



Daffodil
International
University

Internship Report

On

Managing Front Office Operation Of

A Study on Hotel Eastern Residence

Submitted To

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Submitted By

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Date of Submission: August, 27, 2019

LETTER OF TRANSMITTAL

05th May, 2019

Mst. Khadijatul Kobra

Assistant Professor

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102, Sukrabad, Mirpur Road, Dhanmondi, Dhaka-1207

Subject: Submission of the Internship Report Titled “**Managing Front Office Operation Of
A Study on Hotel Eastern Residence**”

Dear Madam,

I am here by submitting my internship report on Front Office Operation and Service Features of the ‘Hotel Eastern Residence’ 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 ‘Hotel Eastern Residence’ as a trainee under Front Office Department for four months under the supervision of Mr. Easmail Hosain (Front Office Manager). This report contains the general information about Front Office Operation at ‘Hotel Eastern Residence’. 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. I have to express my heart full gratitude to you to go through this report and make your valuable comments.

Finally, I would like to assure that i will remain standby for any clarification, explanation as and when required.

Thank you for your kind assistance.

Sincerely yours,

.....

Md. Emran Hossen

ID NO: 143-43-156

Department of Tourism and Hospitality Management

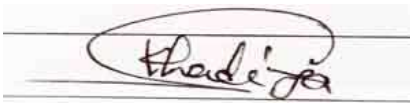
Daffodil International University

CERTIFICATE OF THE SUPERVISOR

I am pleased to certify that the internship report “**Managing Front Office Operation Of A Study on Hotel Eastern Residence**” conducted by Md.Eamran Hossen bearing ID NO: 143-43-156 Department of Tourism and Hospitality Management has been approved for presentation and viva-voce. Md. Emran Hossen worked under my supervision for this internship paper during the spring 2019 semester.

I am pleased to hereby certify that the data and findings presented in the report are the authentic work of Md. Emran Hossen. I strongly recommend and viva-voce. Md.Emran Hossen 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.



.....
Mst. Khadijatul Kobra

Assistant Professor

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

ACKNOWLEDGEMENT

I would like to express my sincere gratitude and respect thanks to my reverend teacher and Supervisor Mst. Khadijatul Kobra Senior 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 to who was supervised and guided us to prepare our practicum report. Without her guidelines it would not have been possible for us to prepare this report in the present design. It gives us an immense pleasure to acknowledge them with our gratitude.

I am grateful to all the employee of the Hotel Eastern Residence. Special Thanks to Mr.Easmail Hosain (Front Office Manager), and all employee of the front office Department of Hotel Eastern Residence. I am also thankful to all other department heads, official to spend their time and explain me to the procedure of their respective section.

I would also like to pay my gratitude to the Room Division Manager of Hotel Eastern Residence Mr. Tamjid, Reservation Executive Officer Mr.Rasid Afcer, Duty Manager Mr.Kasam Mollik, Front office Supervisor Mr.Bayzid and Guest Relation Officer Mr.Sarif , gives us lots of opportunities to accomplish Front Office operation knowledge, also trained and guided us about front office work.

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.

.....
Md. Emran Hossen

ID NO: 143-43-156

(3rd Batch)

Department of Tourism and Hospitality Management

Daffodil International University

STUDENT DECLARATION

I am Md. Emran Hossen bearing ID # 143-43-156 student of BTHM program at Daffodil International university This is to inform you that the report named “Managing Front Office Operation Of A Study on Hotel Eastern Residence” has been prepared for partial fulfillment of my practicum not for any other purpose. This report contains the practicum works, which has been performed by us and this has not been submitted or copied elsewhere for any purpose. Hence, it is strictly prohibited to copy, duplicate or uses this report without prior permission.

Md. Emran Hossen

ID NO: 143-43-156

(3rd Batch)

Department of Tourism and Hospitality Management

Daffodil International University

SUPERVISOR DECLARATION

This is certify that Md. Emran Hossen bearing ID # 143-43-156 completed their internship from Hotel Eastern Residence Banani Residential Zone (House No - 14 , Road No - 27 , Block - J , Dhaka 1213) as a Trainee in the Department of Front Office from 24th October , 2018 to 24th February 2019.They are successfully completed their Practicum Report under my supervision. During my supervision I found their punctual, hardworking and sincere. I pray and wish to Almighty Allah for their success and better future career.

I hereby declare that I have checked this report in my opinion; this report is adequate in terms of quality and scope for the award of Bachelor of Tourism and Hospitality Management (BTHM) program.

Mst. Khadijatul Kobra

Assistant Professor

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

102, Sukrabad, Mirpur Road

Dhanmondi, Dhaka-1207

EXECUTIVE SUMMARY

Hotel Eastern Resident which has been standing for standard hospitality services for more than one decade. Hotel Eastern Residence is also 15 minutes distance in Sahajalal International airport in Dhaka. Eastern Residence are 60 renovated guest rooms and suites offer modern amenities and granted comforts for guest. Hotel Eastern Residence are also offering high speed internet access, two meeting room offer for the guest. Meeting and banquet facilities and offering LED lighting for an extensive variety of lighting effects, customized projections, and a sound system some time offering laptop.

It was a great experience for us to work with the Front Office Department as trainee in Hotel Eastern Residence. During my academic period at university I have obtained only academic knowledge and over here acquired the practical knowledge such as cope up with the organizational culture; learn corporate behavior, to face the critical environment of a hotel.

In the time of our internship we have got the chance to gain knowledge of practical things which taste something different from my academic knowledge such as Practical work in the Front Office, face to face questions and answering. As intern student, we feel that we do not have that much veteran on the hospitality industry to analyze the every micro issue so it became a complex tusk to us to finish this report flawlessly because three month time is not enough to finish this report perfectly, the sources of data collection were not rich enough. During our internship time we have found some special quality of their services and service personnel behaviors and some other things. Actually they are trying to all time provided best services to the guest and they know how to motivate the guest. It is very difficult to recommend some things for a hotel as a trainee employee. Cause we have little knowledge about the actual policy of the management that run their business.

However, my internee period we have found something I wish to share. To attract the guest renovation should be taken immediately, offer attractive complimentary service, Introduced international standard hotel and “Nice” property management software

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Chapter - 1
Introduction Part



(HOTEL EASTERN RESIDENCE)

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 Hotel Eastern Residence for my internship Program as a Trainee. I have to worked there as a Trainee under the department of Front Office. In the Front Office Department of Hotel Eastern residence have two working place and I earn the experiences of those two working place from the Depth. The report is prepared based on the worked that I have done in Hotel Eastern Residence.

Hospitality is that the cordial and generous reception and diversion of guests or strangers either socially or commercially. The welcome business is comprised of those businesses that observe the act of being hospitable those businesses that are characterized by generosity and friendliness to guests. This business alone may well be a multi-billion dollar and growing enterprise. It exciting, ne'er boring and offers unlimited opportunities. The welcome business is various enough for people to work in numerous areas of interest. The business and welcome business is way quite completely different business. The business covers airlines, hotels, diversion venues, casinos, theme parks, travel agencies, tour operators, restaurants, cafe, from international resorts to very little pubs. Welcome management involves the look, organizing, directive and dominant of human and material resources within the lodging, restaurant, travel and business, institutional management, recreational management and meeting and convention bobbing up with industries. All of these separate segments of the welcome business are reticulated to deliver kind and generous services to guests.

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 Hotel Eastern Residence. I have to feel that hotel is an excellent area to gather some practical knowledge with a view to develop skilled professional in hotel area DIU has undertaken the internship-training program for its BTHM students. As a partial and essential requirement of the BTHM degree, on authority's instruction I have selected Hotel eastern residence in Dhaka, one of the prominent 3 star hotels in Bangladesh to acquire some practical experience in hotel, especially in the correspondent activities. 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 for the report. As my working as a Guest Relation Officer in a 3 star hotel like Eastern residence I have select such a

topic which is very important and closely related with our department & the industry as well. So I believe the degree is going to complete will be the most valuable achievement in my future career.

