

Internship Report
On
Operational Responsibilities of a Guest Service Agent
(GSA) in the Front Office at Hotel Sarina Dhaka

Prepared By

Samiul Mursaleen Mum

ID: 173-43-297

Batch: 12

Supervised By

Mr. Siddiqur Rahman

Assistant Professor & Associate Head

Department of Tourism & Hospitality Management

Daffodil International University

Date of Submission: 13 May 2025

Daffodil International University

“Operational Responsibilities of a Guest Service Agent (GSA) in the Front Office of Hotel Sarina Dhaka”

Letter of Transmittal

13 May 2025

Mr. Siddiquir Rahman

Assistant Professor & Associate Head

Department of Tourism & Hospitality Management

Daffodil International University

Subject: Submission of Internship Report-Operational Responsibilities of a Guest Service Agent (GSA) in the Front Office of Hotel Sarina Dhaka.

Dear Sir,

I am hereby submitting my internship report on the topic, **“Operational Responsibilities of a Guest Service Agent (GSA) in the Front Office of Hotel Sarina Dhaka.”** Working under your attentive guidance has been a wonderful opportunity, and it was essential for the successful completion of this internship report.

Your advice about my topic was extremely useful, and Your consistent help during this journey allowed me to acquire a lot of understanding and conduct the study effectively. I put in all my effort to perform my best while carrying out the research and presenting my findings in this report

I therefore, sincerely request you to kindly accept my internship report. I would be delighted if you find this report valuable and insightful on the subject matter.

Sincerely Yours,



Samiul Mursaleen Mum

ID: 173-43-297

Batch: 12

Department of Tourism & Hospitality Management

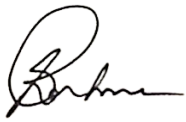
Daffodil International University

Certificate of Approval

This is to certify that Samiul Mursaleen Mum, with identification number 173-43-297 and a student in the Tourism and Hospitality Management Department at Daffodil International University, has successfully completed his internship at "Hotel Sarina Dhaka" as a Trainee in the Front Office department. He has diligently prepared and submitted his internship report under my supervision. During the course of my guidance, I observed him to be punctual, hardworking, and dedicated to his responsibilities.

I hereby confirm that I have personally reviewed this report and believe it meets the required standards of quality and thoroughness for the fulfilment of the Tourism and Hospitality Management (BTHM) program.

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



Mr. Siddiqur Rahman

Assistant Professor & Associate Head

Department of Tourism & Hospitality Management

Faculty of Business and Entrepreneurship

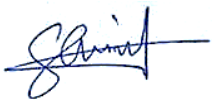
Daffodil International University

Student Declaration

I, Samiul Mursaleen Mum, currently pursuing a Bachelor's degree in the Department of Tourism and Hospitality Management at Daffodil International University, hereby assert that the internship report named “Operational Responsibilities of a Guest Service Agent (GSA) in the Front Office of Hotel Sarina Dhaka” is an original project conducted by me with the supervision of Mr. Siddiqur Rahman, Assistant Professor & Associate Head of the Department of Tourism & Hospitality Management, Faculty of Business and Entrepreneurship at Daffodil International University.

This document has been prepared to partially meet the requirements of the Bachelor of Tourism and Hospitality Management program. The information in this document follows all applicable copyright regulations, and its results have not been submitted to any other organization for a degree or any other reason.

I also accept responsibility to reimburse the department for any loss or harm caused by breaching the duty mentioned above.



Samiul Mursaleen Mum

ID: 173-43-297

Batch: 12

Department of Tourism & Hospitality Management

Daffodil International University

Acknowledgment

The successful accomplishment of this report is due to the input from various individuals, to whom I am profoundly thankful. I want to seize this chance to genuinely express my gratitude to all those who supported me in putting together this report named “Operational Responsibilities of a Guest Service Agent (GSA) in the Front Office of Hotel Sarina Dhaka.”

First and foremost, I give all glory to the Almighty God, my Creator and Sustainer, to whom we will all eventually return. I would also like to express my sincere appreciation to the faculty of the Tourism and Hospitality Management Department for their invaluable support and help. I am especially thankful to my supervisor, Mr. Siddiqur Rahman, who is an Assistant Professor and Associate Head in the Department of Tourism and Hospitality Management at the Faculty of Business and Entrepreneurship, Daffodil International University. His amazing support and advice significantly contributed to my completing my internship report. This report would not have been finished successfully without his oversight. I consider myself quite fortunate to have him as my guide.

I would also like to express my appreciation to every department at Hotel Sarina Dhaka. Their encouragement and backing offered me significant educational experiences. A heartfelt thank you to the Front Office team at Hotel Sarina for their guidance and support that enabled me to contribute effectively as a team member. Their support allowed me to utilize my academic knowledge in a real-world organizational context.

In conclusion, I am very grateful to my parents and friends whose immense support has been crucial in finalizing my report.



