

Internship Report On

“Role of Night Audit on the Perspective of Hotel Bengal Blueberry”

Submitted To:

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Date of Submission: December 19, 2018



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Letter of Transmittal

Date of Submission: December 19, 2018

Mr. Golam Mostofa

Assistant Professor

Department of Tourism and Hospitality Management

Daffodil International University.

Subject: Application for Receiving the Internship Report.

Dear Sir,

This is the internship report on “Necessity of Night Audit on the Perspective of Hotel Bengal Blueberry” as a requirement of our BTHM program. I prepared it according to your guidelines that you have provided me throughout the internship period.

This internship report on “Necessity of Night Audit on the Perspective of Hotel Bengal Blueberry.” has provided me much pleasure. I have tried my level best to make it as a successful internship report. If you feel necessary to know anything regarding this report, you can do that at any time you prefer.

Now, I am requesting you to receive my internship report and I hope that you will give me proper feedback as well as suggestions for my future improvement.

Yours Sincerely,

Md. Samiul Kabir Rahat

ID - 142 43 118, Batch - 2nd

Department of Tourism and Hospitality Management

Daffodil International University.

Certificate of Authentication

This is to certify that this internship report entitled " Necessity of Night Audit on the Perspective of Hotel Bengal Blueberry" submitted to the Department of Tourism and Hospitality Management, DIU is an authentic record of work done by Md. Samiul Kabir Rahat ID - 142 43 118, Batch - 2nd under my supervision from April 1, 2018 to August 31, 2018 which is a basic requirement of his BTHM program. He is active, sincere, meticulous, hardworking, dutiful and amiable.

I wish him success at every step of his life.

.....

Mr. Golam Mostofa

Assistant Professor

Department of Tourism and Hospitality Management

Daffodil International University.

Acknowledgement

The internship opportunity I had with Hotel Bengal Blueberry of Industries was a great chance for me to learn and gain professional development. Therefore, I consider myself as a very lucky individual as I was provided with an opportunity to be a part of it. I am also grateful for having a chance to meet so many wonderful people and professionals who led me through this internship period.

I might want to offer my thanks to my scholarly manager Golam Mostofa from the center of my heart for his caring help, direction, productive supervision, guidelines, and counsel and for persuading me to do this report.

I am using this opportunity to express my deepest gratitude and special thanks to (Md. Enamul Haque, Managing Director of Bengal Group Of Hotels) who in spite of being extraordinarily busy with his duties, took time out to hear, guide and keep me on the correct path and allowing me to carry out my project at his esteemed organization.

I would also like to pay my gratitude to **Mr. Shaikat Chowdhury**, Manager, Front Office, my supervisor **Md. Khondokar Faruq Hossain**, Guest Service Agent **Ms. Kamrunnahar Shermin**, **Mr. Kabir Hossain** Luggage Assistant of Hotel Bengal Blueberry, who gave me lots of opportunities to accomplish Front Office operational knowledge, also trained and guided me about front office work.

I see this open door as a major achievement in my vocation advancement. I will endeavor to utilize the picked up aptitudes and information in the most ideal way, and I will keep on dealing with their enhancement so as to achieve wanted profession targets.

Students Declaration

I Md. Samiul Kabir Rahat, thusly proclaim that the exhibited report of temporary titled **“Role of Night Audit on the Perspective of Hotel Bengal Blueberry”** is exceptionally arranged by me after the fruition of a half year's. The results embodied in this report have not been submitted to any other university or company for the award of any degree or diploma.

.....

Md. Samiul Kabir Rahat

ID - 142 43 118, Batch - 2nd

Department of Tourism and Hospitality Management
Daffodil International University.

Executive Summary

This investigation is the consequence of my temporary job program kept running for as far back as four months put at the Hotel Bengal Blueberry. There are just about one hundred representatives in the organization who originated from various parts of the nation. Since my temporary position program was coordinated to comprehend the dimension of employment fulfillment of specialists, I needed to pick up information about the commonsense territory of duties and accountability of the laborers so I could co-operate with them to survey their perspectives and relations with the association. I attempted my best to ask the specialists specifically and in a roundabout way to accumulate my data. I likewise had a decent access to the organization's archives. My undertaking was intended to discover the determinants of occupation fulfillment and assess their effects on representative standard for dependability of the organization. For setting up this report, I utilized essential and auxiliary information. By chipping away at this point, I have checked the reverything sort of charging archives, reports, understandings and others.

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Chapter 1

Introduction



HOTEL BENGAL BLUEBERRY
Stay & Smile

Chapter 1

Introduction

1.1. Introduction

The friendliness business is one of the quickest developing administration enterprises that contribute a ton to the world economy. Friendliness industry can be isolated into two sections: diversion regions like clubs and bars, and settlement. In Bangladesh the accommodation part is developing now and again. Business explorers are visiting Bangladesh for business reason thus a very decent number of lodgings has been set up including 5 star inn and many are coming up for giving the best cordiality administrations to the visitors. An inn is a place which offers convenience in return of a specific measure of cash. A mix of dinners and convenience comes as a bundle in most friendliness foundations. Inns are overseen by professionally qualified supervisors. Junior specialists as a rule keep up the inn.

Accommodation fundamentally alludes to the relationship procedure between a client and a host, wherein the host gets the client with generosity, including the gathering and excitement of visitors, guests, or outsiders.

Despite the class or sort of the inn, front office is the most obvious and fundamental point of convergence of a lodging. The point of convergence of action inside the front office is the front counter, which is situated in the front entryway of a lodging and apportions all front of the house exercises of the inn. It is the correspondence focus of the lodging with extraordinary measure of visitor contact. Visitors connect with the lodging out of the blue by communicating with the staff of the front office, and they shape the initial introduction about the inn dependent on the proficiency, competency and conduct of the front office staff.

The front counter plays out the capacities like the offer of rooms, visitor enrollment, room assignments, treatment of visitor ask for, upkeep of the visitor accounts, cashiering alongside taking care of mail and giving data. The monetary assignments generally dealt with by the front work area faculty incorporate getting money installments, taking care of visitor folios, confirming checks and taking care of outside cash and charge cards.

1.2. The Hospitality Industry

The accommodation business is a tremendous segment making trillions of US Dollar in income every year. Furthermore, voyagers dependably look for accommodating spots to kick back and unwind, far from all the hurrying around of ordinary everyday practice. Albeit most present day inns highlight customers' involvement and comforts, for example, TV, little bar, in-suite showers, they satisfy a similar motivation behind antiquated hotels however with enhanced administrations.

The neighborliness business is a piece of a bigger venture known as the movement and the travel industry. The movement and the travel industry is an immense gathering of organizations with one shared objective: giving vital or wanted items and administrations to voyagers. The accommodation business comprise of hotel and nourishment and drink tasks and also institutional sustenance and refreshment administrations, which don't oblige the voyaging open.

Neighborliness industry are the organizations or associations that give sustenance, drink or convenience to individuals who are "home far from home" .The accommodation business is a noteworthy administration industry. Its undertaking is to make investor riches by adjusting and fulfilling visitors. Neighborliness industry incorporates inns, eatery, and private clubs, oversaw sustenance benefit, occasion arranging, the travel industry related organizations, and travel suppliers.

Be that as it may, the travel industry of Bangladesh has not possessed the capacity to make much profit in spite of the monstrous prospects of improvement the travel industry part has. There are various reasons that remain as an obstruction to the advancement of the travel industry of Bangladesh.

1.3. Objective of the Report

The main objective of the internship report is given below.

1. Wide Objective
2. Explicit Objective

1.3.1. Wide Objective

The wide objective of this report is to prepare an internship report that will give us a clear overview and show us the activities of Front Office Department and Night Audit at Hotel Bengal Blueberry. This report overall will also tell us the importance of night audit in any hotel not only in Hotel Bengal Blueberry but in any running hotels. It will also tell us how night audit can play a vital role for 100% guest satisfaction and for generating a huge amount of revenue for the hotel. Moreover, the report will help to be familiar with hotel environment, to learn hospitality manner, to know the front desk task, to

Learn the Night Auditor duties and responsibilities, to build up good relationship with other staffs and to outlook the activities I did in Front Office Operation at Hotel Bengal Blueberry.

1.3.2. Explicit Objectives

The specific objectives of this report are as follows

- To describe the organization and function of the front office department
- To assess the depth information about Night Audit.
- To gather the idea about different service are through front office and night audit
- To discuss the relationship with the all workers, basically between front office and other department through the night audit.