Scope of the Report

This report will be covers the detail descriptions about the Front Office Department of Hotel Eastern Residence. This report will focus on different aspects of Front Office Primal Duty's and operational activities. The scope of the report encompasses the areas covered by the organization part, task part. The scope of the report is limited to organizational setup, functions, and performances. So in short this report judged the effectiveness of Front Office Management of Hotel Eastern Residence.

Purpose of the Report:

The front office department is a mirror of the hotel. Front office department personal always maintain reservation records reservation forms reservation confirmation latter. They have knowledge about hotel software to run the whole service operation .I know the guests of our hotel are pleased with the services. Perfectly prepare the guest bill for the guest. It is the method of understanding the work, dividing the work into small elements, grouping responsibilities & authorities among employees, establishing relationships within the activities and employees for the action of common goal.

Objective of the Report :

Broad Objective:

The main objective of this report is to possess an assessment regarding overall duties and responsibilities of a Front office department. the overall objective of making ready this report is to meet the need of practicum work similarly as completion the BTHM Program through gaining the expertise and think about the appliance of theoretical information within the real world. I'm Learn the Front office executive duties and responsibilities. Actually to make up smart relationship with all department Staffs.

Specific Objective:

- To inform you what I have done in our practicum
- Know how to run front office operation of a hotel
- The basic Operational activities of a Front Desk in Hotel Eastern residence
- To gather comprehensive knowledge on overall function of hotel eastern residence
- To gather practical work experience of Front Desk services and facilities.

Methodology

The data are collected from primary and secondary sources.

Primary sources:

- Practical work in the Front Office
- Face to face questions and answering
- Oral conversation with the guest and employee
- by asking to Front Office staffs about Operational activities of Front Office

Secondary sources:

- Relevant types of journals
- Faculty journals
- Internet
- Some Hotel Magazine
- Brochure of Hotels
- Official documents

Limitation of the Report

I have to intern student I feel that I do not have that much Skilled on the hospitality industry to analyze the every micro issue so it became a complex task to us to finish this report flawlessly. In spite of related peoples willingness in Front Office Department I could not avail the full concentration for this report. But as associate intern it absolutely was a good chance on behalf of me to understand the categories of facilities, services, styles of worker list of 3star edifices and their actual mission for gift state of affairs of hotel eastern residence.

- Four month time is not enough to finish this report perfectly
- My worked almost fixed in reception area
- In hotel is not giving their best support
- Though I actually have ready several reports before, I actually have no expertise of post. thus ignorance is one amongst the most constrains of the study
- Some helpful info can not be expressed during this report for the rationale of Confidentiality

Chapter – 2
Managing Front Office Operation Of
A Study on Hotel Eastern Residence



ORGANIZETIONAL PART

Introduction of Hotel Eastern Residence:

Hotel Eastern residence has started its operation from the 5th February'2000. Hotel eastern residence Dhaka could be a Three-star hotel, handily settled among the prime residential and industrial zone of Banani. The embassies, high commissions, multinationals offices, and lords of big shopping malls are among simple walking distance. Profit of our prime position simply nine kilometers from Shah Jalal International airport. This hotel is seven kilometer from modern national parliament house set in a very park .The hotel itself is 3 storied high. Its sixty rooms. Hotel providing free Wi-Fi facility. Every fashionable cool space here can offer you with a flat-screen television system, seating room with snack foods and drinks. Breakfast, Launch & Dinner are served within the hotel every room that includes a shower, personal lavatory additionally comes with a hairdryer and free toiletries.

Hotel eastern residence guest can realize a 24-hour front desk service. Different facilities offered at the property embrace bags storage. The property offers free parking facilities. extra common options found in hotel rooms are a telephone, AN timepiece and safety locker, hot tub, Currency exchange, restaurant, laundry service, kid care and gymnasium.

Location:

House no - 14, Road no - 27, Block- J, Dhaka 1213, Bangladesh

Reservations: 3 Star Deluxe.

Tel: +880-2-9890337

Email: sales@easternresidence.com

Cell: +8801731-564734

Proximity:

From Shah Jalal International Airport 9 kilometers

Star Category: 3 Star deluxe

Objective of Hotel Eastern Residence:

- Accountable and Restorative Business Management:

To enhance business practices across the organization in ways in which wherever folks, planet, productivity and planet all matter and every one edges.

- Food Security:

To create and build a healthy food system that is predicated on the understanding that food is an important affair and culturally vital element 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 stress on production, usage and consumption altogether areas of management and operations (including the sourcing and provide of chain).

- Zero Waste Management:

To improve and expeditiously monitor waste through zero waste management with stress on up sport and Remanufacture.

Mission:

Hotel eastern residence Mission Statement or Slogan “Honest, Uncomplicated, Comfort”

Express our culture and tradition through professional services for honesty along with a first-class accommodation facility to create the moments that people live and enriching the experiences of our guests and Team Members.

Vision:

Within 2020 Hotel eastern Residence becomes a providing 4 star category services for the guest. Hotel eastern residence to be a Leading Hospitality Industry in Dhaka Bangladesh.

Organizational Chart of Hotel Eastern Residence:

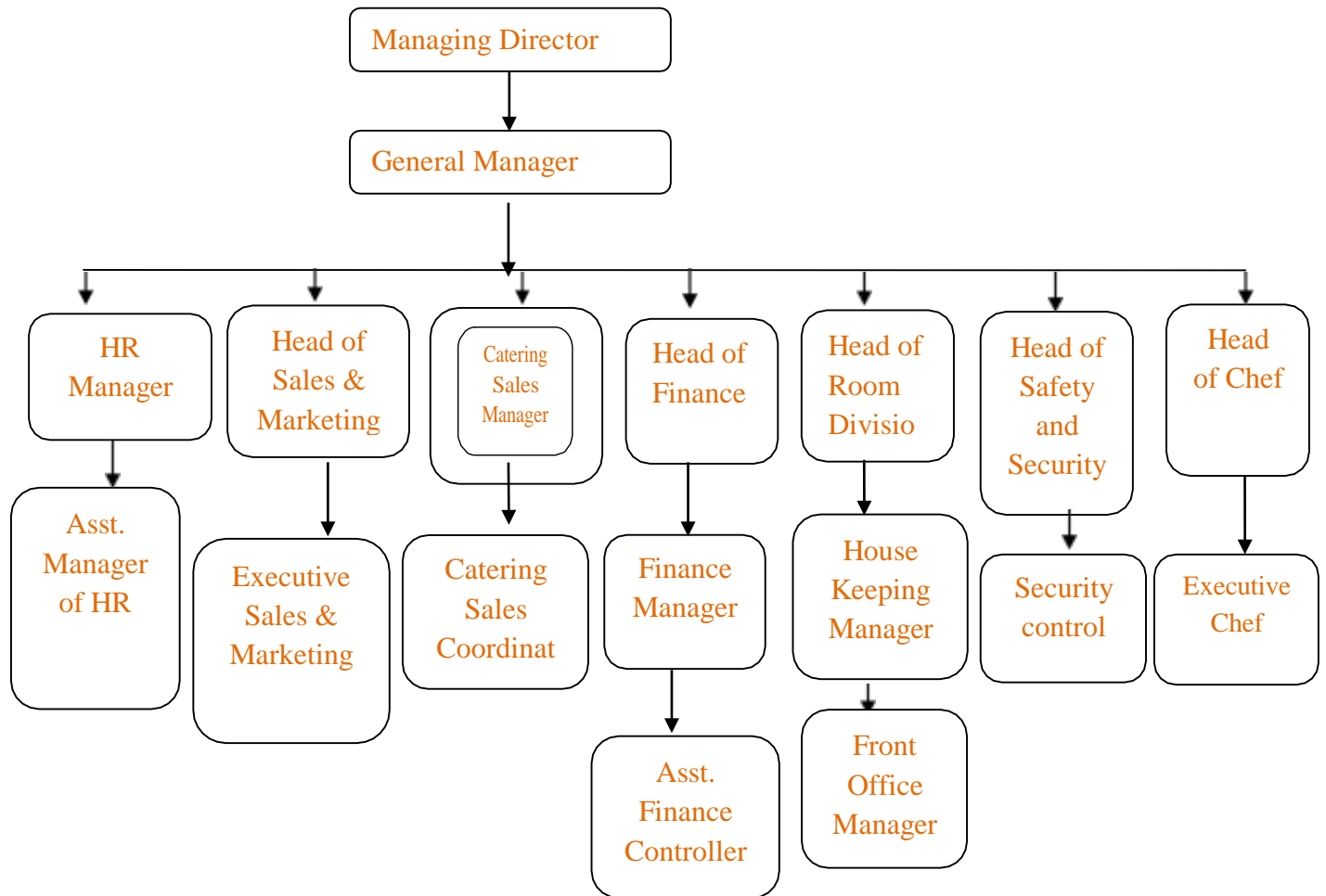


Figure: Organizational Diagram

Complementary services:

- Buffet Breakfast in the Restaurant.
- Welcome drinks.
- Fruit Basket upon arrival.
- Mineral water (One litter Bottle).
- Hair Dyer Facility.
- Baby cots are available (o/r).
- Internet services are free for all area.
- Local Call.
- Daily Newspaper.
- Safety locker facility.
- Complimentary Tea/Coffee making facilities at the rooms (Deluxe Rooms Only).
- Complimentary Airport Transfer (Shuttle).
- Complimentary DVD player (on request).
- Complimentary use of Health Club facilities.
- Gym Facility.
- Parking Facility.
- Breakfast, Launch & Dinner are served in the restaurant.

Transportation Facilities:**Transport/ Limousine Rates:**

- Eastern Shuttle Service @ Free of Cost as per schedule (Except OTA Guest and Individual Guests).
- Eastern Car/Limousine Service @ BDT: 1200++ per car per way.
- Private car for 08hrs @ BDT: 8000. & 04 hrs. @ BDT: 4000 inclusive of all fuel/gas and driver allowance (inside Dhaka).

Fitness Club (GYM):

Energize the effort, is supplied with all necessary fitness instruments with skilled teacher, health magazine, massive read TV, mind refreshing music keeps you higher in mind and body. Jacuzzi steam bath and steam bath conjointly accessible for providing you world category health facilities (From 07:00 to 10:00pm).It's not chargeable for in house guest and it's always open for in house guest.



Room Category and Tariff:

➤ Eastern Executive Suite:

Total sq.ft.480, King bed in main bedroom, Couple Bed in another area, two separate spacious full loos & one vessel in master lavatory, One twin line phones with voicemail, High-speed web access, 32" LCD televisions, Work table with chair, one Balcony, and Remote controlled A/C.

✓ Complimentary:

- Breakfast for less than 2 person
- One tiny fruit basket
- Drinking water 500ml two bottle
- Daily native News paper
- Flying field pick-up
- Web within the area



➤ **Royal Suite:**

Total sq. ft.450, the Superior Deluxe rooms have all the premier options. Additionally, luxurious article of furniture & provides and trendy residential furnishing open larger chance to form your keep exciting and engaging. Elegantly appointed Super Deluxe space incorporates King Bed/ Twin Beds. The area contains a LCD TV, IDD telephone, and telephone within the bathtub space. Hot & Cold Water, foreign Guest Amenities, Slipper (2 pairs only), mini refrigerator, and Remote controlled A/C.

✓ **Complimentary:**

- Breakfast for less than 2 person
- One tiny fruit basket
- Drinking water 500ml two bottle
- Daily native News paper
- Airfield pick-up
- Web within the space



➤ **Premium Twin:**

Total 380 sq. ft. building offers you a spacious executive room on executive Floor that creates you looks like reception and assures comfort, pleasure and privacy. With bed, business work table and electronic locker it's an ideal combination of work.

✓ **Complimentary:**

- Breakfast for under 2 Person
- Mineral Water 500ml a pair of bottle
- Daily native News paper
- Internet within the area



➤ **Deluxe Room:**

Total 350sq.ft. Our Premier Deluxe Rooms are nice for 2 person keep in like, business man, travelers and executives. This is often our regular area, got wind of as a perfect area for all to supply a chance for a wonderful lodge in cheap value. One gets simply captivated by the piece of furniture, amenities and options of this area.

✓ **Complimentary:**

- Breakfast for less than 2 person
- One tiny fruit basket
- Drinking water 500ml two bottle
- Daily native News paper
- Airfield pick-up
- Web within the space



➤ **Supper Deluxe Room:**

Total 550sq.ft. Our Premier Supper Deluxe Rooms are nice for couples, families, friends and executives. This is often our regular space, came upon as a perfect space for all to supply a chance for a superb occupy affordable worth. One gets simply captivated by the furnishings, amenities and options of this space.

✓ **Complimentary:**

- Breakfast for less than 2 person
- One tiny fruit basket
- Drinking water 500ml two bottle
- Daily native News paper
- Airfield pick-up
- Web within the space



Room Rates: Per Room per Night

Room Type	Regular Room Rate
Deluxe	US\$ 70++ daily night
Supper Deluxe	US\$ 90++ daily night
Royal Suite	US\$ 100++ daily night
Premium Twin	US\$ 120++ daily night
Eastern Executive Suite	US\$ 130++ daily night
<p>The higher than rates are Non-Commissionable and are subject to 10 percent service charge and 15 percent vat (Calculated on a compound basis and actual charge and VAT is twenty six . Fifty percent) and can stay valid from day, 2018 until Gregorian calendar month twenty four, 2019.</p> <p>❖ Extra Bed are chagable to be indictable at USD 30 ++daily night.</p>	

Banquet and Restaurant Facilities:

This Facilities With rhetorical decoration, international preparation and unmatched service, hotel eastern Residence banquet and Conference Hall is that the ideal place for your events. Eastern residence supply customized service to personalized plans to suit your company events. At eastern Residence, you may get a totally equipped digital Conference Hall which may accommodate a minimum of forty persons with dead convenient house.

❖ **VIP Conference Hall:**

VIP Conference Hall	Regular Rate
Full Day Conference Hall Rent	BDT Fifty Thousand ++
Half Day Conference Hall Rent	BDT Thirty Five Thousand++
❖ Above rates are subject to add 10% Service Charge & 15% VAT.	

❖ **Price includes:**

Individual speech mice, high speed internet, multi-media projector, large view LCD plasma TV, pen, meeting pad and dedicated service staff and IT Officer. Sometimes we are also providing Laptop and other necessary equipment.



❖ **Rocks Banquet Hall (Under-ground):**

Rocks Banquet Hall adjacent to the panoramic Under-ground outlet accommodating over 100 persons which can be a good choice for your –

- Corporate conference/training/workshop/farewell/get-together party
- Wedding reception/birthday
- Season's festival etc.

U-Shape	Theater	School	Dinner
Fifty person	Eighty Five person	Sixty person	Seventy + person

Rocks Banquet Hall	Regular Rate
Full Day Rocks Banquet Hall Rent	BDT Sixty Thousand ++
Half Day Rocks Banquet Hall Rent	BDT Forty ++
❖ Above rates are subject to add 10% Service Charge & 15% VAT.	

❖ **Price includes:**

Battery and one collar microphones, one flip-chart board, pen & notebooks, two regular digital sound systems, and dedicated staff. Projector with huge Screen and laptop computer will be employed for the asking.