Samiul Mursaleen Mum

ID: 173-43-297

Batch: 12

Department of Tourism & Hospitality Management

Daffodil International University

Executive Summary

This report provides a comprehensive analysis of the operational Responsibilities of a Guest Service Agent (GSA) in the Front Office of Hotel Sarina Dhaka, a leading five-star hotel in Dhaka. The aim of this report is to provide a clear understanding of the key tasks and duties undertaken by a Guest Service Agent (GSA), highlighting the critical role they play in enhancing the overall guest experience and supporting the operational efficiency of the hotel.

The internship was conducted over a period of time, where the responsibilities of a Guest Service Agent (GSA) were closely observed and analyzed. The Guest Service Agent (GSA) role at Hotel Sarina Dhaka involves managing guest check-ins and check-outs, handling guest inquiries and complaints, making reservations, and providing information on hotel services and local attractions. Additionally, Guest Service Agent (GSA) are responsible for maintaining a smooth communication flow between guests and other departments, ensuring that guests' needs are met promptly and efficiently. This report provides a comprehensive analysis of the

The findings of this report demonstrate that Guest Service Agent (GSA) at Hotel Sarina Dhaka are integral to ensuring the satisfaction and comfort of guests. They are often the first point of contact and play a vital role in creating a positive first impression. The report also highlights some challenges, such as handling high-pressure situations, multitasking, and meeting guest expectations. Recommendations for addressing these challenges include providing additional training on conflict resolution, improving communication protocols, and leveraging technology to streamline processes.

In conclusion, the role of a Guest Service Agent (GSA) at Hotel Sarina Dhaka is essential to maintaining high service standards and operational excellence. The insights gained from this report provide valuable recommendations for further enhancing the guest service experience and contributing to the hotel's continued success in the competitive hospitality industry.

Table of Contents

Prefatory Part	
Title Name	Page
Cover Page	I
Title Page	II
Letter of Transmittal	III
Certificate of Approval	IV
Student Declaration	V
Acknowledgment	VI
Executive Summary	VII

Chapter-1 Introductory Part	Page (1-6)
1.1 Introduction of the Study	2
1.2 Background of the Study	3
1.3 Scope of the Study	4
1.4 Objective of the Study	5
1.5 Methodology	5
1.6 Limitation of the Study	6
Chapter-2 Learning Parts	Page (7-16)
2.1 Introduction of the Front Office Department	8-9
2.2 Objective of Front Office Department	9
2.3 Guest Service Agent (GSA) Operational responsibilities	10-11
2.4 Organizational Chart of the Front Office Department at Hotel Sarina Dhaka	12
2.5 Front Office Duty Checklist	13-15
2.6 Front office Team Member Must know	16

Chapter-3 Concluding Part	Page (17-19)
3.1 Findings	18
3.2 Recommendations	19
3.3 Conclusion	19
Chapter-4 Appendix Part	Page (20-24)
4.1 Bibliography	21
4.2 References	21-22
4.3 Front Office Terminology	23-24

Chapter1

Introduction Part

1.1 Introduction of the Study

Hospitality refers to the sincere and generous reception and entertainment of guests or strangers, whether socially or commercially. The hospitality industry is a vast and growing business that focuses on identifying and serving guests professionally. This multi-billion-dollar industry offers exciting and diverse opportunities for career growth. The sector encompasses various fields, including airlines, hotels, entertainment venues, casinos, theme parks, travel agencies, tour operators, restaurants, cafes, international resorts, and small pubs.

Hospitality management involves planning, organizing, guiding, and controlling both human and material resources across various sectors such as accommodation, restaurants, travel and tourism, institutional management, recreation, and event planning. All these departments work together to provide exceptional service to guests.

Bangladesh is a modern country blessed with stunning natural beauty, including hills, valleys, dense forests, rivers, and the world's longest unbroken sea beach. The country offers various tourism opportunities, such as nature-based, research-based, and cultural tourism. The hospitality industry in Bangladesh is growing rapidly, fueled by globalization, and offers many opportunities for development in tourism and hospitality management.

In the field of hospitality management, decision-makers must assess problems effectively and plan and implement training strategies to address current industry needs. Given the industry's rapid growth, the role of skilled professionals in hospitality management is becoming increasingly important.

1.2 Background of the Study

This practicum report primarily focuses on the activities of the Front Office at Hotel Sarina Dhaka. As a bachelor degree student, I had the opportunity to complete my internship at this esteemed hotel. I believe that the hospitality industry, particularly hotels, provides an excellent platform to gain practical knowledge and develop professional skills. Daffodil International University offers an internship program for its BTHM students, and as part of the degree requirements, I was selected by Hotel Sarina, Banani, one of the leading five-star hotels in Bangladesh, to gain hands-on experience in hotel operations, specifically in the Front Office department.

I worked as a Guest Service Agent Trainee at Hotel Sarina Dhaka, and I thought it was fitting to choose a topic closely related to both my academic studies and the industry. Hotel Sarina is located in the Banani Business Area, Road-17, House-27, Block-C, Dhaka-1213, and Bangladesh. This internship allowed me to apply and compare the knowledge I gained during my university studies with the real-world practices I encountered at the hotel.

