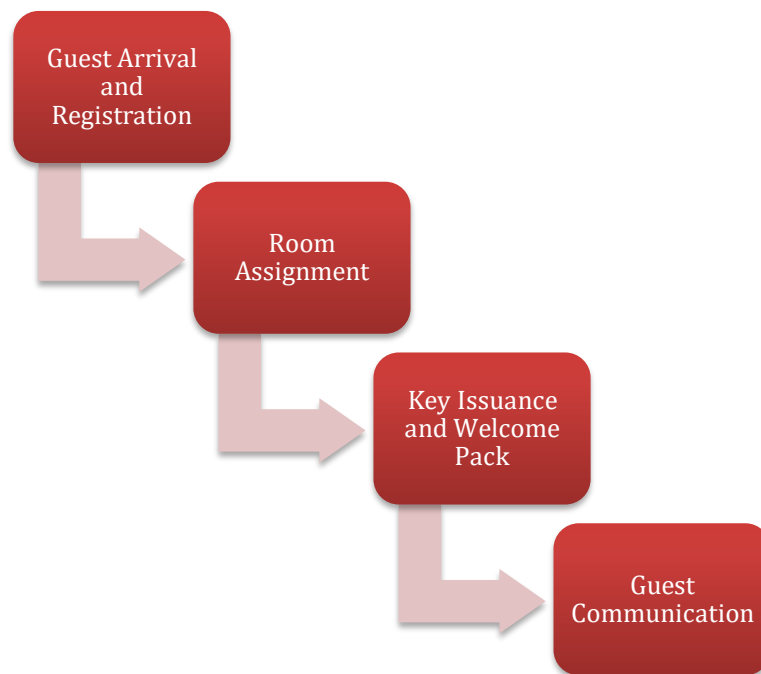


Figure: 3.5 Check-in process

The check-in process needs to balance speed and thoroughness. While guests want to be checked in quickly, it is equally important to ensure that all details are properly recorded, and guests are made aware of hotel facilities and policies. Delays in check-in or missing information can lead to guest dissatisfaction and operational inefficiencies.

Check-Out Process:

The check-out process is just as important as check-in, as it reflects the final impression of the guest's experience at the hotel. An efficient and accurate check-out process ensures a smooth departure and fosters positive guest feedback. The key steps involved in check-out are:

1. **Guest Departure:** The guest goes to the Front Desk to complete the process for check-out. It is the responsibility of the Front Desk to make sure all rooms, incidental costs and other services are correctly charged during each visit.

2. **Final Bill Review:** When a guest checks out, the Front Desk furnishes them with a clear breakdown of the charges. Before any money is changed hands, any extra differences or queries are addressed.
3. **Payment Processing:** Credit card, cash and other methods can be used for the guest to settle the bill. The system next processes it through finance and registers the transaction in the PMS.
4. **Room Key Return and Feedback Request:** The guest hands over the room key and is welcomed to give their opinion about the stay. Managers can use what they learn from this to offer a better experience for guests in the future.

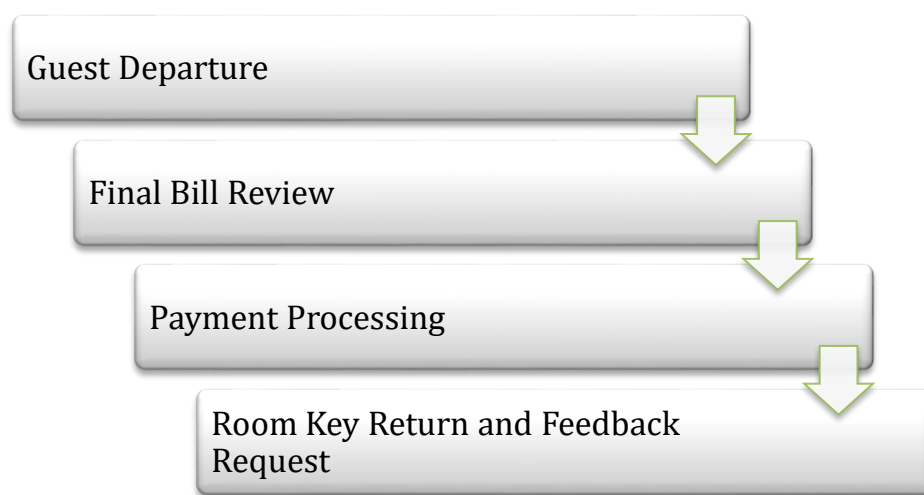


Figure: 3.5 Check-out process

Every step in the billing process should be accurate to keep incidents with money out of the guest's experience. Checking out should be straightforward and fast, since it can influence guests' happiness and delay their leaving the hotel.