❖ **Restaurant:**

Such restaurant is on main level of the building and offers a good choice of savory multi cooking and a global spectrum that is ready with care by our dedicated and professional room team below management of world category cook directly.

- ✓ Chill & Grill- B-B-Q Garden with perspective accommodating over eighty persons which may host any kind of B-B-Q or out-of-doors party. Our Chef's obtainable to organize all dishes to fit your style and tendency.



Overview of Front Office Department:

The "Front Desk Department" is that the major department during a hotel that is located at the front a part of the hotel and its duty is to sale the rooms of the hotels once registration and turn in key to the guest. In alternative word, it's "Show Case Window" of the hotel that reflects the image of a hotel. It's the rear bone in addition because the "Nerve Center" of a hotel from wherever all

the data and messages are communicated to the various department or personnel. The front desk department of an edifice holds 1st vital in sight of the character of a business during a hotel. Revenue collected from the mercantilism of rooms contributes over five hundredth of the hotel total sale. The functions of the front desk department are to portion rooms to the guest and acts as an eternal supply of knowledge to the guest staying at the hotel. Other major functions of this department includes settlement of guest account, providing guest service, preparation of guest history card, baggage handling, aerodrome pick-up etc. The front workplace department develops and maintains up thus far record on guest info, guest service and guarantee guest's satisfaction. The front workplace is additionally accountable for hospitable the guests, acknowledgement the guest and handling the guest complaints. Hence, the staffs operating within the department performs as associate actor on the stage. The front workplace is also divided into quite one section, every of that perform one or a lot of duties. Essentially front workplace department is split into Reception, info, Cashier, Reservation, tale phone operation and Bell table sections department upon the dimensions, capability and commonplace of the building institution.

Front office Interaction with other Departments in Hotel Eastern Residence (HER):

Interdepartmental communication and responsibility is very important for front workplace department. The front workplace department plays a polar role in delivering quality services to guest. The front workplace department communicates guest's demand to different departments. The front staff interacts with all departments of the hotel, together with sales and promoting, work, food and drinkable, banquet, maintenance, security management, accounts and human resources. These departments read the front workplace as a communication liaison in providing guest services. Every department is said with another department. All department are reticulated with guest satisfaction. They learn this by suggests that of a radical educational program in in-house policy and procedures and a continuing concern for providing welcome to the guest.

Front Office:

Front workplace deals with the Reception, Reservation, Guest Service table, Concierge, Business Center, Communication, Business category lounge. The aim of the Front workplace Department is to produce guests help with baggage, transportation, info regarding the edifice and therefore the town, and the other service arrangements required throughout their keep. Front workplace is taken into account because the showcase of the edifice. The department's prime responsibility is that the sale of edifice rooms. These departments read the front workplace as a communication liaison in providing guest services. Every of the departments features a distinctive communication link with the front staff so the role of front office department is to order, receive, register, and assign rooms to guests and providing info to hotel guess.



Front Office Interaction with Other Departments:

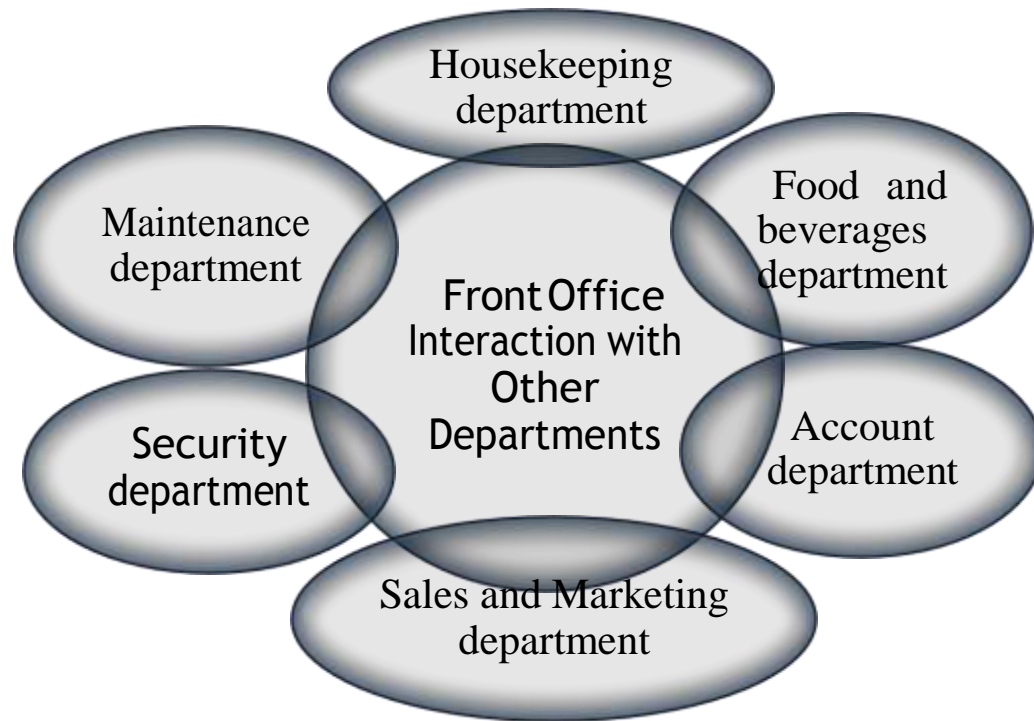


Figure: Related Front office department.

Front Office Interaction with Housekeeping Department:

Housekeeping and therefore the front workplace communicate concerning “room status” the report on the provision of the rooms for immediate guest occupancy. It’s sometimes located at the laundry area or the other convenient place on the point of work provides. Work area standing are often delineate within the following communication terms:

- Offered Clean or Ready- area is prepared to be occupied.
- Occupied- guest or guests are already occupying an area.
- Keep over- guest won't be sorting out of an area on the present day.
- Dirty or On-Change- guest has verified of the space, however the housework workers has not free the space for occupancy.
- Out-of-Order- area isn't offered for occupancy attributable to a mechanical malfunction.
- Housework Department updates the space standing from occupied to on-change and sends an area maid to wash the room.

Front Office Interaction with Food and Beverage Department:

Communication between the food and drink department and also the front workplace department is important. Transfers, that are forms accustomed communicate a charge to a guest's account, are accustomed relay messages and supply correct info.

- The front workplace departments inform the food and beverages department concerning the arrival and departure of the guest.
- It facilitate food and beverages department to arrange their work schedule and workers demand.
- It conjointly notified the food and beverages department concerning special food arrangement and parties.
- Aside from that, food and nutrient department desires front staff to produce info to guests concerning operational hours, menu and placement within the property.

❖ Besides that, front desk sends to food and beverages department information about:

- Putting in Table in VIP Conference rooms
- Special arrangement like fruit basket etc.
- In-house and expected VIP's and company guests
- In-house and expected teams
- In-house and expected company
- Teams and guests with booking of special meal plans.

Front Office Interaction with Accounts Department:

- Accounts department is usually supported department for the front workplace since an oversized variety of transactions with guests happen at the front table each day.
- Throughout the guest keep, they use building facilities like bedrooms, restaurant, and laundry and space service. Charges are created for the services and facilities that the guest uses. All transactions are recorded by the cashier at the front table.
- The night auditor provides a daily outline of monetary transactions to account department.
- Account department to create budgets and to portion resources for this money amount.
- The front workplace department is additionally provided the money knowledge for asking and maintenance of MasterCard Ledger.

Front Office Interaction with Sales and Marketing Department:

The selling and business department depends on the front workplace to supply knowledge on guest histories, or details regarding every guest's visit. A number of the knowledge gathered relies on frequency of visits, company affiliation, special wants, and reservations for sleeping rooms. The selling and sales executives ought to check the lists of obtainable rooms 3 or six months, or maybe a year within the future to make certain the edifice will accommodate the expected variety of guests. An info of obtainable rooms is maintained within the property management system by the front workplace. Requests for service at conferences, seminars, banquets, and therefore the like are typically created at the front workplace.