1.4. Background of the Report

The background of this report is to show how the front office department of Hotel Bengal Blueberry operates its operation. This report will also give us a clear idea how night audit find out all the departments discrepancy. I have practically worked during my four months internship period. As a student of hospitality management, I felt hotel to be a great place for enhancing my practical knowledge. To achieve a BTHM degree one has to do internship relevant to the subject which I think it to be a great measure taken by the DIU which will enable students to be practically knowledgeable in his or her relevant field. This report has been made for partial fulfillment of achieving BTHM degree and not for any other purpose. For my internship I have chosen Hotel Bengal Blueberry, a leading luxury 4 star hotel where I think I can gain some practical knowledge which will help me in building up a good career.

As I am working as a trainee in Hotel Bengal Blueberry I have been given the opportunity to work in all the departments under front office. So that is why I have chosen the topic “**Role of Night Audit on the Perspective of Hotel Bengal Blueberry**” for my internship.

1.5. Methodology

In order to prepare this report I collected data and information from two different sources. The data and information collection sources are primary and secondary.

1.5.1. Primary Sources

Primary data has been collected from a personal interview face to face with Mr. Shaikat Chowdhury, Front Office Manager of Hotel Bengal Blueberry and other department associates of the hotel and also from the practical work that I have done in the front office. Primary data has been collected by my practical observation and working in the different sections of Front Office Department of Hotel Bengal Blueberry. Also, the primary source includes the training with PowerPoint slide while working in the Hotel Bengal Blueberry. It also includes practical work in the front office, face to face conversation with the employee and by asking to front office staffs about activities of night Audit.

1.5.2. Secondary Sources

Secondary data has been collected from hotel website in the officials of Hotel Bengal Blueberry, annual reports as per Bengal Group of Hotels, journals, newspaper, and from brochure of Hotel Bengal Blueberry. It also includes relevant types of journals, faculty's journal, and internet, some foreign writer's books and brochure of Hotel.

1.6. Limitations of the Report

In my internship period I faced some problems while I was making this report. These problems can be considered as limitation of the report.

1.6.1. Lack of Information

The hotel website didn't contain as much of information which made it difficult for me to make this report.

1.6.2. Lack of Support

As Hotel Bengal blueberry is a very busy as UN transit hotel, front office manager, duty manager, other tem members most of the time remained busy in a busy schedule so that I had to collect information from associates and trainees.

1.6.3. Lack of Time

Due to work pressure in the hotel and for getting less time I couldn't focus on my report that much.

1.6.4. Restricted Access

For security and SOP purpose I had not enough able to know everything about Hotel Bengal Blueberry.

Chapter 2

Organizational Part



HOTEL BENGAL BLUEBERRY
Stay & Smile

Chapter 2

Organizational Part

2.1. About the Organization

The distinctive Hotel Bengal Blue Berry is more than just a stunning hotel; it is a symbol of modern Dhaka. Conveniently Located at Gulshan 2, Diplomatic Zone. Take advantage of their prime position just 6 kilometers from Shahjalal International Airport (DAC), and within walking distance of the area's many embassies and high commissions. Dhaka's most secure district, Gulshan boasts many restaurants, entertainment options, and corporate offices. Golf courses and retail shopping are also easy to find. Yet for all the wonder this stunning structure provides when you finally see it in person, it is the service within that really makes the Bengal Blue Berry Hotel so extraordinary.

2.2. Facilities

Hotel Bengal Blueberry is well-groomed, adroit team of staffs is always ready to provide 24 hours service.

Guest Services <ul style="list-style-type: none">• Health Club• 32" LED TV with Cable TV Connections• Disability Accessible Facilities• Shoe Shine Service Available• Laundry Service• Express Check-Out• Smoke Detectors• 24 hours Room service• 24 hours Housekeeping service• 24 Hours Lounge• 24-Hour Concierge Service• 24 Hours Hot and Cold water• 24/7 security and CCTV• In room safe deposit boxes• Luggage Storage• Medical Services Available (on call).	Transportation <ul style="list-style-type: none">• Complementary Airport Transfer (Shuttle Service)• Self-Parking Facilities• Limousine Service Business Services <ul style="list-style-type: none">• Business Center• Currency Exchange• Secretarial Service• Business Services Recreation & Entertainment <ul style="list-style-type: none">• Full Service Thai Spa• Sauna/Steam Room• Health Club
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2.3. Rooms and Suites

Whether any one in Dhaka for a meeting or simply to relax and take in the sights, this landmark hotel has everything you need. Each of our guest rooms, with most overlooking the serene Gulshan 2, offers accommodations that are luxuriously decorated and elegantly selected. The guest rooms and suites were carefully planned and aristocratically crafted to reflect a perfect blend of Bangladesh's cultures and modern amenities. Whether you consider staying as like traditional guest rooms with elegant and comfortable decor, or larger accommodations with shower panel and sitting rooms, Anyone's unique experience.

Room Type	For Double Occupancy		
	Published Rate (Single Occupancy)	Published Rate (Double Occupancy)	SFT
Deluxe	US \$ 180++	US \$ 210++	260 SFT
Premium	US \$ 200++	US \$ 230++	267 SFT
Premium Twin	US \$ 250++	US \$ 250++	279 SFT
Royal Suite	US \$ 300++	US \$ 330++	413 SFT
BlueBerrySuites	US \$ 350++	US \$ 375++	413 SFT

2.4. Dining and Entertainment

2.4.1. Swiss Delight

Located beside the lobby, Their Swiss Delight offers signature coffee brewed fresh on property. Pick up a cup while going to or coming from work, or just relax and unwind in our neatly designed enclosure. Their variety of croissants, bagels, cookies and donuts make for a perfect snack or a special treat anytime. Whether you are looking to cater for an event or buy an individual item, Their bakery always produces the freshest and most professionally decorated pastry that you can smell from a mile away. Come in for a savory treat.

2.4.2. Bluelicious Restaurant

Is located in the first floor where anyone will get a wide range of mouthwatering International Cuisine prepared by their culinary experts. Their food is about freshness of product served in a beautiful place with associates who care about what they do for all guests. Bluelicious Restaurant creates a warm, relaxed, yet refined ambience. Whether you join us for a breakfast or dinner buffet, or order your favorite items through a la carte menu, the restaurant offers ample options for the guest to indulge in.

Taste the exotic spices and the subtle (yet fiery) flavors of our succulent Indian, Bengali & International entrees. Or surround yourself with the fresh aroma of their palatable Western cuisine- from well-seasoned, well-marbled, and deliciously juicy steaks, to the savory taste of our pasta melting into the mouth. Scrumptious food, relaxed ambience, all while gazing at the majestic terracotta fountain adjacent to the glass wall- another enduring Bengal Blueberry memory.

2.4.3. Meeting Room

Their wood paneled meeting room is designed to suit for every event conference, seminar, product launch or one to one interview with a capacity of 70 people. If anyone need a private dining room, again you have a varied choice. They devise every event individually with bold, imaginative menus to suit your taste and needs.

2.4.4. Blueberry B-B-Q Terrace

On the rooftop is the ideal place for business entertainment and leisurely relaxation. The roof terrace garden is designed with a lovely open space on the roof top overlooking the bustling city of Dhaka. This is the perfect place to enjoy a B-B-Q meal.

2.4.5. Workout World (WOW)

Hotel Bengal Blueberry holds a vested interest towards the health of all those it comes into close association with. Enjoy a total body workout at our very own state-of-the-art health club, Work out World– Fitness Center. Whether anyone wish to do strengthening exercises or cardiovascular workout, The multi-gym with steam & sauna constitutes of some of the latest equipment’s of the season set in a comfortable environment that allows pace according to anyone’s individual need.

2.4.6. Blueberry Banquet

Is situated on the top floor with state of the art facilities with sitting capacity of 150 pax. Whether would like to organize a conference, meeting, reception or dinner, social program etc. we have all the required logistics in hand.

