

An Internship Report

on

Operational Processes of The Front Office Department at

Pan Pacific Sonargaon Dhaka.

Submitted By

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Letter of Transmittal

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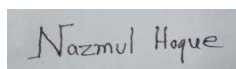
Subject: Submission of the Internship Report

Dear Madam,

As part of my Bachelor of Tourism & Hospitality Management program curriculum, I am submitting my internship report on Operational Processes of the Front Office Department at Pan Pacific Sonargaon Dhaka. It is the pleasure of mine to complete my internship period under your surveillance.

It is a great journey to me to work as a trainee in the front office department at Pan Pacific Sonargaon for six months under the supervision of Mr. Rifath Bin Chowdhury (Duty Manager). This report will provide the general information of Pan Pacific Sonargaon's Front Office Department. I have always made every effort to follow your guidance and sincerely appreciate your support in the creation of this report. I would be truly grateful if you could review it and provide your valuable feedback. It would bring me great joy if you find this report helpful in gaining a clear understanding of the topic.

Sincerely yours,



.....

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Certificate of Approval

I confirm that Nazmul Hoque, ID: 201-43-473, successfully concluded his internship program under my guidance. He compiled his internship report titled 'Operational Processes of the Front Office Department at Pan Pacific Sonargaon Dhaka,' adhering to the prescribed rules and regulations. The submission of this report fulfills the requirements of his degree program and is duly approved for submission.

Signature



.....

Ms. Farhana Yeasmin Lina

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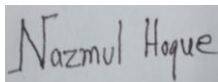
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Student Declaration

First things first, I would like to very grateful to my almighty Allah for his mercy in allowing me to complete my internship report on time. It will be pleasure of mine to thank all of my well-wishers for their friendly collaboration, support, and encouragement in the creation of this report, not only directly but also indirectly. Specially thanks to Ms. Farhana Yeasmin Lina, Lecturer (Senior Scale), Department of Tourism and Hospitality Management, Daffodil International University, for her consistent attention, mental support and helpful guidance during my internship period as well after my internship. I also quite appreciative of all of the employees at Pan Pacific Sonargaon. I want to remember with gratitude my all outlet manager and duty manager, specially my Front Office Manager Mr. Saifur Rahman and Health Club outlet Manager Ms. Shahanaz Begum and the whole Front Office team. Their support and care makes my internship journey easier. And their instructions help me to build my professionalism in workplace.

Sincerely yours,



.....

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Acknowledgement

First and foremost, I am deeply grateful to Almighty Allah for granting me the opportunity, strength, and ability to successfully complete this report. I would also like to express my heartfelt appreciation to my family for their unwavering support throughout this journey.

The completion of this report successfully is the outcomes of continuous support and encouragement of several personnel. I would like to reveal my heartfelt gratitude to each of them.

I am specially grateful to Ms. Farhana Yeasmin Lina, Lecturer (Senior Scale) of the department of Tourism & Hospitality Management at Daffodil International University, for her valuable guidance and mentorship for preparing this internship report. Her support and direction have been instrumental in successfully completing this report.

Finally, I would like to express my limitless gratitude of the entire Front Office team of Pan Pacific Sonargaon Dhaka, specially my supervisor, colleague and my manager for their support, advice and consideration throughout my internship period. They not only enrich my learning and experience but also gave me a suitable and professional environment of work. I will really grateful to them ever.

To everyone who has contributed to the successful completion of this report, I will really thankful to them.

Executive Summary

This report represents a descriptive analysis of the operational processes and experience gained during an internship program of Front Office Department at Pan Pacific Sonargaon. The internship program was a compulsory session to complete my Bachelor of Tourism and Hospitality Management program at Daffodil International University and gather practical knowledge of hospitality industry after academic session which duration was six months. During my internship, I able to gather some knowledge about Front Office Department like handling the guest, check-in and check-out process as well the use of Property Management System (PMS).

This report is categorized into several chapters, each of the chapters will describe the different facts of Front Office Department. The chapter starts with an introductory part that outline the objective and background of the report. The scope and objective of the report written by based on duties, challenges, responsibilities and experience during the internship period. Also the reader will get idea about the purpose of this report. The methodology use to conduct the report also described, the limitations of the report also added so that the reader can measure border of the learning from this report.

A detailed overview of the Pan Pacific Sonargaon provide, including the mission statement, Vision statement, service attribute and core values of the hotel. The organizational chart gives an idea about the organizational hierarchy and the collaboration among the departments during service provide. The major products and services for the valuable guests also defined restaurants, bars and types of rooms. The training and development method will define the employee hiring system. Also, The signature amenities of Pan Pacific Sonargaon add a new dimension of this report.

The most vital chapter describes the operational processes of Front Office Department and the use of Opera software for property management. The wings of the front office and their collaboration, the operations of front desk and business center and how other outlets are connected with guest satisfaction by providing their service are discussed. The proper communications between the guest and host also focused. The reader will get some clear idea about check-in and check-out process of Front Office Department.

The findings section is arranged with the major observation during the internship period from experience gained, handling the situation and guest psychology. The recommendation part is

basically based on findings part that aim to increase the positive findings and mitigate the below average findings. The recommendation section appreciates the positive findings of my observation. As well the solution of challenges and obstacles that I face during my internship.

In conclusion, The practical knowledge can abridge the gap between theoretical knowledge and service quality in hospitality industry. This report is based on the practical knowledge that emphasis on the operational processes of Front Office. The experience of practical knowledge can make the future professionals on the oasis of Tourism and Hospitality sector.

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CHAPTER 01

INTRODUCTION

1.1 Introduction

The most important thing is to light up the objective before composing an internship report of Front Office Department. An internship report of Front Office Department is a structured magazine detailing the professional guest handling methods, check-in and check-out process, challenges and learning outcomes gained by an intern working within the hospitality industry also, a comprehensive account of their daily tasks, special projects, and responsibilities. In this industry, we need to turn the academic knowledge into practical knowledge. The internship gives up the opportunity to do this. An internship report elaborates the ways, techniques and strategies that we follow to gain practical knowledge during our internship period. This document can abridge the distance between the academic knowledge from practical knowledge. This internship report explores the operational processes of Business Center outlet of the Front Office Department at Pan Pacific Sonargaon Dhaka, a prestigious five-star hotel renowned for its exceptional hospitality and strategic location in the heart of Dhaka, Bangladesh. Established in 1981, Pan Pacific Sonargaon has grown into a prominent hotel, becoming a favorite for both local and international travelers. Originally launched as part of the Pan Pacific Hotels Group, the hotel has consistently aimed to set high standards in service and luxury within Bangladesh's hospitality industry.

1.2 Background of the report

An internship report allows students to communicate the practical experiences and insights they have gained during their professional engagements. It serves as an opportunity to apply theoretical knowledge in real-world situations. After completing academics under the Department of Tourism and Hospitality Management, I undertook a six-month internship in the Front Office Department at Pan Pacific Sonargaon. This report documents and assesses my experiences throughout the internship, with a focus on the skills developed and insights gained within the Front Office Department. This report mainly focuses on the operational of Front Office Department. And the activities are check-in, check-out, check-out call, wake up call, checking meeting room reservation, to make birthday card and welcome card. So, this report will describe all of my responsibilities also my challenges and strength regarding Front Office Department.

1.3 Scope of the report

I got the opportunity to work with Front Office Department at Pan Pacific Sonargaon during my internship program. I was responsible for the Front Office operations. So, this report will provide information about the operational processes of Front Office Department. This report provides a comprehensive analysis about the operations and related functions of the Front Office Department, specifically within the framework of Pan Pacific Sonargaon Dhaka.

1.4 Objective of the report

The main goal of this internship report is to meet the requirements for earning a Bachelor's degree in Tourism and Hospitality Management. Specially, it aims to provide an in-depth analysis of the operational processes within the Front Office at Pan Pacific Sonargaon Dhaka.