Billing Process:

Accurate billing, payment and clear documentation are all needed at both check-in and check-out. The steps involved in the billing process are:

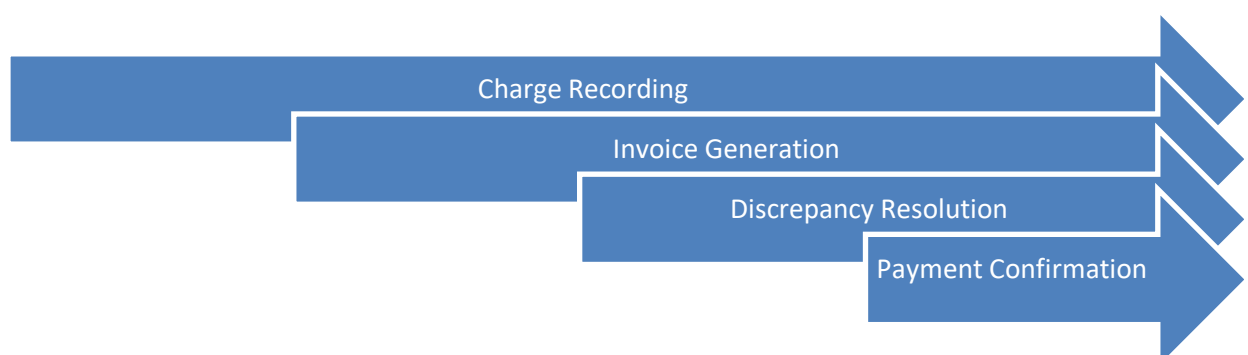
1. **Charge Recording:** Room rates, F&B expenses, fees for spa treatment and other services for a guest are all recorded in the PMS.
2. **Invoice Generation:** Once you reach the check-out stage, an invoice is made to list every charge and all the amounts you paid. They check that the invoice matches the guest's own use of facilities to ensure they are correct.

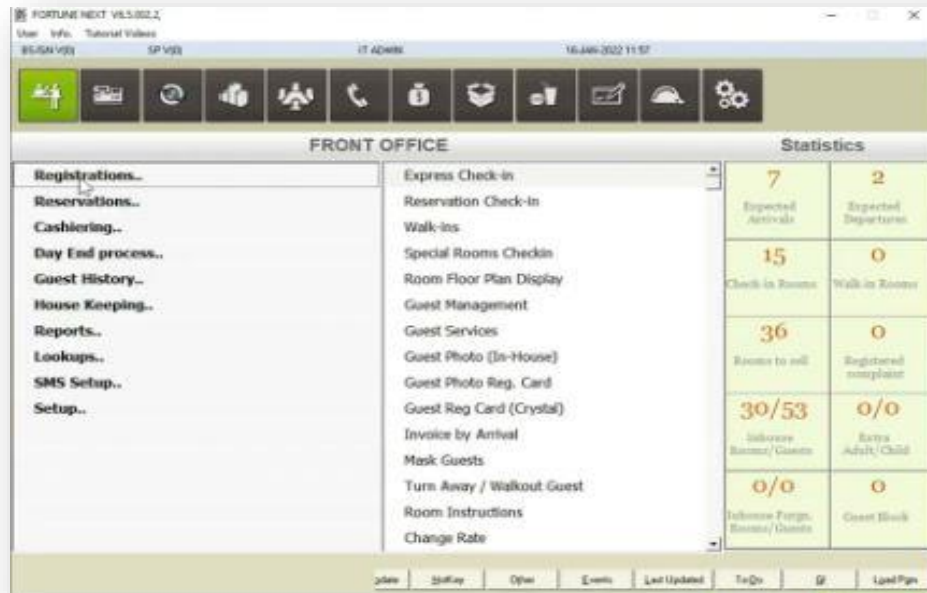
3. Discrepancy Resolution: If there are any differences in the information, Front Desk staff connects with finance to settle the problem and only then issues the final bill to the guest.
4. Payment Confirmation: After the payment is validated, the guest's record is updated on the system to keep all financial transactions detailed.

3.6 Hotel The Cox Today uses the IDS Property Management System (PMS)

Software that helps manage hotel processes more smoothly, delights guests and makes the entire business more productive. IDS PMS assists the hotel in organizing guest bookings, admissions/departures, billing, cleaning the rooms and more. The system allows all departments to collaborate well, ensuring everything runs well for the guests.

The main reason this PMS is used by many hotels is because its interface is simple, it can be scaled as needed and it works well for hotels of all sizes. IDS PMS allows the staff at Hotel The Cox Today to connect several hotel management functions and receive real-time information to manage hotel operations more efficiently. Thanks to this approach, the service provided by the industry is more efficient for everyone involved.