Their culinary experts prepare a high level of services and high-quality dishes. Their highest priority is to satisfy any guests. Anyone will find that reflects by their professionalism such as:

‘Where your event makes the difference’

2.4.7. Banquet Facilities

- Wi-Fi
- Prayer Room
- Event Management Services
- Video Conferencing
- PA system & microphones
- Overhead Projector
- Secretarial Services
- Sound Proofed Partition
- Separate Wash Rooms (Male & Female)
- Stationeries
- Flower Décor

Sitting Plans

Categories	Banquet	Theater	U-Shape	Board Room	Class Room	Buffet/Cocktail
Sitting Capacity	150	150	65	80	100	150

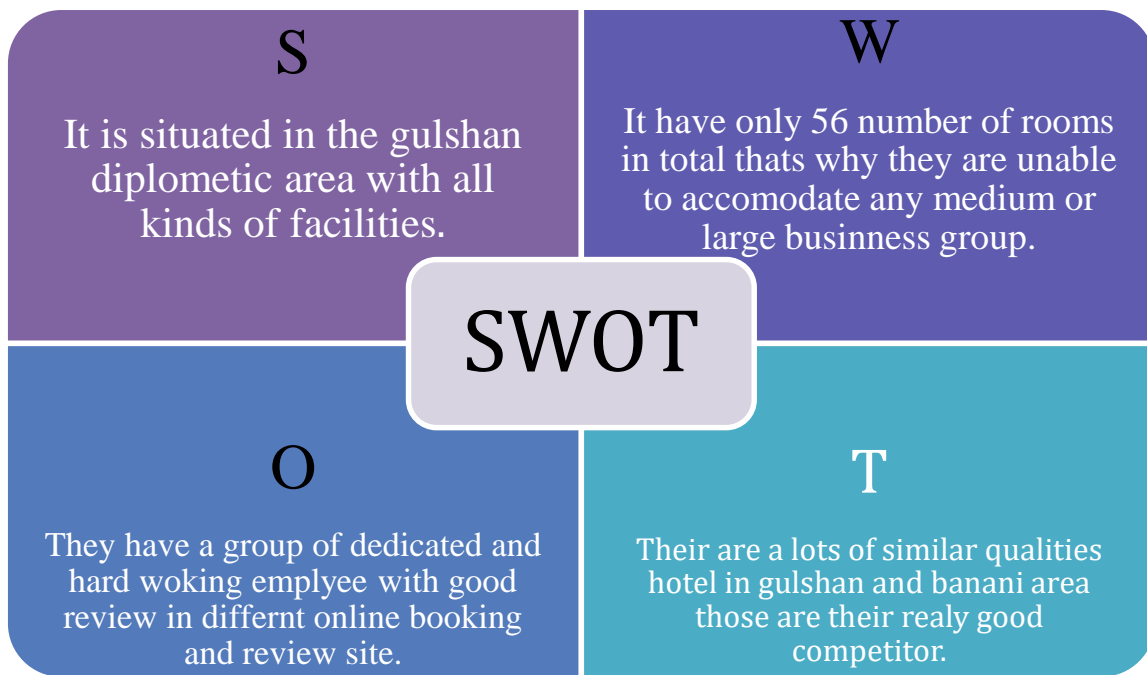
TARIFF FOR BLUE BEERY BANQUET HALL

Particulars	Rack Rate	Remarks
Blue Berry Banquet Hall	BDT 1,50,000	Full Day
Blue Berry Banquet Hall	BDT 85,000	Half Day

TARIFF FOR CONFERENCE HALL

Particulars	Rack Rate	Remarks
Conference	BDT 80,000	Full Day
Conference	BDT 50,000	Half Day

2.5. SWOT analysis of Hotel Bengal Blueberry



2.6. Organizational Chart of Front Office Department at Hotel Bengal Blueberry

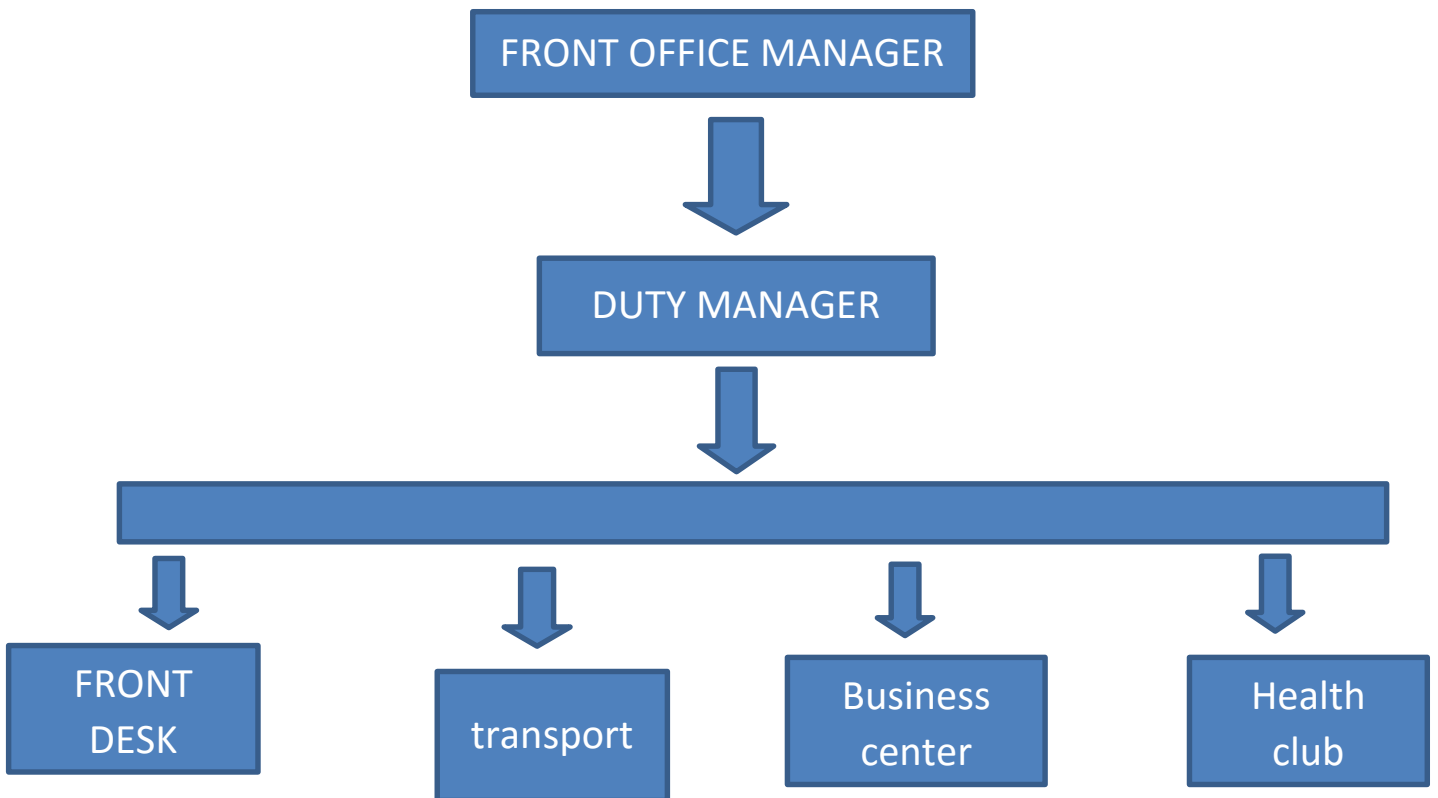


Figure: 1 Organizational Chart of Front Office Department

2.7. Job Specification of Front Office Team Members

The Front Office Team Member performs the following duties:

- Greet and welcome guests
- Need to care for guest and need to look after guest satisfaction
- Check in guest and check out guest
- Taking payments
- Should know every ins and outs of the hotel including brands and running offer
- Answer guest queries

2.7.1. Front Office Manager

The Front Office Manager looks after all front office operations on a daily to daily basis and is responsible for the smooth running of the front office department. Front office manager solves unsolved problems and takes immediate decisions when necessary.

The Front Office Manager performs the following duties:

- Prepares forecast of room sales for upcoming week.
- Supervising daily check-ins and check-outs
- Operates and monitors the reservation system
- Supervising daily operations of front office department
- Communicates with all departments head to know the present scenario.
- Motivates employee
- Communicates with guest and solves guest problems when other associate fails to solve.
- Check last night audit report.
- That the action of giving the succession for last night discrepancy.
- Conducts meeting.

2.7.2 Front Office (Duty Manager)

The Front Office Manager looks after all front office operations on a daily to daily basis and is responsible for the smooth running of the front office department. Front office manager solves unsolved problems and takes immediate decisions when necessary.

The Front Office Duty Manager performs the following duties:

- Greet VIP Guests

- Prepares and check for VIP's arrival and escort them to rooms
- Operates front office computer system in order to assist the front office staff
- Handles guest complaints and other problems and reports to Manager's log book.
- Helps front desk, concierge, and cashier at busy times Responds to guest queries and attends to need of guest
- Conducts daily briefing
- Responsible for approving weekly or monthly duty rooster

2.7.3. Front Office Supervisor (Reception Supervisor)

The Front Office Supervisor performs the following duties:

- Ensure smooth operation of all activities of the FO
- Monitor all arrivals and departures
- Welcome guests especially the VIP's and provide those best services
- Resolve issues if there are any complaints on services provided by the staff
- Supervise front office staff
- Works as per instructions of front office manager.