Front Office Interaction with Maintenance Department:

The maintenance or engineering department and front workplace communicate on space standing and requests for maintenance service. Maintenance staff should recognize the occupancy standing of an area before planning to plumbing, heating, or air-conditioning issues.

- Front workplace department can handle numerous complaints from the guest and employees of the building. Thus, front workplace department and maintenance communicate on requests for maintenance service and space standing.
- Most complaints are connected with issues concerning poor heating or cooling, faulty plumbing, clattering instrumentation and broken furnishings. All reports are recorded at the front table log book for repair work order.
- Maintenance is answerable for maintaining the looks of the outside and interior of the building and additionally responsible for natatorium sanitation.
- Front table staffs are accountable to observe the log book in order that the issues are review by the upkeep personnel. Failing to try and do therefore can build the area unmarketable and additionally make the guest disgruntled with the building services. This can cause loss of revenue. Maintenance facilitate to reduce this loses through repairing all rooms that require fixing.

Front Office Department Interaction with Security Department:

Communications between the protection department and therefore the front workplace are vital in providing welcome to the guest. These departments work along closely in maintaining guest security. Health safety measures and emergency communication systems moreover as procedures for routine investigation of guest security considerations need the cooperation of those departments. This skilled read of security permits the front workplace to support the protection department.

- Front workplace handles great amount of money and guest assets. Department provides protection for guests, building employees and properties.
- The protection department provides police work and access management for the general public space like the lobby area situated close to the front table and guest rooms.
- Police work is generally done through hidden circuit camera and positioning security guards at numerous building entrances.
- Securing access to guestrooms exploitation electronic door protection system operates through a master management console at the front table that is wired to each guest space door.
- Improved security by the protection department will cut back criminal threat from outside. The protection employees also will handle all criminal acts caused by the guest or staff.

Front Office Department Interaction with HR Department:

The human resources management department might think about the front staff to act as associate degree initial purpose of contact for potential staff altogether departments. It should even raise the front workplace to screen job candidates. If so, tips for and coaching in screening ways should be provided. Some administrators of human resources management rely on the front workplace to distribute application forms and alternative personnel-related data to job candidates. The potential worker might evoke directions to the personnel department at the front table. The human resources management department can also develop tips for the front table agent to use in at first screening candidates. These tips might embody considerations regarding personal hygiene, completion of associate degree application, education needs, experience, and citizenship standing. It's the important and really abundant valued profession in our business.

SWOT Analysis:

SWOT analysis could be a strategic designing technique used to value the Strengths, Weakness, Opportunities, and Threats concerned in an exceedingly project or in a business venture. It involves specifying the target of the business venture or project and distinctive the interior external factors that are favorable and unfavorable to attain that objective.

- A SWOT analysis should initial begin with process a desired finish state or objective.
- A SWOT analysis is also incorporated into the strategic designing model. Strategic designing has been the topic should analysis.
- Strengths: characteristics of the business or team that provides it a plus over others within the trade.
- Weakness: are characteristics that place the firm as an obstacle relative to others.
- Opportunities: external probabilities to create larger sales or profits within the surroundings.
- Threats: external parts within the surroundings that might cause hassle for the business.

SWOT Analysis of Hotel Eastern Residence

Strengths:

- ❖ Strong Management Team.
- ❖ Loyal Customers.
- ❖ Positive market demand.
- ❖ Great security support.
- ❖ Nearest from the Airport.
- ❖ Situated in a Residential Area.
- ❖ Weekly Meeting Rotary Club Gulsan
- ❖ Friendly Environment

Weaknesses:

- ❖ Lack of trainer to train the employee
- ❖ Job market/jobless recovery.
- ❖ Lack of skilled employee.
- ❖ Lords of traffic jam from the main Dhaka.
- ❖ Education needed for provider community

Opportunities:

- ❖ Technical assistance available
- ❖ Low labor cost.
- ❖ Available raw material for the operation.
- ❖ Huge parking area.
- ❖ Involvement of community in providing support.
- ❖ Employee Behavior is good

Threats:

- ❖ Competition.
- ❖ Lower cost competitors.
- ❖ Political instability.
- ❖ Economic slowdown.
- ❖ Unhelpful government policies.
- ❖ Power management problem.
- ❖ Six Competitors near by HER

Chapter – 3
Managing Front Office Operation Of
A Study on Hotel Eastern Residence



TASK / LEARNING PART OF REPORT

Front Office Operation:

Exceptional levels of service, cordial interaction and potency are key to front of house operations. Front-of-the-House operations are notable therefore as a result of these operations crop up ahead of the guests. Thus, these operations are connected either to direct interaction with the guest or they're being conducted front of the guest. The front workplace activities begin from the time a guest calls or sends in a very request for reservation accommodation. Employees of the front workplace department starts interacting with guest by taking in guest data and reservation request, resulting in confirmation of reservation and eventually to the handling of guest on arrival and guest arrival. Arrival activity could be a should for each, a guest with reservation or a walk-in-guest, i.e., one while not previous reservation. The reservation system of hotels varies however these days since its computerized; thus, options are an equivalent. Arrival procedures need the gathering of plenty of data. This is often as a result of data helps in building guest record knowledge and serves the needs of a prepared reckoned just in case of any emergency involving the guest. Front workplace takes within the guest data for future use and provides the guest with information concerning the edifice and its numerous services and therefore, becomes the connecting link between the guest and also the edifice. The crucial role vie by the front workplace is sort of apparent from this actual fact that it's the middle of all activities connected with guests within the edifice.

Back Office Operation:

As the name suggests these operations involve the activities that don't come about front of the guests. The front workplace activities begin the instant a groundwork or request relating to accommodation is created. This enquiry is answered keeping seeable changing it into a reservation request. Though reservation is associate activity of front workplace, major edifice lines/chain of hotels has centralized reservation system, operational twenty four hours daily one year a year. (Reservation and its numerous intricacies are mentioned within the later sections). A confirmed reservation ends up in browsing of data, guest record to work out whether or not this can be a repeat guest and if affirmative what are the non-public data and preferences of the guest. This helps you giving personal bit to guest's stick with the edifice. Once the guest checks -in, his or her account gets activated. This account keeps track of the guest's monetary interaction with the edifice. These monetary interactions involve space rent, space services, laundry, food and

drinkable at the hotel's outlet and the other facility utilized by the guest throughout his or her keep. as an example, these monetary transactions begin the instant once he/she whereas looking forward to allocation of an area begin creating phone calls to his/her associates to tell them the arrival or order for one thing within the lobby itself. The daily night auditors facilitate the rear of the workplace department within the edifice in maintaining the guest accounts. Several hotels have a credit line extended to their guests or to the businesses that they represent. The credit limit is planned and therefore the edifice permits the guest to accumulate the number before soliciting for either a full or partial payment. many another times a guest is asked to supply his/her MasterCard throughout arrival whereas money is anticipated mode of payment during checkout with transnational brands returning into Asian nation the conception of property management system has emerged that permits night auditors to flash guest's folio on day to day basis on their T.V. monitors. This sort of arrangement saves heap of guest's time at the time of checkout. It also co-ordinates with work and space sales to keep up the standing of occupied also as unoccupied rooms. Finally, the guest record or personal knowledge is maintained by the front workplace that is basically a back-of-the-house activity.

Duty and Responsibility of Front Office Department at Hotel Eastern Residence:

I have scores of duty and responsibility of a front workplace department. The front official procedure is computer code primarily based and there's a chance for executive to search out all the reports of daily like sign up report. In restraint in report we are able to notice some alternative like Registration No, Guest Name, No of person, position, name, Room No, rate (taka), Arrival and Departure date, sign up time, and sign up by. The front workplace department is headed by the front office manager (FOM) who's main Duty is to boost guest services by perpetually developing services to fulfill guests 'Needs.