3.7 To analyze the Key Features of the Front Office Department at Hotel The Cox Today

1. Guest Reservations and Check-In/Check-Out Management:

Reservations are handled easily at Hotel The Cox Today by using IDS PMS, regardless of who books them. It guarantees that every room booked is available and allocated at that moment. IDS PMS automates the guest database during check-in and at check-out, helps with billing and transactions, securing accurate final payments for guests.

2. Front Desk Operations:

Various duties for guests like registration, assignment and handling requests are handled at Hotel The Cox Today with IDS PMS at the Front Desk. Since the system records guest preferences, employees can personalize each guest's experience.

3. Billing and Payment Processing:

All hotel billing and payment handling at Hotel The Cox Today is accurate and reliable with IDS PMS. It records all the expenses, including room, food and drink and any additional expenses and generates invoices without errors.

1. Recording the bill: All the time, the PMS keeps track of charges for the room, foods and drinks, spa services and other services.

2. When you finish your order, an invoice is prepared, presenting all the charges and how you have paid them. The employees at the Front Desk check the guest's invoice and use data from their account to verify accuracy.

3. If a problem with the bill is spotted, Front Desk ensures it is addressed and mentioned in the bill before presenting it to the guest.

4. After the payment is completed, the system makes the necessary changes to the guest's record which aids in keeping the accounting records accurate.

4. Room Inventory and Housekeeping Management:

PMS technology by IDS helps the hotel trace whether rooms are available, if they are currently booked and when they are ready for use. Thanks to the system, housekeeping always finds out about the work it needs to do and meets each guest's arrival time. The housekeeping team can directly change room status in the computer system to inform the Front Desk about the rooms.

5. Point of Sale (POS) Integration:

The restaurant, bar and other services at Hotel The Cox Today are integrated with the IDS PMS point of sale systems. This means that all charges made by guests are added to their room bill without chance for error.

6. Guest Communication and Services:

The system makes it easy for the Front Desk to share new information with guests on room availability, various services and other amenities. IDS PMS allows Hotel The Cox Today to notify guests about special offers and other important hotel information. Any request guests make, including room service or transportation, can be handled using the program.

7. Reporting and Analytics:

By using IDS PMS, Hotel The Cox Today can view and analyze various reports to discover how the hotel is performing. Main metrics that the system follows involve occupancy levels, RevPAR, ADR and comments from guests. With this information, management can decide on price, promote the company and address needed improvements.

3.7.1 Front Office Performance During Internship Period

Understanding how guests check in and the money received is necessary to run the front office efficiently. I participated in several front office tasks at Hotel The Cox Today and learned a lot about how the department worked. In this part, I will mention the trends for sold out reservations, check-in and check-out activities and the resulting income during the internship, to show how these aspects affect the success of the hotel.

Reservation Trends:

There was a growing number of bookings managed by the reservation desk, coming in through direct phone calls, emails, use of OTAs and by partnering with companies. Attractive deals, discounts and a flexible cancellation policy created by the hotel attracted many guests. By alertly communicating with different departments, the reservation area could minimize any issues and inconsistencies.

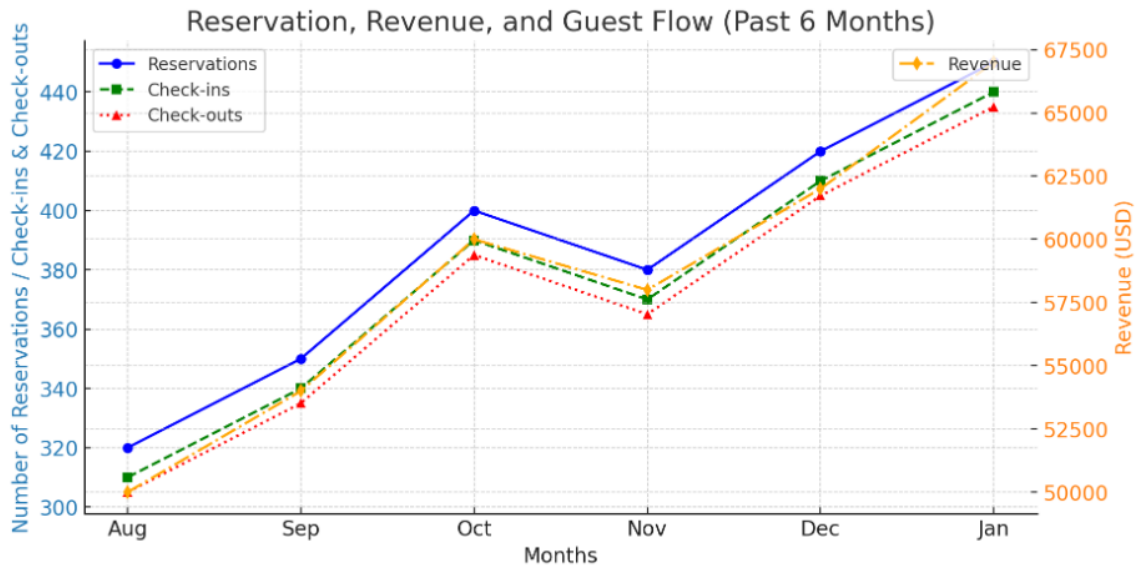
Check-in and Check-out Pattern:

Visitors most often came in just after lunch, as they usually arrived for check-ins at that time. Whilst the front office staff handled the arrivals and departures of guests to reduce the amount of time people had to wait. Improving guest satisfaction and quicker turnaround for rooms were achieved due to good express check-out services and effective coordination with the housekeeping team.

Revenue Trend:

The hotels sales increased over time, mainly because of increased occupancy, room upgrades and additional sales of transportation, tours and food and drinks. Front office staff also helped to increase the business's revenue. Examining each day and month's reports might allow the hotel team to optimize room and rate strategies when high occupancy is expected.

Additionally, the hotel checked front office results through RevPAR, ADR and occupancy rates. Reviewing these metrics happened during department meetings, where ways to enhance their performance were also discussed.



Over the six months, I saw the overall number of bookings and guest arrivals rise, along with the amount of money earned. The hotel saw significant growth in occupancy rates mainly on weekends, during holidays and during the winter and public holiday periods. A majority of our guests came from domestic travels, but guests from abroad were more numerous during the main travel seasons.

CHAPTER – 4

Findings, Recommendations And Conclusion

4.1 Findings

I focused on understanding crucial information and gaining key skills useful in the hospitality industry as a guest service agent at the five-star Hotel The Cox Today. What follows are important observations I have made and lessons I have learned from them:

1. The Front Office, Housekeeping and Reservation departments must collaborate better to cut down delays and improve the hotel guests' stay.
2. Incorporating other systems within PMS, such as housekeeping and point of sale, could enhance overall functionality and lower communication errors.
3. Sporadic delays in invoicing and room status updates reduce guest satisfaction and might be avoided with stronger system synchronization and more interdepartmental meetings.
4. On the job training is not sufficient for the staff, which impairs employee performance
5. Even if the IDS PMS aids in maintaining billing accuracy, there are occasionally problems with the charges' breakdown or information that is missing, which could cause misunderstandings or disagreements.
6. During check-in and check-out, the Front Desk and Housekeeping normally coordinate well. Nevertheless, there are times when housekeeping takes a while to update visitors on their room status, which might cause needless wait times.

4.2 Recommendations

1. **Strengthen Interdepartmental Coordination:** Establish regular coordination meetings between the Front Office, Housekeeping, and Reservation teams.
2. **Enhance PMS Integration:** Fully integrate the Property Management System (PMS) with other core systems such as Housekeeping, Point of Sale (POS), and Reservation
3. **Improve System Synchronization and Timely Updates:** Front Office should have rapid access to room and invoicing information. In order to resolve issues and coordinate daily priorities, frequent interdepartmental meetings should also be conducted.
4. **Address Billing Accuracy and Transparency Issues:** The Cox Hotel Staff should regularly review and update the PMS billing templates to ensure all charges are itemized clearly.

CONCLUSION

4.3 Conclusion:

Front Office Department is one of the most important departments in a hotel industry. Front Office Department divided into many sections such as Reception, Reservation, Guest Relation Officer, Telephone operator and Concierge. Each section has an important role in Front Office Department.

One of the important sections is Guest Relation Officer. Guest relation Officer is a section of Front Office Department, which has responsibility for handling VIP guest and group.

After working here I really trust Hotel The Cox Today is the people oriented brand of Bangladesh. Hotel The Cox Today has constantly underscored on building up a decent direction framework so as to accomplish its ideal corporate goals. From the birthplace of the organization, Hotel The Cox Today has gone to far in achieving these targets by tuning in to customer's needs, taking progressively exercises from past activities, improving and joining forces. Hotel The Cox Today works on making people feel the specialty to enjoy their service and focuses on 'for a better you'

Reference

Reference

- <https://www.hotelmanagement>
- [www. Hotel The Cox Today](http://www.HotelTheCoxToday)
- [https://en.wikipedia.org/wiki/Groupe du Louvre](https://en.wikipedia.org/wiki/Groupe_du_Louvre) <https://www.seapearlbld.com/>
<https://www.facebook.com/>
- <https://mail.google.com/mail/u/1/#inbox/FMfcgxvzMBjPjwjMVQDJBdLDcZZtjHQZ>