2.8. Front Office Services and Functions

There are various services and functions of the front office department in a hotel. Some services and functions of front office department of Hotel Bengal Blueberry's are listed below:

- To welcome visitor in wonderful way
- To move rooms
- To enroll the visitors
- To handle visitors reservation
- To answer phone calls and keep page for visitor when essential To get and convey letters, fax, bundles and messages for the visitor
- To give general data to the visitors about the inn, the city, recent developments and fascination.
- To demonstrate rooms to visitor if approach licenses

- To move the inns exceptional administrations, e.g. eatery and bar offices, stimulation offices, clothing administrations and so forth.
- To get installments and give credit when vital
- To manage visitors' dissensions
- Keep all bill prepare and do audit on it.

2.9. Front-of-the-House Operations

Front-of-the-House operations are visible to the guests of the hotel. The guests interacts and see these operations that is why it is called Front-of-the-House operations. Few of these operations include:

- Interacting with the visitors to deal with demand for a settlement.
- Checking settlement accessibility and allotting it to the visitor.
- Collecting point of interest data while visitor enlistment.
- Creating a visitor's record with the FO bookkeeping framework.
- Issuing settlement keys to the visitor.
- Settling visitor installment at the season of registration.

2.10. Back-of-the -House Operations

Front Office staff directs these tasks without the visitors or when the visitor's association isn't required. These tasks include exercises, for example,

- Determines the kind of visitor (crisp/rehash) by checking the database.
- Ensuring inclinations of the visitor to give an individual touch to the administration. Maintaining visitor's record with the bookkeeping framework.
- Preparing the visitor's bill.
- Collecting the parity measure of visitor bills .

2.11. Guest Check-In

- Acknowledge the visitor by looking, grinning and utilizing the visitor name and respecting the visitor.
- Recognize SPG participation and status. On the off chance that visitor is non-part, offer enlistment.
- Recap visitor inclinations and check email address.

- Information in Reservation is affirmed, flight date, rate, and any exceptional Verify or obtain the Method of payment and ask for credit card authorization.
- Verify or get the Method of installment and request charge card approval.
- Acquire key for visitor. Rates are affirmed by either composing it on the key coat or requesting that the visitor sign the enlistment card. Rates are not expressed boisterously. Leave an enduring impression, wish the visitor in a charming remain and offer extra administration by giving property data.

2.12. Guest Registration

Guest enrollment is only chronicle the visitor's data for authority purposes. At the season of reservation, front office staff requests that the visitors enter their own data on the NICE. Enrollment movement is compulsory for both; the visitor withheld settlement and in addition for the stroll in visitor. Amid enlistment, the visitor is required to enter essential data on the NICE, for example, visitor name, contact number, motivation behind remain at the lodging, and identification and visa subtleties if there should arise an occurrence of outside visitor. It is the duty of the front office staff not to uncover the visitor data to unapproved people.

2.13. Pre-registration Procedure

This technique includes the forthcoming visitors enquiring about the accessibility of wanted sort of settlement. Enlistment can likewise be directed ahead of time before landing. It tends to be done by means of telephonic discussion if there should be an occurrence of regular visitors, VIPs, or gathering visitors. In the event of new stroll in visitor, pre-enlistment is missing as there is no earlier association between the visitor and the hotel. Pre-enrollment movement quickens the real enlistment process where the ideal settlement is set apart as saved.

2.14. Verifying Guest's Identity

Because of dread assaults the staff confirms visitor's character first by affably asking the visitor's name. The staff part at that point solicitations to demonstrate a picture ID, for example, driving permit or a substantial character card from a notable association where the visitor is working. On the off chance that the visitors are from a remote nation, the staff demands them to indicate international ID. The staff part is approved to make any confirming inquiries amiably. The genuine duplicates of the identification or ID card are made to confirm the visitor's character and to get ready visitor database.

2.15. Guest Check-Out

- Special request for express check out.
- Ask for last minute consumption from the mini bar and place the bill by confirming with the housekeeping department.
- Ask about the experience of remain
- Ask about the transportation benefit
- Future reservation
- Ask how visitor needs to settle the installment
- Handover the settled bill in an envelope
- Make contact with the vehicle if visitor needs to utilize inn transport benefit
- Wish the visitor lovely voyage and welcome the visitor to return once more

2.16. Airport Representative

- Handling guest arrival with pick up request and arrange hotel transportation
- Assist guest luggage
- Inform concierge when the car is on their way to hotel
- Stand at the arrival terminal with guest name on a play card
- Maintain logbook and write down all information about the pickup details including guest name

2.16.1. Driver

- Pickup and drop hotel guest to and from the airport with proper greeting
- Personal drive when you book hotel car as for visiting local places or local sightseeing or when you go to your office.

2.16.2. Parking Attendant

- Provide parking assistant to guest upon arrival and departure.
- Putting tags in cars in order to identify vehicles.

2.17. Night Audit

The night audit team accepts the hotel's daily financial transactions and other activities for reporting purposes. Due to twenty four hour hotel operations front office department conducts its audit duties at night, when hotels are generally less busy. The staffing associated with the night audit 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. In Hotel Bengal Blueberry there is no separate night audit team. This night audit is done here by the persons doing night duty.

2.17.1. Functions of the Night Audit:

The major functions of the night audit are to:

- a) Verify posted entries to guest and non-guest accounts
- b) Balance all front office accounts
- c) Resolve room status and rate discrepancies
- d) Review guest credit transactions against established limits
- e) Generate operational and managerial reports

2.17.2. The Role of the Night Auditor

Tracks room revenues, occupancy percentages, and other standard hotel operating statistics.

- Prepares a daily summary of cash, check, credit card, debit card, gift certificate, and other activities that occurred at the front desk.
- Summarizes and reports the results of operations to front office management.

2.17.3. Establishing an End of Day

Each hotel must decide what time will be considered the end of its accounting (or hotel) day. This time is referred to as the End of the Day which is an arbitrary stopping point for the business day. Theoretically, it is the time when all Points of Sales are closed. If this is not possible, it should be the time when all Points of Sales no longer have frequent activities.

2.17.4. Cross-Referencing

Cross-referencing refers to the activities associated with comparing data found from different sources to ensure correctness of the audit. Some examples of cross-referencing are as follows:

- Compare online posting and / or vouchers against guest, master, non-guest and employee folios.
- Compare Charge Vouchers / Guest Checks against Register Tape or Sales Journal (Z Report).
- Compare room rate postings against Housekeeping Room Status Report and Registration Records / Files.

2.17.5. What to do when Audit is NOT in Balance?

If the audit is not in balance, the Night Auditor shall thoroughly review:

- Account transactions
- Statements
- Vouchers
- Support documents

- Departmental source documentation

2.17.6. Guest Credit Monitoring:

Hotels establish lines of credit or credit limits for guests and non-guests. Those limits depend on several variables as follows:

- Credit Card Company Floor Limits
- The Hotel's House Limit
- Guest's Status or Reputation

At the close of each business day, the Night Auditor shall:

- Identify guest and non-guest accounts that have reached or exceeded assigned credit limits
- Prepare a report about High Balance Accounts to be evaluated by management.

2.17.8. Audit Posting Formula

Net Outstanding Balance = Previous Balance + Debits - Credits				
NOB	=	PB	+	DR - CR

2.17.9. Daily Transcript

The daily transcript is a detailed report of guest accounts that summarizes and updates those guest accounts that had transactional activity on that particular day. Under the fully automated system, system-produced daily transcript is typically detailed by:

- Revenue center
- Transaction type
- Transaction total

2.17.10. Front Office Automation Advantages

The advantages of auditing under fully automated systems are numerous. Some of those advantages are:

- Yield quick, accurate, and automatic postings to electronic guest and non-guest account folios.
- Perform several audit functions continuously throughout the guest cycle.
- Allow Night Auditor to spend much more time auditing transactions and analyzing front office activities and less time performing posting and bookkeeping entries.

- Allow automatic comparison of Folio's Net Outstanding Balance against a pre-determined limit, automatic detection of High Balance Accounts.
- Performs numerous mathematical verifications to ensure postings are correct.
- Offer rapid access to information.

2.18. The Night Audit Process

The night audit process focuses on two areas:

- Discovery and correction of front office accounting errors through the cross-Referencing process.
- Creation of accounting and managerial reports (ex. Average Rate, Revenue per Available Room (RevPAR), Occupancy Percentage, usage of package plans and other marketing programs, and the number of group rooms and complimentary rooms occupied).

The main steps of the night audit process are:

1. Complete outstanding posting
2. Reconcile room status discrepancies
3. Verify room rates
4. Balance all departmental accounts
5. Verify no-show reservations
6. Post room rates and taxes
7. Prepare reports
8. Prepare cash receipts for deposit
9. Distribute reports

2.18.1. Complete Outstanding Posting

The Night Auditor must confirm that all transactions have been posted before starting the audit routine.

2.18.2. Reconcile Room Status Discrepancies

The Night Auditor must review Front Office (Occupancy) and Housekeeping Room Status Reports to reconcile and finalize the occupancy status of all rooms for a given night.

2.18.3. Verify Room Rates

The Night Auditor shall compare Registration Records with system-generated room report. If room's rack and actual rates do not match, the Night Auditor shall consider the following issues:

- If the room is occupied by a member of a group or by a corporate-rate customer, is the discounted rate correct?

- If the room is occupied by a guest with a package rate or on a special discount offered through the hotel's reservation distribution channels, is the discounted rate correct?
- If there is only one guest in a room and the actual rate is approximately half the rack rate, is the guest part of a shared reservation? If he / she is, did the second guest register?
- If the room is complimentary, is there appropriate supporting evidence for the rate (for example, a complimentary room authorization form).

2.18.4. Balance all Departmental Accounts

It is more efficient for a Night Auditor to balance all departmental accounts first and then look for individual posting errors within an out-of-balance department. In this respect, the Night Auditor shall compare vouchers received at the front desk and other documents with revenue center summaries (Z Reports). This process of balancing all Revenue Center Accounts is called Trial Balance. Night Auditors may prefer to conduct Trial Balance before posting day's room and tax charges. This way, if the trial balance was correct, and the final balance turned to be wrong, the Night Auditor can deduce that the error is coming from room and tax posting.

2.13.5. Verify No-Show Reservations

The Night Auditor is responsible for:

- Clearing Reservation Files
- Posting Charges to No-Show Accounts (Guaranteed Reservations)

While doing so, the Night Auditor shall pay attention to the following points:

- Duplicate reservations
- Misspelling of Guest Name and / or Surname or reversing them
- Front Office or system entry errors
- Front Office forgetting to cancel properly a reservation

2.18.6. Post Room Rates and Taxes

Posting room rates and taxes takes place typically at the end of the day. The advantages of posting room rates and taxes automatically by the fully automated system are:

- Room Rates and Taxes posting to appropriate electronic folios can be done in minutes.
- Posting is reliable, accurate with no pickup, tax calculation, or posting errors.

2.18.7. Prepare Reports

- The Night Auditor shall prepare reports that indicate the status of front office activities and operations. Some of the reports prepared by Night Auditor are:
- The Final Department Detail and Summary Reports → help prove that all transactions were properly posted and accounted for.

- The Daily Operations Report → summarizes the day's business and provides insights into revenues, receivables, operating statistics and cash transactions related to front office.
- The High Balance Report → identifies guests whose charges are approaching an account credit limit designated by the hotel (the house limit).
- Specialty Reports (Ex. Group Sales Report dispatched by each group, showing number of rooms occupied by each group, and revenue generated by each group), (Ex. Report that lists guests who stay frequently and guests who are VIPs).

2.18.8. Prepare Cash Receipts for Deposit

The Night Auditor should prepare a Cash Deposit Voucher as part of the Audit Process. If cash Receipts have not yet been deposited in the bank, the Night Auditor should compare the postings of Cash Payments and Paid-outs with Actual Cash on hand. In some hotels, Front Desk Cashiers might be called to deposit cash at the end of their shifts without knowing how much in cash receipts that the system has recorded for them. This process is called Blind Drop. Under this practice, Night Auditors shall compare system totals per cashier with the actual cashier drop document. Had any discrepancies occur, the Night Auditor shall report this to General Cashier, Front Office Manager or Controller.

2.18.9. Distribute Reports

Due to the sensitive and confidential nature of front office information, the Night Auditor must promptly deliver appropriate reports to authorized individuals.

2.19. Verifying the Night Audit

Most of the errors encountered in the night audit process stem from the fact that the hotel is not operating under fully automated system. The widely occurring errors in the night audit process can have the form of:

1. Pickup errors
2. Transposition errors
3. Missing folios

Chapter 3

Departmental Duties and Responsibilities



Chapter 3

Departmental Duties and Responsibilities

3.1. Departmental Duties and Responsibilities

As a trainee under front office department in Hotel Bengal Blueberry I got opportunities to work in their Front Desk as a night auditor. It was really a good opportunity for me to learn about the front office department of Hotel Bengal Blueberry. I maintained a logbook to perform my daily activities. The logbook is given appendix-“A”.



INTERNSHIP LOGBOOK			
Student Name:		DIU ID:	
Organization Name:		Business Type:	
Working Area:		Supervisor Name:	
Date:		Time In:	
		Time Out:	
List of Jobs	Observations (Constrains/ Challenges)	Lessons Learned	Recommendations
Supervisor Observation & Signature		Academic Assessor Observation	

3.2. Front Desk

My duties and responsibilities of front desk include:

- Greeting the guest with a pleasant smile
- Check-in and Check-out guest

- Handling cash
- Making key cards and preparing welcome letter.
- Updating guest folio.
- Understanding the needs of guest and providing assistance according to the needs of the guest
- Answer phone calls and provide details regarding facilities, rates, and amenities or as per guest questions etc.
- Need to handle in house communication through PBX
- Checking and sending emails.
- Providing information about the hotel and also of the surrounding area including restaurants and shopping.
- Arranging transportation for guest
- Need to keep a record of guest arrival and guest departure
- And night auditing.

3.3. Designation of My Departmental Job Responsibilities

Here in Hotel Bengal Blueberry, those who are doing their internship they are designated as Trainee. Trainees are attached to the entire department relevant to their respective departments. I was designated as a Trainee under Front Office Department at Hotel Bengal Blueberry. This is usually a good thing because it is learning period for us and Hotel Bengal Blueberry has given me that opportunity to work in all the departments and in both of their building.

While I worked at front desk it was really a challenging job for me. I had the responsibility to check in guest at busy times with the appropriate check in procedure of Hotel Bengal Blueberry. I also was given the responsibility of preparing welcome letters for guests every day and also had to make key cards for the guest rooms with software that is used for making key cards. I also had the responsibility of answering phone calls and if required transferring the call to the relevant department. I also had to keep a record of everyday guest arrival, departures and VIP guests.

Every day I had to keep a note of guest arrival and departure. It is concierge where guest ask for local attraction, restaurants nearby or anything so I had to have good knowledge about the hotel and surrounding area.

3.4. The Specification of My Departmental Job Responsibilities

In the different departments that I have worked I had to follow my checklist. In accordance with my checklist I have to fulfill each and every requirement.

3.4.1. Front Desk

- Reporting to work on time
- Maintaining grooming that meets property's standard
- Checking logbooks and emails
- Sending emails to check out guest regarding their stay
- Greeting guest with smile and if possible by calling guest name
- Taking note of guest arrival and guest departure
- Attending daily briefing
- Checking in guest
- Receiving Calls
- Preparing welcome letter and key cards
- Informing duty manager when guest complains and me not being able to solve

3.4.2. Night auditor duties and responsibilities

- Posts room charges and taxes to guest accounts.
- Processes guest charges voucher and credit card vouchers.
- Post charges to the guest accounts that have not been posted or were incurred on the night audit shift.
- Transfer charges and deposits to master accounts.
- Checks to see that all charges are assigned to the appropriate departments.
- To verify that all transactions performed at the front desk are supported by documentary evidence and signatures as necessary and that they have been correctly posted and allocated in to system.
- To verify that all charges posted from the System. SPA posting had reached the correct guest folios and also not missing.
- Prints up and files reservations for the next business day.
- Verifies all account postings and balances.
- Verifies that room rates are correct and posts those rates to guest accounts.
- Monitors the current status of coupon, discount, and other promotional programs.
- Is able to function as a front desk agent especially in terms of check-in and check-out procedures.
- Tracks room revenues, occupancy percentages, and other front office statistics.
- Prepares a summary of cash, check, and credit card activities.

- Summarizes results of operations for management.
- Check figures, postings, and documents for accuracy. Record, store, access, and/or analyze computerized financial information.
- Prepare of End of day procedure.
- Follow the End of Day / Night Audit Checklist .
- Must have complete knowledge of emergency procedures.
- Balance the day's charges, making corrections as necessary.
- Performs wake-up calls.
- Run end of day process in property management software (PMS).
- Understand principles of auditing, balancing, and closing out accounts.
- Knows how to operate PMS, typewriters, and other front office equipment's.
- Respond to guest needs, special requests and complaints and alert the appropriate manager as needed
- Perform nightly balancing of in-room video and long-distance telephone services
- Understand and knows how to perform check-in and check-out procedures.

3.5. The Description of My Departmental Job Responsibilities

Internship program is a part of academic studies which I am doing for Four months in one of the reputed luxurious Hotel Bengal Blueberry. Being a student of Tourism and Hospitality Management I got the opportunity to work in the Front Office Department under the supervision of Mr. Shaikat Chowdhury, Front Office Manager. As a trainee my job was to learn from all departments under front office and provide the best service so that guest feels like they are “Home Away From Home”

I had to work in all departments under front office. As it was just a six months internship I was kept in every section under front office department with just the basic works for learning from every department. I had some fixed tasks decided by the management in each and every department of front office.

3.5.1. Preparing Welcome Letters and Key Cards

Every day I have to make personalized welcome letter and key cards for the guests arriving in respect to the arrival list. After making the welcome letter I had to take sign from our front office manager. Key cards are usually made with software and in accordance to guest stay. We need to give a validity to the card and after a certain time the card will be invalid. Key cards have a key jacket where I had to write guest room number.

3.5.2. Answering Calls

I also worked in the guest service as a customer care where I had to answer calls from guest and from outside and assist them with their questions. If required I had to transfer the calls to the relevant department. So I had to have a good idea about the property and about the running promotional offers to assist the guest. I usually answered calls of guest where guest are seeking assistance regarding restaurant offers and prices, room rates and calls from our hotel's house phone.

3.5.3. Luggage Assistant

I also had to assist guest with their luggage. I sometimes when needed helped guest to get out of the car and gave a warm welcome. Then I had to take luggage from the trunk and had to put luggage tag by asking the guest name. I had to escort the guest to the reception by telling him or her that I would be taking care of your luggage. When check in procedure is complete than I had to assist the guest to their room and had to give a short briefing of the room. And at the time of departure if guest request luggage down then had to go to their rooms and had to bring luggage's from their room to the reception and had to put luggage tag. After the checkout procedure is complete I had to bring the luggage outside and had to put in the luggage trunk and had to say have a good flight.

3.5.4. Handling Transportation

Front Desk, Guest Service and Concierge all are connected with the transportation. Transportation is handled in our House Residence building and also I had to handle it. So for transportation I had to be very careful because I have to inform the transportation staff of the House Residence building. Usually when guest requests transportation I usually wrote it in transportation slip and took signature of guest and also wrote in transportation logbook and had to call the transportation staff and had to inform them this room no wants transportation to airport or some other place. Then they send car to the Tower Building.

3.5.5. Assisting Guest in Fitness Center

Fitness Center is also under the Front Office. I also did work in the Fitness Center of Hotel Bengal Blueberry. In fitness center I had to welcome the guests and hand them a hand towel and a bottle of water. If guests didn't new how to use the instruments I had to assist them in how to use the instruments. I also needed to check if each and every instruments are working properly or not if not working properly I needed to inform the engineering department. I also had to interact with the guest and had to make them more comfortable.

3.5.6. Room Inspection and Giving Welcome Letter

Room inspections are visiting the guest rooms and checking all the guest amenities are in the room or not in prior to their arrival and as per their preference if they do have one. I had to go to every rooms and check this and also had to see if everything is in proper order or not like ac are working properly or not, bed are properly made or not, telephone are working or not. I also needed to give welcome letters to the respective rooms. If anything is not in order then I had to call HK department and F&B department and let them know.

3.5.7. Attending Daily Briefing

Every day briefing is conducted with all the front office department staff where duty managers take the main role. In the briefing discussion is mainly about guest voice, about our performance and issues that happened the previous days and there solution. Every team members need to take a VIP guest every day and have to discuss of the guest in front of everyone example why you choose him or her as your VIP, his expected arrival and departure, company, rate code, country. Everyday briefing starts at around 02:30PM when both morning shift and evening shift are available. In daily briefing usually morning shift gives handover to evening shift. We are also given 30 minutes of training in the briefing as per our SOP.

3.6. The learning outcomes of My Departmental Job Responsibilities

This six months internship period helped me a lot in gaining practical knowledge. As hotel is a place where foreigners reside mostly my English speaking ability has increased a lot due to frequent communication with the foreigners. My friendly colleagues helped me in learning a lot of things and I fell myself more confident now. Now through this internship I have learnt the work of front desk, concierge, and fitness center. I can communicate with the guest and can answer to guest queries and help them in what they look for. When guest comes and seeks assistance from me I feel very happy which I think will help me to take forward. Hotel Bengal Blueberry taught me how to cope up with the hospitality industry and what to do when an issue arrives. I find myself lucky to be in an international branded hotel not only popular in Asia but popular throughout the world. Every day here is a new day for me and I get to learn new things every day.

3.7. Department Wise Learning Outcomes:

Which I learned during my internship is given below:

- What are things I do in a group arrival?

I am trying communicating to the one in charge of the group so that the flow of processing for their registrations is made faster and I can accommodate one at a time and explain the discounted packages if there be any.

- What is overbooking?

Overbooking means that there is no vacancy in the hotel so you must refer the guest to another establishment.

- What is availability board?

In a hotel, availability board contains posting in the front desk or in the housekeeping board which normally displays information if a service is available or not.

- What to do during the shift of the front office agent?

The employee designated for the front office should review the current reservations. Make it a point that correct figures in receiving and handling confirmations, recording and filing of records about the incoming and out coming guest are meticulously observed.

- What is guaranteed reservation?

A guaranteed reservation is commenced when a guest paid 50% down payment in advance.

- What is a confirmation number?

Confirmation number is a contact number of the guest which is to be used if you need to call back in order to confirm if she/he could arrive or not on the reserved date.

- What is FITT?

Free Individual Tourist Traveler. The guest is alone and he/she does not join other groups.

- What are some forms used in our hotel reservations?

There are multiple forms used in our hotel reservations

(1) Guaranteed Reservation and

(2) Non- Guaranteed Reservation but the basics are normally four slips only namely: Reservation slip, Cancellation slip, Amendment slip, and Assistance coupon. And there are two very important form, these are: official receipt and provisional receipt.

- What is No Show?

The "No Show" means that the room is reserved but not in use or the reservation has been cancelled. In our hotel, it's charged 10,000 taka for no show.

- What are the functions of the "night audit"?

The "night audit" is responsible for forecasting the previous sales and inventory. He keeps track of the money owned by the hotel. He is also responsible for charging the guest room accounts by groups and the corporate clients.

- What is one major role and job description of the night audit?

The most important role of the night audit is to review the previous sales status of the night shift staff.

- When a guest left an item?

There is always a possibility that a guest will forget some of his belongings in a hotel. These should be immediately surrendered to the front office clerk or in a lost and found section area. The item/s should be kept until they are claimed by the rightful owner. If for a reasonable time these items were not claimed then they can be disposed of upon approval from the manager.

- What computer systems used in our hotel reservation?

There are lots of database and online systems used in hotel reservations. For simple comparison however, let us just cite the example of the "Amadeus" computer systems which it can handle reservations and booking all over the world. The "Galileo" centralized computer reservation system is designed for a single travel agent or a single database. We are using Opera Full Service software.

- What to do if a guest lost his luggage?

If a guest lost his luggage it must be reported to the front office clerk and the handling of it should be forwarded to the chief security personnel for further investigation.

- How to ride an elevator?

I know how to operate the elevator; familiarize myself about the number of floors of the hotel you are working at.

The front office clerk must be efficient in receiving and processing reservations, must perform correct computations of figures, must be very good in receiving and handling reservations, confirmations, recording and filing the status of the guest.

Front Office Department to do the work smoothly the manager split the whole job in three work shift.

These are as follows:

- Morning shift,
- Evening shift, and
- Night shift

3.8. Morning Shift (07:00-04:00)

The Morning shift hotel front desk position handles daily record sheets, receipts and vouchers using computerized or manual accounting and data systems. Hotel front desk people handle day administrative support for hotel managers and staff. We answer inquiries regarding hotel services and

registration by answering correspondences and telephone calls. Most times the hotel front desk personnel must be ready to meet, greet, provide information and respond to guests' complaints in person. All of these tasks require a fundamental understanding of office procedure and customer service.

Basically all the check in and checkout are taking places at morning shift. Morning shift is very busy time of a hotel because majority of guest are used to take their room at morning time and all the settlements of bill are taking from the guest in morning.

My morning shift job at Hotel Bengal Blueberry Gulshan: There is two job in Morning shift people, take the shift clearly and do the activities,

3.8.1. Activities on taking the shift

Arrive at 6:45 a.m. for a 7 a.m. to 4 p.m. shift.

- ✓ Review what happened in the previous shift.
- ✓ Look at immediate needs.
- ✓ Count the cash.
- ✓ Review guest checks check-ins and checkouts.
- ✓ Prepare for business meetings in the hotel.
- ✓ Do room assignments.
- ✓ Handle incoming packages.
- ✓ Process reservations, checkouts and check-ins.

3.8.2. Activities after taking shift

- ✓ Give complimentary breakfast coupon to the guest.
- ✓ Make the guests checkout list serial.
- ✓ Make the bill.
- ✓ Collect the bill from guest.
- ✓ Take the room key from guest.
- ✓ Check the status of room.
- ✓ Give the room key when guest get registered.
- ✓ When guest checkout from hotel, inform the housekeeping supervisor to check the room properly and arrange the room for new guest.

- ✓ If the guest destroy anything from hotel take fine from the guest.
- ✓ When new guest arrived in hotel give the greetings and fill up the GRC (guest registration card).
- ✓ Then send a bell boy with guest to find the room trouble-free.
- ✓ When guest enter in room give a call for inspection everything is ok in room.
- ✓ If hotel room is not vacant yet tell the guest wait in lobby and when room is available give it to the guest as soon as possible, etc.
- ✓ Open the front desk and get ready for the early check-ins. A lot of timeshare owners check in early because they own the unit and want to maximize their stay. A hotel, on the other hand, has a much stricter check-in policy. "You never know when they're going to show," he says.
- ✓ Make sure one owner has vacated for the next owner and ensure the room is ready.

3.9. Evening Shift (14:00-23:00) Evening shift duties are not like morning shift duty. In evening shift there is some different job for front desk executive which is very vital tasks. These are as follows:

- ✓ First of all receive the cash from morning shift.
- ✓ If there is some guest is left for check in then do the registration formalities and give them room.
- ✓ If the guest wants to go somewhere arrange the rent a car.
- ✓ When guest want to go outside take the key and when they come back to the hotel give them the key.
- ✓ At the afternoon time give expected arrival call for confirmation.
- ✓ If the guest does not responds in phone call then send them email.
- ✓ If there is any reservation cancelation then need to preserve the reservation copy and fax and if the reservation from head office then send a copy to head office from the hotel.
- ✓ When a cancelation occur as soon as possible up to date the reservation control chart.
- ✓ Before the shift closing write the log book with full description of front office ready cash, petty cash, all deposits, as well as if there is any message it also note down in

3.10. Night Shift (22:30-07:30)

The hotel night auditor runs the hotel's overnight operations. The hotel night auditor is the first person that customers see when they enter the hotel lobby and make their way to the front desk. The night

auditor has many duties that keep her busy throughout the night. The person in this position is responsible for the entire hotel operation at night and has many responsibilities relating to the hotel business operations.

The hotel night auditor registers guests, takes reservations, provides room keys to guests and answers all phone calls from outside the hotel and from guests. The auditor checks reservations to see what rooms can be cleaned the next day and passes this information on to the housekeeping supervisor when she arrives. The night auditor makes or sets wake up calls if the first shift front desk clerk has not arrived yet.

Night shift staff performs slightly different duties at the hotel front desk. They must be ready to handle after-hours hotel needs, such as maintenance emergencies like a broken ice machine, late-night check-in and auditing. The night staff make sure hotel tenants are not disturbed by late-night desk activities and stay alert to activities, complaints or incidents that may need to involve the authorities.

In front desk or office the most important job is night audit. The front office executive audits all the reservation of full day which is done by morning and evening shift. The audit job is very sensitive because if the morning and evening shift in-charge made any mistake then the auditor can remove the mistake and solve the guilty but if an auditor made any mistake that cannot be removed. In night shift have lots of responsibilities these are as follows:

- ✓ First of all take the charge of front desk and receive the all R/cash, P/cash, deposits and all.
- ✓ Then need to check all the front desk report.
- ✓ After that start the daily night work.
- ✓ First need to print the software recapitulation.
- ✓ Then make the daily expected arrivals.
- ✓ Make the walking sales of whole day.
- ✓ Make the employs charged summary.
- ✓ Then make the cash summary which includes all check out bill, new booking money and all.
- ✓ After that need to make daily sales report this includes all the booked rooms of the hotel.

- ✓ When expected arrival, daily walking sales, charged summary, cash summary and sales report is done that time need to make the manual recapitulation.
- ✓ In recapitulation need to mention sold rooms with today, up to date, yesterday.
- ✓ Then occupancy rates today, up to date, and yesterday.
- ✓ And also average room rate, Dhaka office reservation advanced with today, up to date, and yesterday.
- ✓ When the night shift work going to be finished that only one work is left print all the night work.
- ✓ If there is any wakeup call for guest it also given by the night auditor.

3.10.1. Night Audit Serial

To success in any employment everyone maintain some serial of that work by which he/she done the work successfully and smoothly.

- ✓ Walk in sale
- ✓ Daily arrival list
- ✓ Daily departure list
- ✓ Restaurant sales summery
- ✓ Daily check-in report
- ✓ Daily check-out report
- ✓ Front cash summery
- ✓ Guest ledger
- ✓ Item wise revenue
- ✓ Daily charged summery
- ✓ Manuel guest ledger
- ✓ Manuel front cash
- ✓ Manuel daily sales report
- ✓ Manuel monthly sales report
- ✓ Manuel guest list.

Reservation Control Chart

Page 1 of 1

Print Date : 11-Aug-2017

From 11-Aug-2017 To 31-Aug-2017

Print Time : 8:21:55 pm

DATE	BLUE BERRY SUITE	DELUXE	PREMIUM	PREMIUM TWIN	ROYAL SUITE	TOTAL OCCUPIED	TOTAL ROOM	OCCUPANCY
11-Aug-2017		7	10	18	4	39	56	69.64
12-Aug-2017		14	7		3	24	56	42.86
13-Aug-2017		14	5		2	21	56	37.50
14-Aug-2017		8	3	1	1	13	56	23.21
15-Aug-2017		7	2	2		11	56	19.64
16-Aug-2017		8	2	1		11	56	19.64
17-Aug-2017		7	2	1		10	56	17.86
18-Aug-2017		5	1			6	56	10.71
19-Aug-2017		3	1			4	56	7.14
20-Aug-2017		3	1			4	56	7.14
21-Aug-2017		5	2			7	56	12.50
22-Aug-2017		4	2	2		8	56	14.29
23-Aug-2017		2	2	2		6	56	10.71
24-Aug-2017		1	1	2		4	56	7.14
25-Aug-2017		1		2		3	56	5.36
26-Aug-2017		2				2	56	3.57
27-Aug-2017		3				3	56	5.36
28-Aug-2017		3				3	56	5.36
29-Aug-2017		3				3	56	5.36
30-Aug-2017		2				2	56	3.57

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Figure 2: Reservation Control Chart of Hotel Bengal Blueberry



House # 1/A, Road # 90, Gulshan 2, Dhaka 1212, Bangladesh
 Telephone: +88-02-98291620 to 2, Fax: +88-02-98291634
 Email: sales@bengalblueberry.com, Web: www.bengalblueberry.com

Reservation Confirmation

Date	11-Aug-2017	Confirmation No.	0000296-01
Company	ARMANA GROUP	Cell No.	88-01702464226
Address	House # 24, Road # 71	Tel. No.	88-02-989926, 02-112
		E-mail	admin@armanagroup.com

Dear MD HASIL M A

Season's best greetings from Hotel Bengal Blueberry! We are pleased to confirm the following reservation as per your request.

Name of the Guest	MD. HASIL M A	Pickup	TBA	Flight No./Time	N/A
Expected Arrival Date	12-Aug-2017	Drop	N/A	Flight No./Time	N/A
Expected Departure Date	15-Aug-2017				

Room Type	DELUXE	FAX	1
Room Rate	USD 70 +	(Additional 8% service charge and 15% VAT will be added)	
Mode of Payment	CORPORATE		
Number of Rooms	1		
Smoking Status	Smoking		
Remarks	ONLY VAT WILL BE ADDED WITH THE ROOM RENT.		