Front Office Manager:

The FOM performs the subsequent duties:

- Observance reservation standing
- Trying over market combine and making ready occupancy forecasts
- Deciding rate structures and direction implementation of rate policies
- Reviewing previous night's occupancy and average charge per unit
- Reviewing arrivals and departures for the day and therefore the next day
- Reviewing the high-up list, checking high-up rooms, meeting VIPs and entertaining them.

Front Desk Supervisor (Reception Supervisor):

The FOM performs the subsequent duties:

- Observation reservation standing
- Trying over market combine and making ready occupancy forecasts
- Determinative rate structures and oversight implementation of rate policies
- Reviewing previous night's occupancy and average charge per unit
- Reviewing arrivals and departures for the day and therefore the next day
- Reviewing the panjandrum list, checking panjandrum rooms, meeting VIPs and fun them.

➤ Front Desk (Reception):

The front table is headed by the front desk manager whose main duty is to confirm that edifice achieves the very best potential level of space occupancy and therefore the most revenue.

Chick in & Chick out:

Registration (Check-in)

The purposes of registration include the following:

- ☐ Recording the arrival of guest.
- ☐ Confirming the personal details of guest.
- ☐ Satisfying legal requirements

Chick out:

We are Responsible for properly prepare the guest bill and take the payment from the guest check out time.

Half day late check out (12pm-6pm)

Full day late check out (12pm-9pm)

Reservation & Registration form:

The function of registration card is once the guest arrival within the building of front table then arrival the guest by replenish this card. Once replenish this card then provided the space key to the guest, that point s/he is our in-house guest. While not replenish the cardboard failed to provide the space key.

Reservation Form:

In the hotel sector guest reserved the area initially. This reservation is taken by sales individuals. They took a type and write down the data by asking to the guest. As well as, I additionally maintain this manner. during this type I mention guest name, name, time of arrival, flight details, ETA- Expected time arrival, obtain affirmative or no, then what sort of area and rate. The most factor is mention here that World Health Organization received the reservation for from now on in question.

Organization Structure of Front Office Department at Hotel Eastern Residence:



Figure: organizational structure

3.4 Bell Desk:

Primarily accountable to Greet and welcome all guest to the hotel and relieve guests of their baggage on arrival. You'll make sure that the very best standards of welcome and welcome are incontestable in the slightest degree times, which all guest requests are addressed in an exceedingly prompt and courteous manner. Additionally to help guests with baggage, Porters are accountable to gather and distribute post, parcels. And additionally agitate general enquiries and guaranteeing the lobby and court areas are continuously clean and tidy.

Guest Cycle:

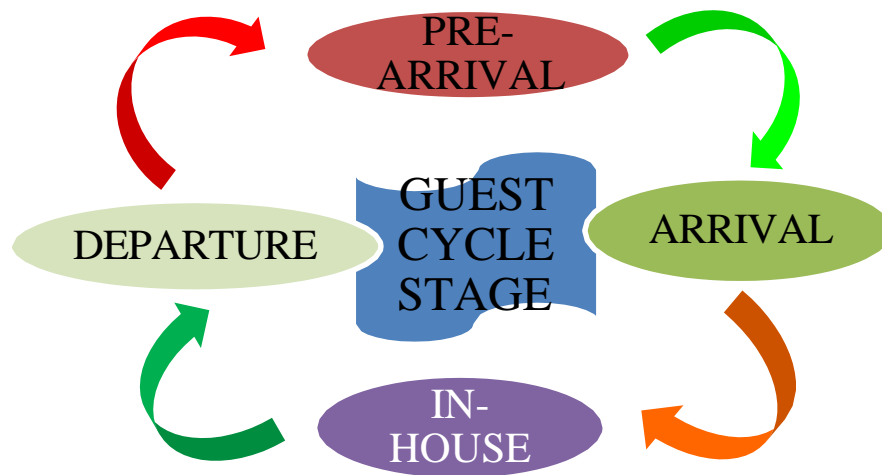


Figure: Guest Cycle

PRE-ARRIVAL

- Reservations

ARRIVAL

- Registration
- Area assignment
- Issue of area key
- Baggage handling

IN-HOUSE

- Mail and message handling
- Maintenance of guest account
- Paging and travel assistance
- Safe deposit, currency exchange

DEPARTURE

- Preparing the guest bill
- Settlement of guest account
- Transportation
- Future reservation

Method of Payment and Collection:

During registration, the guest indicates the tactic of payment he or she plans to use. Prospects embrace credit cards, direct request (bill-to-account), money or personal cheque, traveller's checks, or debit cards. Throughout checkout, the guest confirms the tactic of payment.

Credit Cards:

The intensive travel needed of some business folks would create the virtually constant requests for money advances by company staff troublesome to manage. The advantage for the lodging institution is that payment is assured (less a reduction paid to the corporation issuance the credit card). The front workplace, in cooperation with the controller, sometimes establishes a priority system for accretive credit cards supported income needs and therefore the impact of the discount rate offered. The objectives of the procedure embrace correct recording of the amounts of charges and tax, name (address and sign of cardholder are optional), verification of the MasterCard dollar limit, and capture of deceitful credit cards. The procedure includes the subsequent steps:

- Note the MasterCard expiration date.
- Enter the approval of the quantity of the charge on the PMS checkout screen.
- Verify the credit limit obtainable by exploitation the MasterCard validate.
- Permit the guest to review folio and sign.
- Check the guest signature on the folio against the signature on the cardboard.
- Offer the cardboard and therefore the guest copy of the folio to the guest.

The small financial rewards nominal compared to the value of a statement which will ne'er be recovered. Additionally, hotels ought to develop a procedure for retrieval of deceitful credit cards. The security of front table workers is extraordinarily necessary during this procedure.

Bill-to-Account (Direct Billing):

Hotel guests, each company representatives and personal guests, might also use the bill-to account, a preauthorized account that enables guests to possess their charges processed on regular charge cycle while not the utilization of a MasterCard (sometimes spoken as direct billing) to physical fitness associate account. Direct charge needs previous approval of the credit limit of a corporation

(corporate representatives) or a personal (private guest). Typically the corporation requesting direct charge completes associate application for credit approval. The controller within the lodging institution then performs a credit check to see a credit rating and a credit limit. This house limit of credit, a credit limit set by a personal edifice, varies looking on the number of projected charges and also the length of your time allowed for charges to be paid. The credit rating of the corporation in question plays giant half in assignment a credit limit. The appliance typically lists those that are approved to use the account similarly as authorized positions among the corporation. Identification cards with associate authorization range are issued by the edifice. It's the responsibility of the corporation applying for credit to watch the approved use of the credit. The cashier should verify identification of the company guest.

The following procedure is employed to method a bill-to-account payment:

- Request Company or personal identification.
- Check to make sure the individual is allowed by the account holder to bill to the account.
- Note credit limit per worker.
- Note red flags on the credit file thanks to non-payment of bills.
- Note approved signature.

Cash and Personal Checks:

When guests indicate throughout registration that they'll pay their bills with money or a private check, the front hotel desk clerk ought to straightaway get on the alert. Such a guest may perhaps charge everything throughout his or her keep (perhaps just one day in length) at the country of origin then exit while not paying. Consequently, most hotels need make the most advance from guests who select this methodology of payment, because the guest has not established a credit rating with the building. Additionally, shut observance by the night auditor and front table clerks of the guest's charge activity is so as. Such guests don't seem to be allowed charge privilege Saturday alternative departments within the building. In properties with a PMS, the guest name and area range are entered to dam charges at location areas. During a building while not food and food, gift shop, and place of business POS terminals, the front workplace should alert those

departments that this guest has not been extended charge privileges. To method a money payment, the subsequent procedure are often used:

- Check the daily currency conversion rate once changing foreign into national currency.
Take time to make sure the maths is correct.
- Retain the quantity tendered outside the money drawer till the dealing is completed.
- Maintain associate orderly money drawer, with bills separated by denomination.
- Develop associate orderly procedure to create modification from the quantity tendered.
- Count the modification aloud once giving it to the guest.
- Perform just one procedure at a time. Refuse to create modification for one more bill stumblebum completely different denomination if a previous dealing has not been completed.
- Issue a receipt for the dealing.

