

Internship Report

On

**"The Front Office Operations of Sea Pearl
Beach Resort & Spa, Cox's Bazar"**

(A dissertation presented in partial fulfillment of the requirements of the degree of Bachelor of
Tourism and Hospitality Management)

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April 29, 2025

Letter of Transmittal

April 29, 2025

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Subject: Submission of Detailed Internship Report

Dear Sir,

I am Md. Mahamudul Hasan Rafi, submitting my internship report: **"The Front Office Operations of Sea Pearl Beach Resort & Spa, Cox's Bazar,"** which fulfilled the mandatory requirement to complete an internship in the BTHM program to gather practical experience. Doing this Internship under your supervision gives a lot of pleasure.

During Six (6) months of Internship at "Sea Pearl Beach Resort and Spa," worked as a "Guest Services Associate," (GSA Trainee) in the Front Office Department. I gathered vast knowledge of the hospitality sector under Mr. Shajib Chakraborty's (room division manager) supervision. Also, I learned practically about how the hospitality industry provides services.

This report mentions the overall operations of "Sea Pearl Beach Resort & Spa," especially the Front Office Department. I would be incredibly grateful if there were any suggestions or recommendations to make this report more presentative and informative.

Thank you for your kind cooperation in directing me to prepare this report.

Sincerely Yours,



Md. Mahamudul Hasan Rafi

ID: 192-43-413

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Certificate of Approval

This is to certify that Md. Mahamudul Hasan Rafi, ID: 192-43-413, completed his internship program with proper supervision and guidance. He has prepared the internship report on "Front Office Operations of Sea Pearl Beach Resort and Spa, Cox's Bazar," submitted by maintaining proper rules and regulations.

The internship report has been submitted as a partial fulfillment of the Bachelor of Tourism and Hospitality Management requirements at Daffodil International University. The report has been granted and approved for presentation.

Signature



Md. Mishkatul Kabir

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Declaration

I, Md. Mahamudul Hasan Rafi hereby declares that the internship report titled "Front Office Operations of Sea Pearl Beach Resort and Spa, Cox's Bazar," presented as a partial fulfillment of the requirements of the Bachelor of Tourism and Hospitality Management at Daffodil International University, is a record of my work.

I also confirm that the report is only prepared for academic purposes as required for completion of graduation, not for any other purposes.



Md. Mahamudul Hasan Rafi

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Preface

First, thanks to the **Almighty ALLAH**, completing an internship at "Sea Pearl Beach Resort & Spa, Cox's Bazar," as a curriculum activity and part of completing graduation.

This internship opportunity was one of the most educative and practical experiences for education and future career. This Internship was part of an undergraduate program for a Bachelor of Tourism & Hospitality Management (BTHM), and it was a mandatory requirement for graduation completion. A notable thanks to all the faculty for their dedicated support in improving practical learning.

First, incredibly grateful to Mr. Golam Mostafa, Former Head of the Department of Tourism & Hospitality Management, who managed this Internship and guided as necessary to the completion of this six-month Internship at Sea Pearl Beach Resort and Spa. Also, thanks to the Supervisor, Mr. Mishkatul Kabir, Faculty of the Department of Tourism & Hospitality Management, who has guided to complete this report. His instructions and guidelines were more than enough to complete this report formally.

Extending sincere and heartfelt gratitude to Mr. Sanaul Haque, Duty Manager, Front Office, and Mr. Reaz Uddin, Duty Manager, Front Office. Both were very responsible and caring throughout the internship time. They helped and guided accordingly to conduct the Internship with a good result. Thank Mr. Darus Salam Shuvo & Mr. Abdur Rahim Hridoy, Supervisor, Front Office. Both were nice and correctly guided to oversee the Front Desk. Also owe a debt of gratitude to the beloved colleagues who tried to build up properly in the role of Guest Services Associate (GSA) at the Front Desk.

Finally, thankful to family and friends, who were always motivative and were incredibly supportive. Their continued motivation and inspiration will help make the future path brighter and smoother.

Executive Summary

The primary purpose of this report is to understand the overall operations of the Front Office Department. Through the six months of Internship at Sea Pearl Beach Resort and Spa, the tasks I observed and performed are analyzed in this report. In particular, the main activities are described and analyzed throughout the report.

In this report, some of the following chapters are discussed. Chapter 1 introduces the overall study. Chapter 2 gives an overview of the hotel. Chapter 3 represents an overview of the Front Office department. Chapter 4 mentions its activities and working functions. Finally, Chapter 5 shows the findings, suggestions, and conclusion. Reference added as a source of methodology.

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Abbreviations & Acronyms

Back-to-Back: This term refers only to high occupancy in the hotel. Like a Group tour or FIT tour. A large number of Check-In and Check-Out in a while.

Room Block: The rooms selected are in the agreed categories for the next day's arrival.

Reservation: Guest who made a booking for rooms to spend their leisure time here. They agreed to pay in exchange for the service. Guests can make reservations through phone call/E-mail, websites, or third-party sellers. (Go Zayyan, Share Trip, etc.)

Complimentary: No charge applies to some services already included in the room rate—some services as a gesture.

Rack rate: The original Fair of Room rent. This rate varies with different discounts on various occasions.

Group Rate: When many Groups arrive, we offer a special discount rate while visiting. This rate is different from the Rack rate.

Hotel Position: The number of Rooms occupied and vacant is displayed here.

Luggage Down: During check-out, if guests have heavy luggage, they request that to send a bellman to carry it to the shuttle from their room.

Walk-In: Guests without reservation needed a room on the day of arrival.

No-Show: The guest made a reservation, and the total amount was already paid, but they did not check in the prior time.

Sleep-Out: The guest checked out within an abbreviated time. They made a reservation for two days but checked out after one day.

Retention Charge: The guest made a reservation but did not check in at their given time. If "Preauth" is taken, we complete the sale.

Preauth: Also known as Pre-authorization. When guests make a reservation, they provide their card numbers and some necessary information to reserve a room against them. We took pre-auth, and after check-in, we completed the sale.

Takeaway: When guests check out exceedingly early in the morning, they will probably miss their complimentary buffet breakfast. So, at night before C/Out, guests request a Takeaway breakfast.

- **SPBRS-** Sea Pearl Beach Resort & Spa
- **RTSP-** Royal Tulip Sea Pearl
- **GSA-** Guest Services Associates
- **GRO-** Guest Relations Officer
- **DM-** Duty Manager
- **F/O-S-** Front Office Supervisor
- **V-** Vacant
- **VC-** Vacant Clean
- **VD-** Vacant Dirty
- **OC-** Occupied Clean
- **C/In-** Check-In
- **C/Out-** Check-Out
- **S/O-** Sleep Out
- **N/S-** No Show
- **O/O, O/S-** Out of Order, Out of Service
- **VIP-** Very Important Person
- **L/D-** Luggage Down
- **L-C/O-** Late Check-Out
- **DND-** Do Not Disturb
- **GRC-** Guest Registration Card
- **F/O-** Front Office
- **RESV-** Reservation
- **HK-** Housekeeping
- **IRD-** In-Room Dining
- **FnB-** Food & Beverage
- **HR-** Human Resources
- **E.A-** Expected Arrivals
- **E.D-** Expected Departure
- **R.C-** Room Count
- **H.C-** House Count (Total Pax)
- **PAX-** Person
- **HRIS-** Human Resources Information System

Chapter 01

Introduction of the Topic

1.1 Introduction

The hospitality industry is among the oldest industries in human history. Hospitality is the connection between a guest and a service provider, known as a host, in which the host welcomes the guest with kindness, directly encompassing the reception and entertainment of the guests or visitors. Hospitality acts as the main streamlining of the hotel industry. No one but the hoteliers understand this far better, offering various services to make them feel cozy and comfortable during the entire staycation. The hospitality industry offers a broad range of services, including food, lodging, transportation, entertainment, medical care, etc. The Front Office department plays the most key role here, as they interact closely with the guests and function as the initial point of contact. To create a strong bond and relationship, the Front Office department makes the first significant impression that shapes the overall guest experience as a nerve center of hotel industry premises. The Front Office department is always concerned about guests from check-in to check-out. Their top prioritized activities are receiving, registering, and assigning rooms to guests. The Front Office department is the center of information during the staycation. Handling guest complaints, assisting in check-in and check-out, and providing hotel-related information like restaurants, fitness centers, spas, entertainment facilities, etc. Moreover, the Front Office department makes the hotel feel like a home away from home for guests.

1.2 Background of the Study

The Front Office activity is not limited to check-in and check-out. Apart from this, there are many other essential tasks in the vicinity. The front office department is one of the crucial desks in various industries. From hospitality to healthcare, finance and more are vital to the front office department. Containing interactions, inquiries, and transactions at the first point. Through the study, more learning outcomes could be the importance of first impressions. The front office is the first point of contact. Providing excellent customer service can earn positive customer experience and satisfaction. Efficiency and workflow for day-to-day performance. Role in making brand image and increasing value. Adopt new technology and innovation. Take challenges and take advantage of the opportunity. Providing training for the employees and developing their skills.

In summary, the background of the study for the front office department delivers the elements that impact customer experience, hotel efficiency, and various characteristics that directly affect its overall operations.

1.3 Scope of the Study

The Scope of the Study concerning the Front Office can encompass various elements based on the specific context. The Front Office department engages with the guest directly. The Front Office is the first area where guests directly interact with the hotel associates at the Front Desk and create a first impression. The Front office is the first connection point, and as the saying goes, "First impressions last." The scopes could include:

1. **Front Office Operation:** involves day-to-day operational activities and processes that take place at the front office.
2. **Customer Service:** examining how well front office departments handle customer interactions, inquiries, and complaints, as well as how they positively impact and create a good customer relationship.
3. **Security and Data Privacy:** according to Government rules, Tourists must provide their ID cards. The study delves into how the front office manages customers' sensitive information and ensures data safety.

1.4 Objectives of the Study

The primary objective of this report is to understand the overall Front Office operations of Sea Pearl Beach Resort and Spa.

Broad Objectives

Understanding the operations performed by the Front Office Department at Sea Pearl Beach Resort and Spa.

✓ Specific Objectives

To address the Broad Objectives, the following Specific Objectives are given:

- i. To understand check-in and check-out procedures:
- ii. To evaluate Day-to-Day operational activities
- iii. To assess and understand Night audit and report

1.5 Methodology

This Report is Descriptive and Explanatory in nature. In this method, data is collected through only secondary sources.

✓ Secondary Sources

- i. SPBRS Data Archive
- ii. Internal Report
- iii. Website, Magazine, Online Portal

1.6 Limitations of the Study

Data collection was quite challenging in preparing this internship report, as there were limitations and restrictions. The challenges had to face in making this internship report correctly:

- i. **Confidential:** For confidential reasons and because of the secrecy of Sea Pearl Beach Resort and Spa, some information is impossible to share.

- ii. **Unavailability:** there is a shortage of information. The resources are insufficient, and there are some limitations to collecting the information.
- iii. **Lack of Time:** Data collection is a lengthy process. Six months of duration is not enough to collect the information. More time is needed to collect the information.

Chapter 02

Overview of the Hotel

2.1 Introduction to the Hotel

Sea Pearl Beach Resort and Spa is one of the most luxurious hotels in Bangladesh. This is the largest eco-resort in Bangladesh, consisting of the heavenly seaside along with the fresh shores of a scenic coastal destination. This luxurious hotel creates an unforgettable moment where tourists immerse themselves in the surrounding natural beauty and are enchanted in the lap of nature.

✓ **Location:**

Sea Pearl Beach Resort and Spa is in a peaceful corner of Cox's Bazar, beside Inani Beach, to be more exact. It is about 25km from Kolatoli Beach and 29km from Cox's Bazar Airport.

✓ **Accommodation**

With 493 luxurious suites and rooms, providing the largest accommodation in the hotel industry of Bangladesh. Having a variety of rooms of different categories ensures a comfortable and luxurious staycation for nature lovers.

✓ **Dining**

Indulge your test buds with a culinary journey at Sea Pearl Beach Resort and Spa; six categories of restaurants serve different cuisines from around the world. From fresh seafood delicacies to international cuisines, exceptional satisfaction is found in every palate. Enjoying a romantic candlelight dinner beside the pool or a casual waterfall view falling from the infinity pool is ready to refresh the mind. **Kasbah** is the main restaurant, **Aqua** is a dedicated Chinese restaurant, **Pranzi** for the Italian cuisine, **Appayon** for traditional Bengali foods, **Fish & Grill** for fresh seafood and Bar-B-Q party, **Punchbowl** is the snacks corner, and **Scoop** is a dedicated Ice-cream parlor. Besides, **Bliss Bar** and **Blue-O** for drinking "Soft Drinks, Mocktails and Beer.

✓ **Recreation**

The resort has to offer more recreational activities like unwinding at the world-class Spa and enjoying water rides at Sea Pearl Water Park with a live DJ party at the wave Pool. An adventurous Ghost House to find the exit to escape. "Pearl Gym & Fitness" for the health conscious, kids' playground, 3D movie theatre, etc.

✓ **Event & Meetings**

Are you looking for an exclusive venue for special events and corporate meetings? Sea Pearl Beach Resort and Spa is right here with Three dedicated meeting rooms and one Ballroom with modern facilities offering state-of-the-art conference facilities, event planning services, and stunning outdoor settings for weddings, celebrations, conferences, etc. They are **The Imperial**, **The Regal**, **The Pool Cabana**, and **Safina (Ballroom)**

✓ Hospitality and Service

To ensure a luxurious stay here, more than five hundred (500) active employees work 24/7 on three different shifts and provide warm hospitality every time with a smile. A dedicated medical center to support first aid in emergencies.

2.2 Background of the Hotel

Sea Pearl Beach Resort & Spa is the largest Five-Star hotel in Bangladesh. It is located on Inani Beach, Cox's Bazar, with lush green hills rising from the east and endless Sea stretching to the west; the resort offers panoramic visuals of the Bay of Bengal. Nestled in the heart of nature along the world's longest natural sandy beach, the resort is spread over 15 acres, located 40 minutes away from the hustle of Cox's Bazar city, with easy accessibility to all the significant tourists.

Apart from luxurious rooms and suites and two swimming pools (one exclusively for ladies), the resort boasts a plethora of indoor and outdoor activities for both adults and kids, which include an internationally acclaimed water park, tennis and badminton courts, 3D movie hall, billiards, amphitheater, a luxurious spa, and a well-appointed gym. (Sea pearl beach resort and spa, 2023)

Sea Pearl Beach Resort & Spa Limited (here-in-after referred to as "the Company") was incorporated in Bangladesh on May 26, 2009, under the Companies Act 1994 as a private limited Company, vide registration number C-77653/09/2009 and subsequently Converted into a public limited company on November 14, 2017, with Register of Joint Stock Companies and Firms (RJSC) in Bangladesh under the Companies Act, 1994. The Company's registered address is.

"4 KB Ismail Road, Mymensingh." The Company's Corporate Office is at "Advanced Noorani Tower (Level- 13), 1 Mohakhali C/A, Dhaka- 1212, Bangladesh." (Sea Pearl, 2022)

Sea Pearl Beach Resort & Spa started its commercial operation on September 17, 2015. The Company's principal activities throughout the period were the Resort and hotel business. The business activities connected with the resort and hotel business are carried out through a Franchise Agreement between Sea Pearl Beach Resort & Spa Limited (Franchisee") and **GT Investments BV** (the "Franchisor"), a limited liability company organized under the laws of the **Netherlands**, having its registered office at **Arnhemseweg 2, 387 CH Amersfoort**, the Netherlands dated June 01, 2014. The franchisor is knowledgeable and experienced in managing and promoting five-star hotels and resorts and has (and its Affiliates have) performed such services worldwide.

When Sea Pearl started its activities, it was under the "Royal Tulip Luxury Hotel chain." The hotel, marketed as "**Royal Tulip Sea Pearl**" by Louvre Hotels Group, is based in France and is a significant player in the Global Hotel and Resort industry, currently managing and franchising more than 1100 hotels in nearly 50 countries worldwide. (Sea pearl beach resort and spa, 2023)

Now, "Sea Pearl" is a Brand itself as a significant chain of "La Villa Western, Dhaka, Bengal Vacation Club, Sea Pearl Cruises, and Sea Pearl Beach Resort & Spa."

- **Sea Pearl Beach Resort and Spa Cox's Bazar has been recognized as the best beachside resort, winning the "Global Luxury Seaside Resort 2022" award by The World Luxury Hotel Awards.**
- **The Resort's Exclusive Spa "Samaya Spa" now "Pearl Spa & Wellness" also won "The Best Luxury Health and Fitness Spa Award in 2022."**
- **Its Group General Manager (GGM), Azeem Shah, won "The Best General Manager 2022 award." (Sea Pearl Beach Resort wins Global Luxury Seaside Resort 2022 , 2023)**

2.3 Sea Pearl Beach Resort and Spa at a glance

Name: Sea Pearl Beach Resort and Spa

Location: Jaliapalong, Inani, Ukhia, Cox's Bazar, Bangladesh

Motto:

Luxury Redefined, Unwind Indulge

International Standard with Local Flavors

Reservation: 5-star Deluxe

Tel: +8801844-016 120

E-mail: rsvn1@seapearlcxsbazar.com

Proximity:

From Cox's Bazar Airport: 27 km

From Kolatoli/Dolphin mor: 25 km

Hotel Category: 5 Star Luxury Hotel

Brand: Sea Pearl

Sub-brand: Sea Pearl Beach Resort & Spa, Bengal Vacation Club, Sea Pearl Cruises, La-Villa Western, Dhaka, Sea Pearl Sundarban Eco Resort, Sea Pearl Water Park.

Total Wings: 5 wings (Butterfly)

Total Rooms: 482 (Operational)

Total Restaurants: 6

Total Bar: 2

Total Employees: 513

Managing Director (MD): Md. Aminul Haque

Group General Manager (GGM): Mr. Azeem Shah

Assistant General Manager (AGM): Mr. Navid Ahsan Chowdhury

Duty Manager Cell: +8801844-016016

Website & E-mail: www.seapearlcoxsbazar.com

seapearlcxb@gmail.com

Room categories:

SPBRS has a total of 492 rooms. But 482 rooms are operational. The remaining ten rooms are reserved for emergency operation services. There are two kinds of Room Segments with 10 Categories. Guests can choose any of them to spend quality time with the natural scenic beauty.

This hotel offers Two different room segments so that guest can choose any of them on their choice. Two segments are:

- i. Hill View/ Garden View &
- ii. Sea view.

In these two segments, ten different categories have a mixture of flavors. The categories are:

- i. Superior King/Twin (SPG/SST- Garden/Hill View) – 400 sqft
- ii. Superior Triple Hill (SH3)- 400 sqft
- iii. Superior Triple Sea (SS3)- 400 sqft
- iv. Studio King (STU- Sea View)- 535 sqft
- v. Premier King (PRE- Sea View)- 690 sqft
- vi. Executive Suite (ESS- Sea View)- 720 sqft
- vii. Executive Suite (ESG- Garden View)- 720 sqft
- viii. Royal Family Suite (RFS- Sea View)- 1050 sqft
- ix. Royal Paradise Suite (RPS- Sea View)- 2020 sqft
- x. Presidential Suite (PRS- Sea View)- 2050 sqft

2.4 Mission

To provide Bangladeshi families with a superb vacation program in a 5-star luxurious resort in Bangladesh and to provide benefits through international affiliations of Bengal Vacation Club Ltd (which is the marketing arm of Sea Pearl Beach Resort & Spa Ltd). We will ensure the best quality possible with the best facilities at the best price. We are committed to being as green and Eco-Friendly as possible. Our members will get the best service and the best expansion to give our members more choices within Asia and Internationally. (Sea pearl, 2022)

2.5 Vision

To lead the tourism industry with top-class hotel business and developer in Bangladesh and ensure to make a significant contribution to the national economy and development and also enhance customers' trust and wealth, reduce poverty, make a significant contribution to national development, employees' value, and steady growth in Company's equity. (Sea pearl, 2022)

2.6 Organization Chart of the Hotel

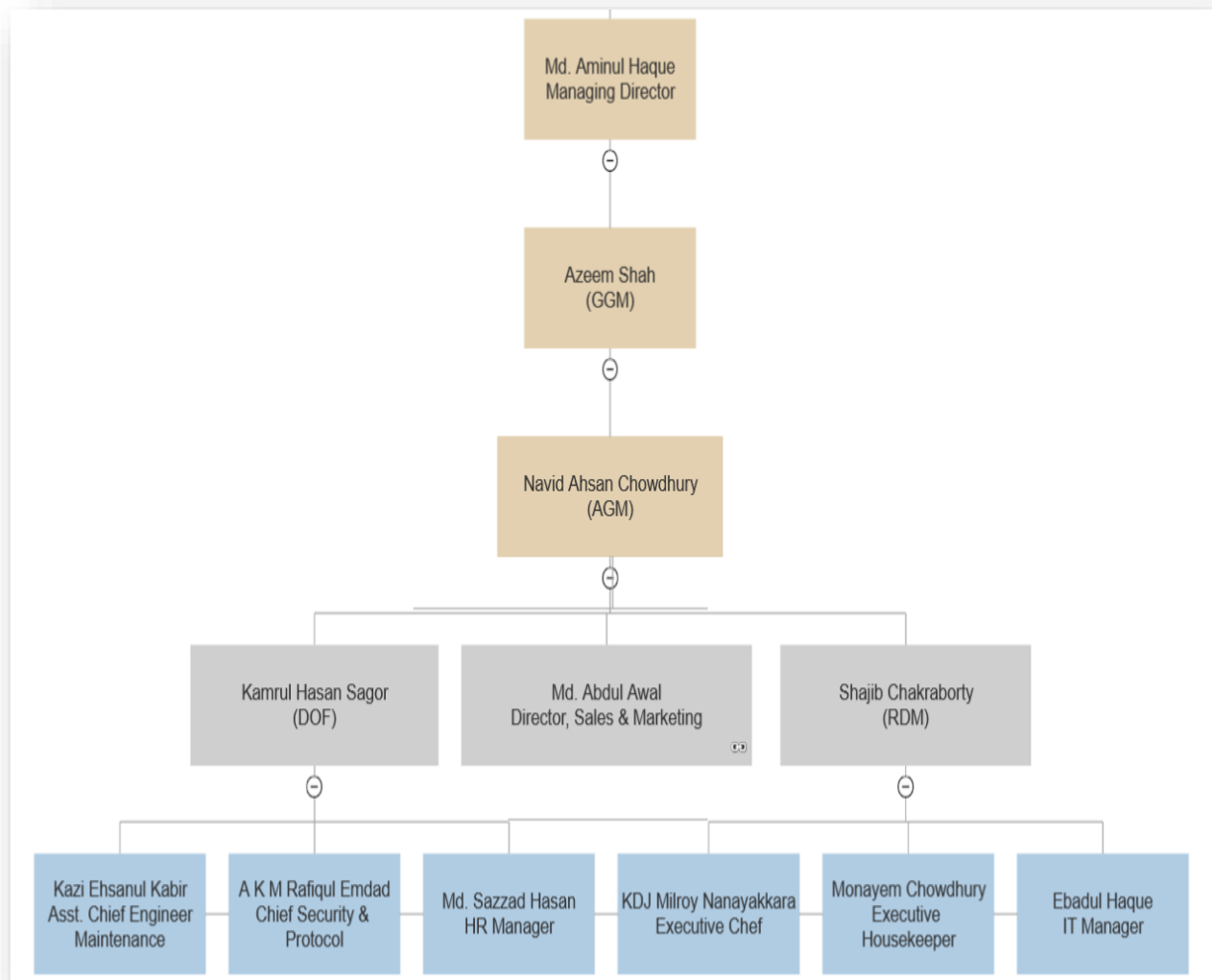


Figure 01, organization Chart of the Hotel (Source: Author's Construct, 2025)

- **GGM*= Group General Manager**
- **AGM*= Assistant General Manager**
- **DOF*= Director of Finance**
- **RDM*= Room Division Manager**

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Chapter 03

Discussion and Analysis

3.1 Introduction to the Department

The Front Office is the first point of contact with the guests, where initial activities like interactions, inquiries, and transactions occur. Creating a positive environment for the guest is the priority and is beneficial for a hotel; as it says, "First Impression Lasts."

The Front Office department provides 24/7-hour guest services. The check-in procedure starts at 2.00 pm (14.00hrs), and the check-out procedure is at 11.00 am (11.00hrs).

The department consists of GSA, Supervisor, and Duty Managers, working under the supervision of Room Division Manager (RDM) and Front Office Manager (FOM).

3.2 Front Office Flow Chart

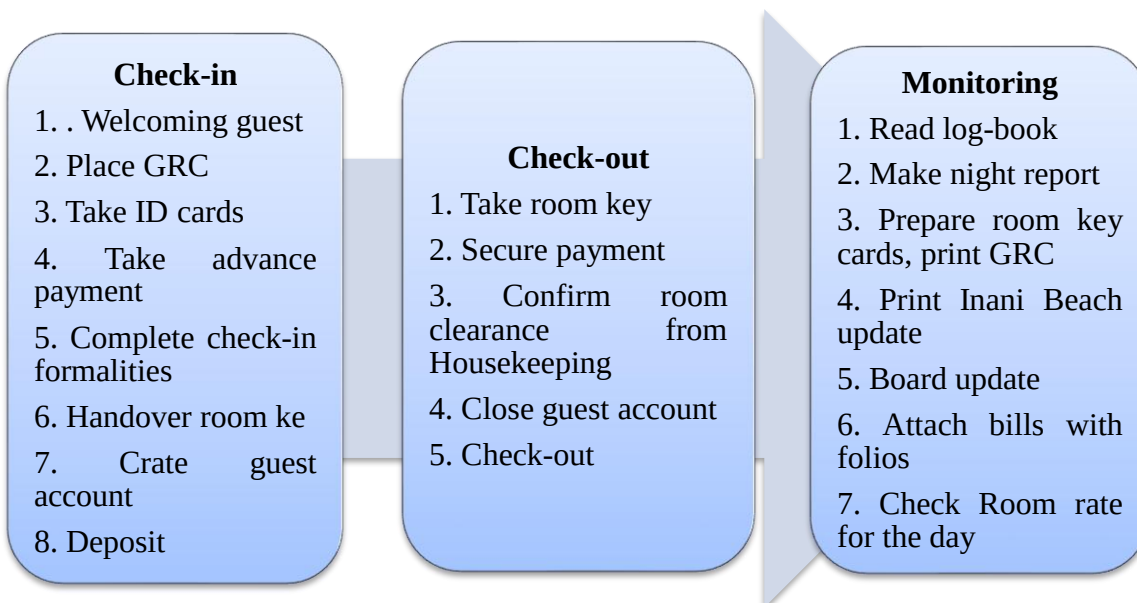


Figure: 02, Front office Flow Chart (Source: Author's Construct, 2025)

3.3 Check-in procedures

The following activities are performed during the check-in procedures:

Greetings:

Good morning/ good afternoon or good evening, Sir; welcome to Sea Pearl Beach Resort and Spa; it is a pleasure to see you here. Requesting guests to show their NID/ Passport and Visa copy or Driving License.

Acknowledgements:

- ✓ Double-check all alerts
- ✓ Explain guest about the reservation
- ✓ Verify reservation, booking date, room type, departure date, room number

Registry:

Requesting guests to check reservation details and place a GRC card where the guest must provide all the information. Take the guest's signature on the GRC card and ensure the correct departure date and shuttle service time.

Guest Reservation Record (GRC):

Guest need to fill in the GRC card by giving the following information:

- Guest full name
- E-mail address
- Contact number
- Copy of NID card/ Passport & Visa/ Driving License
- Expected arrival date
- Room type (No need to fill up)
- Room rate (No need to fill up)
- Special instructions (mentioned all the rules and regulations of the hotel, need extra bed, No breakfast)
- Company details (For the group check-in)
- Payment method (Cash, Card, mobile banking)
- Departure time & Date
- Signature

Request for Payment:

Compliance with the invoicing instructions is required. Cards, cash, and online payments are accepted. If a guest declines pre-authorization, notify the guest about the hotel policy. If a guest wishes to pay only for the room charge, activation of the No-Post flag is necessary.

Hand over Room Key card:

Give a detailed brief about facilities, outlets, discounts, and offers. And wish to have a nice staycation with the Sea Pearl Beach Resort and Spa.

3.4 Check-out Procedures

The following tasks are performed during the check-out:

Acknowledgment call:

Greeting the guests and notifying them about their check-out time. Take the "Luggage Down" note and confirm the time and schedule. Give a reminder about the shuttle time the guest previously booked.

Check-out

The following steps are performed during Check-out procedures:

- ✓ Take Room Key cards
- ✓ Call housekeeping for room clearance
- ✓ Check bills and collect payments
- ✓ Settle Bills
- ✓ Close Guest account
- ✓ Shuttle clearance to get on board
- ✓ Thanks for visiting Sea Pearl Beach Resort and Spa, hope to see you soon.

3.5 Monitoring (Night Shift)

The monitoring task is related to all the shifts, but the night shift audit is significant in closing the day. The following must be on the checklist for making a Night audit for monitoring:

Read the logbook and take notes. Give marks if there are any special instructions. Find out the discrepancies and missing folios. Prepare the Room Key Cards and arrange them accordingly with the floor-wise. Print the updated Inani Beach report and hand it over to the Security Department. Attach the bills with folios for a smooth check-out operation.

3.6 Front Office Activities

The Front Office is the first point of interaction between guests and the front desk. All the team members from the Front Office must follow the activities given below:

- ✓ Welcoming guests on arrival with a smiley face
- ✓ Give room description
- ✓ Sell the room
- ✓ Fill up the Guest Registration Card (GRC)
- ✓ Take a copy of the NID/ Passport/ Driving License. As per the Peoples Republic of Bangladesh rules, "All residents must show their ID card during Check-in. The foreign guests must show their passports and a copy of their valid visas.
- ✓ Collect payment and make a deposit.
- ✓ Brief the amenities offering as a complementary
- ✓ Check-in
- ✓ Bill Settlements

- ✓ Check-out
- ✓ Receive phone calls, maintain logbook
- ✓ Dealing with guest complaints
- ✓ Receive and deliver faxes, letters, parcels, and messages for the guests.

All the tasks mentioned here are performed using "Fortune Next IDS" software.

Every GSA performs the tasks mentioned above at the Front Office. To reduce pressure, this task has been divided into shifts. During the entire Internship, all the Trainees must work all the shifts. There are differences between every shift.

The Front Office of SPBRS has three shifts, providing 24/7 hrs. duty to give the guest a delightful service. The shifts are:

- Morning Shift (From 7 am to 4 pm)
- Evening Shift (From 2 pm to 11 pm)
- Night Shift (From 11 pm to 8 pm)

When selling a room to walk-in guests, ensure availability and room status are correct. Always double-check the room type and price. The profit is generated from the room sales. The Front Office makes a direct impact here, generating revenue.

3.7 Work-related Tasks & Responsibilities

The Front Office of Sea Pearl Beach Resort and Spa has assigned dedicated tasks and responsibilities according to hierarchy and management. During Internship, worked as a Trainee under the GSA. Every GSA has a task shift known as the "GSA Training List." Below are mentioned all the tasks undertaken by the GSA Training List:

➤ General Activities:

General activities are typical and must be on the checklist for every personnel working at the front desk.

Read the logbook and check e-mail for operation updates. Must check the house status while selling a room. Count the cash float and inform the Supervisor if there is any discrepancy. Before handing over the shift, take notes on what needs to be followed up and run the shift accordingly. To take notes, must carry a notebook all the time. Ensure all the task lists are performed nicely. Before ending the shift, organize the desk as per standard; ensure the desk is clean and tidy.

➤ **Reservation Related Task:**

At Sea Pearl Beach Resort & Spa, the Reservation department works under the Sales & Marketing department. For the walk-in check-in, These tasks must be on the checklist. However, the Front Office Supervisor only performs these tasks with the acknowledgment of the Duty Manager.

For a walk-in guest, need to make a new reservation. If a guest asks for an extra bed, communicate with the Housekeeping department and fix the rate. According to the policy, supervisors can amend, extend, and cancel the room rate. Mention the payment method to the guest and the deposit policy. Send a confirmation letter through the e-mail. If a guest wants to relocate the room, upselling could be done in the Room category and view-wise.

➤ **Billing:**

This task is related to cashiering at the Front Desk, performed by the GSA.

The room rate could be changed, and the software needs to be updated. Change the rate after getting clearance from the Housekeeping department for the extra bed. Posting the deposit, paid amount, miscellaneous charges, and room rate on the guest account. Split the folios and change the billing instructions. Stop charge posting followed up by the Supervisor. Merge bills with F&B and Bar. Bar bills must be posted as a direct charge, not with the room charge. Print the bill and attach it to the folio. Settle the bill.

3.8 Shift base performed tasks:

According to guidelines of The Front Office Department at Sea Pearl Beach Resort and Spa, the trainees are allowed to perform the following tasks mentioned below:

Duties performed at the Morning shift:

This shift is focused on the Check-out operations. Some tasks are performed at the check-out counter, and some at the Check-in counter. Before the shift starts at the check-in counter, always read the logbook and take important notes. Count the cash float and notify the Supervisor. Check the room key cards and match the room blocks. Arrange GRC cards and arrange key cards. Receive and pass the messages to the Concierge desk and particular departments. At the check-out counter, take important notes and Housekeeping clearance and perform the check-out operations.

Duties performed at the Evening shift:

The evening shift is focused on Check-in procedures. Before the shift starts, read the logbook, count cash float, and stand at the desk. Meet and greet guests, do formalities on check-in, take advance payment, make a deposit, collect ID cards, give a detailed brief to the guests, and hand over the room key cards. After that, need to do guest management on IDS software like Pax balance, Link rooms, room charge rate, shuttle update, etc. Sometimes need to send courtesy orders to In-Room-Dinning (IRD). If a guest needs an extra bed, send an Extra Bed Requisition to the Housekeeping (HK) Office. Check room discrepancies and notify the Supervisor.

Duties performed at the Night Shift:

The most important shift is the night shift, where all the Morning and Evening activities are monitored. Finding out the discrepancies and taking action as early as possible. Before the shift starts, read the logbook and take important notes. Count cash float and receive the correspondence from the Reservation team. Prepare cashier report. Print guest list, expected arrival list, and departure list. Prepare Inani Beach update, make room Key cards for the next day's arrival, arrange room blocks, and print them. Make an observation report, update the Front Office Board, print the Pre-reg card, and attach it to the correspondence. Receive bills from specific departments and attach them with the expected check-out folios. Separate the in-house and check-out guest folios. Finally, make an inventory report.

3.9 Other relevant activities

Follow chain of command (GSA> Supervisor> Duty Manager> AFOM> RDM)

Make a round with Bellman during the night shift and make an observation report for the duty manager.

Convince the guest at night if there is a WIFI issue.

During high occupancy, stand behind the GSA, help them to find the GRC, and scan the NID/ Passport/ Driving License copy.

Briefly describe when handing over the room key cards and provide all the necessary information.

Keep following up with the communication desk and travel desk.

3.10 Organization Chart of the Department

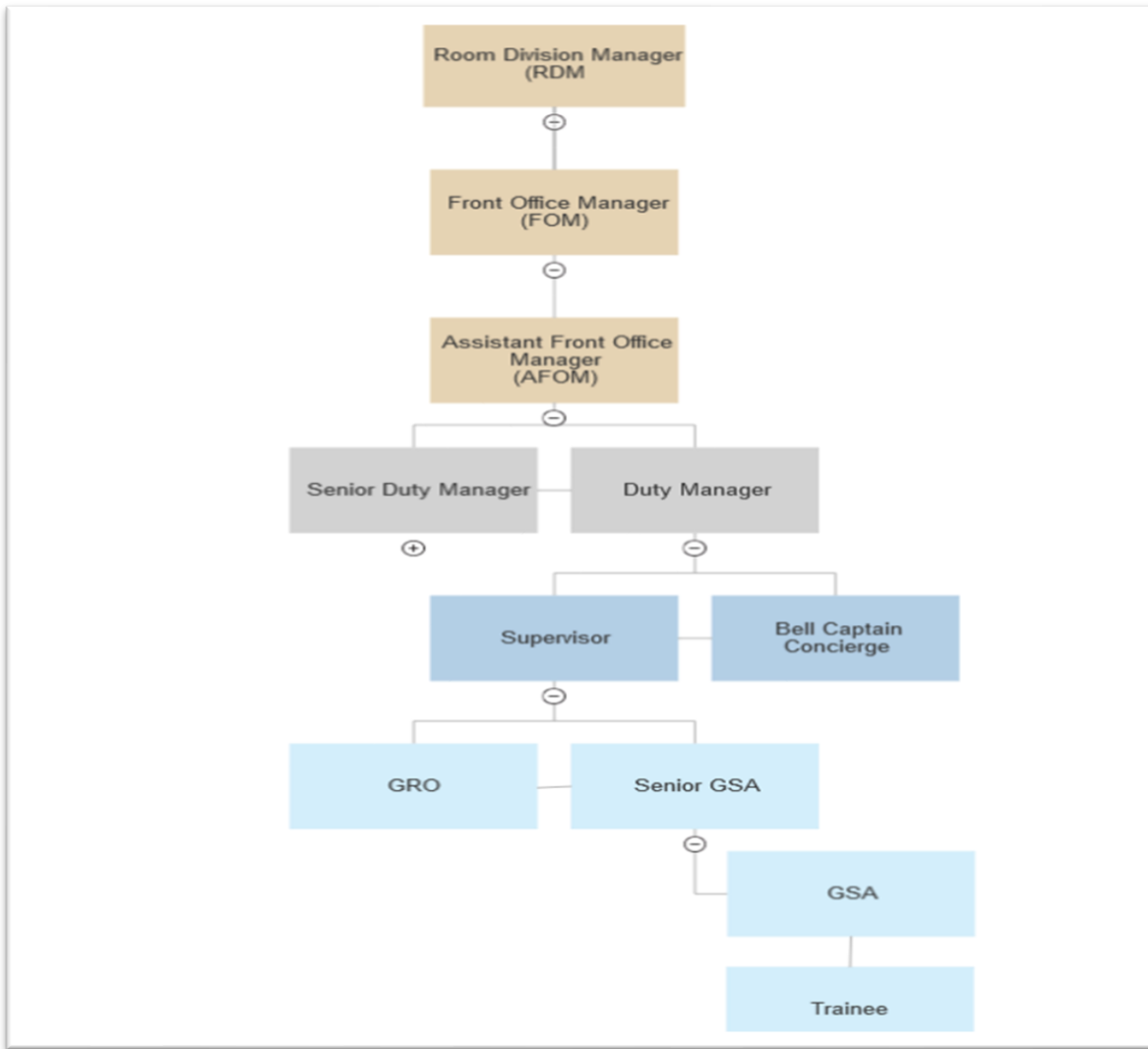


Figure 03, Organization Chart of the Department (Source: Author's Construct, 2025)

3.11 Outlet Description of the Department

The Front Office department is under Room Division. In this division, Four departments work alongside each other.

1. Front Office
2. Housekeeping
3. Concierge &
4. Travel Desk.

Among those departments, three departments are directly monitored from the Front Office. They are known as Subdivisions. They are:

1. Concierge:

Known as Bell-Desk. The Front Desk supervises this division. Their first activity is to carry out the luggage of the guests. When guests arrive at the hotel during check-in time, the concierge collects their bags, gives them a tag to identify them, and navigates them to the front desk. After Check-in, the Bellman collects the room number and delivers the bags to the rooms. When guests confirm their luggage down during check-out, a bellman will be sent to the guest's room to carry the luggage to the counter. Bellman also assists the guests with the shuttle bus that has been reserved for the guests. Bellman guides the guests to every corner of the hotel area. Also, they help the Front Office to arrange some mini tasks as a third hand. On the Night Shift, a Bellman is assigned to help with the Front Desk for the night shift duty. During this shift, Bellman helps GSAs organize Key jackets and write down the room number given by the GSA. Bellman goes for a round with GSA or the Night manager for a routine check. The Bellman takes notes and submits them to the Front Desk.

2. Travel Desk:

The Travel Desk looks after all Sea Pearl Beach Resort and Spa transportation. Looking after the shuttle bus, assigned for guests and other transport for guests and employees. A dedicated Transport Duty Manager monitors all the activities. The travel executive helps the Duty Manager by confirming guests' arrival and departure times. The Duty Manager and Travel Executive are always connected with the lounge. Lounge assistants send information about the guests, and the Duty Manager informs the Front Desk to take the necessary steps. Besides, the Travel Desk manages guests' Air tickets and bus Tickets. There are some Sedan cars and jeeps, which guests can book to explore the nearby area of Inani Beach and Marine Drive. They have to pay a minimal charge for the rental. The Travel Desk executive prepares vouchers for the GSAs to make charges under Tours & travel.

3. Communication:

Also known as the Call Operator Desk. The Operator works from the back office, manages phone calls, and responds to them immediately. All communication made with guests and operators informed the Front Office supervisor. The Operator always gets connected to the guests. If guests need assistance or queries, dial "0" or "100" from their room. Operators pick up the calls within three rings. Deal with the queries, make lists, and submit them to the F/O supervisor. If the guests complain, the Operator immediately informs the Supervisor, and the Supervisor informs the Duty Manager to take the necessary action. After some time, the Operator makes a follow-up call to know the issue is solved and to note it. During Check-out time, operators start their check-out follow-up calls at 9 am to remind them that the check-out time is just 11 O'clock. During rush hour, sometimes follow-up calls are made at 8 am. During

follow-up calls, operators note down the room numbers scheduled for the check-out and inform the Front Desk and Concierge of the luggage down. Also, ask if the guests want to extend their reservation. Operators inform the Duty Manager if any guests wish to extend their stay time so the Late Check-out fee is not charged. For the late check-out, it is also passed to the Duty Manager, and the charge is applied according to the policy. Besides, the Operator calls the guests at 5 pm (17.00 hrs) as a reminder of their shuttle bus service if the guest does not mention their departure time and complementary shuttle time during check-in.

3.12 Coordination with the other Department



Figure 04, Coordination with the other Department (Source: Author's Construct, 2025)

Chapter 04

Findings, Recommendations, and Conclusions

4.1 Findings

1. **Efficient Check-in and Check-out procedures:** the front office maintains a warm, professional, and welcoming atmosphere for the guests for a quick and seamless check-in and check-out experience. The two dedicated desks help with the smooth operations for both check-in and check-out.
2. **Professional:** the front office believes a positive gesture can create a positive value to maintain a good customer relationship with the hotel. Being professional and showing professionalism to the guests earns satisfaction and increases value.
3. **Effective communication skills:** quick responses to guest inquiries, requests, and complaints.
4. **Follows the chain of command:** The front office team members are always connected to the concerned department and follow a chain of command by GSA> Supervisor> Duty Manager> AFOM> RDM.
5. **PMS:** Sea Pearl Beach Resort and Spa use "Fortune Next IDS" software as their Property Management System (PMS). This software is not modern and is less used than other 5-star hotels in Bangladesh.
6. **Dirty Rooms:** due to a lack of Housekeeping employees, check-in guests must wait a while as the room is dirty or not ready. The Front Office could not provide the rooms at the time given to some guests.
7. **Bill Settlements:** Sometimes, the Food and Beverage department mismatches the bills with the Bar post and puts the entry as a room post. During Check-out, the Front Office needs to ask why this bill is posted in the room charge, where the rules are for direct posting.

During the Internship, had to face some challenges. Most notables are:

- i. **Early check-in:** Sometimes guests come too early in the morning. As per the rules, guests must wait until 7 o'clock.
- ii. **Collecting ID cards:** As per Government rules, every tourist must show their ID card. But sometimes guests denied showing their ID card and gave inappropriate reasons.
- iii. **Commitment:** SPBRS's standard check-in time is 2 o'clock (14.00 hrs). If the rooms are ready, sometimes check-in starts at 12 o'clock. But sometimes, they cannot provide the rooms within time; either the rooms are dirty or have maintenance issues.
- iv. **No AC in the Lobby area:** As a nature-friendly resort, there is no AC in the lobby area, so guests can enjoy the gentle breeze coming directly from the Sea. However, during the sizzling summer season, when the temperature is above 35° C, guests get sweaty and complain.

- v. **No AC at the Reception Desk:** Only 2 Air Coolers for 5–6-person working at the desk. As per hotel guidelines, all the Front Office team members must have a formal look. It is very tough to wear heavy formal dress during a sweltering summer.
- vi. **No IT person after 11 pm:** the IT division starts their working hours at 7 am and closes their shift at 11 pm. After 11 at night, there are no IT executives. If guests face any WIFI problem, the Front Office is quite helpless.
- vii. **Drunk guests:** the dedicated "Bliss Bar" remains open till midnight. Sometimes, guests consume more drinks at midnight, forget their room number, and knock on the wrong room when the inside guest falls asleep.
- viii. **Lift:** five wings with 492 rooms, but only Four lifts. Two lifts are used for guests; one is for employee movement or carrying out luggage or heavy things, and the last is for VIPs, emergencies, and room service.
- ix. **Shortage of bellmen:** Only nine dedicated bellmen provide services during different shifts. According to the capacity of the hotel, this number is noticeably short. So sometimes, GSA takes a hand in assisting.
- x. **Shortage of shuttle Bus:** SPBRS has Six AC shuttle buses for the guests and Four non-AC shuttle buses for the employees. 4 Micro bus and 2 NOAH for guests, also for the top manager of the hotel. The travel desk must rent a car outside the hotel if a shuttle bus breaks down.

4.2 Recommendations

The recommendations are based on the findings and observations. By implementing this suggestion, Sea Pearl Beach Resort and Spa can reduce guests' dissatisfaction.

- ✓ Could develop the hotel's structure and theme.
- ✓ Could change the PMS from "Fortune Next IDS" to "Opera."
- ✓ Internet service could be developed.
- ✓ Authorities could add more shuttle buses for the guests.
- ✓ Authorities could increase the employee salary scale
- ✓ Authorities could hire in-house Doctor
- ✓ Hotel management could add additional facilities for the employees and the Trainees.
- ✓ Authorities could make weakness their main threat and implement a new strategy.

4.3 Conclusions

Doing Six months of Internship at Sea Pearl Beach Resort and Spa gave a positive experience. An entry-level position program as part of the BTHM program enriched valuable experience in the hospitality sector. During the Internship, gained many positive experiences. It is a great learning opportunity with a Positive corporate culture and an Inclusive environment. Besides, it is a chance to increase interpersonal skills and knowledge. Lessons like Time management, Discipline, Punctuality, loyalty, proficiency, Quality of work, and Sincerity learned from this Internship.

"Sea Pearl Beach Resort and Spa, Luxury Redefined, Unwind Indulge, International standard with local flavors," the hotel is running with this motto.

The journey in the hospitality sector started with the BTHM program and was completed through the Internship. The experience and understanding gained will serve as a solid foundation for a better future career.

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