Please Note:

- # Our standard check-in time is 12:00 hours & check-out time is 12:00 hours.
 - # Early check-in and late check-out is chargeable and subject to availability. Please ensure rates.
 - # In the event that you are unable to keep your reservation, please cancel the reservation 48 hours prior to arrival to avoid a one night accommodation charge. Cancellation after 48 hours prior to the date of arrival no-show one night accommodation charge will be applied on the provided credit card.
 - # The actual charges will be calculated by the hotel in its local currency.
 - # Pets are not allow.
- # PLEASE PROVIDE US YOUR ESTIMATED TIME OF ARRIVAL IN ORDER TO GET YOUR ROOM READY UPON ARRIVAL.

Thank you again for choosing to stay in Hotel Bengal Blueberry. If there is anything we can do to make your stay more rewarding, please ask.

With Best Regards

MD. Jamil Kabir Rehat
 GM

Figure3: Reservation paper

Revenue Statement

REPORT DATE : JULY - 31,2017

Print Date: 01-Aug-2017

Print Time: 3:27:39 am

Point of Sales	No of Covers		Today	Month to Date
	Today	M to D		
ROOM REVENUE				
Room Charge	0	0	126,112.00	4,354,986.17
Extra Bed	0	0	0.00	2,050.00
Discount	0	0	0.00	(85,123.32)
Sub-Total :	0	0	126,112.00	4,271,912.85
FOOD & BEVERAGE REVENUE				
Multicultural	21	689	13,298.00	580,483.52
Swiss Delight	11	347	3,913.00	108,780.00
Banquet Hall	0	34	0.00	580,296.01
Conference Hall	0	16	0.00	169,436.00
Discount	0	16	0.00	0.00
Sub-Total :	32	1,102	17,211.00	1,452,995.53
OTHERS REVENUE				
Mini-Fridge	3	117	760.00	31,620.00
Laundry	0	74	0.00	52,365.00
Telephone	0	3	0.00	2,610.00
Gift Shop	0	0	0.00	0.00
Blue Dream	0	132	0.00	334,610.00
Aroma (Shisha)	0	8	0.00	11,545.00
Wow	0	1	0.00	790.51
Business Center	0	4	0.00	2,896.26
Transport Charge	2	21	2,460.00	90,650.48
Mobile Credit	0	24	0.00	4,159.00
Misc. Charge	2	5	9,400.21	13,600.89
Discount	2	5	0.00	(4,372.57)
Sub-Total :	9	394	12,620.21	592,514.57
Total			155,945.21	6,227,422.95
Service Charge			15,118.00	997,011.20
Govt VAT			23,401.00	937,627.04
Grand Total			194,464.21	7,762,061.19
Room Occupancy			33.93	41.65
No. of Rooms Sold Today			19	723
Total Available Rooms			37	1013
Average Room Rate (Tk.)			6,637.47	6,926.33
Average Per Covers			537.84	1,318.51
No. of Covers (F & B)			32	1102
No. of Guests (In Room)			0	759

Figure 4: Revenue statement

Chapter 4

Findings, recommendation & conclusion



HOTEL BENGAL BLUEBERRY
Stay & Smile

Chapter 4

Findings, recommendation & conclusion

4.1. Findings

While I was doing my internship under Front Office Department at Hotel Bengal Blueberry I found some things to be negative and some things to be positive.

- Lack of staffs not only in Front Office Department but also in other departments.
- All trainees' duty rooster is not at all flexible and is put to work more and more.
- Great team bonding from all the associates under Front Office Department.
- Briefing takes place every day where everyone needs to speak up and training is given with relevant to SOP's which enables us to learn more.
- The permanent associates working in Front Office Department are very friendly and are eager to teach the trainees.
- There is an in house mosque which is really a very good thing.
- Lack of adequate resources necessary for running the hotel.
- First aid equipment's is not enough to meet the urgent needs in case of any emergency.
- No in-house doctor.
- Problems with guest key cards sometimes keycards don't work as long as the validity is given in relevant to guest stay due to software problem.

During my internship at Hotel Bengal Blueberry, I faced many discrepancies and ups and downs over the times. Many of them were ignored. Some of the most visible findings are as follows-

1. The marketing approaches they are applying are not enough to cover enough guests to come in the front line among other competitors.
2. Another negative side I have found from the Eurasia during my internship is they follow One-way communication rather than multi-communication.
3. Sometimes they put order to do tasks after office hour. It also seems that employees going outside for office work like (taking delivery of visa or submit them on embassy, taking documents, and delivering tickets to the guests) they haggle with the conveyance.
4. Some of the employees were not cooperative enough.
5. They don't provide any training or learning session to the new employee. As an intern, I got fewer opportunities to learn the techniques to provide proper services.

6. During my internship in sales and marketing department I didn't find my colleagues that much co-operative as I expected. If I asked them any information twice they got annoyed. Most of the time ignored.

4.2. Recommendations

Recommendation is mainly based on findings what I have found out at the time of my internship at Hotel Bengal Blueberry. Through my findings I tried to highlight some positive side as well as some negative sides. On the basis of that and through my practical work I will be recommending what initiatives can be taken in order to run hotel operation more smoothly and to surely increase the satisfaction of the guest.

Following are some recommendation:

- Needs to have enough staff for running hotel operations more smoothly so the hotel must hire more staffs in every department.
- Nowadays trainee's plays a major role in hotel industry so trainee's working should be given more flexibility in duty rooster.
- The company should invest more to buy adequate resources that are necessary for running the hotel.
- First Aid equipment's should be increased in every department to meet urgent needs.
- There should be 24 hours in house doctor facilities for emergencies.
- Need to use key cards that are not software based.

Some suggestions to improve front office performance in short term-

- ☑ They need to market research and creates new recommendation.
- ☑ There are offices hours design 9 to 5 and the company should straightly follow office hour in terms of employee motivation accept in few occasions.
- ☑ As a trainee we are new in the industry and lots of gaps from books study between the realities. So, the existing employees should welcome the trainee's friendly way.
- ☑ Every company should have training and development dept. to train up the new trains to be adapted with the real life working experience.
- ☑ Existing company should understand that trainees may need more focus to learn the work procedures and they have to be mentality prepare to have the same questions asked more than once.

4.3. Conclusion

It was an immense pleasure for me to work as a trainee in a 4 star organization like Hotel Bengal Blueberry under Front Office Department. I never worked in any organization before so it was really hard for me to cope up. But with all the friendly staffs working in Hotel Bengal Blueberry it was very easy for me to come up with the situation. During my internship period I did many mistakes but it is from mistakes where I have learned a lot. My university helped me in acquiring academic knowledge and Hotel Bengal Blueberry helped me in gaining practical knowledge. Academic knowledge and practical knowledge is two different things. I have worked in all the departments of Front Office through which I have learn how to check in guest, how to check out guest, how to communicate with guests, how to solve guest problems and many more. In my practicum report I tried my level best to focus and bring an overview of the whole front office department of Hotel Bengal Blueberry. I really enjoyed working here as a trainee and it was really a good experience in a very good atmosphere working with the front office team. I feel myself proud for being a part of front office department in such a renowned, luxurious 4 star hotel.

It is a great experience for me working with the Front Office Department as a trainee in Hotel Bengal Blueberry. During my educational period at university I have obtained only academic knowledge but in Hotel Bengal Blueberry acquired the practical knowledge. In the time of my internship I have got the chance to gain knowledge of practical things which is slightly related with my academic knowledge and rest of the thing was completely different. On the other hand I have learned many different things those are very important for my future professional life. I did so much mistake and how to make over the problem and how to solve the problem tactfully. I feel proud to be a part of such a renowned organization as a trainee.

List of Abbreviations

FO	Front Office	HRD	Human Resource Department
F&B	Food and Beverage	SM	Sales and Marketing
C/O	Check Out	BQT	Banquet
VIP	Very Important Person	SEC	Security
DND	Do Not Disturb	OOO	Out of Order
OS	Out of Service	SOP's	Standard Operating Procedures
RevPOR	Revenue Per Occupied Room	YTD	Year To Date
RevPAR	Revenue Per Available Room	MTD	Month to Date
TA	Travel Agent		
POS	Point of Sales		
ADR	Average Daily Rate		
B&B	Bed & Breakfast		
BAR	Best Available Rate		
BE	Booking Engine		
GDS	Global Distribution System		
OTA	Online Travel Agents		
PMS	Property Management System		
IDS	Internet Distribution System		
RMS	Revenue Management System		
C/I	Check In		
IS	Inspected		
HK	Housekeeping		
ENG	Engineering		