Debit Cards:

Debit cards, or check cards, are raised plastic cards with a magnetic strip on the reverse facet that authorize direct transfer of funds from a customer's checking account to the industrial organization's bank account for purchase of products and services. Some samples of debit cards are raincoat, NYCE, STAR, and PLUS. These are like credit cards in this they guarantee trustiness, against that the building charges the bill; but, the payments subtracted directly and forthwith from the guest's personal savings or bank account and transferred to the hotel's account instead of being beaked to the guest on monthly basis. Debit cards still gain in quality because the use of credit cards becomes additional pricey to the guest. However, the construct of float, the delay in payment when employing a MasterCard, could stay a additional engaging profit for a few guests. Some debit cards have a credit-card emblem raised on the plastic card that indicates they're settle fordable at places that accept that specific MasterCard and are processed through a credit card establishment. Debit cards are processed equally to credit cards. To method a revolving credit payment, the subsequent procedure is used:

- Insert revolving credit into validation machine.
- Have guest enter personal positive identification.
- Method debit-card voucher as a money payment on the guest folio.

Night Auditor Activities:

Night auditor has several duties that keep her busy throughout the night. The person during this position is answerable for the complete hotel operation in the dead of night and has several responsibilities with reference to the hotel business operations. The hotel night auditor registers guests, takes reservations, provides space keys to guests and answers all phone calls from outside the hotel and from guests. The auditor checks reservations to examine what rooms will be clean successive day and passes this data on to the housework supervisor once she arrives. The night auditor makes or sets rouse calls if the primary shift front hotel clerk has not arrived nonetheless.

✓ Night auditor activities are:

- To reconcile all revenue statements.
- To verify and validate front workplace cashiers vouchers/forms.
- To ascertain guest folios
- Verify front workplace cashiers report.
- Prepare high balance report of guest United Nations agency exceed their credit limit mounted by hotels.
- To arrange daily transcript.
- To ascertain the cancellation of reservations.
- Account for town ledger credit amounts.

Airport Representative:

Primarily accountable to confirm that every one arrival guests with flight details are paged and assisted with baggage and transportation. Assists hotel guests throughout choose and transfer. Receive personage guests at the airport on behalf of the hotel and supply needed help.

- Composition hotel transportation for guests from the airport to the hotel.
- Responsive inquiries from guests concerning the various means that of transportation.
- On the market from the airport to the hotel like airport specific train, airport shuttle and bus.
- Taking sleeping room bookings.
- Handling of guest baggage lost by the airlines.

Guest Compliance Handling:

Guest handling is incredibly tough and really a lot of necessary add our cordial reception business. I do know Guest is sort of a god. It slow I handle guest for follow this rules:

1. Hear guest's criticism carefully; specific your enthusiasm to assist and eye contact.
2. Perceive the matter. Never argue or interrupt once guest remains explaining. Wait till he/she has finished.
3. Analyze the matter sagely.
4. Apologize to guest with sensible reason, so handle the request in priority if ready, notwithstanding the criticism isn't regarding your section.
5. Take action till matter is completed.
6. The knowledge to the FOM / MD / metric weight unit now, if it's out of your capabilities.
7. After you see the guest at a later time, greet him and raise if everything is ok.
8. Log in follow up book for your colleagues to bear in mind of things.

Duty Shifting System at Hotel Eastern Residence:

When I have to internship in Hotel Eastern Residence that time, I am learn and observe how the executives maintain their work. Front Office Department to do the work smoothly the manager split the whole job in three work shift. **These are as follows:**

1. Morning shift,
2. Evening shift, and
3. Night shift

Working in Morning Shift (7:00 am to 4:00pm):

- Read the log book properly
- Wake up call check
- Occupancy statics check
- Occupancy forecast check

- Arrival file check
- Airport pick up and drop check
- Which room V/C, V/D, B/B, check in the arrival
- Key card issue and check
- C/O folio check
- Any kind of problem must be known shift handover time
- Any kind of problem pass department wise
- Fruit basket expression order send to the restaurant & kitchen
- C/IN folio check
- C/O key card check
- Reconcile cash
- Cash transfer to accounts
- Any kind of problem /information knows every shift
- Any kind of message or problem should be write down in the log book
- Must be take signature handover & takeover time

Working in Evening Shift (3:00 pm to 10:00pm):

- Receive hand over & take over properly
- Check petty cash & make sure that small enough change available
- Read log book properly & follow up the message
- Follow up expected arrival over phone & note down arrival time
- Check day use, late checkout & half day or full rate according to hotel policy
- Check any message & special request for guest, take approved from manager & do it properly
- Check any package guest, honeymoon couple, VIP guest, expression sent to required out let
- Check any wakeup call from in house guest or manager & keep MOD mobile number who is night shift for emergency
- Print in-house guest list & check folio, check-in procedure is done properly. Done key tally shift wise & write down report for any discrepancy in log book & inform to FOM write time
- Follow up all stationery items are enough stock in front office

- Check every registration card, guest identity is available
- Check room tariff according to RV, make sure that walk-in guest given advance enough
- Make sure any foreigner check-in for the day & make photo copy guest details mail to DGFI, police, etc.
- Update main guest list & short guest list properly shift wise. Make expected arrival, expected departure, today arrival, today day departure fill-up properly
- Open bill at check-in time, write down instantly any bill from any out let & attached with folio
- Check registration card any signature required from OD sir, RDM sir, AFOM sir, especially more than 50% discount
- Update guest history by sharing both shifts every day
- Store requiring given
- When My shift has finished, before go home inform to AFOM

Working in Night Shift (10:00pm to 7:00 am):

- First of all take the charge of front desk and receive the all R/cash, P/cash, deposits and all.
- Send the flower basket from VIP room
- If any rest of expected arrivals please confirmed their EAT
- Send to the account all of guest folio
- Collect the restaurant with cash & card
- Send accounts RSR and all of credit card
- Up to date the log book
- Key tally report
- Check housekeeping report and sign it
- Cash report, send it to the accounts
- Daily front office report
- Guest list (03 copy)
- Extra bed list (02 copy)

- Restaurant bill pin up with guest folio
- Night cash report
- Separate to C/out guest folio
- Ready for stationary items for morning shift

Software uses in Hotel Eastern Residence:

Hotel Eastern Residence are using **NICE Hotel Management Software**. NICE is the most popular version software in our hotel industry. Nice has a lots of applications and software which are being used by overall all the departments of the hotel. Nice is helps for received Front Office cash received Food & Beverage bill, Laundry bill, all kinds of hotel information provide nice software.

➤ Point-of-Sale:

The location possibility permits the front office pc to interface with the computers. In alternative departments in a very edifice, once the front office interfaces with the eating house, the front workplace pc terminal accepts and mechanically posts charges created within the eating house (the purpose of sale) to a guest's folio. Any department (gift shop, recreational facilities, room service, and telephone) within the edifice which will function a degree of sale (the place wherever a product or service is purchased should be able to interface with the front office to post charges to the guest's account. This electronic transfer ensures that the charge is announce to the guest folio in a very timely manner and will increase the accuracy of the posting.

