

**Internship Report**  
**On**  
**Front Office Management Of**  
**Royal Tulip Sea Pearl Beach resort & Spa**

**Submitted To**  
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**Submitted By**  
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ID NO: 143-43-140  
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Daffodil International University

Date of Submission: December 12, 2018

## LETTER OF TRANSMITTAL

12<sup>th</sup> December, 2018

**Md. Kamrul Hasan Bhuiyan**

Lecturer  
Department of Tourism and Hospitality Management  
Daffodil International University  
102, Sukrabad, Mirpur Road  
Dhanmondi, Dhaka-1207

**Subject: Submission of the Internship Report**

Dear Sir,

I am here by submitting my internship report on Front Office Operation and Service Features of the ‘Royal Tulip Sea Pearl Beach Resort & Spa’ as a part of my BTHM program curriculum. It’s an honor and great pleasure for me to work under your supervision.

It’s a great opportunity for me to work in the ‘Royal Tulip Sea Pearl Beach Resort & Spa’ as a trainee under Front Office Department for four months under the supervision of Mr. Jubayer Ahmed (Duty Manager). This report contains the general information about Front Office Operation at ‘Royal Tulip Sea Pearl Beach Resort & Spa’.

I tried my best to follow your guidelines in every aspect. I am thinking you cordially for your guidance during the preparation of this report.

I will be highly obliged and grateful if you are kind enough to receive this report and provide your valuable judgment. It would be my greatest pleasure if you find this report useful informative to have an apparent perspective on this issue.

Sincerely yours,

.....  
Aminul Islam  
ID NO: 143-43-140  
Department of Tourism and Hospitality Management  
Daffodil International University

## **CERTIFICATE OF APPROVAL**

I am pleased to certify that the internship report “**Front Office Management of Royal Tulip Sea Pearl Beach Resort & Spa**” conducted by Aminul Islam bearing ID NO: 143-43-140 Department of Tourism and Hospitality Management has been approved for presentation and viva-voce. Mr. Aminul Islam worked under my supervision for this internship paper during the summer 2018 semester.

I am pleased to hereby certify that the data and findings presented in the report are the authentic work of Aminul Islam. I strongly recommend and viva-voce. Mr. Aminul Islam bears a strong moral character and very pleasing personality. It has indeed been a great pleasure working with him.

I wish all his success in life.

.....

(Mr. Kamrul Hasan Bhuiyan)  
Lecturer  
Department of Tourism and Hospitality Management  
Faculty of Business and Entrepreneurship  
Daffodil International University

## **ACKNOWLEDGEMENT**

I would like to express my sincere gratitude and cordial thanks to my reverend teacher and supervisor Mr. Kamrul Hasan Bhuiyan lecturer of Department of Tourism and Hospitality Management, Daffodil International University for his constant supervision, moral support, valuable instructions and helpful advice during the course of study.

I am grateful to all the employee of the Royal Tulip Sea Pearl Beach Resort & Spa. Special Thanks to Mr. Jubayer Ahmed (Duty Manager), and all employee of the front office Department of Royal Tulip Sea Pearl Beach Resort and Spa. I am also thankful to all other department heads, official to spend their time and explain me to the procedure of their respective section.

And last but not least, my heartiest thanks and deepest gratitude rendered to my family members for their long encouragement patience, sacrifice and always show me to the right way during my study period.

.....  
Aminul Islam  
ID NO: 143-43-140  
(3<sup>rd</sup> Batch)  
Department of Tourism and Hospitality Management  
Daffodil International University

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**Chapter - 1**

# **Introduction Part**



**ROYAL TULIP**  
LUXURY HOTELS

**SEA PEARL BEACH RESORT & SPA**



## **1.1 Introduction**

Every students of BTHM is bound to complete his/her internship from any established hospitality industry or any other corporate organization as a part of their study. I am a student of BTHM Program in Daffodil International University. After successfully completing my 44 courses I was placed in the Royal Tulip Sea Pearl Beach Resort & Spa for my internship Program as a Trainee. I worked there as a Trainee under Front Office Department. In the Front Office Department of Royal Tulip Sea Pearl beach Resort & Spa have four working place and I earn the experiences of those four working place from the Depth. The report is prepared based on the worked that I have done in Royal Tulip Sea Pearl Beach Resort & Spa.

## **1.2 Origin of the Report**

Bachelor of Tourism and Hospitality Management (BTHM) is a four years long Honor's program. As a student of this bachelor program of Daffodil International University, it is a requirement for me to complete the program. Students who have completed all theoretical courses of BTHM are eligible to commence in to an internship program. After completing my all theoretical courses I completed my internship program from Royal Tulip Sea Pearl Beach Resort & Spa. During my attachment period I was authorized to learn how to organize the work and the importance of team work. After the successfully completion of my Industrial attachment I have prepared this report.

## **1.3 Scope of the Report**

This report will be covers the detail descriptions about the Front Office Department of Royal Tulip Sea Pearl Beach Resort & Spa. Every hotel and resort has some different operational objective but all of them are co-related with each other. So it's very easy to work in one particular department even to

learn about others. So in short this report judged the effectiveness of Front Office Management of Royal Tulip Sea Pearl Beach Resort & spa.

## **1.4 Objective of the Study**

The main objective of this report is identifying the management process of Royal Tulip Sea Pearl Beach Resort & spa and individually Front Office Which Includes:-

- Designing and the management of the front office
- Manpower planning, recruiting and selection
- Qualification, Training and Development of front office
- Duties, Responsibilities and packages
- Motivation through genuine appreciation and inspiration

## **1.5 Methodology**

The report is descriptive in nature. Mainly observation and daily activities of that make me used to prepare this report.

## **1.6 Data sources**

This report was developed by using both primary and secondary data from the related people including all manager of the all relative department. I tried to get some organizational data from the resort annual report as well as the sales people. Most of the data comes from my practical knowledge of experiences. And I make the report regarding the company policies and management practices as well.