- **Specific Objectives:** Specific objectives will give some identical and singular knowledge that works directly as follows;
 1. To analyze the operational process of the front office department.
 2. To interpret the check-in and check-out processes of Front Office Department.
 3. To identify the major findings related to the front office operation.
 4. To provide recommendations based on the major findings.

1.5 Methodology

This report utilizes a qualitative research methodology, which emphasizes the collection of non-numerical data to uncover underlying reasons, motivations, and perspectives. The approach involves methods such as in-depth interviews, participant observation, and content analysis to explore the intricate dynamics of human behavior and experiences within the Front Office Department at Pan Pacific Sonargaon.

1.6 Data source

The data source that is used in this report is secondary data type which data is not afresh. Sources are:

1. Standard operating procedure (SOP) portfolio of Pan Pacific Sonargaon.
2. Relevant books and reports about Front Office Department.
3. Relevant accessible online journal.
4. Pan Pacific Sonargaon official website.

1.7 Limitations of the study

There are some limitations as follows;

1. The study concentrates solely on the Front Office Department of Pan Pacific Sonargaon, potentially overlooking the broader aspects of the hotel's operations.
2. Certain operational or strategic information may have been restricted due to confidentiality policies, limiting the depth of analysis.
3. The duration of the internship period may not have been sufficient to observe all operational scenarios, including peak seasons or special events.

CHAPTER 02

THE PROSPECTUS OF PAN PACIFIC SONARGAON

2.1 Introduction

Pan Pacific Sonargaon Hotel (PPSH), established in 1981, holds the distinction of being one of Bangladesh's oldest and most esteemed five-star international chain hotels. Although fully owned by the government, its operations are managed by the renowned Pan Pacific Hotels and Resorts chain, which guarantees a consistent standard of excellence and an authentic Pan Pacific experience for all guests. Pan Pacific is an international Chinese chain, which is located in many countries. The government has 51% share and the Pan Pacific Hotel and Resorts chain has 49% share. Pan Pacific is a leading brand in Asia. The Pan Pacific Sonargaon Dhaka has 277 rooms as follows, Standard Room, Premier Room, Deluxe Room, Pacific Club Room, Junior Suite, Bengali Suite, Executive Suite, International Suite. The hotel features elegantly designed rooms and suites, multiple dining options including international and local cuisines, and a serene outdoor pool surrounded by lush greenery. Guests can also enjoy the fully-equipped fitness center, a spa offering relaxing treatments, and spacious event venues that make it a popular choice for conferences, weddings, and other social gatherings. Its central location provides easy access to Dhaka's key attractions, shopping centers, and cultural landmarks, making it an ideal base for exploring the city and "Luxury Oasis in the City" is its motto.

2.2 Mission Statement of Pan Pacific Sonargaon

There exists 3 organizational mission statements of hotel Pan Pacific Sonargaon. The follow these mission statement to provide smooth and loyal guest experience. The three mission statements are:

- ❖ **Graceful luxury:** We offer luxurious Brand Signature Experiences.
 - Sincere & gracious.
 - Dependable & resourceful.
 - Passionate for excellence.
- ❖ **Enlivening greenscape:** We enrich lives with our Brand Signature amenities.
 - Creative.
 - Purposeful.
 - Passionate for life.
- ❖ **Gateway to vibrant locations:** We create connections with our Brand Signature Experiences.
 - Vivacious.

- Genuine
- Passionate for people and places.

2.3 Vision Statement of Pan Pacific Sonargaon

The Pan Pacific Sonargaon is operated by the trusted global hospitality group is Pan Pacific Hotels and Resorts. Their vision statement is ““Enrich experiences that recreate the senses and renovate the soul.” There exists four vision blueprint (4Ps):

- **People:** Build and develop aligned and engaged associates to create memorable experience for guests, associates and communities.
- **Process:** Simple, effective and innovative.
- **Positive Culture:** Create a culture of trust through mutual respect, communication and shared success.
- **Profitability:** Sustainable business and profitability.

2.4 Service Attributes of Pan Pacific Sonargaon

There are four service attributes as,

❖ **Recognition**

- Engage with name
- Attend to preference
- Facilitate positive exchange

❖ **Anticipation**

- Empathies
- Clarity
- Be proactive

❖ **Flexibility**

- Know your products and services
- Be resourceful
- Provide alternatives

❖ **The extra mile**

- Continuously improve
- Create surprises
- Build cherished relationships

2.5 Five core values of Pan Pacific Sonargaon

The employees of Pan Pacific Sonargaon always guided by five core values, in short TRUST.

- ❖ **Integrity:** We are open and honest with one another, and do what is morally right.
- ❖ **Teamwork:** We support and care for each other to achieve our shared vision.
- ❖ **Results:** We aim higher, we do not give up.
- ❖ **Respect:** We show consideration; listen; be kind; and appreciate each other.
- ❖ **Creativity:** We are not afraid to try something different and challenge the norms.

2.6 People Development of Pan Pacific Sonargaon

- ❖ **Employee Relation:** This division works for client consultation, FMLA (Family and Medical Leave ACT) administration, EEO (Equal Employment Opportunity) and Unemployment competency.
- ❖ **Training and Development:** PPSH arranges numerous training programs. This division works for training partnership, workforce committee and program development.
- ❖ **Compensation and Benefits:** This division works for job evaluation, salary board, merit admin, health and medical administrative.
- ❖ **Staffing:** This division works for job postings, applicant sourcing, applicant screening.

2.7 Training and Development Methods

- ❖ **On and off the-job training:** Employees are given hands-on experience with instructions from their supervisor (Department head). Employees are trained at the actual job location. New employees observe the work and then try to imitate. Employees also get some off the job training through outside seminars, management games, behavior modeling etc.
- ❖ **Job Rotation:** Employees rotate through different department for
 - Flexibility
 - Creating task variety
 - Working in teams
- ❖ **Mentoring:** The mentor helps employees to find the right direction and help employees to develop solutions to difficult issues. The mentor helps to boost

employee's confidence. The mentor asks questions, provides guidance and encouragement.

Training and development is a necessity for both the trainer and the trainee to adapt the change. It is very importance for the organization. Also for individual employees, internal groups relation and ethics behavior. The trainer at Pan Pacific Sonargaon aims to enhance the efficiency of its staff in today's highly competitive environment. The goal is to ensure that employees are well-versed in the latest trends and technologies and can apply them in alignment with the company's principles and objectives.

2.8 Organizational Structure of Pan Pacific Sonargaon

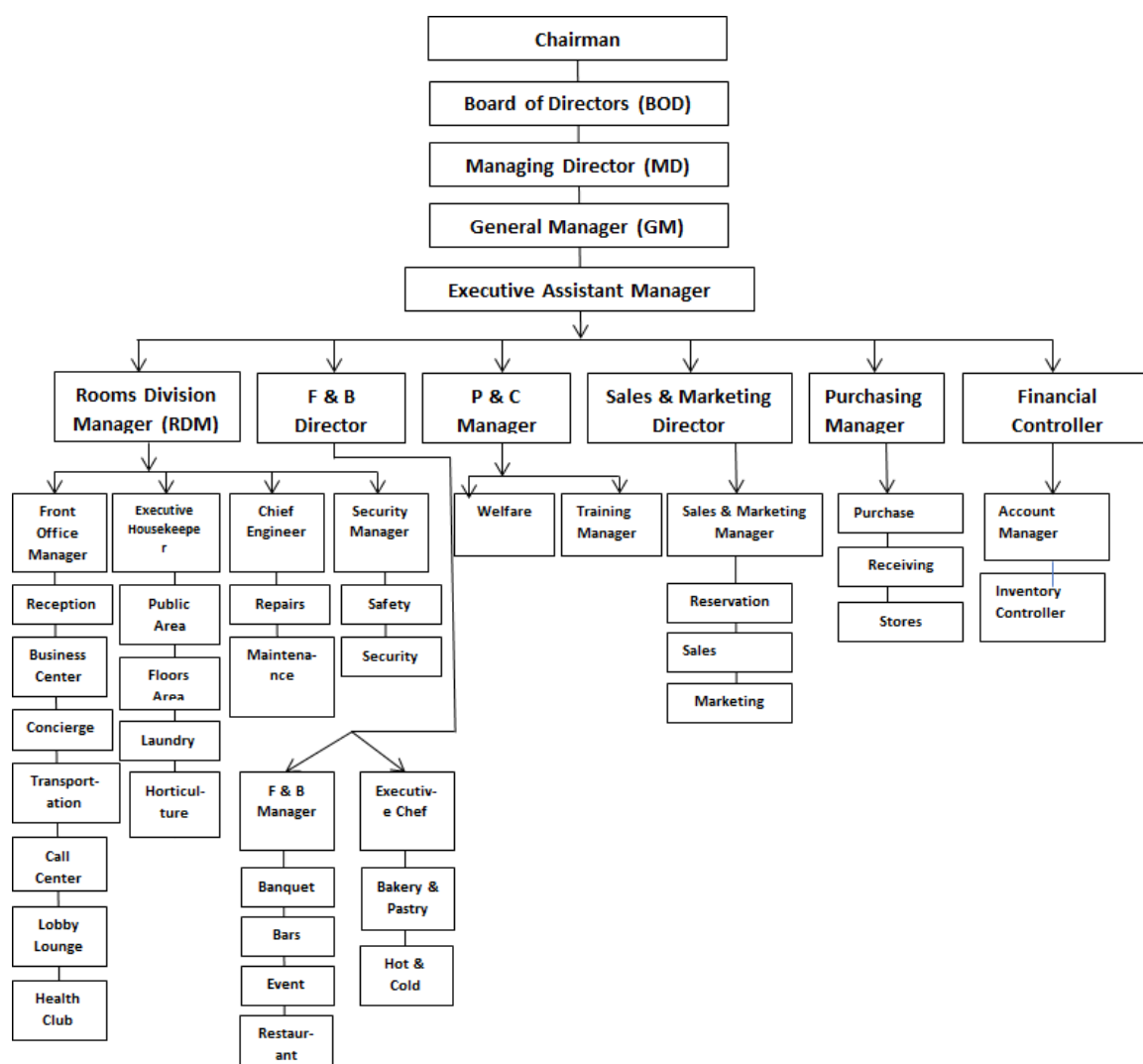


Figure-01: Organizational Chart of Pan Pacific Sonargaon

Source: ResearchGate.com

The organizational chart indicates the departmental responsibilities and duties and their range of work place. The outlets directly report the departmental manager and the department report to the General Manager respectively Managing Director, Board of Directors and Chairman. That means from employees to top management.

2.9 Major Products and Services of Pan Pacific Sonargaon

Pan pacific Sonargaon has vast range of quality services available in their 5 star hotels. Basically their main services are room and dining. They have varieties of room and dining services available with excellence qualities. Let us show you their best services that we found out during visiting the hotel.

❖ **Rooms and Suites:** They have both room and suites services available in their hotel. Different kind of rooms and suites has different facilities. Their available room services are:

- **Standard Room:** Designed for single occupancy, this room features a single bed, cable television channels, and both wired and wireless internet access.
- **Deluxe Room:** The deluxe room offers a choice of a king-sized or twin beds, with views of both the pool and the city. It is equipped with modern amenities, including cable television channels and wired & wireless internet access.
- **Premier Room:** The premier room boasts elegant modern décor and facilities, offering views of the pool and city. It includes a choice of king-sized or twin beds, a bathroom with a separate shower and bathtub, a well-equipped work area, cable television channels, and both wired & wireless internet access.
- **International Suites:** The most luxurious suites in the hotel, located on the top floor. These expansive suites span both sides of the hotel, offering stunning pool and city views. With a king-sized bed and a luxurious marble bathroom, the International Suite is fit for royalty.
- **Bengali Suites:** Located on the top floor, Bengali Suites are spacious and feature three main areas: a king-sized bedroom, a dining area for 6 or more guests, a kitchenette and bar, a lounge, and an adjacent guest bathroom. Amenities include in-room broadband internet, satellite and cable TV, electronic safes, bathrobes, slippers, marble bathrooms, a well-stocked mini bar, a large desk area, and a hairdryer.

- **Executive Suites:** These large suites offer views of the city or pool, with a king-sized bedroom and an additional guest bathroom next to the lounge and dining area. Amenities include in-room broadband internet, satellite and cable TV, electronic safes, bathrobes, slippers, marble bathrooms, a mini bar, a large desk, and a hairdryer.
- **Junior Suites:** Featuring a spacious king-sized bedroom and a separate lounge area ideal for business meetings or small gatherings, Junior Suites are equipped with in-room broadband internet, satellite and cable TV, electronic safes, bathrobes, slippers, marble bathrooms, an extensive mini bar, a large desk, and a hairdryer.

❖ **Restaurant and Bar:**

- **Jharna Grill:** Located next to Jharna, the restaurant is named after its proximity to the water feature. It specializes in grilled dishes, offering a selection of imported meats and freshly caught local seafood.
- **Café Bazar:** Situated on the lobby level, Café Bazar offers a diverse range of international cuisine with a buffet and à la carte options for breakfast, lunch, and dinner. The restaurant also features a daily-changing "Global Taste" buffet, highlighting a different region of the world each day.
- **Aromaz:** Known for its exceptional snacks and pastries, Aromaz offers freshly baked breads, cakes, and a variety of snacks and beverages. It is primarily a corner for drinks and light bites.
- **Balcony Bar:** Located on the second floor, Balcony Bar provides a relaxing atmosphere where guests can enjoy a drink from an extensive list while watching the latest sports events on a large screen. It offers a variety of imported beers, spirits, and weekly food and drink specials.
- **Lobby Lounge:** A premier meeting spot in Dhaka, the Lobby Lounge is a luxurious space where guests can enjoy live flute and table music every evening while sipping drinks and enjoying snacks.
- **Pool Café:** Situated by the pool, Pool Café serves healthy South Indian cuisine, offering guests a refreshing dining experience.

- **The OASIS:** A lush, open-air venue, The OASIS is designed for outdoor events such as banquets and conferences, providing a beautiful space under the open sky.
- **Swimming Pool & Health Club:** The health club is fully equipped with a gymnasium, sauna, steam room, professional massage treatments, and personal trainers. The property also features an impressive swimming pool for guests to enjoy.

2.10 The Departments of Pan Pacific Sonargaon

Pan Pacific Sonargaon Dhaka is a renowned five-star hotel in Dhaka, Bangladesh. It typically features a wide range of departments that work together to ensure the smooth operation of the hotel and excellent guest experiences. Below is a short description about all of the departments of the hotel:

1. **Front Office Department:** The Front Office Department of Pan Pacific Sonargaon Dhaka plays a central role in guest services and is often the first point of contact for guests. This department ensures seamless operations and excellent customer service to enhance the guest experience.
2. **Housekeeping Department:** The Housekeeping Department of Pan Pacific Sonargaon Dhaka is responsible for maintaining the cleanliness, hygiene, and overall aesthetic appeal of the hotel. This department ensures that guests experience a clean, comfortable, and welcoming environment, which is essential for the hotel's reputation and operational success.
3. **Food & Beverage Department:** The Food & Beverage (F&B) Department of Pan Pacific Sonargaon Dhaka is responsible for providing exceptional dining experiences through its various outlets, banqueting services, and room service. This department ensures the highest standards of food quality, service excellence, and customer satisfaction, playing a key role in the hotel's reputation as a luxury destination.
4. **Sales & Marketing Department:** The Sales & Marketing Department of Pan Pacific Sonargaon Dhaka is a key driver of the hotel's revenue and brand recognition. This department works to attract new guests, retain existing ones, and position the hotel as a top choice for luxury accommodation, dining, and events in Dhaka. It combines

strategic planning, promotional activities, and customer relationship management to achieve its goals.