My Duties and Responsibilities during Performed Internship at Hotel Eastern Residence (HER):

When I did my internship in HER that time, I have to learn and observe how the executives maintain their work smoothly the manager split the whole job in three work shift. Work shift are Morning shift, Evening shift, night shift.

I am doing this types of work which I can give:

- Read the log book properly
- Wake up call check
- Occupancy statics check
- Occupancy forecast check
- Arrival file check
- Airport pick up and drop check
- Key card issue and check
- C/O folio check
- Any kind of problem pass department wise
- Fruit basket expression order send to the restaurant & kitchen
- C/IN folio check
- Receive hand over & take over properly
- Check petty cash & make sure that small enough change available
- Read log book properly & follow up the message
- Follow up expected arrival over phone & note down arrival time
- Check day use, late checkout & half day or full rate according to hotel policy
- Check any message & special request for guest, take approved from manager & do it properly
- Check any package guest, honeymoon couple, VIP guest, expression sent to required out let
- Check any wakeup call from in house guest or manager & keep MOD mobile number who is night shift for emergency
- Print in-house guest list & check folio, check-in procedure is done properly. Done key tally shift wise & write down report for any discrepancy in log book & inform to FOM write time
- Follow up all stationery items are enough stock in front office
- Check every registration card, guest identity is available
- Send to the account all of guest folio

- Collect the restaurant with cash & card
- Send accounts RSR and all of credit card
- Up to date the log book
- Key tally report
- Check housekeeping report and sign it
- Cash report, send it to the accounts
- Daily front office report
- Guest list (03 copy)
- Extra bed list (02 copy)
- Restaurant bill pin up with guest folio
- Night cash report

Some question I'm found in my situation amount

1. What's No Show?
2. What's a confirmation number?
3. What's FITT?
4. What am I able to waste a group arrival?
5. What are the functions of the "night audit"?

No Show: "No Show" means the space is reserved however not in use or the reservation has been off.

Confirmation range: Confirmation number could be a contact number that is given reservation from of the guest which is employed to decision back and ensure if she/he might arrive or not on the reserved date.

FITT: Free Individual toured somebody. The guest is alone and he/she doesn't be a part of different teams.

Night auditor function: The "night audit" is to blame for foretelling the previous sales and inventory. He keeps track of the cash owned by the hotel.

Front Office Terminology:

Posting – the method of debiting and crediting charges and payments to a guest folio.

Rack Rate – the very best charge per unit class offered by an edifice.

Registration Card – A kind on that the guest indicates name, home or request address, telephone number, date of departure, technique of payment and etc.

Room interference – Reserving rooms for guests who are holding reservations.

Room Revenue – the quantity of space sales received.

Stay-Over – presently registered guest who would like to increase their keep on the far side the time that they created reservations.

House Full – one hundred pc edifice occupancy; a hotel that has all its guest space occupied.

Walk in Guest – Guest who request a space rental while not having created a reservation

Bank card – credit cards issued by banks, samples of that embrace Visa, MasterCard.

All-Suite – level of service provided by an edifice for a guest WHO can need associate reception atmosphere.

Amenities – Personal instrumentality things like shampoo, toothpaste, gargle and electrical instrumentality.

American plan – a space rate that features meals, sometimes breakfast and evening meal similarly as room rental with the area rate.

Bank Card – credit cards issued by banks, like Visa card, MasterCard, Amex card.

Blackout – Total loss of electricity.

Cashier – an individual who processes guest check outs and monetary system and create change for guest.

Cashier's Report – A daily cash management report that list cashier activity of money and credit cards and machine totals by cashier shift.

Chain – A group of hotels that follow customary operational procedures like selling, reservations, quality of service, food and beverage operations, work and accounting.

Commercial Hotels – Hotels that give short-term accommodation for travelling guests.

Commercial Rate – space rates for business those that represent an organization however don't essentially have negotiation power owing to their sporadic or fitful pattern of travel.

Complimentary Rate – A rate within which there's no charge to the guest.

Computer provides – Paper, forms, ribbons, ink cartridges required to work the system.

Family Rate – space rates offered to encourage visit by families with youngsters.

Float – The delay in payment from associate account when employing a MasterCard or personal check.

Folio – A guest's record of charges and payment.

Forecasting – sticking out space sales for a selected amount.

Credit – A decrease in associate plus or a rise in liability, or associate quantity of cash the edifice owes the guest.

Chapter – 4

Managing Front Office Operation Of

A Study on Hotel Eastern Residence



CONCLUDING PART

Findings:

During my internship time I have found some special quality of their services and service personnel behaviors and some other things. Actually they are trying to all time provided best services to the guest and they know how to motivate the guest. I have found some special quality and service personnel's behaviors and some other things. These are as follows:

- Hotel is unable to give the laundry service facilities for the guest
- The Front Office service standard is good.
- Staffs are not satisfied of employee's benefits.
- The hotel staffs always try to help each other.
- Most of the guests are always complain our internet speed is not good for work.
- Hotel has no swimming pool facilities.
- Hotel has not enough Space for car parking.
- Hotel has no In House Doctor Facilities.
- Staffs have no transportation facilities.
- Hotel has no bar facilities.
- Hotel staff English communication is poor.
- Hotel has no Spa Service
- Lack of efficiency for preplacing duty Roster.
- Most of the bill preparations are done by front desk staff although it is the responsibility of accounts department.

Recommendations:

The recommendation part of the project is prepared based findings. It is very difficult to recommend some things for a hotel as an Intern employee. However, my internee period I have found some recommendation and I would like to share:

- To open own laundry service facilities for Increasing laundry service.
- Develop the employee benefits for staff satisfactions.
- I have to inform our IT Person and improve our Wi-Fi Speeds and able to the good work.

- As a Three Star hotel our need to provide a swimming pool facilities for the guest. As our hotels maximum guests are foreigner. Their demand for swimming pool is high.
- Increase car parking facilities.
- Our need to provide transportation facilities for the staffs.
- I have needed In House Doctor Facility.
- As a three Star Standard hotel, need to arrange a Bar Facility.
- Hotel should arrange staff training on English communication skill, so that staff can give better service.

Hotel business needs having some spectacular and dieseling live attraction and services. Though Hotel eastern residence provides salient close and engaging decorations, however their services don't seem to be up to the mark as they secure to the guest. I feel from my observation that they must attempt to offer best services as committed to the guest.

Conclusion:

It was an excellent experience for us to work with the Front office Department as a trainee in hotel eastern Residence (HER). In this report I even have tried to provide all the data associated with hotel eastern Residence (HER), that was gathered throughout the time of doing sensible add the Front office Department. During this report I stressed on the fundamental operational activities, activity of front workplace department wherever do I worked much. There are some essential qualities required to manage a full department and that I have mentioned what those qualities are and the way all the work is organized. It's an excellent and worthy expertise on behalf of me to figure within the 100% international business minded hotel in Bangladesh. I feel proud to be a Community of such a far-famed organization as a trainee. To visualize theoretical information the supervisor of front table he appreciated the tutorial system of my University and felt honored to be a part of it also requested to provide him thanks to my honorable associate professor and department head (BTHM) Mr. Mahbub Parvez.

Chapter – 5
Managing Front Office Operation Of
A Study on Hotel Eastern Residence



APPENDIX PART

Abbreviations:

O	: Occupied.
C/O	: Check Out.
V	: Vacant.
O. O. O	: Out of Order.
H/U	: House Use.
V/C	: Vacant Clean.
V/D	: Vacant Dirty.
DI	: Double Issue.
SBL	: Single Bedded Living.
TWNBL	: Twin Bedded Living.
ARR	: Average Room Rate.
ADR	: Average Daily Rate.
D. N. A	: Did not arrive when accommodation was reserved.
ADR	: Average Daily Rate
OP	: Occupancy Percentage
POS	: Point Of Sale
DND	: Do not Disturbed

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Internship Logbook: