

Internship Report On Operational Process of The Front Office Department at Shaira Garden Hotel & Resort

Submitted by

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Submitted To

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Date of Submission: 17-5-2025

LETTER OF TRANSMITTAL

17 May 2025

To,

Mr. Md. Mehedi Hasan Sawon

Senior Lecturer

Department of Tourism and Hospitality Management

Faculty of Business Entrepreneurship

Daffodil International University

Subject: Submission of Internship Report “Operational Process of The Front Office Department at Shaira Garden Hotel & Resort”

Dear sir,

My internship report, “**Operational Process of The Front Office Department at Shaira Garden Hotel & Resort**”, Narayanganj, is being submitted with great pleasure. This report summarizes the knowledge and skills I acquired while working at “Shaira Garden Hotel & Resort” Through my internship, I learned about the detail operation process of the front office department, to understand the Shaira Garden Hotel & Resort early-stage approach to achieving Efficiency and profitability. My academic and professional development has taken considerable time and help. I’ve invested in studying and analysis operational process and innovations of front office department at “Shaira Garden Hotel & Resort”.

Thanks for giving me the opportunity to do this meaningful research, and I await your best wishes,

Thank you, Sir.

Yours sincerely,

Habibullah

.....
Md. Habibullah Bhuyan

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Bachelor Tourism & Hospitality Management

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CERTIFICATE OF APPROVAL

This is to certify that the report titled “**Operational Process of The Front Office Department at Shaira Garden Hotel & Resort**” submitted by Md Habibullah Bhuyan (ID: 201-43-470), has been completed in partial fulfillment of the requirements for the Bachelor of Tourism and Hospitality Management degree at Daffodil International University. The report was prepared under my supervision and guidance, and I have thoroughly reviewed its contents. Based on my evaluation, I am confident that the report meets the required standards in terms of both quality and scope for the award of the degree.

I wish the student continued success in their future academic and professional endeavors.



.....
Mr. Md. Mehedi Hasan Sawon

Senior Lecturer

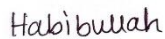
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DECLARATION

I'm **Md. Habibullah Bhuyan (ID: 201-43-470)**, a student of Tourism and Hospitality Management at Daffodil International University, hereby confirm that the ideas presented in this submission are my own. Any external sources or ideas referenced are properly acknowledged through citations to the original authors. I have adhered to academic integrity by following the established rules and have refrained from fabricating or misrepresenting any information.

I understand that any violation of these guidelines may result in disciplinary action by the University.



.....
Md. Habibullah Bhuyan

ID: 201-43-470

Bachelor Tourism & Hospitality Management

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ACKNOWLEDGEMENT

I would like to express my sincere gratitude to **Shaira Garden Hotel & Resort** for providing me with the opportunity to undertake my internship in their Front Office Department. The experience has been immensely valuable, allowing me to apply the theoretical knowledge gained during my studies in a real-world setting.

I would like to extend my thanks to the entire team at **Shaira Garden Hotel & Resort**, especially my supervisor, **Md. Mehedi Hasan Sawon** for their guidance, support, and encouragement throughout my internship period. Their mentorship and insights have been instrumental in enhancing my understanding of the hospitality front office department operations.

Lastly, I would like to thank my academic institution for facilitating this internship opportunity and providing me with the necessary resources to succeed.

EXECUTIVE SUMMARY

The report provides an overview of my internship experience in the Front Office department of **Shaira Garden Hotel & Resort**, where I worked for 6 months. The primary objective of the internship was to gain hands-on experience in front office operations process, while also enhancing my understanding of the hospitality and tourism industry.

I worked on several tasks during my internship, such as welcoming and helping guests, taking reservations, checking in and check out process and effectively running the front desk. I had the chance to collaborate closely with the front desk manager to learn how they handled room assignments, guest satisfaction, and dispute resolution. I also learned how important first impressions are, how to communicate effectively, and how the front desk can improve the overall visitor experience.

Shaira Garden Hotel & Resorts is ensuring world class natural lifestyle in Bangladesh. This is four-star standard boutique resorts near Kachpur, Madanpur, Narayonganj, and surrounded by natural beauty, the total land area of our Resort is 60 Bigha.

An internship in front office department typically refers to a hands-on learning experience in the front desk of a hotel, resort, or other hospitality-related business. As an intern I faced lots of positive terms and I also faced some problems like they have rigid cancellation system. They should be more flexible with their guests. Sometimes they don't allow any kind of event on the resort. I also experienced and learn lots of the process of front office operation.

Lastly, I can say that, My 6 months of internship at Shaira Garden Hotel & Resorts is an great experience and from my team members, I learn many more things about front office operation.

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CHAPTER 01

Introduction

1.1 Introduction

The hospitality industry refers to a broad sector that encompasses businesses and services focused on providing accommodation, food, beverages, and other guest services. Its primary goal is to create a welcoming and comfortable environment for people during their leisure, business, or travel experiences. Shaira Garden Hotel & Resorts is promoting our nation's preservation of its natural and cultural legacy by offering guests a unique and authentic travel experience. Luxurious cottages, villas, suites, a playground, a kid's area, a swimming pool, a gym, indoor games, fishing, and more are all available at Shaira Garden Hotel & Resorts. The front office at Shaira Garden Hotel and Resort plays a vital role in ensuring a seamless and pleasant experience for guests. As the first point of contact, the front office is responsible for creating a welcoming atmosphere and managing various essential services that contribute to the guest experience.

The front office is one of the most crucial departments in the hospitality industry, particularly in hotels and resorts. It serves as the face of the property, often being the first and last point of contact for guests. Front office staff in a resort play a crucial role in ensuring smooth operations and delivering top-tier guest experiences. Their responsibilities typically include a mix of guest service, administrative duties, and coordination with other departments. Guest satisfaction refers to how happy and content guests are with the services and experience provided during their stay.

It's a key factor in building brand loyalty, earning positive reviews, and ensuring repeat visits. Enhancing guest satisfaction is all about attention to detail, care, and consistency. When guests feel welcome, valued, and well taken care of, they're more likely to return and recommend the place to others.

1.2 Background of the report

An internship report gives students a chance to share their real-world experiences and learnings from their professional pursuits. It gives them the chance to put their theoretical understanding into real-world practice. After completing my classes, which totaled 124 credits toward a Bachelor of Tourism and Hospitality Management degree, I have started a six-month internship at Shaira Garden Hotel & Resorts, working with the front desk.

This report attempts to document and assess my experiences throughout this time, emphasizing the knowledge and abilities I gained working in the Front Office Operation. The main point of contact between a hospitality establishment and its patrons is the front office department. This department has a big impact on guest overall experience and satisfaction because it is the first and last point of contact. Important tasks like reservations, guest check-in and check-out, room assignments, responding to questions and complaints with other departments are all part of the front desk's operational process.

Efficiency, accuracy, and service quality in front office operations have a direct impact on a property's reputation and profitability in the severely competitive hospitality sector of today. Examining and improving front office procedures is imperative given the rising use of technology, changing guest expectations, and growing emphasis on individualized service.

1.3 Scope of the Report

The scope of this report focuses on analyzing the operational process of the Front Office Department within a hospitality establishment, particularly emphasizing delivering efficient guest services and supporting overall hotel operations. This report examines the procedures operational process of guest reservation, guest welcoming, check in check out I had the opportunity to work closely with Shaira Garden Hotel & Resort's Front Office Department. Providing a thorough analysis of the Shaira Garden Hotel & Resort's Front Office Operations, this report will assess its effectiveness and examine the main ideas raised by the Front Desk Operation.

1.4 Objective of the Report:

The main purpose of this study is to gain an understanding and examining of the operational process of the Front Office Department. To address this objective, the following specific objectives are:

Specific Objectives

- To analyze the operational processes of the Front Office Department.
- To identify the major findings related to the operational process of the front office department at Shaira Garden Hotel & Resort.
- To provide recommendations based on identifying findings.

1.5 Methodology

This study is qualitative and descriptive in nature and the data used here from secondary sources. Qualitative research is the methodology used in this report. The goal of qualitative research is to understand underlying motives, reasons, and opinions by collecting non-numerical data. Participant observation, in-depth interviews, and content analysis are all parts of it. Analysis to investigate the intricacies of human experiences and behavior in the Front Office Department at Shaira Garden Hotel & Resort.

1.6 Data Source

In general, there are secondary data sources. In this report the Secondary data has been used.

Secondary Data sources are:

1. Standard Operating Procedure of front desk operation at Shaira Garden Hotel & Resorts
2. Hotel website
3. Organizational data file
4. Different documents and study materials
5. Shaira Garden Hotel & Resort's prospectuses and fact sheets
6. Booking stages, online media, and visitor audit websites

1.7 Limitation of the Study

The study's scope was limited to the data and activities that were accessible during the internship, primarily in the Shaira Garden Hotel & Resorts Hotel's front office.

1. Lack of Study: Building a solid theoretical foundation is challenging because there is a dearth of previous research that is especially focused on front office operations in the hospitality sector.

2. Time constraint: Time constraints prevent thorough data collection or observation of all front desk operations.

3. Information Availability: Restricted access because of confidentiality to some operational data.

4. Limited Sample Size: Only a small number of hotels may have been used for the study, which may not be representative of the sector.

CHAPTRT-2

An Overview of

Shaira Garden Hotel & Resort

2.1 Introduction to Shaira Garden Hotel & Resort

Shaira Garden Hotel & Resort is a premier destination that blends modern luxury with the timeless values of Islamic hospitality. Nestled in a serene and scenic location, our resort offers a peaceful retreat for families, couples, and travelers.

At Shaira Garden, every detail is designed in accordance with Shaira principles—from our alcohol-free dining experiences to gender-segregated recreational facilities and prayer-friendly accommodations. Whether you're here for leisure, a business retreat, or a spiritual getaway, we provide a welcoming space where comfort, faith, and nature harmoniously coexist.

Discover the perfect balance of relaxation and reverence at Shaira Garden Hotel & Resort—our sanctuary of serenity.

Shaira Garden Hotel & Resorts is hereby promoting our country to uphold the natural & cultural heritage which provide authentic distinctive travel experience to the distinguish travelers. Shaira Garden Hotel & Resorts is ready with luxurious Cottages, Villas, Suites, Playground, Swimming Pool, Indoor Games and facility.

Key Features

- Pleasant resort for couples & families.
- Green heaven for kids.
- Chosen place for true combination.
- 15 kilometers from Dhaka Zero Point.

2.2 Background of Shaira Garden Hotel & Resort

Shaira Garden Hotel & Resort is a four-star boutique resort located in Madanpur, Bandar, Narayanganj, approximately 15 kilometers from Dhaka Zero Point. Spanning over 60 bighas of lush greenery, the resort offers a serene environment that blends modern luxury with natural beauty. Established to promote Bangladesh's natural and cultural heritage, Shaira Garden Hotel & Resorts aims to provide guests with an authentic and distinctive travel experience. The resort features luxurious cottages, villas, and suites, catering to families, couples, and corporate guests seeking a tranquil retreat.

Address	Madanpur, Andhirpur, Opposite of Nazim Uddin bhuiya University college, Bandar , Narayanganj-1412
Phone	+88 01933 700700 +88 019088 09889
E-mail	sales@shairagardenresorts.com reservation@shairagardenresorts.com
Website	https://shairagardenresorts.com/

2.3 Mission of Shaira Garden Hotel & Resort

The mission of Shaira Garden Hotel & Resort likely focuses on providing hospitality services that align with Shaira principles, combined with high-quality accommodation and customer satisfaction. While I don't have a specific official statement without access to the resort's own documentation or website, a typical mission statement for such an establishment might be:

"To provide exceptional hospitality experiences in accordance with offering a serene and family-friendly environment that upholds Shaira principles in all aspects of service, while promoting comfort, cultural sensitivity, and customer satisfaction."

2.4 Vision of Shaira Garden Hotel & Resort

This version keeps the focus on quality, atmosphere, and guest satisfaction. To be a leading hotel and resort known for exceptional service, beautiful garden settings, and creating memorable, comfortable experiences for every guest.

2.5 Shaira Garden Hotel & Resort Major Departments



Figure 2.5 Shaira Garden Hotel & Resort Major departments

2.6 Product/Services of Shaira Garden Hotel & Resort

Shaira Garden Resorts features 11 Cottage, 24 Premium Garden View King/Twin, 6 Premium Pool King, 2 Suite King/Twin, 4 Executive Duplex Villa (4 B/R), and 1 Presidential Duplex Villa (3 B/R). All guests' rooms & suites are designed with the latest state-of-the-art technology and furnished in modern contemporary style, all to give the utmost comfortable work and sleep environment.



Figure 2.6: Services of Shaira Garden Hotel & Resort

2.6.1. Accommodation:

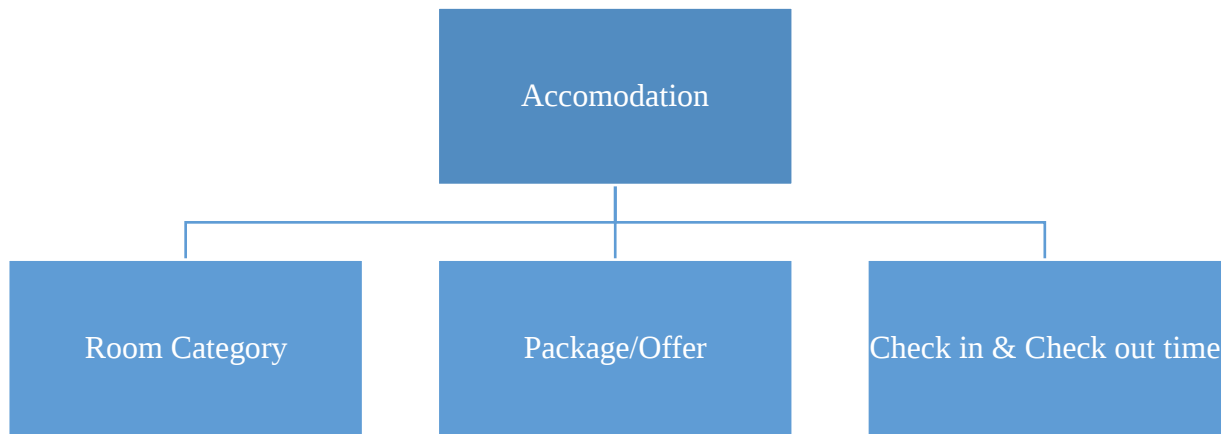


Figure 2.6.1: Accommodation

Room Category:

- Standard Bricks Cottage
- Standard Wooden Cottage
- Standard Connecting Cottage
- Deluxe Wooden Cottage
- Super Deluxe Bricks Cottage
- Premium Deluxe
- Premium Deluxe Garden View Couple & Twin
- Premium Deluxe Pool View
- Premium Suite
- Executive Duplex Villa
- Premium Duplex Villa
- Presidential Villa

Room Category	Rate	Day Long	Full Board
Standard Bricks Cottage (2 Persons)	5,000/-	6,300/-	7,900/-
Standard Wooden Cottage (2 Persons)	5,000/-	6,300/-	7,900/-
Standard Connecting (4 Persons)	9,000/-	11,600/-	14,800/-
Deluxe Cottage (2 Persons)	6,000/-	7,300/-	8,900/-
Super Deluxe (2 Persons)	6,000/-	7,300/-	8,300/-
Premium Deluxe (2 Persons)	5,400/-	6,700/-	8,300/-
Premium Deluxe Garden View (2 Persons)	6,500/-	7,800/-	9,400/-
Premium Deluxe Pool View (2 Persons)	7,000/-	9,300/-	9,900/-
Premium Suite (4 Persons)	13,000/-	17,800/-	20,800/-
Aahil/Venus Duplex Villa (8 Persons)	30,000/-	35,200/-	41,600/-
Paradise/Haven Villa (8 Persons)	40,000/-	45,200/-	51,600/-
Presidential Villa (6 Person)	50,000/-	53,900/-	58,700/-

Package/ Offer Includes:

Day Long: Room + Swimming + Set Lunch

Full Board: Entry + Room + Swimming + Set Lunch + Snacks (Set) + B.B.Q Dinner (Set) + Buffet Breakfast

Facilities: Entry + Welcome Drinks + Swimming + Breakfast + WiFi + Indoor Games + Gymnasium + Car Parking + Playground + Kids Zone

Check in & Check Out time:

- Day Long: 12 noon to 07 pm
- Full Board: 01 pm to 11 am next morning

2.6.2. Food & Beverage Department

Shaira Garden Resorts offers all day dining Buffet Restaurant, where they are serving lunch and dinner with a choice of luxurious buffet spreads. From exclusive lunch to dinner, they have a superb range of relaxed and exciting dining options.

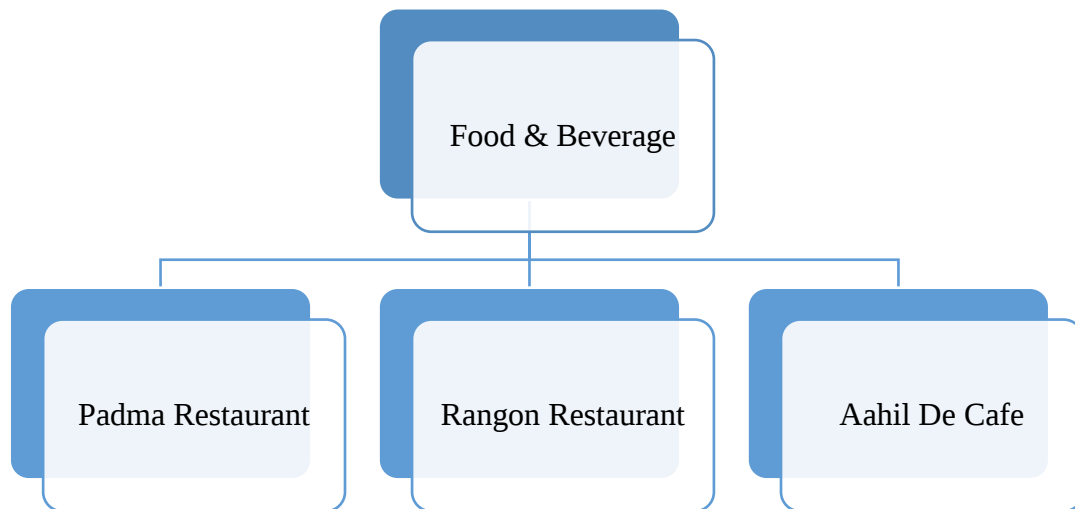


Figure 2.6.2: Food & Beverage Department

Padma Restaurant

All Day Dining Buffet Restaurant, where we serve lunch and dinner with a choice of luxurious buffet spreads. From exclusive lunch to dinner, we have a superb range of relaxed and exciting dining options.

Rangon Restaurant

A La carte Restaurant, where we serve country style and continental food. The wide array of International and local dishes that whip up your all you can eat dining experience. Our menu is designed to entice our guests with familiar yet elevated food choices that are unique in their presentation and flavors.

Aahil De Café

Delight in pool-side live barbecue, from the hustle and bustle of the city. Set right in the middle of our beautifully landscaped gardens, our Aahil De Cafe provides a relaxing backdrop to unwind after a day of activity. Choose from an array of ice-cold beverages and an assortment of fried snacks as you appreciate remarkable views of life.

2.6.3 Recreation:

Facilities include a swimming pool for adults and children, and the property also features impressive swimming pool for guests to enjoy, a gymnasium, spa ,indoor games, fishing, and boating options.

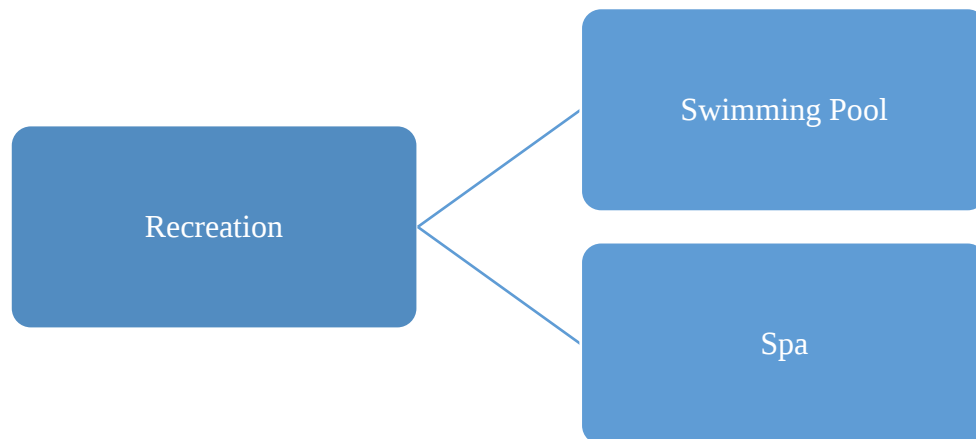


Figure 2.6.3: Recreation

Swimming Pool

An artificial water-filled structure used for swimming, leisure, training, or relaxation is called a swimming pool. From tiny backyard pools to enormous Olympic-sized pools, pools can be either indoor or outdoor and vary in size, depth, and shape. They may have facilities like diving boards, slides, or heating for comfort, and they frequently have filtration systems to keep the water clean.

Spa

A spa is a facility that offers therapeutic treatments, relaxation, and rejuvenation; it frequently has massage services, saunas, steam rooms, and hot tubs. Spas offer a peaceful setting for wellness treatments, skincare, hydrotherapy, and stress reduction.

2.6.4. Meeting and Events:

Meeting and Events facilities at Shaira Garden Hotel & Resorts are designed for small, medium and large sizes such as Conference, Workshop, Training, Anniversary and Birthday. Our board room serves business meetings and variety of events, our skilled associates always attentive to success your events with state-of-the-art audiovisual equipment.

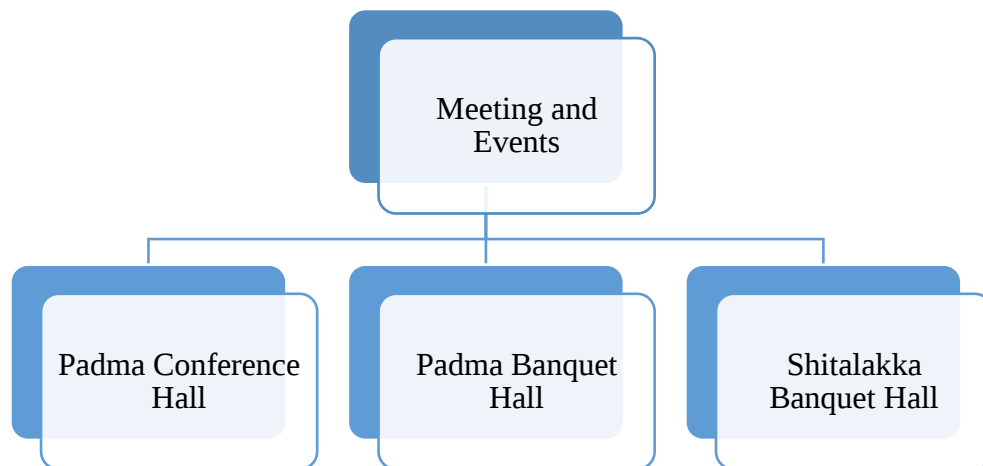


Figure 2.6.4: Meeting and Events

Padma Conference Hall

Our meeting rooms are well designed and equipped for meetings and other day-long activities which can accommodate up to 50 guests at a time. We have excellent services of hi-resolution built-in projector & screen, desktop & Bluetooth microphone, audio-visual, laser pointer, meeting amenities-water, pad, pen/pencil.

Padma Banquet Hall

Our modern indoor conference halls are well equipped to serve & kind of event according to the guest requirement which can accommodate up to 100 guests at a time. We have excellent Wi-Fi facilities, multimedia projector screen, microphone, meeting, amenities-water, pad, pen/pencil.

Shitalakka Banquet Hall

Our modern indoor conference halls are well equipped to serve & kind of event according to the guest requirement which can accommodate up to 300 guests at a time. We have excellent Wi-Fi facilities, multimedia projector screen, microphone, meeting, amenities-water, pad, pen/pencil.

CHAPTER 3

Discussion & Analysis

3.1 The Operational Process of Front Office Department at Shaira Garden Hotel & Resort

This goal comprises giving a thorough explanation of the different procedures that the Shaira Garden Hotel & Resort Front Office Department oversees. In crucial areas like the front desk, guest relations, transportation, SPA, and service center, it focuses on defining the roles and responsibilities. In order to improve overall front office operations, guest experience, and operational efficiency across the hotel, each of these procedures is essential.



Figure 3.1 Front Office Operational Processes

3.1.1 Front Desk:

The Front Desk, also known as the Reception Desk, is the central hub of the Front Office Department in any hospitality establishment, particularly hotels. It is the first point of contact for guests upon arrival and the last point of interaction during departure, making it a critical element in shaping the overall guest experience.

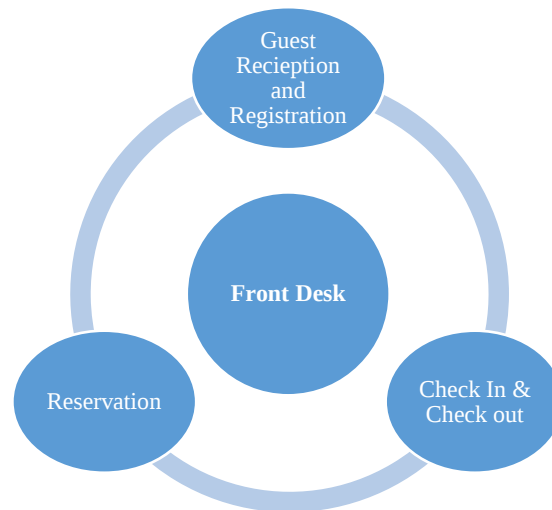


Figure 3.1.1 Front Desk

Guest Reception and Registration: To ensure a smooth arrival experience, the front desk staff welcomes guests, confirms reservations or helps walk-ins, gathers check-in information, and efficiently distributes room keys.

Reservation: To manage reservations and ensure maximum occupancy, the front desk staff collaborate closely with the reservations section. To reflect current availability and expedite operations, they quickly update the Property Management System's room statuses (vacant, occupied, or under maintenance) to maintain real-time accuracy.

Check-In & Check-Out: Keys are distributed out, IDs and reservations have been verified, and guests are greeted with comfort. For smooth arrival, hotel employees assist with luggage and offer clarification of services and amenities. Visitors investigate charges, pay cash or credit bills, collect receipts. While housekeeping becomes the rooms ready, help with luggage and public transport is provided. From arrival to departure, guest satisfaction will be ensured by effective procedures.

3.1.2 Check-in and Check-out Procedures:



Figure 3.1.2 Check-In and Check-Out

Check In procedure

The front desk staff extends a warm welcome to guests and checks their ID and reservation before completing registration. After being given their room key, guests are informed about the hotel's services (restaurant, Wi-Fi, pool, etc.), room amenities, and any special requests. If necessary, luggage assistance is offered, ensuring a pleasant and easy arrival.

Check Out Procedure

Before paying with cash or a with credit card, guests check all charges (room, meals, and extras) and settle their final bill at the front desk. Staff members help with luggage or transportation if necessary, and a receipt is given. To ensure a smooth departure, housekeeping makes sure the room is clear before leaving.

3.1.3 Guest Relation

Guest Relations is a specialized function within the Front Office Department that focuses on ensuring guest satisfaction by providing personalized service, handling special requests, and resolving issues quickly and professionally. The goal of guest relations is to create a positive and memorable experience for each guest, enhancing the reputation and loyalty to the hotel or hospitality establishment.

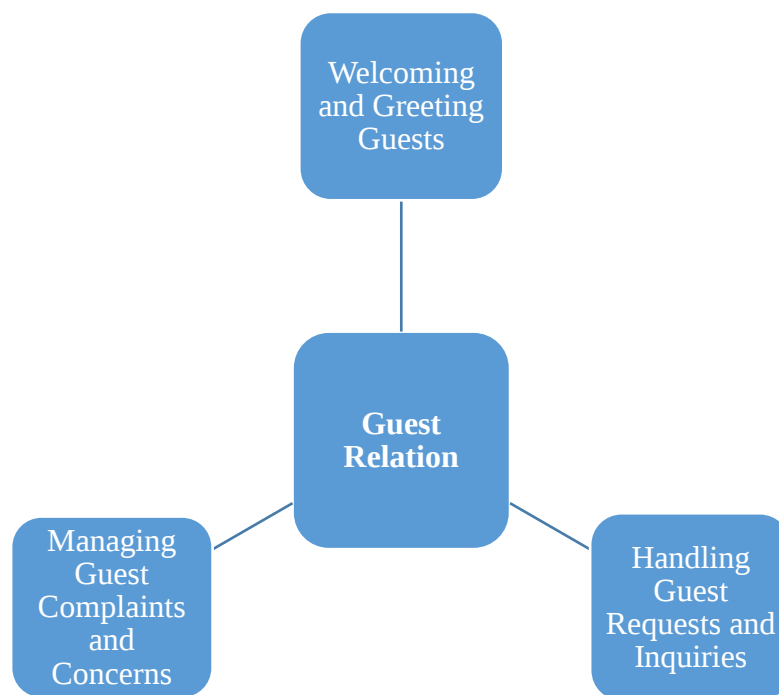


Figure 3.1.3 Guest Relation

Welcoming and Greeting Guests: In order to create an impeccable first impression, staff provide a warm, personalized welcome, giving VIPs, returning guests, and special requests priority. They also help with luggage, directions, and any urgent requirements.

Handling Guest Requests and Inquiries: In addition to being an informed resource for hotel services and nearby attractions, the front desk effectively manages guest requests, such as those for room modifications, special amenities, and reservations (spa, transportation).

Managing Guest Complaints and Concerns: Employees skilfully manage guest concerns with patience and timely resolutions, then follow up to ensure satisfaction converting difficulties into rewarding experiences.

3.1.4 Telephone or communication

The Telephone or Communication Section is an essential part of the Front Office Department in a hospitality establishment. Often referred to as the (Private Branch Exchange) or Communications Center, this unit is responsible for managing all internal and external communication involving the hotel. It serves as the information hub for both guests and staff, ensuring that messages, calls, and requests are handled efficiently and professionally.

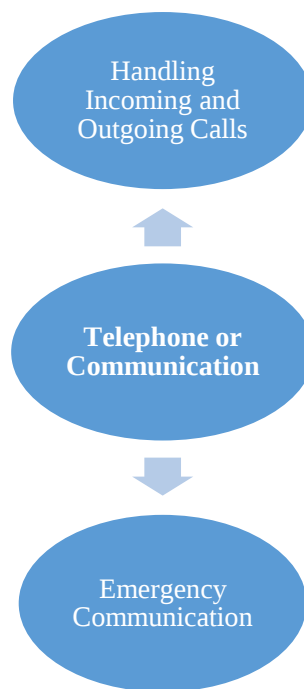


Figure 3.1.4 Telephone or Communication

Handling Incoming and Outgoing Calls

In order to ensure simple and effective communication, the front desk staff promptly and politely answers calls, routes outside calls to the appropriate guest rooms or departments and helps with outgoing calls when asked.

Emergency Communication

During emergencies, the front desk acts as a communication centre, promptly notifying the appropriate teams, starting procedures, and directing guests to safety while maintaining coolness and order.

3.1.5 Bell Desk

The Bell Desk is a key component of the Front Office Department in a hotel or hospitality establishment. It is responsible for providing guest assistance related to luggage handling, transportation, escorting services, and other personalized support. Positioned near the reception area, the bell desk enhances the guest arrival and departure experience, often creating the first and last impressions of the hotel.

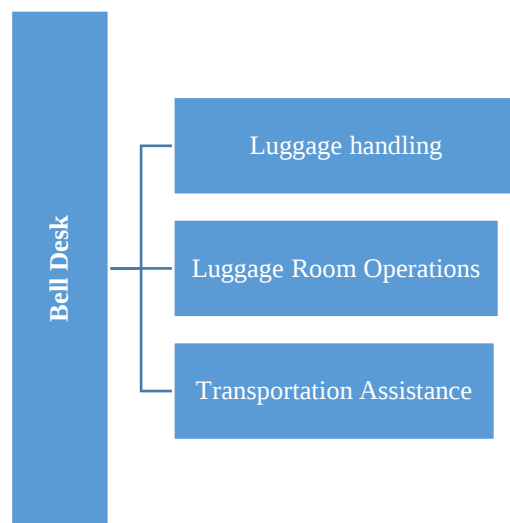


Figure 3.1.5 Bell Desk

Luggage Handling

While safely storing bags for early arrivals, late departures, or temporary holds, staff assist guests with moving, labelling, and delivering their bags to their rooms.

Luggage Room Operations

Employees keep the storage area safe and orderly, carefully documenting every item and assigning claim tags to ensure safe retrieval and avoid confusion.

Transportation Assistance

Staff members help with luggage handling during vehicle loading and unloading and arrange taxis, shuttles, or valet services based on guest requests.

3.1.6 Spa Treatments

The Spa in a hospitality setting such as a hotel or resort is a dedicated facility that offers wellness, relaxation, and rejuvenation services to guests. It is designed to enhance guest experience by providing a tranquil environment where individuals can unwind, de-stress, and enjoy a variety of therapeutic and beauty treatments.

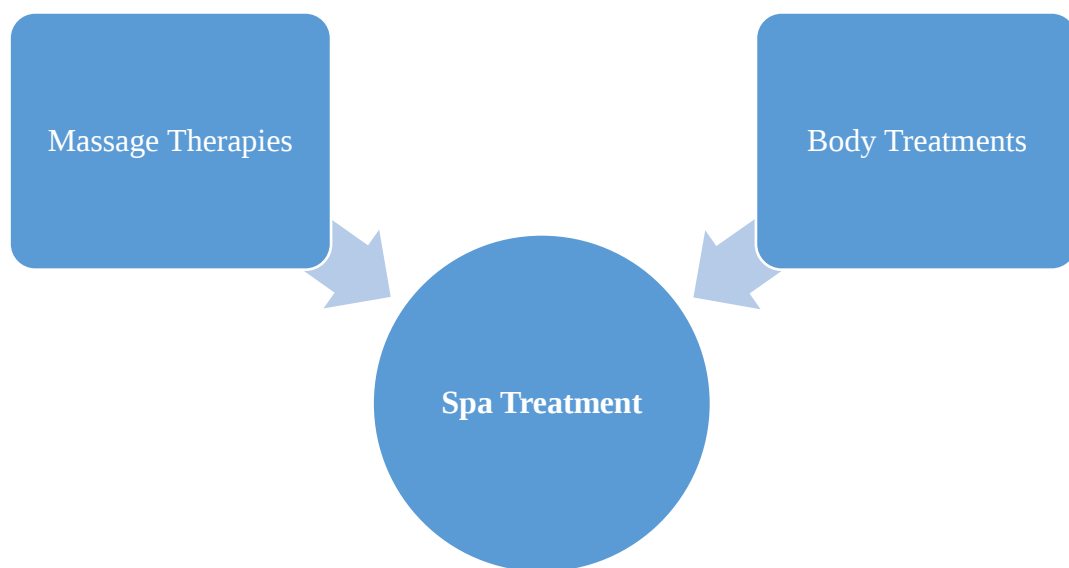


Figure 3.1.6 Spa Treatment

Massage Therapies

Hot stone, Swedish, deep tissue, aromatherapy, and foot reflexology treatments relieve tension, enhance circulation, and restore balance. Customized sessions target muscle pain, improve sleep, and boost overall wellness.

Body Treatments

Exfoliating salt scrubs, hydrating mud therapies, detoxifying wraps cleanse, nourish, and rejuvenate skin. Infused with natural botanicals and essential oils, they leave skin glowing and refreshed.

3.1.7 Night Audit

The Night Audit is a crucial end-of-day accounting and verification process conducted by the Front Office Department of a hotel, typically during the overnight shift. The main objective of the night audit is to reconcile and balance all financial transactions, ensure accuracy in guest billing, and prepare essential reports for hotel management.

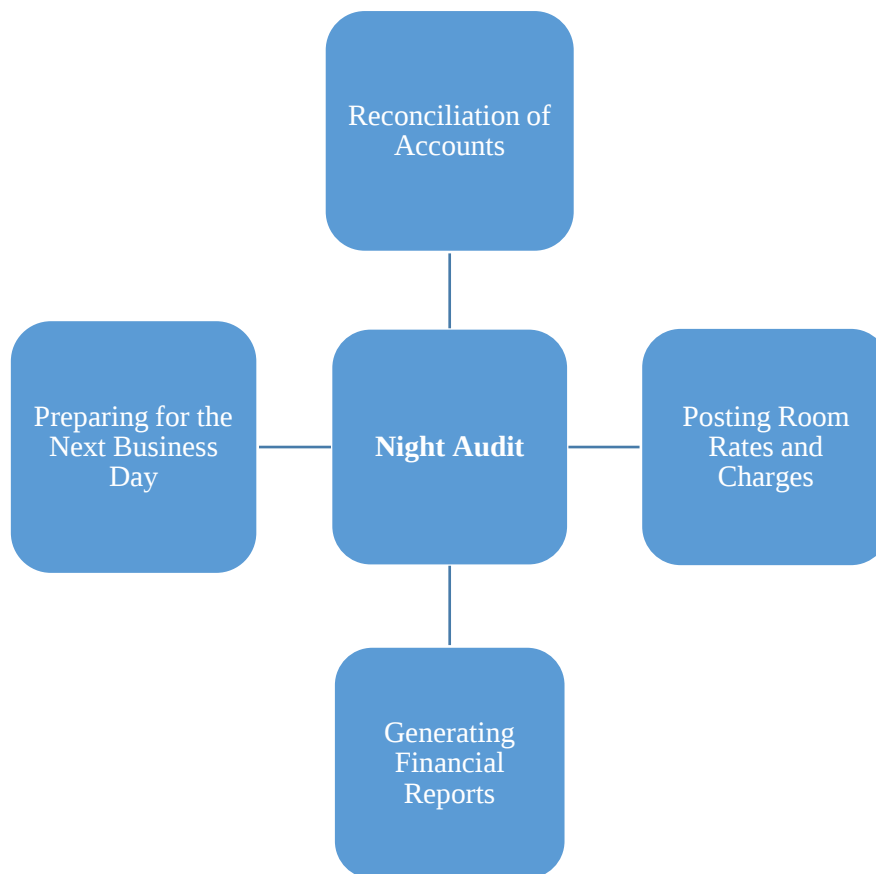


Figure 3.1.7 Night Audit

Reconciliation of Accounts

All daily transactions, including those involving dining, spa services, and room charges, are checked and balanced by the front desk to ensure proper posting to both internal and guest accounts.

Posting Room Rates and Charges

While checking discounts and gaps for correctness and appropriate approval, staff members make sure that the right room rates and taxes are applied to each folder.

Generating Financial Reports

Prepares end-of-day financial reports such as:

- Daily Revenue Report
- Occupancy Report
- Cashier Summary
- Manager's Report

Preparing for the Next Business Day:

In order to ensure accurate reporting, staff move the hotel system to the following working date and make sure every department has completed daily transactions.

CHAPTER 4

Findings, Recommendations and Conclusion

4.1 Findings

After spending six months at Shaira Garden hotel & resort, I've discovered some truly impressive aspects of the resort. However, based on my observations I have noticed some shortcomings in front office, which they should give another thought. Those factors are described below:

1. User-Friendly Online Booking System:

A clear, intuitive interface that allows guests to easily search for rooms, view availability, and check rates. This simplicity makes booking quick and hassle-free. The website or app should be responsive and mobile-friendly, allowing guests to make reservations easily on any device.

2. Real-Time Availability and Instant Confirmation:

Guests can see the availability of rooms in real time, ensuring no overbooking or confusion. Instant confirmation after the booking is completed assures guests that their reservation is secured.

3. Multiple Payment Options:

Offering various payment methods (credit cards, digital wallets) gives guests flexibility and convenience. Providing secure payment options boosts guest confidence in the booking process.

4. Pre-Arrival Communication:

Sending pre-arrival emails or messages with booking details, upselling opportunities, and personal preferences enhances the guest experience. Offering guests the option to modify or upgrade their booking before arrival adds convenience.

5. Poor Management Practices

Uncertain leadership is frequently the cause of poor management practices, as staff members become confused by inconsistent decision-making and unclear responsibilities. Delays and service gaps result from poor departmental communication, such as between housekeeping and the front desk. Collectively, these problems affect productivity, staff morale, and overall service quality. These issues can be resolved by enhancing interdepartmental communication, boosting leadership clarity, and empowering employees through delegation.

6. Staffing Issues

Operational difficulties are brought on by staffing problems like understaffing and high turnover, which make it hard to maintain a qualified workforce and increase tasks and burnout. Productivity and engagement are further decreased by low morale, which is frequently brought on by unclear job roles, inadequate training, or poor leadership. Employee stress and poor service quality are caused by ineffective scheduling, which includes overlapping shifts or insufficient staffing during peak hours. Better hiring procedures, more capable leadership, appropriate training, and better scheduling are all necessary to address these issues and enhance productivity, worker happiness, and overall company performance.

7. Customer Service Challenges

Inconsistent service standards frequently result in poor customer service, leaving customers unhappy and generating bad reviews. The guest experience is further harmed by inadequate training, which leaves employees unable to deal with requests or problems from visitors. Furthermore, communication problems caused by language barriers can lead to misunderstandings and frustration, especially when dealing with foreign visitors. Standardized service procedures, thorough employee training, and methods for overcoming language barriers are necessary to address these problems and provide a more easy, smooth guest experience.

8. Financial Mismanagement

Through insufficient pricing that affects profitability, unreported expenses, and poor budgeting, Shaira Garden Hotel & Resort is exposed to financial risks. Lack of controls encourage fraud threats and leaks of revenue. Stricter budget monitoring, dynamic pricing, frequent audits, and improved internal controls are some of the solutions. Improving financial oversight and employee accountability will maximise profits and guarantee long-term operations. Resolving these problems is essential to long-term financial stability.

4.2 Recommendations

Hotels should prioritize hiring friendly and reliable employees, making property management system investments, and putting in place training programs to boost problem-solving and communication abilities in order to improve front office operations. Additionally, tasks can be organized, and efficiency is increased by implementing technology such as artificial intelligence and creating clear daily checklists.

1. Improve Employee Management

All operational areas, including front desk (guest interactions), housekeeping (room readiness), food and beverage (quality of service), and maintenance (facility upkeep), depend on useful staff management. The optimisation of workforce efficiency, dropping shifts, and ensuring consistent service standards are all achieved by incentive programmes, structured training, and intelligent scheduling tools. Effective staff management has a direct impact on both guest satisfaction and the smooth operation of the hotel's daily operations.

2. Upgrade Technology

Housekeeping, billing, and front desk operations are all made more efficient by modern property management systems. While mobile apps improve room service, maintenance tracking, and real-time feedback collecting, online booking connections improve direct reservations. Modern technology increases productivity in every department, reduces manual error rates, and enhances customer service.

3. Enhance Guest Engagement

Client satisfaction is increased by personalised services (welcome amenities, special occasion setups) and loyalty programmes. Memorable stays are guaranteed by proactive involvement at the front desk, F&B, and concierge. Relationships and satisfaction are increased when staff members receive guest interaction training.

4. Boost online Presence

Bookings are boosted by a mobile-friendly website and active social media (promotions, guest posts). Reputation is enhanced by keeping an eye on and reacting to reviews on sites like Google and TripAdvisor. Direct reservations and visibility are improved by and digital marketing strategy.

4.3 Conclusion

My six-month internship in Shaira Garden Hotel & Resort gave me a thorough overview of the hectic atmosphere of front desk operations. I learned through exposure to guests and employees that no school could have possibly offered. Understanding when to adhere to procedures rigidly and when to deviate from them in a bid to provide the guests with exceptional experiences was a new learning that each shift presented in achieving a balance between efficiency and real hospitality.

The front desk is the public face of the hotel and connects all the departments together like a state-of-the-art nerve system. Discovered that little things, like a well-timed room assignment or remembering a repeat guest's preference, can make a big difference in satisfaction through day-to-day activities like checking guests in, processing reservations, and resolving their issues. Though operational issues occasionally cropped up at peak periods when departmental communication would become sluggish, the property's strengths came through in its lovely facilities and personalized style of service.

The amount of quick thinking that must have taken place behind the scenes was what took me by surprise the most. Learned to creatively troubleshoot and remain calm under pressure when the reservation system crashed or housekeeping required last-minute room turns. Learned to foresee issues before they became more difficult because of these real-world trials, which were worth more than any practice exercise.

There were a few areas of improvement that the experience pointed to. During peak check-out periods, mobile check-in options can be launched to help decongest the front desk. Cross-departmental meetings can enhance front desk and cleaning coordination. Most critically, I recognized the importance of continuous staff training in soft skills and technology systems for consistency of service.

My perspective on hospitality management has been forever altered by this internship. Beyond learning to operate processes with proficiency, I also developed confidence in decision-making, problem-solving under pressure, and the agility to read the needs of guests. Over these months, I evolved from a hospitality student to a practitioner with the practical expertise and flexibility that this dynamic business requires. My interest in the industry has been reaffirmed by the experience, which also pushed my improvement areas to the limelight, so it has been an ideal stepping stone to my future.

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