## **1.7 Limitation of the Study**

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

## Chapter - 2

# An Overview of Royal Tulip Sea Pearl Beach Resort & Spa



**ROYAL TULIP**  
LUXURY HOTELS  
SEA PEARL BEACH RESORT & SPA

## 2.1 Background of Royal Tulip Sea Pearl Beach Resort & spa

Royal Tulip Sea Pearl Beach Resort & spa is located on Inani beach, Cox's Bazar with lush green hills rise from the east and endless sea stretching on the west, the resort offers panoramic visuals of Bay of Bengal. Royal Tulip Sea Pearl Beach Resort & Spa start journey on 17<sup>th</sup> September 2015. The resort has 493 luxuriously rooms and suites. The resort offer 300 rooms and suites for sale, rest on under preparing for sale. Every rooms and suites comfort with kitchenette, mysticism of infinity pool and luxury of Jacuzzi. Nestled in the heart of nature along the world's longest natural sandy beach the resort is spread over 15 acres set amidst organic orchards bearing a vast selection of tropical fruits, immaculately manicured landscaped gardens and water bodies. Apart from its two swimming pools (one exclusively for ladies) the resort boasts of a plethora of indoor & outdoor activities for both adults and kids which include an internationally acclaimed water park, tennis and badminton courts, movie zone, billiard, kids zone, amphitheater, a luxurious spa and well appointed gym.

**Location:** Jaliapalong, Inani, Ukhia, Cox's Bazar-4750, Bangladesh

**Reservations:** 5 Star Deluxe.

Tel: +88-0341-52666 – 80, 09610-300600

Fax: 0341-52681

Cell: 01844016120

**Proximity:**

From Cox's Bazar airport: 27 kms

From Kolatoli bus terminal: 25 kms

**Star Category:** 5 star deluxe

**Brand Chain:** Louvre Hotel Group

## 2.2 Objective of Royal Tulip Sea Pearl Beach Resort & spa

### ❖ **Responsible and Restorative Business Management:**

To enhance business practices across the organization in ways where people, planet, productivity and planet all matter and all benefits.

### ❖ **Food Security:**

To create and build a healthy food system which is based on the understanding that food is an essential celebratory and culturally vital component of our lives.

### ❖ **Positive and Clean Energy Management:**

To improve overall carbon footprint through usage of innovative Clean and Renewable sources, resources and technologies.

### ❖ **Responsible water Management:**

To do improve water footprint impact with emphasis on production, usage and consumption in all areas of management and operations (including the sourcing and supply of chain).

### ❖ **Zero Waste Management**

To improve and efficiently monitor waste through zero waste management with emphasis on up cycling and Remanufacture.

## 2.3 Mission, Vision and Goal

### ❖ **Responsible Air Quality Management**

To maintain good indoor air quality (IQA) in order to improve the health, productivity and comfort of build occupants.

### ❖ **Responsible Sourcing and Procurement**

To promote a responsible Sourcing and Procurement program with emphasis on Carbon Positive Fair Trade, Fair Wage and “Localism”.

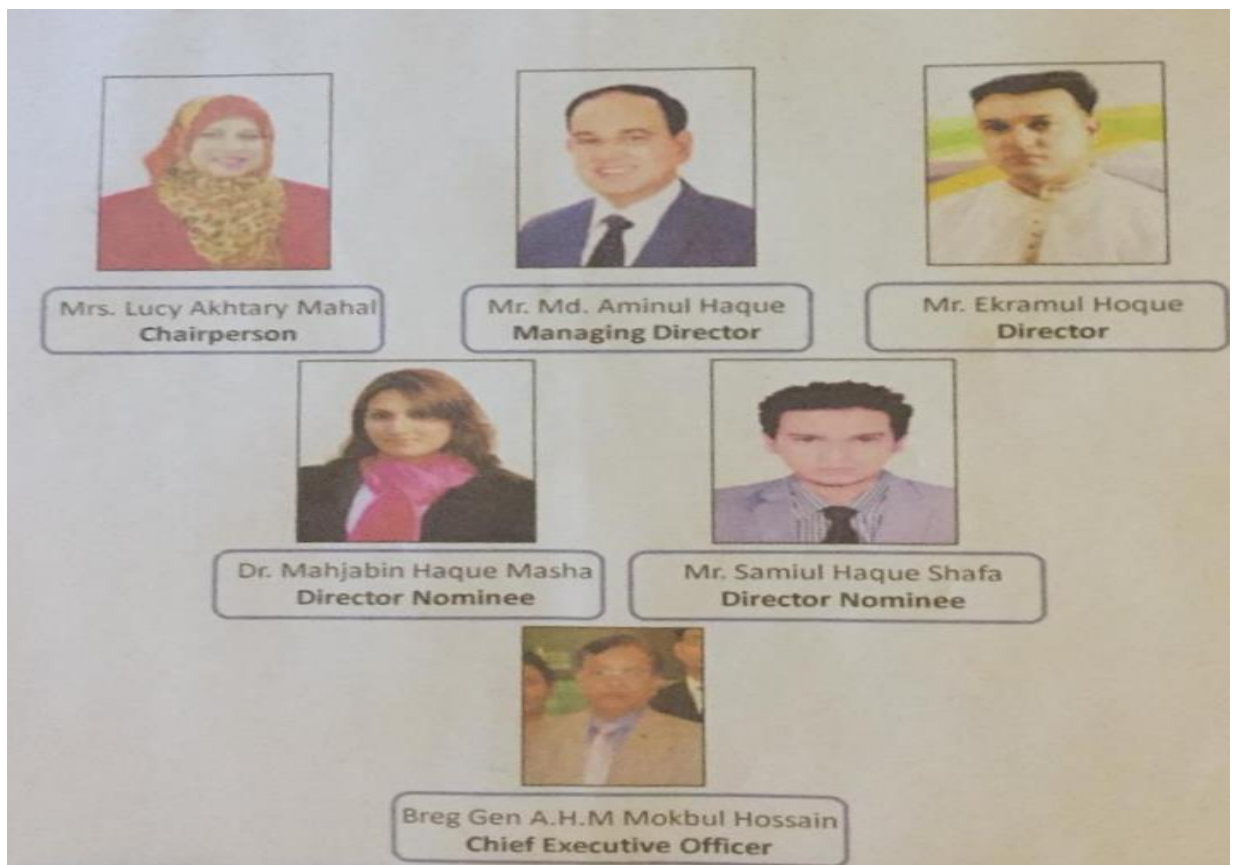
❖ Low Carbon Mobility

To promote low Carbon Mobility that focuses on improving the overall Ecological and carbon footprint of transportation in all areas of operations including the supply chain.

❖ Thought Leadership and Awareness Raising

To create a higher level of self empowerment through ‘Thought Leadership’- the kind that differentiates you from the competition

## 2.4 Board of Director of Royal Tulip Sea Pearl Beach Resort & Spa



## 2.5 Organizational Organ gram

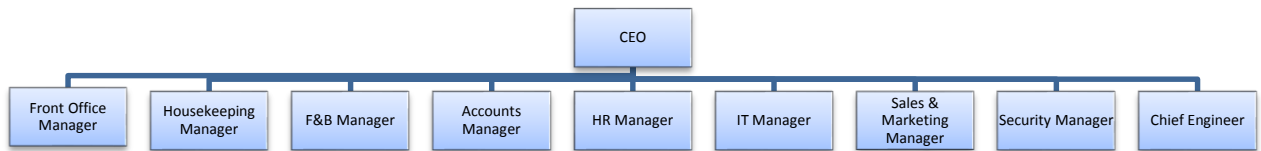


Figure2.5. 1: This is the main organ gram structure in Royal Tulip Sea Pearl Beach Resort & Spa

## 2.6 Major Department in Royal Tulip Sea Pearl Beach Resort & Spa

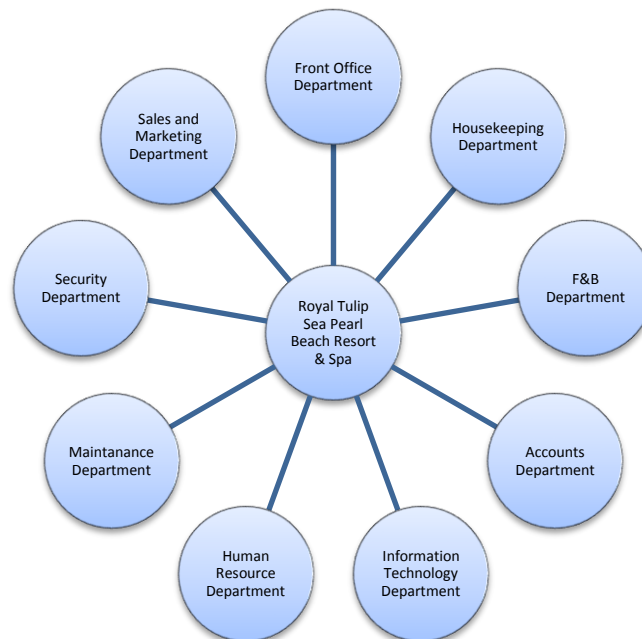


Figure 2.6.1 The Major Department of Royal Tulip Sea Pearl Beach Resort & Spa.



## **2.7 Products/Services of Royal Tulip Sea Pearl Beach Resort & spa**

As a five star resort the Royal Tulip Sea Pearl Beach Resort & spa take the maximum revenue from rooms. Here I just include about room features that we known as the products.

### **Rooms & Amenities**

The Royal Tulip Sea Pearl Beach Resort & spa features 300 active rooms and suites with working desks, complimentary high-speed internet, direct control air-conditioning, password locker, mini bars and ironing facilities.

#### **Superior Hill View**

This category room is the first category room in Royal Tulip Sea Pearl Beach Resort & spa. In this room have 1 king size bed, 1 bath room, sofa and room amenities. Size of the Superior hill view room is 400 square feet. Number of room of this category is 21 rooms.

#### **Superior Hill View Twin**

This category room is the first category room in Royal Tulip Sea Pearl Beach Resort & spa. In this room have 2 single bed, 1 bath room,1 sofa and room amenities. Size of the Superior hill view twin room is 400 square feet. Number of room of this category is 24 rooms.

#### **Superior Sea View**

This category room is the first category room in Royal Tulip Sea Pearl Beach Resort & spa. In this room have 1 king size bed, 1 bath room, sofa and room amenities. Size of the Superior sea view room is 400 square feet. Number of room of this category is 24 rooms.

#### **Superior Sea View Twin**

This category room is the first category room in Royal Tulip Sea Pearl Beach Resort & spa. In this room have 2 single bed, 1 bath room,1 sofa and

room amenities. Size of the Superior sea view room is 400 square feet. Number of room of this category is 16 rooms.

### **Studio Sea view**

This category room is the Second category room in Royal Tulip Sea Pearl Beach Resort & spa. In this room have 1 king size bed, 1 bath room, 1 sofa cum bed, kitchen half setup and room amenities. Size of the Studio sea view room is 535 square feet. Number of room of this category is 104 rooms.

### **Premier Sea view**

This category room is the third category room in Royal Tulip Sea Pearl Beach Resort & spa. In this room have 1 king size bed, 1 bath room, 1 sofa cum bed, dining table, kitchen half setup and room amenities. Size of the premier sea view room is 690 square feet. Number of room of this category is 16 rooms.

### **Executive Hill View**

This category room is the fourth category room in Royal Tulip Sea Pearl Beach Resort & spa. In this room have 1 king size bed, 1 living room, 2 bath room, 1 sofa cum bed, dining table, kitchen half setup, balcony and room amenities. Size of the executive hill view room is 720 square feet. Number of room of this category is 14 rooms.