5. **People & Culture Department:** The People & Culture Department at Pan Pacific Sonargaon Dhaka plays a vital role in ensuring the hotel attracts, develops, and retains a talented workforce. It focuses on creating a positive work environment, fostering employee engagement, and aligning workforce strategies with the hotel's goals and values.
6. **Purchasing Department:** The Purchasing Department at Pan Pacific Sonargaon Dhaka is responsible for procuring goods, services, and materials required for the hotel's operations while ensuring quality, cost-effectiveness, and timely delivery. This department works closely with all other departments to ensure the seamless operation of the hotel by sourcing everything from food and beverages to maintenance supplies and guest amenities.
7. **Finance & Accounting Department:** The Finance & Accounting Department at Pan Pacific Sonargaon Dhaka is responsible for managing the hotel's financial health, ensuring accurate reporting, and supporting strategic decision-making. This department oversees all financial operations, including budgeting, payroll, revenue management, and compliance with local and international regulations.
8. **Security Department:** The Security Department at Pan Pacific Sonargaon Dhaka is tasked with ensuring the safety and security of guests, employees, and assets. This department plays a critical role in maintaining a secure environment by preventing incidents, responding to emergencies, and implementing effective safety protocols.

CHAPTER 03

**DISCUSSION & ANALYSIS: OPERATIONAL PROCESSES
OF THE FRONT OFFICE DEPARTMENT AT PAN PACIFIC
SONARGAON**

3.1 The Front Office Department of PPS

The front office department is the face of Pan Pacific Sonargaon, plays a crucial role in managing guest relations and ensuring a seamless guest experience from arrival to departure. Here are some key objectives typical of a front office in a hospitality setting:

- **Guest Satisfaction and Experience:** To provide exceptional customer service, ensuring that guests feel welcomed and valued from check-in to check-out. This includes greeting guests warmly, addressing requests promptly, and personalizing their experience when possible.
- **Efficient Check-In and Check-Out:** To streamline the check-in and check-out processes, minimizing wait times and ensuring all necessary details are communicated to the guests. The goal is to make these processes quick, smooth, and accurate.
- **Revenue Optimization:** To support the hotel's revenue goals by managing room rates, upselling available services, and encouraging guests to utilize other hotel amenities. The front office can play a role in room upgrades, promotions, and add-ons.
- **Handling Guest Queries and Complaints:** To resolve guest inquiries, issues, or complaints promptly and professionally. The front office acts as the main contact point for guests, often handling requests and coordinating solutions.
- **Communication Hub:** To act as a communication center, liaising between guests and other departments (e.g., housekeeping, food and beverage, maintenance) to meet guest needs efficiently.

3.2 Organizational Chart of Front Office Department

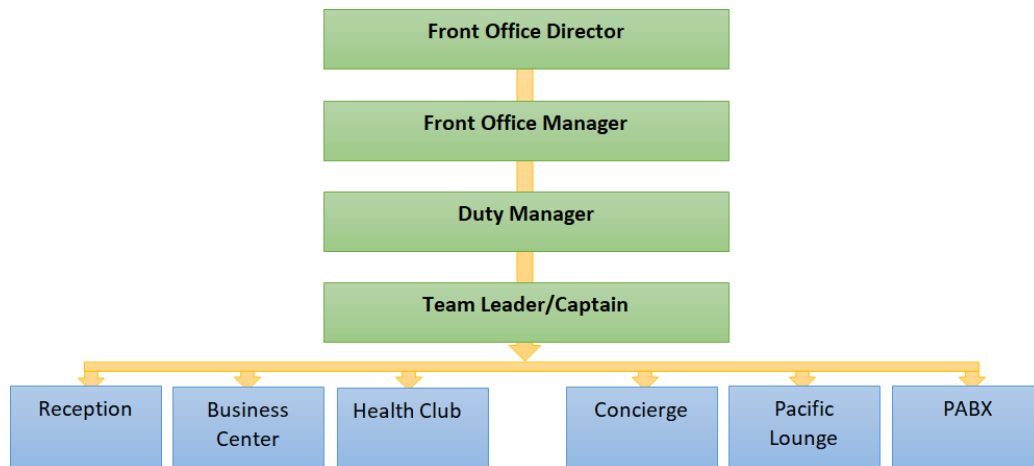


Figure-02: Organizational Chart of Front Office Department

The Front Office Director is the head of this outlet. The Front Office Manager, Duty Manager and Team Leader respectively report the Front Office Director. These six outlets are (Reception, Business Center, Health Club, Concierge, Pacific Lounge & PABX) operated by individual team leader. The Front Office Director is responsible for making effective policy to achieve departmental and organizational goals. The Front Office Manager and Duty manager will distribute the duties and responsibilities among the employees and they will identify the effective path to finish the responsibilities effectively. The Team Leader/Captain and all outlet employees are responsible for directly contact with guest and full-fill the target. The six outlets has their own targets to achieve and the outlet manager helps the outlet employees to find the path to achieve their targets. So, this is how the Front Office Department follow the organizational hierarchy and operate their operations.

3.3 To Analyze The Operational Processes of The Front Office Department

The front office department of Pan Pacific Sonargaon was constructed by nine outlets. There are six outlets are accessible for internship trainee. They are:

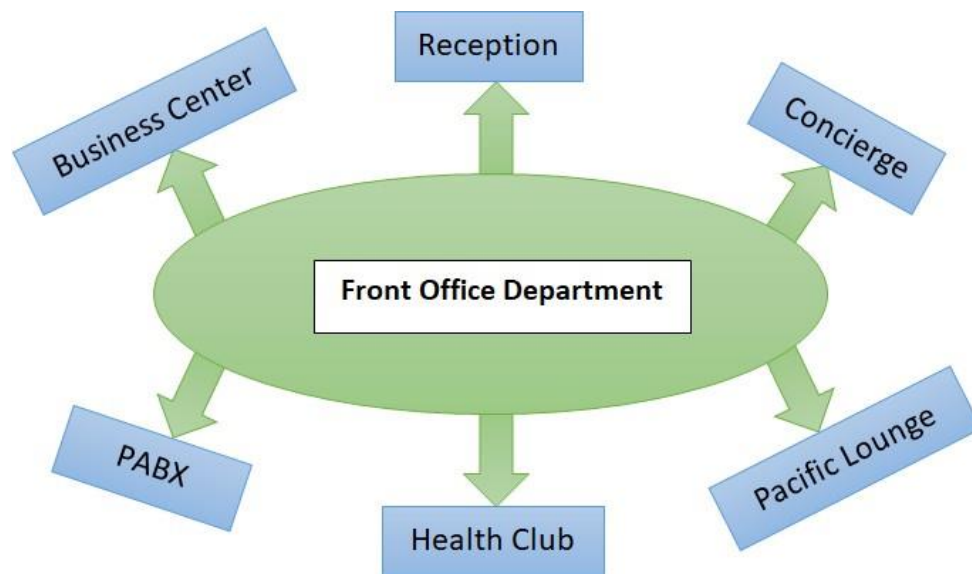


Figure-03: Outlets of Front Office Department

The Front Office Department at Pan Pacific Sonargaon is the central hub for guest interactions and plays a vital role in delivering the hotel's high standard of service. This department serves as the face of the hotel, often forming guests' first and last impressions, as it handles a variety of responsibilities ranging from check-in and check-out procedures to providing personalized guest assistance. Key areas within the Front Office include Reception, Concierge, Business Center, Pacific Lounge, Health Club, and PABX (telephone exchange). Each outlet is designed to cater to specific guest needs, ensuring a seamless and memorable stay experience. The department is committed to upholding Pan Pacific Sonargaon's reputation by focusing on efficiency, warm hospitality, and attention to detail. Through effective coordination with other hotel departments, the Front Office team ensures that each guest enjoys a high-quality, comfortable stay, reflecting the hotel's values and commitment to guest satisfaction.

3.3.1 Reception Outlet Operations:

The Reception outlet plays a vital role of any hotel industry. It is directly connected with the guest. The core operations of Reception outlet:

3.3.1.1 Operations of the front house:

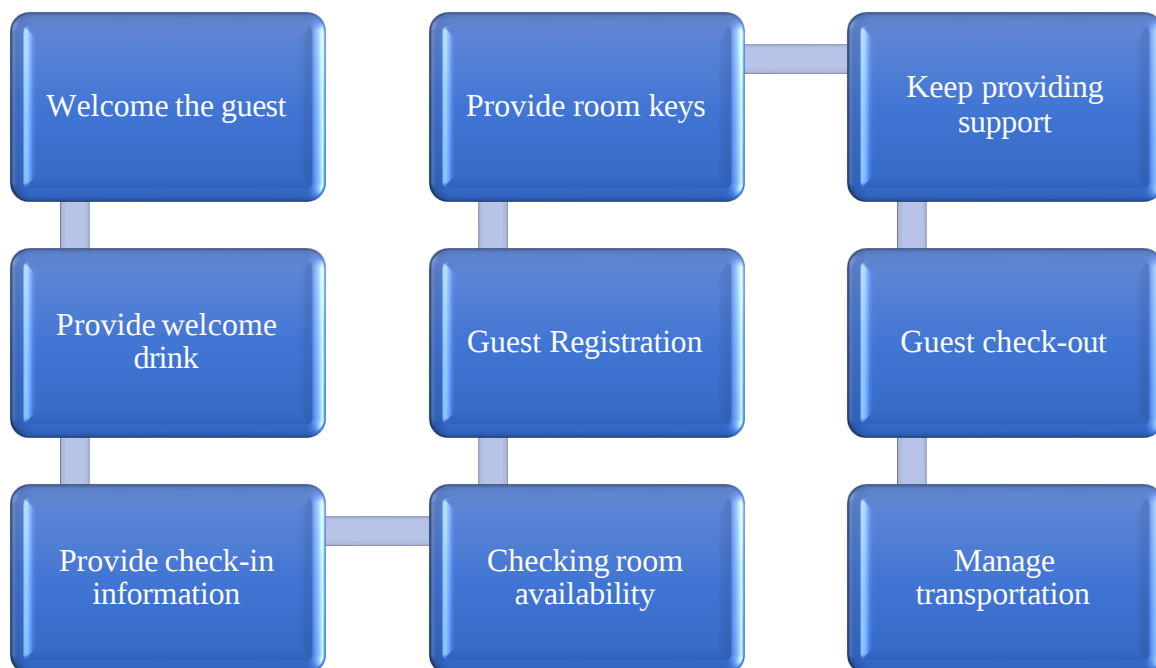


Figure-04: Reception outlet operations

1. **Welcome the guest:** The first responsibility of any guest service agent is welcome the guest. So, the reception outlet will welcome the guest in a proper manner. The way of welcoming the guest will show the nobility of a hotel.
2. **Provide welcome drink:** The Reception provide a welcome drink after welcome the guest at Pan Pacific Sonargaon.
3. **Provide information:** The reception will provide the desire information like room types, room rate of every category, additional services, any kind of offers and answer the question of guests.
4. **Checking room availability:** Before selling any room, we need to check any reservation and room availability. Without checking any room availability, we cannot sell or book any room. Sometimes the occupancy rate remain full that's why we need to check, otherwise there can be a conflict.

5. Guest registration: After providing the information, we register the guest information through OPERA PMS like NID card information, passport information and many more information depends on guest category.
6. Provide room keys: After completing the registration process, we provide room keys for smooth accessibility. This room key works for lift key also.
7. Keep providing support: During the stay, the guest need any kind of information like transportation cost or any kind of information that he/she don't know before can ask to the reception. So, it's a very vital operations to keep engage with guest during stay.
8. Guest check-out: The check-out process connected with many tasks like billing the total expenses, sent check-out message, sent wake-up call (if any) and provide transportation schedule.
9. Manage transportation: After check-out the reception can offer the transportation service for their smooth journey.

3.3.1.2 Operations of the back house:

1. Reservation management: Handling room reservations, modifications, and cancellations via phone, email, or online booking platforms. Monitoring room availability and ensuring accurate inventory management.
2. Guest profile management: Maintaining and updating guest profiles in the property management system (PMS), including preferences, history, and special requests. Ensuring personalized service by using guest data for tailored experiences (e.g., VIP guests, loyalty members).
3. Financial transaction: Processing pre-arrival payments, deposits, and refunds. Reconciling daily financial reports and ensuring all transactions are accurately recorded.
4. Staff coordination: Assigning shifts, managing schedules, and ensuring adequate staffing for peak hours. Communicating with housekeeping and maintenance teams about room statuses and urgent requests.

3.3.2 Business Center outlet operations:

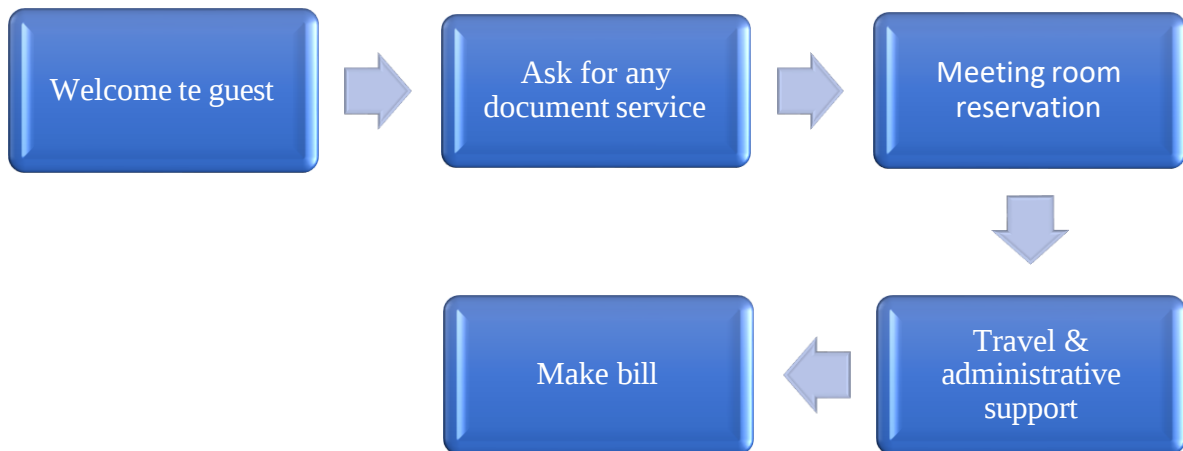


Figure-05: Business center outlet operations

1. Welcome the guest: The business center welcome the guest first and provide a welcome drink. They make the guest valuable by welcoming them.
2. Ask for document services: Assist guests with printing, copying, scanning, and faxing services as required. Provide office supplies, computer access, and high-speed internet.
3. Meeting room reservation: Handle reservations for meeting rooms and ensure they are set up according to guest specifications. Provide audio-visual equipment, projectors, and any necessary technical support. Coordinate with the food and beverage team to arrange refreshments for meetings if requested.
4. Travel and administrative support: Assist guests with travel arrangements, including flight confirmations, itinerary planning, and visa documentation. Ensure a professional and quiet environment that supports business needs.
5. Make bill: Finally make the bill depends on provided service and update to the system. Making the bill is the most important responsibilities and those person make the bill need to signature for final audit.

3.3.3 Health club outlet operations:



Figure-06: Health club outlet operations

1. Welcome the guest: The first responsibility of health club is welcome the guest gently.
2. Guest registration: Verify guest or membership status and provide access to gym, pool, and wellness facilities. Also provide the gents locker room access.
3. Provide information: Provide the rules and regulations of services like spa service, swimming pool, Jacuzzi, Sauna and steam bath.
4. Spa reservation: Book a schedule for spa reservation if any guest interested and inform the service staff who is not occupied.
5. Wellness & fitness service: Provide information about fitness classes, personal training, and spa treatments. Schedule bookings for wellness services and ensure guests receive a seamless experience.
6. Make the bill and sent to front desk: Finally we need to make a bill of total expense of guest and sent it to the front desk for room guest only and receive cash or card payment for individual guest.

3.3.4 Concierge outlet operations:

1. Pick-up the guest from car: The concierge outlet staff welcome the guest and their duty start from by opening the car door. And pass the luggage to security staff for checking.

2. Bear and hold the luggage: Secondly, they put it on an identical sticker and they bear the luggage of guests and recommend to talk to front desk. Sometimes the guest wants to hold their luggage then they make an entry and hold the luggage in store room.
3. Assist to bear the luggage: After completing the room registration, the concierge outlet staff assist the guest to bear their bags and luggage to room. Also, during the check-out time they assist the guest to keep their luggage down.
4. Distribute the desired newspaper: The concierge outlet distributes the newspaper to others outlet. They also provide newspaper to room guest also.

3.3.5 Pacific lounge outlet operations:

1. Welcome guest and access control: Pacific lounge is a restaurant located in 8th floor which provides very premium service to VIP guest. The staff welcome the guest first and provide an overview of available amenities. Also, confirm guest eligibility for lounge access based on room type or status.
2. Food and beverage service: Work with the food and beverage team to maintain a fresh and well-stocked selection.
3. Exclusive guest service: Create a comfortable and quiet environment, providing newspapers, magazine and other amenities.
4. Make the bill: Finally, they make the bill of guests and send it to the front desk for room guest only and for regular guest they receive cash and card.

3.3.6 Private automatic branch exchange (PABX) outlet operations:

1. Call management: Handle all incoming and outgoing calls, directing them to the appropriate department or guest room. Set up wake-up calls, emergency calls, and respond to guest requests promptly.
2. Guest request and complaint logging: Log guest requests and coordinate with relevant departments to fulfill them. Ensure quick communication between departments for efficient issue resolution.
3. Communication support: Act as a support point for technical issues related to in-room telephones. Facilitate communication during emergencies, coordinating with security and management.

- Each outlet within the Front Office Department at Pan Pacific Sonargaon follows these operational processes to maintain high standards, ensure guest satisfaction, and uphold the hotel's reputation for quality service.

3.4 To interpret the check-in and check-out processes of Front Office Department.

3.4.1 Check-in process of Pan Pacific Soargaon

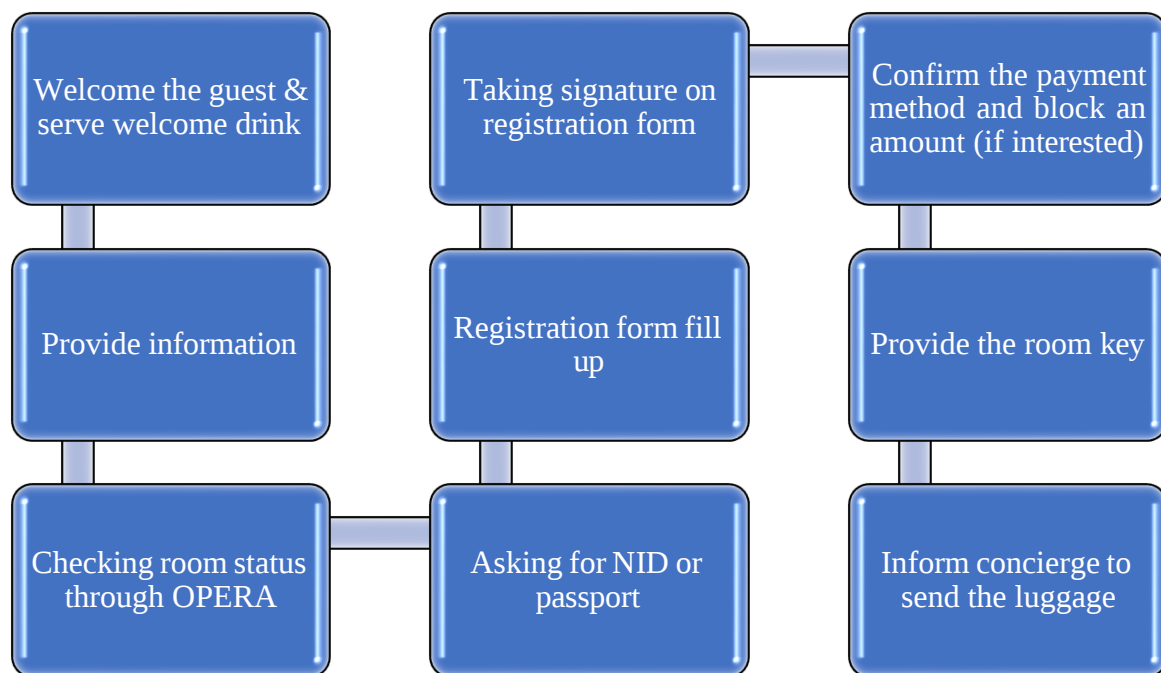


Figure-07: Check-in procedure

- Welcome the guest:** Greet the guest with a warm smile upon arrival at the reception area. Offer a traditional or personalized greeting, reflecting the hotel's hospitality standards. **Serve welcome drink:** Offer complimentary welcome drinks (e.g., juice, tea, or coffee) to the guest while they wait at the reception desk.
- Provide room information:** Share key details about the guest's room, such as the room number, floor, view, and amenities. Mention any additional perks, such as breakfast times, Wi-Fi passwords, and special hotel facilities.
- Checking room status through OPERA:** In this stage, The reception need to check the room status, availability of room and today's room rate through OPERA PMS. The

system integrates well with other solutions for better data sharing, reporting, and analytics, which can improve both the guest experience and operational efficiency.

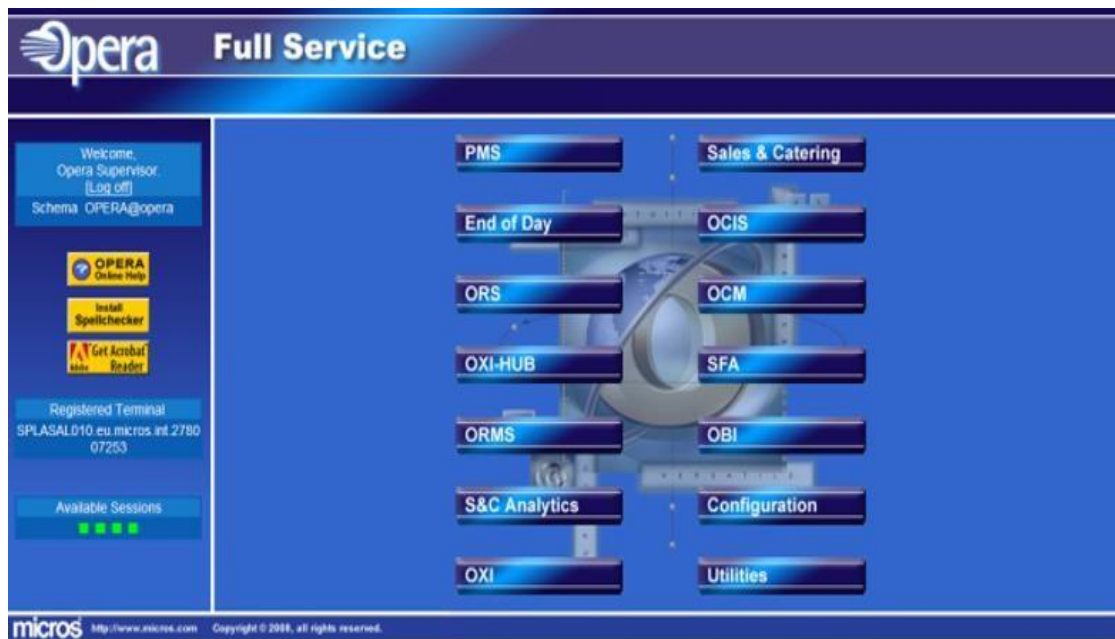


Figure-08: Opera PMS
Source: ResearchGate.com

4. Asking for NID or passport: Ask the guest for a National ID (NID) (for local guests) or a passport (for international guests). Make a photocopy or scan of the document for record-keeping, as required by law.
5. Registration form fill-up: Politely ask the guest to provide their information for the registration form (if not pre-filled). Verify the guest's details from prior reservations to avoid unnecessary repetition.
6. Taking signature on registration form: Once the registration form is filled, request the guest's signature to confirm their details.
7. Confirm the payment method: Politely confirm the guest's preferred payment method (credit card, cash, etc.). Inform them of any pre-authorization or charges, if applicable. Block an amount (if interested): The guest can block an amount on the guest's card or collect the deposit in cash if they interested. During the check-out time they will get the remaining amount back.
8. Provide the room key: Hand over the room key/card along with any additional materials, such as a map of the hotel, dining coupons, or a welcome package. Confirm the check-out time and contact details for room service or reception.

9. Inform concierge to send the luggage: After providing the room key, the reception will inform the concierge to send the luggage to guest room and describe about the guest amenities and ancillary service.

3.4.2 Check-out process of Pan Pacific Sonargaon

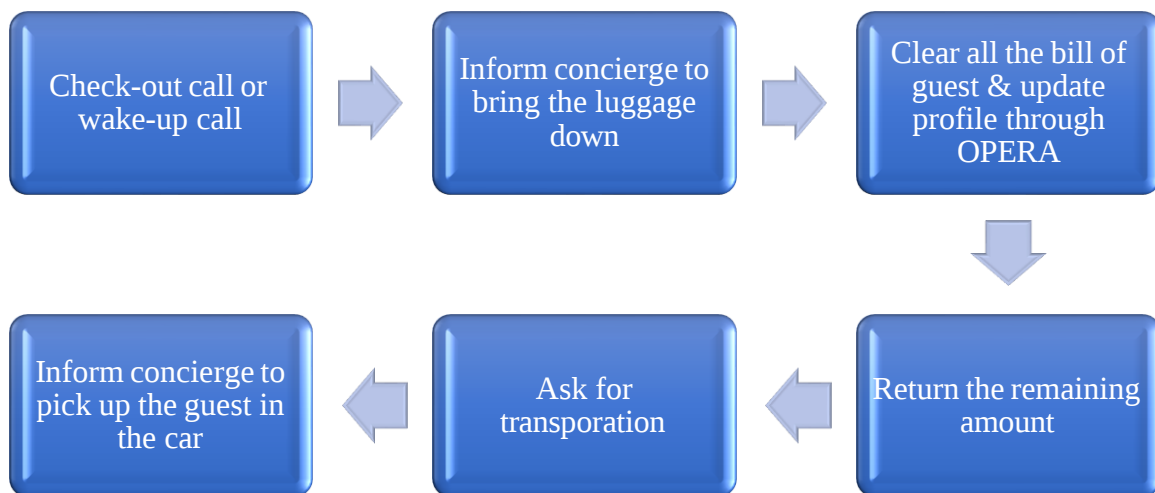


Figure-09: Check-out procedure

1. Check-out call/wake-up call: The guest will receive a check-out call or message mandatory. If the guest prefer, they will arrange a wake-up call. During the call, the reception will ask for check-out time or he/she wants to stay more if the room is not booked for others, transportation needed, luggage number etc.
2. Inform concierge to bring the luggage down: The reception will inform the concierge to bring the guest luggage down if the guest want. Sometimes there are too many suit case to bring down, in that case the concierge takes help of trolley.
3. Clear all the bill of guest & update profile through OPERA: The guest pay bill for the all services that he/she took. The guest can pay the bill through cash or card. Then the reception will update the guest profile through OPERA. As, Opera PMS is a robust hospitality management software commonly used by hotels to handle reservations, guest check-ins and check-outs, room assignments, billing, and customer relationship management. With Opera PMS, the Pan Pacific Sonargaon hotel can streamline its front office operations, manage its inventory, enhance customer service, and maintain guest profiles to deliver personalized experiences.

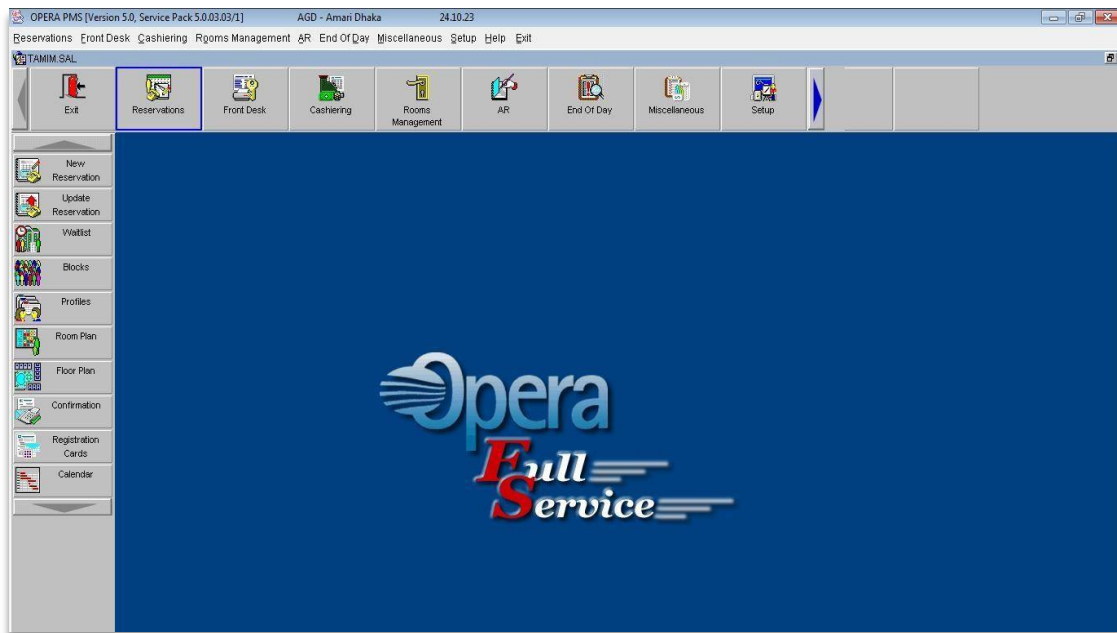


Figure-10: Opera PMS
Source: ResearchGate.com

4. Return the remaining amount: During the check-out process, if the guest block an amount in advance, the front desk return the remaining amount to the guest.
5. Ask for transportation: As the hotel has it's own transport service, the guest can receive the opportunity for hassle free service. That's why, the reception ask for transportation all the guest. If the guest wants to book, then they will inform transportation section.
6. Inform concierge to pick up the guest in the car: After completing all the procedure, The concierge will pick up the guest luggage in the car.

CHAPTER 04

**MAJOR FINDINGS, RECOMMENDATIONS AND
CONCLUSION**

4.1 Major Findings

The Front Office Department is the face of hotel Pan Pacific Sonargaon. Some activities and work ethics of this department really surprised me. As an intern of Front Office at Pan Pacific Sonargaon, I am going to share some findings of mine that I realize during my internship hours:

- 1. The most advanced version of PMS:** The occupancy rate of Pan Pacific Sonargaon always remain high because of the national and international guest has arrive daily. Due to huge number of guest, they use the most updated version of property management system. The system helps front desk staff with guest check-ins and check-outs. During check-in, it assigns rooms based on availability and guest preferences. It also stores guest data, which allows front office teams to recognize repeat guests, track preferences, and provide personalized service. At check-out, OPERA PMS streamlines billing, displaying charges for room rates, additional services, and any in-room expenses. OPERA PMS centralizes billing by recording all transactions, including room rates, restaurant charges, and other in-hotel expenses. It generates invoices for guests and integrates with the hotel's accounting systems to simplify financial reporting and audits.
- 2. Multicultural communication challenge:** Multilingual communication in the front office of a hotel is critical for delivering exceptional service, especially in international hotels like Pan Pacific Sonargaon Dhaka, where guests come from diverse linguistic and cultural backgrounds. The Pan Pacific Sonargaon is very popular for its service, guest experience as well it's interior design. That's why, guests comes from different origin all over the world. Also, their customs and traditions differ from us. The front office always try to treat them by following their culture and traditions. It's not so easy to maintain individual guest preference. But the front office department maintain it carefully and they enjoy it. This factor really surprised me.
- 3. Streamlined check-in process:** Pan Pacific Sonargaon has elevated its hospitality services by implementing a streamlined check-in process that ensures a seamless and efficient experience for all guests. The initiative reflects the hotel's commitment to excellence and customer satisfaction, setting a benchmark for luxury hospitality in the region. Guests can now complete a significant portion of the check-in process online before arrival. This includes filling out personal details, selecting room preferences,

and uploading identification documents. This digital approach reduces wait times at the front desk.

4. **Co-ordinated check-out process:** Pan Pacific Sonargaon has also streamlined its check-out process to ensure a smooth and hassle-free departure experience for its guests. This enhanced process aligns with the hotel's commitment to efficiency and guest satisfaction. To accommodate diverse schedules, Pan Pacific Sonargaon offers flexible check-out options, including late check-outs upon request and availability. This flexibility enhances the guest experience.
5. **Feedback and future enhancements:** Guest feedback on the streamlined check-in process has been overwhelmingly positive, with many appreciating the convenience and modern approach. Pan Pacific Sonargaon plans to further enhance this system by integrating advanced AI technologies for even faster check-ins and incorporating multilingual support to cater to international guests. With these innovations, Pan Pacific Sonargaon continues to redefine hospitality standards, ensuring every guest's journey begins with comfort and efficiency.
6. **Adequate seating arrangement:** The Lobby Lounge at Pan Pacific Sonargaon Dhaka is a stylish and relaxing area where guests can unwind in a serene environment. Located on the hotel's ground floor, it offers an all-day dining experience from 7:00 AM to 11:00 PM, with a diverse menu that includes both local and international favorites. Visitors can enjoy a selection of coffee, cocktails, and mocktails, accompanied by soothing live music, making it a popular spot for both casual meetings and relaxation. The Lobby Lounge also caters to guests seeking light snacks, pastries, or takeaway options for added convenience. The lounge's offerings also include signature dishes and occasional promotions, providing guests with a range of flavorful experiences.
7. **Handling complaints and service recovery during rush hour:** Front office staff regularly deal with guest complaints about room conditions, wait times, or other service issues. Quickly resolving these complaints is essential to maintain guest satisfaction, but it can be challenging under high occupancy or when resources are stretched. Additionally, service recovery efforts require well-trained staff who can remain calm under pressure and provide effective solutions.
8. **Technology and system limitations:** Although the hotel uses advanced systems like OPERA PMS, technical issues or limitations in system integration can disrupt workflows. Accurate real-time data on room availability and guest preferences are

essential for smooth front office operations, and any tech-related problems can affect efficiency and guest satisfaction.

4.2 Recommendations:

1. The Opera PMS (Property Management System) is the most popular application in our hotel industry. In our country every five star hotel are using this application to manage their property. Also Pan Pacific Sonargaon has a most updated PMS application. As Pan Pacific is a huge property to manage. That's why, the authority should go for alternative besides using PMS like, Fidelio, ID's, Maestro Pms etc.
2. Today's world is running and changing it's nature day by day. That's why, the hospitality industry demands the dynamic employees for their operations. Without dynamic employees, the hotel industry cannot maintain the destitute of guests needs and wants. Every day, the employees need to absorb and act some new culture and tradition to happy valuable guests. As an international standard five star hotel, the Pan Pacific Sonargaon is following the trends. So, the authority should keep eyes on their Front Office employees about increasing their cultural and traditional awareness. They can be trained for different language. This is very appreciable for Front Office employees to gain knowledge about different culture and language.
3. The streamlined check-in process of Pan Pacific Sonargaon is really appreciable. But Pan Pacific Sonargaon hotel daily deal with a huge number of people during check-in and check-out. Their skilled manpower is good but there need to more manpower to better implement of streamlined check-in process.
4. The coordinated check-out process of Pan Pacific Sonargaon is a very smooth and secure process that gives a great guest experience. The reception staff always try best to provide a memorable experience.
5. The guest can share their feedback and valuable suggestion for the betterment of Pan Pacific Sonargaon. The staff also encourage to guest to do this. Also the bad experience of any guest is respectively valuable and this is so appreciable.
6. The seating arrangement of this hotel is huge. During the check-in and check-out rush hour, the guest can enjoy lobby lounge area.
7. The handling of guest complaints is so effective and fast way to fell the guest valuable. The service agent always keep an eyes on guest needs and wants. The guest handling unit of Pan Pacific Sonargaon is pretty good but there should build a

individual team to look after this matter. So that the guest never go to the manager's room to fix any issue.

8. The technology is really a charismatic factor in hospitality industry as well in fact Pan Pacific Sonargaon. But there always exists some machine errors. The authority should emphasis on human efficiency to avoid technology errors. The Pan Pacific authority should make their staff more skilled to manage disrupt workflows.

4.3 Conclusion

After completion of my academic period under the Department of Tourism and Hospitality Management at Daffodil International University, I started my internship journey from 27th March to 27 September, under the Front Office Department at hotel Pan Pacific Sonargaon Dhaka. During this period, I had the opportunities to explore the Front Office rituals. I able to learn how front office treat the guest, how they able to feel valuable to guest, how to make and contribute organizations overall revenue by selling service and most important how they maintain them as their grooming, gesture and posture, their way of communication and many more things.

Throughout my time at the hotel, I gained practical skills in guest check-in and check-out procedures, reservation management, handling guest inquiries, and resolving issues in a timely and empathetic manner. Working under the guidance of experienced supervisors, I was able to apply theoretical knowledge from my studies to real-world situations, further solidifying my grasp of key operational processes and industry standards. One of the most valuable lessons I learned was the importance of teamwork and collaboration, as the Front Office operates as a hub, coordinating with various departments such as housekeeping, concierge, and room service to ensure a seamless guest experience.

In conclusion, my internship experience at Pan Pacific Sonargaon has equipped me with essential skills and insights that I will carry forward in my hospitality career. I am grateful for the opportunity to contribute to the Front Office team and to have been part of such a reputable establishment. This experience has reaffirmed my passion for the hospitality industry and has inspired me to continue pursuing growth and excellence in this field.

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