One of the greatest challenges in service industries today is ensuring and maintaining guest satisfaction. Over the past few decades, guest satisfaction and service quality have become critical focal points for both practitioners and academics. I firmly believe that the skills and insights gained from this degree will be invaluable in shaping my future career in the hospitality industry.

1.3 Scope of the Study

This study focuses on understanding the main duties and responsibilities of a Guest Service Agent (GSA) at the Front Office of Hotel Sarina Dhaka, a well-known 5-star hotel in Dhaka, Bangladesh. The report will look into the tasks GSA handle, the challenges they face, their role in Guest service, and how they contribute to creating a positive guest experience.

The study will focus on the following key areas:

1. **Operational Responsibilities:** A thorough look at the daily duties of a Guest Service Agent (GSA), like checking guests in and out, answering their questions, managing bookings, and making sure they are happy with the service.
2. **Guest Interaction:** Learning about the communication and people skills needed for good guest service, like resolving conflicts and handling tough situations.
3. **Coordination with Other Departments:** The study will look at how Guest Service Agents (GSA) work with other hotel departments like housekeeping, food and beverage, and maintenance etc. to provide smooth guest experiences.
4. **Training and Skill Development:** The study will analyse the training programs for Guest Service Agents (GSA) and how these programs help improve their skills, professional growth, and ability to provide excellent guest service.
5. **Technology and Tools:** I will look into how technology, like Property Management Systems (PMS), helps Guest Service Agents (GSA) do their work more efficiently and provide better service.

The study is limited to the Front Office department at Hotel Sarina Dhaka, and does not extend to other departments within the hotel. It focuses on the operational practices specific to the hotel's front desk, as this is where the majority of guest interactions occur.

Additionally, the research will gather data through direct observation, interviews with GSA, and reviews of hotel policies and training materials. It aims to provide valuable insights into the role of GSA in enhancing guest satisfaction and contributing to the success of the hospitality industry.

By focusing on Hotel Sarina Dhaka, this study aims to provide both academic and practical knowledge that can be applied to other hospitality establishments in Bangladesh and beyond.

1.4 Objective of the Study

1.4.1 Broad Objective: The primary objective of this report is to analyse the operational Responsibilities involved in the role of a Guest Service Agents (GSAs) in the front office department at Hotel Sarina Dhaka. It aims to provide a comprehensive understanding of the daily responsibilities, challenges and key functions that Guest Service Agent performs in ensuring a smooth guest experience and efficient hotel operations.

1.4.2 Specific Objective:

1. The essential duties and responsibilities of a Guest Service Agent include managing guest check-in/check out process, handling reservation, communicating with guests and delivering services.
2. Examine how Guest Service Agents implement protocols to sustain standards while managing guest inquiries and maintaining operational effectiveness.

1.5 Methodology

My internship at Hotel Sarina Dhaka provided me with secondary data and observation based insights that served as the sole basis for this report. I didn't use surveys or interviews to gather primary data because of the nature of my trainee position and departmental confidentiality. Rather, the sources listed below were consulted:

1. SOPs and official documents from Hotel Sarina Dhaka.
2. Course materials and academic resources for hospitality management.
3. Industry reports and online content pertinent to guest service operations.
4. My own observations from my hands-on experience as a trainee guest service agent.

I was able to relate theoretical frameworks to real-world operational procedures during my internship thanks to this methodology.

1.6 Limitation of the Study

There were some challenges while writing this report. Practical experience and theoretical knowledge are often very different. While we learn a lot from books, real-world practices can vary. As an intern, it was a great opportunity for me to explore the facilities and guest services, but I wasn't allowed access to some areas for analysis. Despite these challenges, I worked hard to complete this report. The following issues are discussed more below:

1. The information available on the hotel's website, www.sarinahotel.com, is limited.
2. It is quite tough to obtain information from many departments.
3. As a trainee, I was not permitted to participate in all Front Office Operational operations on a regular basis.
4. As a front office department Trainee at Hotel Sarina Dhaka, I am unable to perform any cash transitions or other cash-related tasks.
5. According to hotel policy, they do not share many potential departmental information or provide limited access to trainees, which made it difficult for me to acquire enough data.
6. Preparation the time of the Practicum report clashes with the time of the internship job.
7. Inability to obtain knowledge from primary sources due to a lack of experience.

I tried my best to complete the work, but there might still be some errors. Furthermore, due to the limitations indicated earlier, I was unable to acquire all of the information from the organization.

Chapter 2

Learning Parts

2.1 Introduction of the Front Office Department

The Front Office Department at Hotel Sarina Dhaka stands as the central hub of all hotel operations, ensuring seamless coordination with various departments to deliver an exceptional guest experience. As the first and last point of interaction for visitors, this department plays a critical role in shaping their overall impression of the hotel. Executives at Hotel Sarina Dhaka rely on Destinity Hotel Management software to streamline operations efficiently, ensuring that guest needs are accurately recorded and addressed promptly.

The front desk manages essential functions such as check-in, check-out, reservations, billing, and answering guest inquiries, while also working closely with the "At Your Service" (AYS) team to provide immediate support and assistance. Additionally, the staff oversees room allocations and ensures that services are delivered smoothly to enhance guest satisfaction.

The department's responsibility extends beyond basic tasks it is deeply involved in maintaining guest relations, coordinating with housekeeping, and supporting other departments to achieve the shared goal of excellent service and customer satisfaction. As a trainee at Hotel Sarina Dhaka, I observed how every member of the front desk team plays a vital role in creating memorable guest experiences, emphasizing the importance of professionalism, effective communication, and teamwork in the hospitality industry.

The following key functions are included with the front office operations:

1. Check in
2. Check out
3. Room Allocate
4. Making Reservation.
5. Billing.
6. Cashiering.
7. Night Audit.
8. Receiving Phone Calls.
9. Walk in sale.
10. Provide hotel information.

11. Managing transport request.
12. Collecting Guest Review

2.2 Objective of Front Office Department

The front office department of Hotel Sarina Dhaka serves as the initial point of contact for guests and plays a crucial role in shaping their overall impression of the stay. Its primary aim is to ensure the effective management of all services related to guests, from the moment they make a reservation until they checkout. This includes handling bookings, welcoming guests, overseeing the registration process and room assignments, processing payments, and addressing inquiries and complaints in a professional and efficient manner.

Another key objective of the department is to uphold a high standard of hospitality by delivering personalized services that not only meet but also exceed guests expectations. The team strives to create a warm and welcoming atmosphere that guarantees guests comfort and satisfaction throughout their stay.

To effectively and swiftly meet guests requests, the front office collaborates intimately with departments like housekeeping, food and beverage, and maintenance. Ensuring seamless service hinges on strong teamwork and open communication. The department oversees room sales, promotes additional services, and markets hotel amenities, all of which contribute directly to increasing hotel revenue.

The use of advanced property systems, such as Destinity, enhances data precision and streamlines processes, thereby elevating operational efficiency and guest satisfaction. The primary aim of the front office department is to uphold the Hotel Sarina Dhaka reputation through exceptional professionalism, guest care and operational excellence, which will foster repeat business and long lasting loyalty.

2.3 Front Office Operational process

Hotel Sarina Dhaka represents the entire journey a guest experiences during their stay. For its everyday operations, Hotel Sarina Dhaka utilizes Destiny PMS. Input the guest's details into the booking system. The standard check-in and check-out process typically takes around three to five minutes.

2.3.1 Pre-Arrival

Reservations Management: GSAs use property management systems (PMS) to manage bookings, update availability, and address customer inquiries through phone or email.

Preparation: Collecting all necessary information regarding guests and preparing welcome materials.

2.3.2 Arrival and Check-In

Greeting Guests: Welcoming guests upon arrival with professionalism and friendliness.

- ✓ Good morning /Afternoon/ Evening.
- ✓ Greeting from Hotel Sarina Dhaka/ It is great to see you again.
- ✓ Requesting guest Passport/ NID.

Check-In Process: Efficiently processing guest check-ins while capturing required information, issuing room keys, and explaining hotel amenities.

- ✓ Recognition.
- ✓ Review all of the alerts once more.
- ✓ Notify the guest about the reservation.
- ✓ Request the guest to verify the reservation information.

Place Registration Card:

- ✓ Ensure the guest has completed the registration form.
- ✓ Ensure that the registration form has been completed by the guest.
- ✓ Adhere to billing instructions.
- ✓ Kindly inform them of our policy if they make a request for pre-authorization.
- ✓ Kindly lock the folio or raise a no-post flag if a guest wishes to pay solely the room charge.

Methods of Payments:

Guest can make payments using various methods. A few of them are referenced as billow:

- ✓ Money.
- ✓ Credit/ Debit card.
- ✓ Money transfer vis bank.
- ✓ Banking via mobile.
- ✓ City ledger/ Company Payment.

Present Key Card Payment Processing: Handling pre-authorization and payment methods, ensuring accuracy and security.

- ✓ Wishing the guest, enjoys a nice stay.
- ✓ Inform guests know about the available privileges and amenities available, including discounts, store details, and current promotions.

2.3.3 During stay

Once guest checked in Guest Service Agent are ensuring that all in-house services meets guests expectations.

Guest Assistance: Addressing guest requests, inquiries, and complaints, often requiring coordination with housekeeping and maintenance.

Communications: Keeping guests informed about hotel-related information such as events, dining options, and local attractions.

2.3.4 Departure and Check-Out

Check-Out Process: Managing the check-out experience by verifying charges, processing payments, and soliciting guest feedback.

- ✓ Review charges and process payments.
- ✓ Conduct billing and ensure the accuracy of charges.
- ✓ Encourage feedback for service improvement.

Farewell: Ensuring guests leave with a positive impression, possibly through personalized goodbyes.

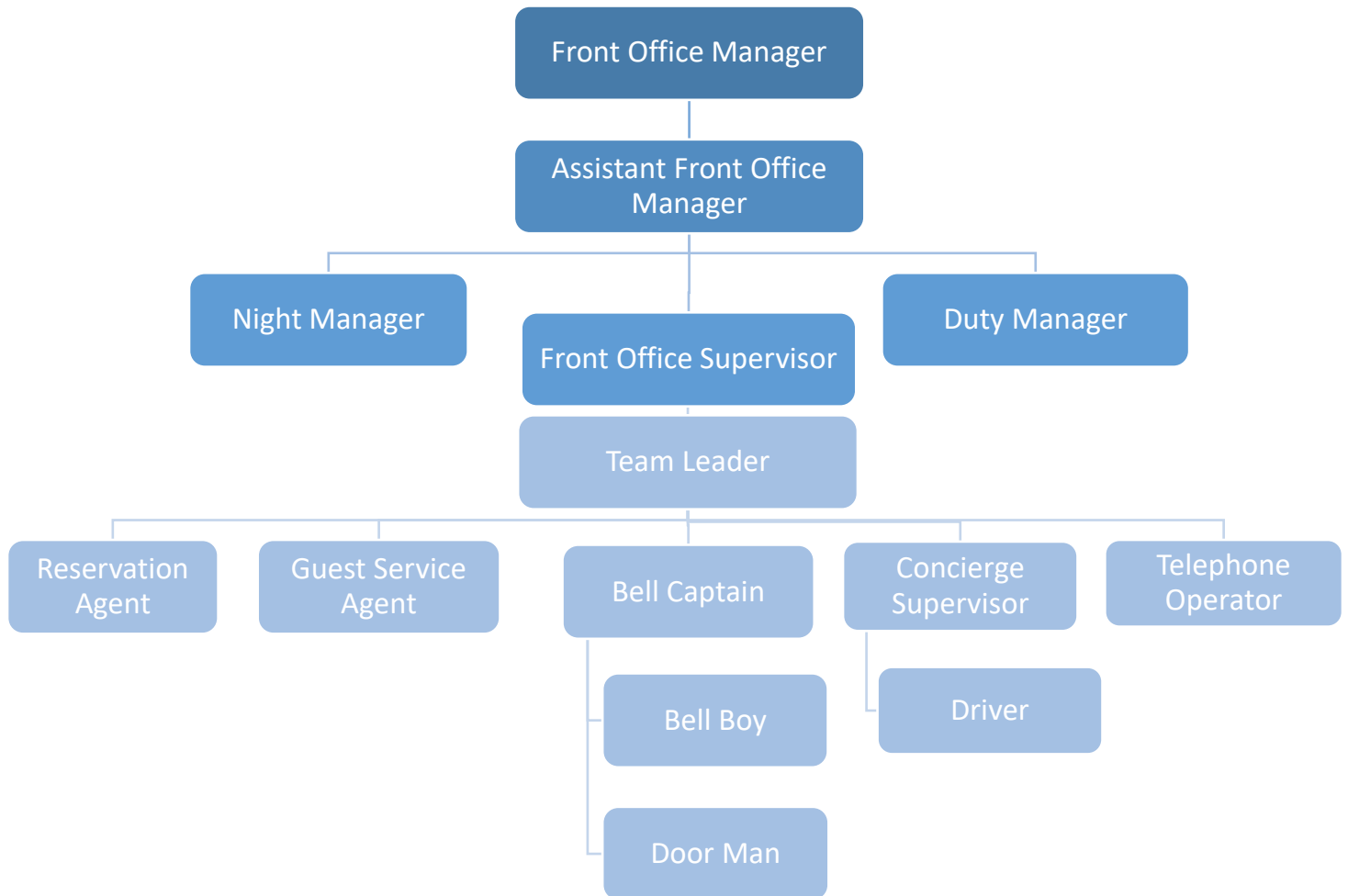
As an intern at Hotel Sarina Dhaka, I've observed that smooth coordination across all departments throughout this cycle ensures a great guest experience and encourages repeat visits.

2.3.5 Guest Reservation Record:

- Complete name of the guest.
- Location.
- Arrival date.
- Contact information.
- Cost of the room.
- Code of rates.
- Preference.
- Payment of methods.
- Hotel rules and regulations.
- Time to check out.
- Information about the company.
- Copy of passport and visa copy/ NID card.

All the guest information and data stored in the system and which is highly secure.

2.4 Organizational Chart of the Front Office at Hotel Sarina Dhaka:



2.5 Front Office Duty Checklist

Front office team members must follow the shift duty checklist during their working hours.

Morning Shift Checklist:

No	Task List	Time
01	Briefing: Discussion regarding the last shift and tasks that remain	07:00 AM
02	Examine the logbook and the night shift report, then proceed with the necessary follow-ups and sign where required	07:10 AM
03	Look into today's events, group arrivals, and food and beverage promotions, and communicate the details to the front office team	07:15 AM
04	Tidy up and arrange the desk for the morning shift ✓ Arrange the desk, reorganize the Electronic Data Capture machine roll, refill printers with suitable paper, ensure there are enough room key cards and key jackets, and prepare departure envelopes.	07:30 AM
05	Print and save backup file for the morning shift: ✓ List of arrivals for the same day & Reports from downtown.	07:30 AM
06	Check Arrival Today Remarks: ✓ Manage the arrivals for individuals, companies, or groups. ✓ Special guests include VIPs, solo female travelers, honeymooners, or those visiting for a weekend. ✓ For group arrivals, pre-print registration cards, prepare room keys, and assign a group coordinator.	07:45 AM
07	Be sure to print the trace report and take necessary steps.	08:00 AM
08	Check-out Control: ✓ Manage the checkouts due ✓ Approved late check-out requests (complimentary, chargeable, and extensions) ✓ Arrange transportation for guest pickups and drop-offs at the airport. ✓ Check the docket (registration cards, credit card slips, paid outs, pre-authorization cancellations, transport bills, food and beverage bills)	12:00 PM
09	All GSA/GRO are required to revise the Guest Profile in line with the the Procedure: ✓ Update nationality, passport, national ID, and driver's license information, and refresh the pre-authorization and address details ✓ Refer to the business card for any special requests, background profile notes, trace alerts, comments, and preferences.	02:00 PM
10	Briefing & Training: Conduct a briefing with the team regarding pending arrivals, checkouts due, any guest concerns, VIP arrivals, and current events at the venue.	02:30 PM
11	Ensure that enough collaterals are ready for the upcoming shift ✓ Gather and prepare pens, remittance envelopes, ordinary envelopes, new key jackets, recycled key jackets, room keys, A4 papers, staplers, and other supplies.	02:45 PM
12	Cashier Closing: ✓ Generate the shift report and conduct an accurate audit with the POS details, process the cash drop and record it in the cashier logbook, and fill the remittance envelope with the correct denominations, including dropping any foreign currency if available ✓ Monitor outstanding payments, leave the cash envelope with a trustworthy witness, and make sure to collect a signature.	03:30 PM
13	Document all relevant information in the logbook and pass on to the next shift.	04:00 PM

Evening Shift Checklist:

No	Task List	Time
01	Review the Log Book and Morning Shift Report, then take appropriate actions and sign.	02:00 PM
02	Print and store a backup file for the evening and save back up file for evening shift: ✓ Same day arrival details must be reviewed by all GSAs to align with guest expectations. ✓ Reports on downtime must be generated in the designated downtime folder on the front desk PC.	02:15 PM
03	Briefing & Training ✓ Brief the team regarding upcoming arrivals, departures, any guest concerns, VIP guests, and current events.	02:30 PM
04	Tidy up and arrange the desk for the upcoming shift ✓ Arrange the desk, reorganize the Electronic Data Capture machine roll, refill the printers with paper, ensure there are enough room key cards and key jackets, and prepare departure envelopes.	03:00 PM
05	Check Arrival Today Remarks: ✓ Manage the arrivals for individuals, companies, or groups. ✓ Special guests include VIPs, solo female travelers, honeymooners, or those visiting for a weekend. ✓ For group arrivals, pre-print registration cards, prepare room keys, and assign a group coordinator.	03:15 PM
06	Check for any departures still in the system.	03:30 PM
07	✓ Review the high balance report and inform guests if they have any rooms with a high balance. ✓ Verify all transactions and postings in the system.	04:00 PM
08	All GSA/GRO are required to revise the Guest Profile in line with the Procedure: ✓ Update nationality, passport/NID/driver's license information, pre-authorization, address according to the business card, any special requests, and background profile notes. ✓ Document trace, alerts, comments, and preferences.	04:30 PM
09	Obtain signatures on all registration cards from the Duty Manager or any available GSA or Guest Relations Officer at that time.	05:30 PM
10	Ensure that enough collaterals are ready for the upcoming shift ✓ Gather items like pens, remittance envelopes, regular envelopes, new and recycled key jackets, room keys, A4 paper, stapler, pins, and other supplies.	09:45 PM
11	Cashier Closing: ✓ Print the shift report and conduct a thorough audit with the POS details, process cash drops, and log entries in the cashier logbook. ✓ Place proper denominations in remittance envelopes and drop foreign currency if available. ✓ Follow up on outstanding dues, deposit cash envelopes with the necessary witness, and obtain signatures.	10:00 PM
12	Record all relevant information in the logbook and ensure it is handed over to the next shift.	10:30 PM

Night Shift Checklist:

No	Task List	Time
01	Review the Log Book and the Morning Shift Report to ensure all tasks are completed, then sign off.	10:35 PM
02	Properly take over the cash float from the evening shift and provide your signature during the cash handover.	10:45 PM
03	Print and store a backup file for the evening and save back up file for evening shift: ✓ Review the details of arrivals for the same day, as all GSAs must check the report to meet guest expectations. ✓ Reports on downtime must be generated in the downtime folder on the front desk PC.	10:55 PM
04	Tidy up and arrange the desk for the morning shift ✓ Arrange the desk, reorganize the Electronic Data Capture machine roll, refill the printers with paper, ensure there are enough room key cards and jackets, as well as departure envelopes.	11:15 PM
05	Settle all POS machine.	11:30 PM
06	✓ Examine the guest list for those currently staying and their rates. ✓ Verify that all guest profiles are up to date. ✓ Check if all supporting documents are attached to the folio.	00:00 AM
07	✓ Review the high balance report and inform guests if any rooms have a high balance. ✓ Cross-verify all transactions and postings in the system.	01:15 AM
08	Complete the Day End Process.	03:00 AM
09	Compile the Night Manager Report and send all documentation to the relevant person.	03:15 AM
10	✓ Look over the arrival and departure list for the following days. ✓ Allocate rooms. ✓ Inspect the bills of departing guests and ensure everything is ready for their smooth exit.	04:15 AM
11	Ensure that enough collaterals are ready for the upcoming shift ✓ Prepare pens, remittance envelopes, regular envelopes, new key jackets, recycled key jackets, room keys, A4 paper, staplers, and other supplies.	05:00 AM
12	Cashier Closing: ✓ Print the shift report, perform a comprehensive audit with POS information, manage the cash drop, and record it in the cashier logbook. Place the appropriate amounts in the remittance envelope and include foreign currency if necessary. ✓ Check on any outstanding dues, leave the cash envelope with a reliable witness, and get the required signature.	06:30 AM
13	Record all information in the log book and hand it over to the next shift.	07:00 AM

2.6 Front office Team Member Must know

Here are the essential skills required for a member of the front office team. These are the primary duties of a front desk staff member.

- Instruction on effectively utilizing the PMS-Destinity software.
- Guidelines for operating a system and colour printer.
- Steps for using telephone and its extensions.
- How to replace the toner and manage the photocopying machine.
- Understand the standard operating procedure(SOP).
- Instruction for creating room keys and elevator keys.
- How to scan a passport into the system and carry out pre registration.
- Using POS system for processing payments.
- How to assist when a group arrives for their check-in.
- Providing support to guests with specific requirements including flight information and transportation information.
- Responding to questions from guests.
- Dealing with rude, upset and intoxicated guests.
- Protecting the privacy and safety of guests.
- Understanding the phrases used for wakeup calls, courtesy calls and phone greetings.
- Receiving updates about room cleaning status.
- Being aware if there is a request for a check-out.
- Remember that the audit happens during the night.
- Knowing how to reserve a hotel room.
- Being familiar with alarms and emergency signals.
- Using a follow-up sheet to document check-ins.
- Managing the cash from the slot machine.
- Knowing how to address complaints from guests.
- Handling feedback from guests.

Chapter 3

Concluding Part

3.1 Findings

During the course of writing this report, I discovered some good and negative information that I may add as findings. I'd like to share some of my discoveries from my internship:

Positive Findings:

1. The front desk staff, particularly with regard to interns, upholds a strong culture of collaboration and mentoring.
2. To ensure service consistency, standard operating procedures are adhered to.
3. Operations are streamlined and guest data is organized with the use of PMS software such as Destiny.
4. In general, departmental communication is successful in meeting the needs of visitors.
5. The hotel setting is tidy, welcoming, and professional.

Negative Findings:

1. Technical Problems: Check-in delays were occasionally caused by the PMS system lagging or crashing.
2. Staff Shortage: Long lines and more stress were caused by a lack of employees during busy check-in and check-out times.
3. Training Gaps: Some hotel tools and systems are not formally taught to trainees.

3.2 Recommendations

Based on the findings, several recommendations can be made to enhance the operational effectiveness of GSAs at Hotel Sarina Dhaka:

1. Upgrade PMS Software: To minimize operational delays, make sure to perform routine maintenance or think about moving to a more dependable system.
3. Create GSA Training Modules: To improve staff and trainees' familiarity with hotel systems and guest handling practices, structured onboarding programs should be created.
4. Hiring More Employees During Peak Hours: Part-time employment or strategic scheduling may help cut down on visitor wait times.
5. Digital Feedback System: To collect visitor feedback more methodically, use an electronic feedback system (online or on a tablet) at check-out.
6. Improve Security & Medical Readiness: Make an emergency plan with a local clinic or physician and invest in better scanning equipment.

3.3 Conclusion

Applying theoretical knowledge in a practical hospitality setting was made possible by this internship at Hotel Sarina Dhaka. Through regular guest interactions, I developed my interpersonal and problem-solving skills, learned how to use industry-standard software, and obtained a thorough understanding of front office operations.

I was also able to pinpoint the Front Office Department's operational advantages and shortcomings thanks to the experience. I have no doubt that the knowledge and abilities I gained from this internship will provide a solid basis for my future work in the hospitality sector.

Chapter 4

Appendix Part

4.1 Bibliography

1. **Baker, S., Huyton, J. & Pradley, P. (2000).** Principles of hotel front office operations, 2nd Ed. New York, US: Continuum.
2. **Baker, S & Bradley, P (1990).** Front Office Operations. Hong Kong: The Hong Kong Polytechnic.
3. **Bardi, James A.** Hotel Front Office Management. New Jersey, John Wiley & Sons Inc, 4th, 2007, 134.
4. **Ryan David James** Front Office Operations. Front office. California, State Publishers, 2008. 56, 70-71, 84, 168, 210-211.

4.2 References

1. *Front office department introduction, operations and functions.* (2021, January 8). Setupmyhotel.com - Hotel Setup Tips, Sample Formats, Hotel SOP's, Hotel Solutions. <https://setupmyhotel.com/train-my-hotel-staff/front-office-training/743-front-office-in> [Accessed on 11/10/2024]
2. *Front office management - Introduction.* (2021, January 3). Biggest Online Tutorials Library. https://www.tutorialspoint.com/front_office_management/front_office_management_introduction.htm#:~:text=What%20is%20Front%20Office%20Department,the%20hotel%20and%20its%20guests [Accessed on 11/10/2024]
3. *Hotel front office management tutorial.* (2010, October 12). Wisdom Jobs. <https://www.wisdomjobs.com/e-university/hotel-front-office-management-tutorial-369.html> [Accessed on 19/09/2024]

4. *About us.* (2020, December 7). Hotel Sarina Dhaka– 5 Star Premium Hotels in Dhaka | Hotel Sarina Dhaka.<https://www.Sarina.com.bd/about-us/>[Accessed on 10/11/2024]
5. *Hotel ops in bd* [pptx.]. (2020, November 30). Slide share.
https://www.slideshare.net/ziaulhug/hotel-ops-in-bd?qid=8e6a1db2-c259-449e-9784-2b3fcad44bd4&v=&b=&from_search=8[Accessed on 05/11/2024]
6. *Overview of-hospitality-industry* [pptx.]. (2020, November 19). Slideshare.
<https://www.slideshare.net/guptaank143/overview-ofhospitalityindustry-37865695>[Accessed on 05/11/2024]

4.3 Front Office Terminology

As a front office staff member, it's crucial to possess a comprehensive grasp of typical hotel vocabulary. These terms are commonly utilized in hotels and motels globally.

- **Complimentary:** This term describes when a guest receives a service or product without any charge.
- **Do Not Disturb (DND):** This indicates the guest prefers not to have any interruptions, often shown by a sign on their door or by an electronic red light outside the room.
- **Due Out:** This implies that the guest is expected to checkout soon.
- **Late Check Out:** This occurs when a guest asks to leave the hotel after the regular checkout time, which is usually 12:00 PM.
- **Occupied:** This signifies that a guest is currently staying in the room.
- **Out Of Order (OOO):** This term is used when a maintenance issue makes a room unavailable for customers.
- **Sleep-Out:** This refers to a guest who is present in their room but does not actually sleep in the bed.
- **Stay Over:** This applies to guest who are currently checked in and plan to at least one more night.
- **Inspected:** This means the room has been checked and is clean and available for future guest.
- **ADR:** The average daily rate represents the revenue calculated from room sales.
- **Posting:** This is the method of adding charges and payments to guests account.
- **Rack Rate:** This term designates the highest possible price for a room at a hotel.
- **Registration Card:** This is a paper where guests fill in their name, address, phone number, payment method and departure date.
- **Room Blocking:** This is the ack of reserving rooms for guests with existing bookings.
- **Room Revenue:** This refers to the total income from room sales.
- **Stay-Over:** This is for guests who have made a reservation but wish to stay longer than initially planned.
- **House Full:** This indicates that the hotel has no available rooms, All guest room occupied.

- **Walk in Guest:** Guest who request a room rental without having made a reservation
- **Bank Card:** Cards issued by banks, examples of which include Visa, MasterCard, American express.
- **All-Suite:** A hotel service that provides guests with a atmosphere similar to home.
- **Amenities:** Items for personal care like shampoo, toothpaste, mouthwash and electrical devices.
- **American plan:** A pricing structure for rooms that includes meals usually breakfast and dinner, alongside the accommodation cost.
- **Blackout:** A situation where there is no electricity whatsoever.
- **Cashier:** A person responsible for managing guest payments processing transactions and offering changes.
- **Cashier's Report:** A daily record that summarizes the financial activities of cashier including cash and credit card transactions, along with totals organized by cashier shift.
- **Chain:** A group of hotels that follow standard operating procedures such as marketing, reservations, quality of service, food and beverage operations, housekeeping and accounting.
- **Commercial Hotels:** Hotels that provide short-term accommodation for travelling guests.
- **Commercial Rate:** Room rates for business people who represent a company but do not necessarily have bargaining power because of their infrequent or sporadic pattern of travel.
- **Complimentary Rate:** A rate charged to guest has no cost.
- **Computer Supplies:** Items like paper form ribbons and ink-cartridges essential for system.
- **Electronic Key:** A key made of plastic that has electronic codes on a magnetic strip.
- **Electronic Key System:** A setup made up of battery operated or less commonly electronic system.
- **European plan:** A pricing option that includes only the cost of room.
- **Family Rate:** Room prices aimed at enticing families with children.
- **Float:** The wait for payment from an account following the use of a credit card or personal check..
- **Folio:** A documentation of a guests charges and payments.
- **Forecasting:** The process of predicting room sales for specific period.