### **Executive Sea View**

This category room is the fourth category room in Royal Tulip Sea Pearl Beach Resort & spa. In this room have 1 king size bed, 1 living room, 2 bath room, 1 sofa cum bed, dining table, kitchen half setup, balcony and room amenities. Size of the executive sea view room is 720 square feet. Number of room of this category is 63 rooms.

### **Royal Family Suites (Sea View)**

This category room is the fourth category room in Royal Tulip Sea Pearl Beach Resort & spa. In this room have 1 king size bed room, 1 twin bed room, 1 living room, 3 bath room, 1 bathtub, 1 sofa cum bed, dining table, kitchen half setup, balcony and room amenities. Size of the royal family suites room is 1050 square feet. Number of room of this category is 16 rooms.

### **Royal Paradise Suites (Sea View)**

This category room mainly designed for the newly married and couples for the purpose of make their honeymoon something specials. Features of this room is 1 King size well designed bed, 1 living room, 2 bath rooms, dining table, kitchen half setup, 2 balcony, Jacuzzi, swimming pool and room amenities. Royal paradise suite is only one in Royal Tulip Sea Pearl Beach Resort & Spa. Size of the room is 2020 square feet.

### **Presidential Suites (Sea View)**

This category room is the last category room in Royal Tulip Sea Pearl Beach Resort & spa. In this room have 2 king size bed rooms, 1 living room, 2 bath room, 1 bathtub, steam bath, dining table, kitchen half setup, 2 balcony and room amenities. Size of the Presidential suites room is 2500 square feet. Number of room of this category is 1 room. It is located on ninth floor centre of the full building.

### **Services**

#### **Swimming Pool**

Royal Tulip Sea Pearl Beach Resort & spa have two separated swimming pool. One for all and another one is for women. All of the guests of the resort can use the swimming pool. If anyone from outside guest wants to swim there they have to pay 500 for per person per hour. The swimming pool open from 07:00 am to 09:00 pm. After the 09:00 pm activities associates use some chemical for water treatment.

#### **SAMAYAA World Spa**

Samayaa world spa is worldwide well known spa centre. Guests were getting the spa service from Samayaa World Sp

### **GYM-Fitness Centre**

There is a fitness centre for the guest. It's totally complimentary for the room guest. If anyone needs to do some regular exercise they will do their regular workout from the gym centre.

## **2.8 SWOT Analysis**

SWOT analysis is a strategic planning method used to evaluate the Strengths, Weakness, Opportunities, and Treats involved in a project or in a business venture. It involves specifying the objective of the business venture or project and identifying the internal external factors that are favorable and unfavorable to achieve that objective. The technique is credited to Albert Humphrey, who led a convention at Stanford University in the 1960s and 1970s using data from Fortune 500 companies.

A SWOT analysis must first start with defining a desired end state or objective. A SWOT analysis may be incorporated into the strategic planning model. Strategic Planning has been the subject must research.

- ❖ **Strengths:** characteristics of the business or team that give it an advantage over others in the industry.
- ❖ **Weakness:** are characteristics that place the firm as a disadvantage relative to others.
- ❖ **Opportunities:** external chances to make greater sales or profits in the environment.
- ❖ **Threats:** external elements in the environment that could cause trouble for the business.

## **SWOT Analysis of Royal Tulip Sea Pearl Beach Resort & Spa**

### **Strengths:**

- ❖ Good infrastructure for collaboration.
- ❖ Good Sea View from the Room.
- ❖ Less competitors in the surrounding area
- ❖ Monopoly business in big event management.
- ❖ Monopoly business in room sales.
- ❖ Sufficient spaces.
- ❖ Attractive outlets and views.
- ❖ Positive market demand.
- ❖ Huge spaces for outdoor activities.
- ❖ Great security support.
- ❖ Nearest from the beach.
- ❖ Growing involvement from Business community.
- ❖ Own private beach area.
- ❖ Situated in a tourist attraction place.

### **Weaknesses:**

- ❖ Lack of trainer to train the employee
- ❖ Job market/jobless recovery.
- ❖ Lack of skilled employee.
- ❖ Disconnected from urban area.
- ❖ Long distance from the main city of Cox's bazaar.
- ❖ Education needed for provider community

### **Opportunities:**

- ❖ In future company will come into the share market.
- ❖ Technical assistance available
- ❖ Low labor cost.
- ❖ Available raw material for the operation.
- ❖ Huge parking area.

- ❖ Huge amount blank spaces for indoor and outdoor events or activities.
- ❖ Involvement of community in providing support.

**Threats:**

- ❖ Natural disaster.
- ❖ Climate change
- ❖ Increase future competitors in the surrounding area.
- ❖ Political instability.
- ❖ Unhelpful government policies.
- ❖ Power management problem
- ❖ Republican legislature

## Chapter - 3

# Learning Part



**ROYAL TULIP**  
LUXURY HOTELS

SEA PEARL BEACH RESORT & SPA

### 3.1 Front Office Management Process

Royal Tulip Sea Pearl Beach Resort & Spa has four separate operational sectors. Front desk, Activities, Reservation and Concierge. I have work experiences the each department separately. During my internship I just try to learn operational activities by using they are make sure the maximum guest satisfaction.

### 3.2 Wings of Front Office

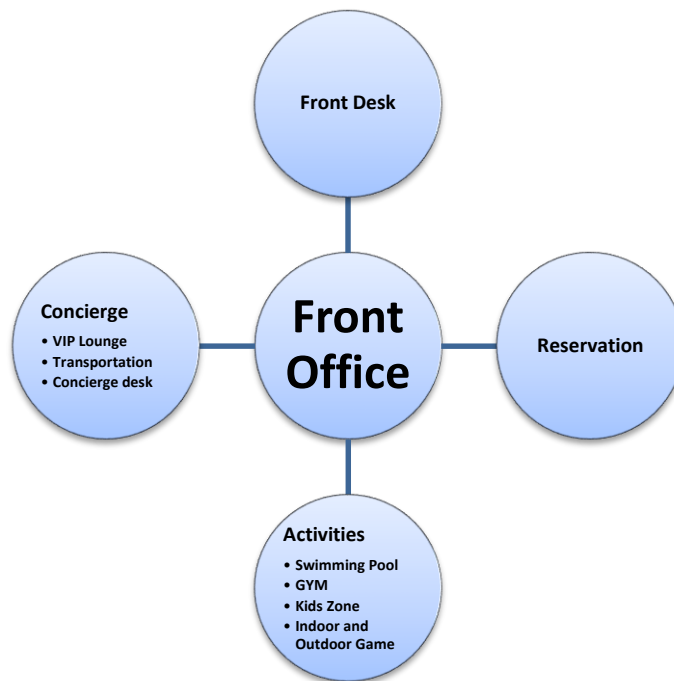


Figure 3.2.1 Wings of Front Office Department

#### Front Desk:

The people who are working in front desk they just ensure the guest check in and check out. They are doing the main important task of the front office department.

#### Reservation:



Reservation team always ready to make a reservation for the guest when they want to visit and stay in the hotel or resort. They are doing the reservation process for guest. Confirmed the booking and make a registration folio for a guest.

**Activities:**

Activities team always ready for guests helps. They maintain the swimming pool side and swimming pool activities. Then prepare the indoor and outdoor games for guest if anyone went to play or enjoy the game. Kids zone is a important section for the kids activities. Here have some exciting games for kids which is payable. The activities team do so many hard works in their duty time.

**Concierge:**

Concierge team maintains the transportation sector in the Royal Tulip Sea Pearl Beach Resort and Spa. They carefully handle the guest luggage and safely send them to the guest room. And brief about the important things in the room and resort. They provide the all information and complimentary services with room for the guests help. That's make a guest happy.

### 3.3 Hierarchy of Front Office

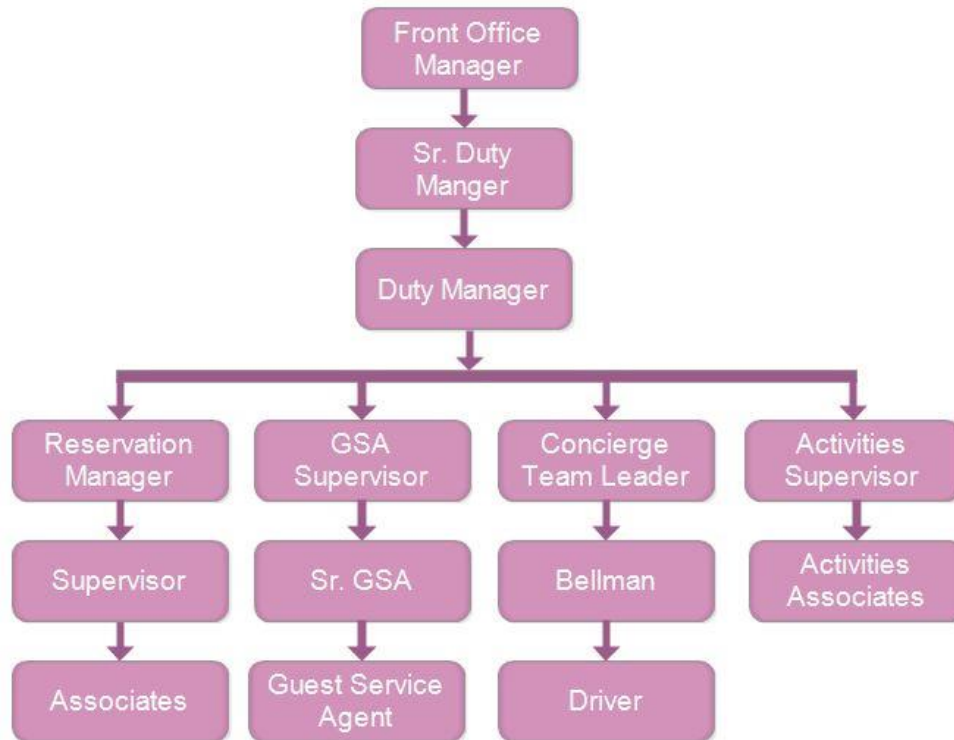


Figure 3.3.1 Hierarchy of Front Office Department

### 3.4 Manpower planning

Here I just include one figure for manpower planning.



Figure 3.4.1 Manpower Planning Methods

### **3.5 Training and employee development**

The purpose of training and development and why should provide training to the employees and outcomes of the training.

- Creating a pool of readily available and adequate replacements for personnel who may leave or move up in the organization.
- Enhancing the company's ability to adopt and use advances in technology Because of a sufficiently knowledgeable staff.
- Building a more efficient, effective and highly motivated team, which enhances the company's competitive position and improves employee morale.
- Ensuring adequate human resources for expansion into new programs.

Research has shown specific benefits that a small business receives from training and developing its workers, including:

- Increased productivity
- Reduced employee turnover.
- Increased efficiency resulting in financial gains.
- Decreased need for supervision.

Employees frequently develop a greater sense of self-worth, dignity and well being as they became more valuable to the firm and to society. Generally they will receive a greater share of the material gains that result from their increased productivity. These factors give them a sense of satisfaction through the achievement of personal and company goals.

### **3.6 Employee motivation by building satisfaction**

Here are the five things that motivated employee to work more.

- Provide a positive working environment
- Reward and recognition
- Involve and increase employee engagement
- Develop the skills and potential of workforce
- Evaluate and measure job satisfaction

### **3.7 Motivation through Inspiration**

Four factors must exist for any employee participation program to be successful and its make motivation as well.

- Have a profit sharing or gain sharing plan where both the employer and employee benefit.
- Implement a long term employment relationship to instill job security
- Make a concerted effort to build and maintain group cohesiveness
- Provide protection of the individual employee's right.

### **3.8 Packages & Offers for Sales**

Every months change a little bit of packages and offers. There I mentioned some offers and packages.

#### **Credit Card Offers and corporate offers**

- American Express Card offers the 53% discount on room tariff.
- bKash offers 45% discounts on room tariff.
- Here is the EBL Offer



Room Category	Regular Rate	Special EBL Rate
Superior (Hill View) for 2 persons	16,155	<b>8,991</b>
Superior (Sea View) for 2 persons	17,230	<b>9,496</b>
Studio (Sea View) for 2 persons	20,456	<b>11,013</b>

Room Category	Regular Rate	Special EBL Rate
Premier (Sea View) for 2 persons	21,531	<b>11,518</b>
Executive Suite (Hill View) for 2 persons	23,682	<b>12,529</b>
Executive Suite (Sea View) for 2 persons	24,757	<b>13,034</b>

Room Category	Regular Rate	Special EBL Rate
Royal Family Suite (Sea View) for 4 persons	44,138	<b>23,542</b>
Royal Paradise Suite (Sea View) for 2 persons	67,767	<b>33,249</b>
Presidential Suite (Sea View) for 2 persons	121,530	<b>58,517</b>

**Eastern Bank Ltd.**



 Eastern Bank Ltd.  
 Simple Math®

## Packages

### Half Board Package

**Offer details are given here.**

Special Package (Half Board): (This is Twin Sharing basis Package)

(Complimentary Breakfast, Dinner & Return Transfer from Cox's Bazar to Resort)

Option 1: Superior Hill View BDT 4949 All Inclusive per person per night.

(BDT 9898 All Inclusive for 2 Persons/couple per night)

Option 2: Superior Sea View BDT 5252 All Inclusive per person per night.

(BDT 10504 All Inclusive for 2 Persons/couple per night)

Option 3: Studio Sea View BDT 6262 All Inclusive per person per night.

(BDT 12524 All Inclusive for 2 Persons/couple per night)

Option 4: Executive Suite Sea View BDT 7272 All Inclusive per person per night.

(BDT 14544 All Inclusive for 2 Persons/couple per night)

Option 5: Royal Family Suite BDT 6262 All Inclusive per person per night.

(BDT 25048 All Inclusive for 4 Persons per night)

This Package Includes:

- Complimentary Breakfast served at our All Day Dining restaurant, Kasbah & Dinner (Special Set Menu @ FISH N GRILL)
- Complimentary Airport/Lounge Transfer to and from the resort.

- Complimentary hi-speed wireless internet
- Complimentary drinking water bottles replenished daily
- In-room tea/coffee maker
- Complimentary access to the private beach
- Complimentary access to our swimming pools
- Complimentary access to our health club

### **Honeymoon Package**

Honeymoon package offers 2 nights and 3 days package with food all inclusive at taka 25000 in a studio category room.

Package includes:

- Complimentary Breakfast served at our All Day Dining restaurant Kasbah 2 times for couple, lunch & Dinner.
- One candle light dinner on pool side
- Honeymoon cake
- Complimentary Airport/Lounge Transfer to and from the resort.
- Complimentary hi-speed wireless internet
- Complimentary drinking water bottles replenished daily
- In-room tea/coffee maker
- Complimentary access to the private beach
- Complimentary access to our swimming pools
- Complimentary access to our health club



### **3.9 Recruitment and Selection procedure**

The process of selecting employees for the right workers is the right thing to do. It's combining methods and organizational requirements with efficiency. Effective selection of people's qualifications can only be done when there are selecting the best candidate for the matching professionally functioning the organization will get quality performance of the employees. In addition, the agency absence and employee toner will face less problems. Selecting right candidates for the necessary work, the institution will also be able to save time and money right candidates are screened during the election process. All possible candidate applicants for the given jobs are examined. However, the employment should be separated from recruitment, even through these two stages employment process. It is considered as a positive process candidates need to apply more for employment. It creates a pool of applicants just select the emergence of data when an inappropriate processes as inappropriate the candidates are rejected here before the process of recruitment process staff.

### **3.10 Minimum qualification required**

For each department they need different academic qualifications. I just mentioned

#### **Work place available there**

Available at Royal Tulip: Guest Service Representative, House Person, Housekeeper, Front Desk Supervisor, Front Office Manager, Night Auditor, Room Attendant, Executive Administrative Assistant, Sales and Marketing Agent, Front Desk Agent, Sales Representative, Steward, Night Manager, Duty Manager, Maintenance Engineer, Executive Chef, Pant Cook, Waiter, Banquet Manager, Restaurant Manager.

### 3.11 Main functions of front office

There are various functions of front office department in a hotel. Front office department of the Royal Tulip Sea Pearl Beach Resort & Spa is maintaining all the functions that are listed below:

- To welcome guest in pleasant manner.
- To sell room.
- To register the guests folio.
- To handle guests reservation.
- To answer telephone calls and keep page for guest when necessary
- To receives and deliver letters, fax, parcels and messages for the guest.
- To provide general information to the guests about the resort, the current event and attraction.
- To show rooms to guest if policy permits.
- To sell the hotels special services, e.g. restaurant and bar facilities, environment facilities, laundry services etc.
- To receive payments and provide credit when necessary.
- To deal with guests complaints.

### 3.12 Activities of front office with guest

The main activity of front office of a hotel is to sell room. The main revenue of hotel comes from rooms. The profit of hotel business mainly depends on room sale. So the front office plays a very important role in making good business. The front office of a hotel is an image builder of the hotel. Every guest is getting first contact at front office and finally when he checks-out he gets the last contact at the front office. So each person in front office is playing a critical role in making hotel image. The activities are given bellow:

**Enquiry:** describe facilities and availabilities of room

**Reservation:** Offer room, take reservation, update room availability chart.

**Confirmation:** Confirm reservation, block room, update chart, prepare document.

**Arrival:** Car parking, luggage handling.

**Check-in:** Welcome the guest, make registration, assign room and given the key.

**Send to room:** bell man take the luggage and escort the guest up to the room.

**In house:** Start guest account, post bill, add advanced, monitor over due.

**Settle bill:** check the bill, take payment, collect room key.

**Departure:** notify other concerned department.

### 3.13 Staffing

The 24 hours nature of front office operations requires constant staffing. Working hours of Royal Tulip Sea Pearl Beach Resort & Spa Front office is divided into three shifts. But for executive it is at 09:00 am 17:00 pm.

<b>Shift</b>	<b>Time</b>
Morning Shift	7:00 am to 4:00 pm
Evening Shift	2:00 pm to 11:00 pm
Night Shift	10:00 pm to 8:00 am

### **3.14 Night Auditing**

The night audit team reconciles the hotels daily financial transactions and other activities for reporting purpose. Due to 24 hours nature of hotel operations this department conducts its duties at night, when hotel or resort generally less busy. The staffing of the night audit group is commonly small in comparison to other room divisions department. Generally the team is led by the duty manager and is supported by anywhere from two to three night auditors. Through in Royal Tulip Sea Pearl Beach Resort & Spa there is no separate night auditor team.

The night auditor is responsible for the following reports

- Manager Flash.
- Daily comparative business analysis report.
- Arrival and departure comparative report
- Make the Guest lists.
- History and forecast
- Check the Room rate for the day
- Make Continental Plan for complimentary breakfast
- Cashier report.
- Tide forecast for the beach update
- Change the date by using IDS software

## Chapter - 4

# Departmental Duties and Responsibilities



**ROYAL TULIP**  
LUXURY HOTELS

SEA PEARL BEACH RESORT & SPA

## **4.1 Duties and responsibilities of Front Office Department**

As a trainee under front office department in Royal Tulip Sea Pearl Beach Resort & Spa I got Opportunities to work and learn something in their front desk, concierge, reservation and activities. It was a great opportunity for me to learn about the front office management in Royal Tulip Sea Pearl Beach Resort & Spa.

Starting with a start-up appointment as a Front Desk Receptionist, to start as a company face Location responsibilities is clearly described. Include in the work describe the general details required for the receptionist, but do not hesitate specially the responsibilities a business, such as managing them introducing introductory paperwork when new clients client's come first. Until then it can help you, because the job description is a clear and fair wage the perfect person for the job.

### **Greeting Visitors or Guests**

One of the fundamental responsibilities of the receptionist on the front desk is to greet the audience. The receptionist first, and sometimes only, people in a shop or office viewers although it may be combined, it must be an entry-level role, a successful receptionist both are an excellent communication manager and a strong administrator, comfortable interacting with all persuasions and individuals in professional dimensions.

When guest arrive, the front desk receptionist welcomes them warmly, offer them welcome drinks, sometime taking their dress, giving refreshment and providing basic answers questions about business such as hours of operation. Receptionist it should be a point to be well-informed in order to provide a brief explanation a company offers products and services.

### **Responsibilities**

- ✓ Clean and clean the table with all necessary components (pen, form, paper etc.)
- ✓ Welcome and welcome guests

- ✓ Answer the questions and answer the address of the address.
- ✓ Answer all incoming calls and redirect them or keep a message.
- ✓ Collect letters and packages and distribute them
- ✓ Create outgoing mail by securing correspondence, passes, etc.
- ✓ Check, sort and continue to email.
- ✓ Monitor the office supplies and order if necessary
- ✓ Keep updated records and files.
- ✓ Cost monitor and Office cost.
- ✓ Perform other assigned duties (travel arrangement, schedules etc.)

### **Requirements**

- ✓ Represented front desk, proven experience as a relevant position.
- ✓ Contact with the office machine (fax, printer, scanner, photocopy machine etc.)
- ✓ Office management knowledge and basic booklet
- ✓ English proficient oral and written.
- ✓ Excellent knowledge of Microsoft office
- ✓ Strong communication and man skills
- ✓ Good organizational and multitasking capabilities.
- ✓ Know how to solve the problem.
- ✓ Guest service orientation.
- ✓ Diploma in high school, additional qualifications will be plus

## **4.2 Departmental duties and Responsibilities**

In the Royal Tulip Sea Pearl Beach Resort & Spa I have worked all of department in front office and I had to follow my checklists. In accordance my checklist I have to fulfill each and every requirement.

### **Front Desk**

- ✓ Reporting on time
- ✓ Maintaining proper grooming

- ✓ Check the logbook before starting duty
- ✓ Greet all guests with smiley face.
- ✓ Checking-in and Checking-out guests
- ✓ Taking notes of guest arrival and departure in guests folio
- ✓ Receiving telephone calls
- ✓ Preparing key cards
- ✓ Taking the guests complains and informing to the duty manager if it's not possible to solve by me
- ✓ Attending daily briefing
- ✓ In the time of duty if any important message have to me then wrote these on logbook.

### **Reservation**

- ✓ Reporting on time
- ✓ Maintaining the proper grooming
- ✓ Check the logbook
- ✓ Attending the daily briefing
- ✓ Receiving calls and provide the information's
- ✓ Making the registration
- ✓ Update the foreigner passport details on Cox's Bazar Tourist Management System
- ✓ Receiving pre-auth amount and make reservations
- ✓ Providing the special information others and wrote down on the logbook

### **Concierge**

- ✓ Reporting on time
- ✓ Maintain the proper grooming
- ✓ Check the logbook
- ✓ Attending daily briefing
- ✓ Welcoming guest upon arrivals
- ✓ Handing guests luggage and parcels
- ✓ In the guests checking-out time luggage down and tagging.



- ✓ Assisting guest to check-in room and giving a short brief about the room.
- ✓ Make the airport pickup list
- ✓ Make placards
- ✓ Maintain the transportation logbook

### **Activities**

- ✓ Reporting on time
- ✓ Maintain the proper grooming
- ✓ Check the logbook
- ✓ Attending daily briefing
- ✓ Post the bill by software in room
- ✓ Settlement the direct cash payment
- ✓ Maintain the pool area
- ✓ provide the towel in pool side and in the gym
- ✓ Prepare the outdoor activities for guests
- ✓ Greeting guest when come into the gym
- ✓ Helping guest in gym equipment handling
- ✓ Provide the proper knowledge about gym equipment

## **4.3 Learning Outcomes of my Job Responsibilities**

In this internship period help me expand my practical knowledge about the front office management. My friendly senior colleagues help me to learn the management system practically. Mainly they help me to learn about the IDS hotel management system. Through this internship I have learnt the proper job or duty task in front office management. Every day is a new day for me to get learning something new things.

In this internship my shifting wise duty task given down

### **Morning Shift:**

- ✓ Joining the duty before the starting the shifting time

- ✓ Review, what's happening in the previous shift
- ✓ Count the floating money
- ✓ Look the immediate needs
- ✓ Make the check-in and check-out procedure
- ✓ Collect guest bill and settle the bill
- ✓ Marge the guest total bill when they make sure that they are checking-out
- ✓ Check the room status
- ✓ Drop the collected cash in cash box
- ✓ Share the important message in daily meeting
- ✓ Hand over the shift
- ✓ Wrote down the information message in logbook

### **Evening Shift:**

Joining the duty before the starting the shifting time

- ✓ Review, what's happening in the previous shift
- ✓ Count the floating money
- ✓ Look the immediate needs
- ✓ Make the check-in and check-out procedure
- ✓ Collect guest bill and settle the bill
- ✓ Marge the guest total bill when they make sure that they are checking-out
- ✓ Make the guest management for future inquiry
- ✓ Check the room status
- ✓ Drop the collected cash in cash box
- ✓ Keep the important message in daily meeting
- ✓ Prepare the room key
- ✓ Provide the guest list to security department
- ✓ Hand over the shift
- ✓ Wrote down the information message in logbook

### **Night Shift:**

- ✓ Joining the duty before the starting the shifting time
- ✓ Read logbook very carefully

- ✓ Review, what's happening in the previous shift
- ✓ Count the floating money
- ✓ Look the immediate needs
- ✓ Make the check-in and check-out procedure
- ✓ Collect guest bill and settle the bill
- ✓ Merge the guest total bill when they make sure that they are checking-out
- ✓ Check the room status
- ✓ Make tide forecast
- ✓ Make CP plan for breakfast
- ✓ Check cashier report
- ✓ Make guest list, Expected Arrivals and Departures for next day
- ✓ Post all room rate
- ✓ Check room rate for the day
- ✓ Attach supporting bill with folio
- ✓ Check every room key
- ✓ Change the date by software
- ✓ Post transportation bill if have
- ✓ Give wakeup calls if have any wakeup call
- ✓ Drop the collected cash in cash box
- ✓ Hand over the shift
- ✓ Wrote down the information message in logbook

## Chapter - 5

# Finding, Recommendations and Conclusion



**ROYAL TULIP**  
LUXURY HOTELS

SEA PEARL BEACH RESORT & SPA

## 5.1 Findings

- The recruitment decision making process is lengthy, which consume time and cost of money.
- To sales target fixed by company for every sales people which is too high to achieve, sometimes create frustration among sales people and ultimately they become unmotivated.
- There have shortage of front office employee.
- Any HSC (Higher Secondary Certificate Qualified) pass student can apply for the front office, which need to be modified as per company policy.
- Salary structure is not satisfactory for the employee. Sometime they just provide a small amount of service charge.
- In Royal Tulip they didn't provide the first 6 months for the fresher. It should be modified for the company's future.

## 5.2 Recommendations

From the report it is clear Royal Tulip Sea Pearl Beach Resort & Spa has positioned itself renowned as five Star Chain Hotel in Bangladesh. Through continuous innovation Tulip Sea Pearl Beach Resort & Spa has his own position. And Tulip Sea Pearl Beach Resort & Spa always differentiated itself from its competitors. Therefore, the success of Tulip Sea Pearl Beach Resort & Spa is no surprise at all. The future is uncertain of Tulip Sea Pearl Beach Resort & Spa should always alert to capitalize on any future opportunities or to stay away from the threats. There are some recommendations that are found by analyzing that should bring more effectiveness of Tulip Sea Pearl Beach Resort & Spa.

- They need to initiates increasingly qualified workers for front office.
- The enlistment procedure ought to be rebuilt and quicker.
- Compensation structure ought to be expanded to an acceptable dimension.

- Hotel can add some additional facilities in staff quarter.
- Company should restructure their educational background, which should be at least graduation from a university.

### **5.3 Conclusion**

For the Completion of my BTHM program it is required to finish my entry level position program from any Hospitality Sector and I felt extremely favored to work with the best Corporate and one of the biggest lodging at Royal Tulip Sea Pearl Beach Resort & Spa. Working in a huge association like the Royal Tulip Sea Pearl Beach Resort & Spa is a wonderful ordeal for me and directly communicating with the ordinary and VIP visitors were an or more to build my network and communication skill as marketing major. Inside this multi month of temporary job program I got the possibility of the corporate culture, work put, work life, etc. The way of life and the workplace of the Royal Tulip Sea Pearl Beach Resort & Spa is altogether different. Specially the team where I belong, they never treated me as an intern and always considered me as a part of their internal Family. After working here I really trust The Royal Tulip Sea Pearl Beach Resort & Spa is the people oriented brand of Bangladesh. The Royal Tulip Sea Pearl Beach Resort & Spa has constantly underscored on building up a decent direction framework so as to accomplish its ideal corporate goals. From the birthplace of the organization, Royal Tulip has gone to far in achieving these targets by tuning in to customer's needs, taking progressively exercises from past activities, improving and joining forces. The Royal Tulip Sea Pearl Beach Resort & Spa works on making people feel the specialty to enjoy their service and focuses on 'for a better you'.

## 5.4 Reference

Here are some references to support to collect the organizational and other information. Those are attaching below:

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## Appendix