



Internship Report

On

An Analysis of Housekeeping & Laundry Operations on Hotel Le Meridien Dhaka, Bangladesh.

Submitted to:

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Submitted by:

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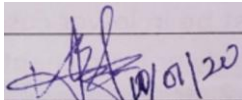
Date of Submission: 1st January 2020

CERTIFICATE OF APPROVAL

This is to certify that Md. Ashikur Rahman ID: 161-43-228 has completed his internship from “Le Meridien, Dhaka” as a Trainee under Housekeeping Department. He has successfully completed his internship Report under my supervision. During my supervision, I found him punctual, hardworking and sincere.

I thusly announce that I have checked this report as I would like to think; this report is sufficient as far as quality and scope for the award of tourism and Hospitality Management (BTHM) program.

I wish him success and prosperity.

A handwritten signature in blue ink, followed by the date '10/01/20' written in blue ink.

Md. Golam Mostofa

Assistant Professor

Department of Tourism & Hospitality Management

Daffodil International University

ACKNOWLEDGMENT

The fruitful fulfillment of this report is the result of the commitment of the number of individuals to whom I am appreciative and need to express gratitude toward them from the profound of my heart. Along these lines, I might want to accept this open door to thank each one of those individuals who helped me in setting up this report on the theme named of "An Analysis of Housekeeping & Laundry Operations on Hotel Le Meridien Dhaka, Bangladesh”

As a matter of first importance, I might want to thank and pass on my most profound appreciation to the Almighty Allah.

At that point, I might want to take the respect to thank my family, without whom I couldn't make significant progress. With their consistent consolation and confidence, I am here today. Aside from my family, there is part of individuals who gave me backing to finish my temporary job report and here I'm gladly recognizing them.

I might want to offer my thanks and regard to Md. Golam Mostofa, Assistant Professor of Tourism and Hospitality Management, who has regulated and guided me to set up my practicum protection report. Without his rules, it would not be feasible for me to set up this report in the present plan.

I likewise might want to express gratitude toward Mr. Mark Housekeeping Executive, Trainee Manager Mr. Nahid Khan, Housekeeping supervisor Mr.Tuhin, Store Keeper Mr. Nahid Sekh, Le Meridien, Dhaka for his thoughtful counsel, proposals and confidence in the whole entry-level position period. I'm additionally pleased to be the piece of whole Housekeeping Team for their gigantic help and love. They had made such an agreeable and learning condition for me that work never felt like a burden to me.

LETTER OF TRANSMITTAL

Md. Golam Mostofa

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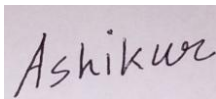
Subject: Submission of Internship Report

Dear Sir,

This is an extraordinary joy and great pleasure to submit my internship report on “An analysis of Housekeeping and Laundry Operations on Hotel Le Meridien Dhaka, Bangladesh”. It is a respect and extraordinary delight for me to work under your dynamic supervision. It is a broad open door for me to work in Le Meridien Dhaka as a trainee under the Housekeeping division. This connection gives me the chance to relate my scholastic information with genuine experience. As a matter of first importance, I found out about the authoritative culture of the neighborliness business in Bangladesh. Also, this connection allowed me the chance to build up a system with the professional workplace.

I attempted my level best to pursue your rules at each angle. I am expressing gratitude toward you sincerely for your direction during the readiness of this report. I will be profoundly obliged and appreciative on the off chance that you are thoughtful enough to get this report and give your important judgment. It would be my most vital take pleasure in that you find this report significant and instructive to have a conspicuous perspective on the issue.

Sincerely yours,



Md. Ashikur Rahman

ID: 161-43-228

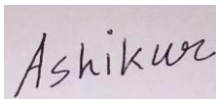
Program: Bachelor of Tourism & Hospitality Management

Daffodil International University

STATEMENT

I, Md. Ashikur Rahman, bearing ID No: 161-43-228 an understudy of Bachelor of Tourism and Hospitality Management (BTHM) program under the Tourism and Hospitality Management (THM) at DIU—Daffodil International University. This is to educate you that the report titled "**An Analysis of Housekeeping & Laundry Operations on Hotel Le Meridien Dhaka, Bangladesh**" has just been set up for halfway satisfaction of my Practicum just as for the prerequisite of BTHM degree and not for some other reason. This report contains the practicum works, which has been performed by me and this has not been submitted or replicated somewhere else for some other purposes. Henceforth, it is carefully precluded to duplicate, copy or uses this report without earlier consent.

Yours Sincerely,

A rectangular box containing a handwritten signature in cursive script that reads "Ashikur".

Md. Ashikur Rahman

ID No: 161-43-228

Program: Bachelor of Tourism & Hospitality Management.

Daffodil International University

EXECUTIVE SUMMARY

We as a whole realize that Tourism is one of the world's quickest developing enterprises and turning into a significant wellspring of salary for any nation. It's likewise basic for under creating nations like our nation. This industry holds a load of guarantee for the extension. In the travel industry, there have numerous areas one of the crucial divisions is an inn. It offers scope for eager youngsters the individuals who are vigorous, excited and increasingly prefer to work for the nation. Presently a day's work is an essential issue in our nation, the travel industry segment can be the interchange of work for countless individuals. For the scholastic reason, I have done an entry-level position at Hotel Le Meridien Dhaka and now I am introducing the report which has arranged dependent on the gaining from the temporary job. The report has been readied utilizing the scholastic information picked up during my college life and furthermore for a fact accumulated during the temporary position time frame. Hotel Le Meridien Dhaka is one of the rumored inns in Bangladesh. It is the authority of Marriot Wings. Here, I attempted to display the outline of the inn capacity and how it can run its activity easily. Likewise the exhibition assessment of various territory secured here. Hence, this investigation additionally centers on how these sorts of inn can contribute to the nation's travel industry.

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Chapter-1

Introduction

1.0 Introduction to the report

Travel and the tourism industry is one of the world's quickest developing businesses and is a significant wellspring of salary for some nations. The world of the travel industry is a running marvel. It's a consuming pattern among every one of the nations. It has changed numerous nation's pictures and improved the region's economy and ways of life from multiple points of view. Where it has acquired similar changes creating areas like Bangladesh. Bangladesh is a nation of huge, to a great extent baffling stores and unblemished common excellence, which are simply remarkable and entrancing. These regular exhibitions are made out of waterways, lakes, ocean and seashores, slopes and vales, woods, and the evergreen scene grasping the nation's actual excellence.

As another goal, Bangladesh has incredible vacation destinations, which incorporates tremendous streams, archeological locales, memorable landmarks, mosques and places of worship, sanctuaries, tea gardens, delightful lakes, slope tracts and innate individuals, captivating longest ocean seashores, profound backwoods, and untamed life. It's, however, a little nation that has numerous various attractions for the nature darlings. The common habitat, our networks, societies, and organizations are all pieces of what makes up the movement and the travel industry. Waterways are the standard for provinces' endlessness presence. Travel office and visit administrators assume a significant job in the travel industry advancement of a nation. Today the movement and the travel industry are one of the greatest and most powerful ventures on the planet. For the most part, make a trip alludes to the demonstration of moving to start with one area then onto the next. This generally alludes to long-separate travel, short-separation travel, abroad travel, residential travel and different structures. Vitality, travel likewise incorporates both full circle trips and single direction ventures. The movement business, subsequently, alludes to the various parts of the more extensive help industry which provides food for the necessities and wants of the individuals who have gone starting with one piece of the world then onto the next.

1.1 Foundation of the report

The foundation of this report is to show how the housekeeping and clothing division of Le Meridien Dhaka works their activity. In nowadays, just scholarly capability doesn't make an

understudy impeccable to rival the outside, there need additionally useful things. The temporary job is profoundly expected to pick up thought, information and experience this report will likewise give us a reasonable thought regarding all the under housekeeping branch of Le Meridien Dhaka there have for all intents and purposes worked during my four months entry-level position period. As an understudy of accommodation the executives, In the lodging to be an extraordinary spot for upgrading my pragmatic information. To accomplish a BTHM degree one needs to do a temporary position applicable to the subject which my belief it to be an incredible measure taken by the Daffodil International University (DIU) which will empower understudies to be essentially educated in their significant field. This report has been made for fractional satisfaction of accomplishing the BTHM degree and not for some other reason. This preparation program will help us appropriately to comprehend about hypothetical and functional terms in our very own life. For my entry-level position, there have picked Le Meridien Dhaka, the main extravagance 5-star inn was to want to increase some reasonable information which will help me in working up a decent profession.

As my filling in as a student in Le Meridien Dhaka, there have been allowed the chance to work in every one of the divisions under housekeeping. So that is the reason am picked the point "An investigation of Housekeeping and Laundry Operations of Hotel Le Meridien Dhaka, Bangladesh." For my temporary job.

1.2 Centrality of the report

This entry-level position report is a huge need for four years of Bachelor's program. This is in light of the fact that data and learning become perfect when it is connected with theory and practice. An understudy taxi can get ready and set themselves up for the activity showcase. A poor country like Bangladesh has an incredible number of jobless taught. As they have no expert experience this is critical in getting a new line of work. Along these lines, unmistakably the significance of entry-level position is obviously upheld as the crucial need.

1.3 Extent of the study

The report covers the subtleties of Le Meridien Dhaka rehearses pretty much all exercises. This report comprises of the Personal perception and hands-on understanding during the temporary position time frame. The report stresses on the successive exercises included and utilized by Le Meridien Dhaka for all in its Operation. It additionally centers on the job of the travel industry for customer administration and fulfillment.

1.4 Objectives of the report

The target of the report is separated into 2 significant parts as pursues those are:-

- Broad objective.
- Specific objective.

1.4.1 Broad objective

The general objective of this report is prepared to understand the overall working activities of the housekeeping department and going for master achievement at Le Meridien Dhaka. The section level position enables me to verify the best lead and frameworks in BTHM and besides understanding the related touristic works out. The standard ideal situation of finishing a section level position abroad is to unite getting ready while making semantic capacities with an opportunity to increment conventional data of working in Le Meridien Dhaka inside a substitute culture. The objective of this report is to get a good understanding of the learning of all-around procedures and techniques of the Hospitality Industry.

1.4.2 Specific objective

The particular target of setting up this report for accumulated information during the temporary position program. A portion of the particular goal can be communicated as pursues::

- To know the functional work experience at Le Meridien Dhaka, Bangladesh.
- To obtain the depth official information of the inn.
- To find and discuss diverse kinds of procedures, strategies, hardware of the hotel.
- To understand the work formula and sharing individual experience.

- By the work experience prepare a SWOT investigation and give a few recommendations from my working knowledge.

1.5 Methodology

So as to set up this report I gathered information and data from two distinct sources. The investigation materials were gathered from two sources

- Primary sources.
- Secondary sources.

1.5.1 Primary sources

Primary information has been gathered from an individual meeting eye to eye with Mr. Mark Executive Housekeeper, Mr. Nahid Khan Assistant Housekeeper, and Md. Tuhin Islam Senior Supervisor of Le Meridien Dhaka and furthermore gathered from the inn base level, mid-level, more significant level partners.

- Primary information has been gathered from my Practical work in the various areas of Housekeeping division.
- Primary information has been gathered from direct perceptions at Le Meridien, Dhaka.

1.5.2 Secondary sources

Optional information has been gathered from a few books, Journals, Magazines, Brochures of Le Meridien, Newspaper, Website in the authorities of Le Meridien Dhaka, Hotel International Limited site, Review and concentrate pertinent reports, records of Le Meridien, Internet and online examination.

1.6 Limitations of the report

There were a few issues confronted when I have begun to compose the report, which went about as hindrance. The impediments were:-

- Restricted access for assistant in their primary activity.

- The supervisory crews were not happy to give the correct data as they think about it as classified.
- To get and to viable data is troublesome.
- Shortage of late information just as data of various exercises, the official site didn't contain as quite a bit of data.
- Due to work pressure, it is to concentrate on my report that much.
- All the representatives were constantly occupied with substantial remaining burden albeit a portion of the workers are useful however they needed more time to give, as they are occupied with their allocated works.
- Lack of solid sources.
- Non-accessibility of the reference papers is another constraint.

Chapter-2

An Overview of

Le Meridien, Dhaka

2.0 Overview of Le Meridien, Dhaka

Arranged near the worldwide air terminal in the center of the city, Le Meridien, Dhaka, Bangladesh is one of the most prepared five-star inns of Bangladesh. It was developed back in the year 2015. The cabin is nongovernment asserted, yet is worked by the worldwide chain Marriot bonvoy which ensures a real Marriot flavor to all of its guests. Le Meridien gives all the 5-star workplaces, momentous condition, and world-class friendliness. The motel tenders general workplaces and organizations to its guests like fast broadband web, TV, ice chest, and mineral water for each room. There are regard bars in all of the rooms. The guests of the suites, and authority floors, the zone rooms are offered wide workplaces and advantages, including head hireling advantage and a private parlor for the perceiving lodging guests. They can similarly acknowledge free breakfast, for the duration of the day tea and coffee, evening blended beverages; and are qualified with the desire for the complimentary dress and close by calls. For prosperity awareness house guests, there are the gym, pool and prosperity club. Other than these, there are apparent relentless room administration and therapeutic workplaces. Getting from the air terminal and business organization resembles 24 hours fax require an extra charge to be paid. The inn is beginning at now experiencing a world-class revamp experience. This will add 300 additional rooms to the inn and would in like way fuse amendment of the present rooms. Through the scope of this present year, new room types will be given the most recent current inside game plan, LCD and Plasma. In the latest 5 years of action, Le Meridien Hotel's image has been connected with a mentality, experience, and obligation. These speak to its progressively 80 percent inhabitation enduring as the year progressed, however around 90-100 percent inhabitation in the apex seasons. The Le Meridien Dhaka motel is a rich hideaway in Dhaka's invigorating midtown, offering guests a Calming help from the city. Loosen up and resuscitate with top tier workplaces and an outside pool set amidst rich greenery. Take in the close-by culture where dazzling sights and sounds thrive inside closeness to the Le Meridien Hotel. Incredible style meets contemporary lavishness to pass on basic elegance at this famous 5 star Dhaka motel organized prominently in the point of convergence of Bangladesh's Diplomatic Zone and business district. Immersed in rich history yet adjusted for progress, the hotel is close to important areas and empowering shopping. As far as I can tell through and through reclamation in every comfort available to you at Le Meridien Dhaka. Le Meridien Hotel was based on around 3 sections of land in the core of the city's most renowned spot Airport Street. The Hotel was

appointed in 2018 under an understanding marked between Le Meridien and Marriott bonvoy. Since commencement, the matter of Le Meridien lodging expanded step by step and gaining a significant measure of Foreign Exchange for the nation. At this point, the lodging has gained notoriety for its administrations, luxuries and offices and neatness.

2.1 Facilities and service of “Le Meridien, Dhaka”

Types of rooms:- In the hotel there are various kind of room which maintain standard chain rules those are:-

- Deluxe king room.
- Deluxe double room.
- Club king room.
- Club twin room.
- Junior suite.
- Executive king suite.
- King suite.

2.1.1 Deluxe king room

Size: 32 m²

Bed type: 1 King-size bed

This room features air conditioning and in-room tea & coffee making facilities.

Benefits: Two bottles of local drinking water (500 ml) in the room, Separate tub and shower, Hairdryer, Mini-bar, Coffee/tea maker, Wi-Fi, Work desk, Newspapers, Voice mail, Direct dial phone number, Flat-screen TV, Wake up service, DVD player, 1 King-size bed.

Room rent is 175 US\$ for 1 night with 1 King-size bed and Breakfast included 200 US\$ for 1 night.



2.1.2 Deluxe double room

Size: 32 m²

Bed type: 2 single beds and 1 double bed.

Benefits: This double room has air conditioning, separate tub, and shower, hairdryer, mini-bar, coffee/tea maker, Wi-Fi, work desk, newspapers, voice mail, direct dial phone number, flat-screen TV, wake up service, DVD player.

Room rent is 2 single beds or 1 double bed 175 us\$ for 1 night

2.1.3 Club king room

Size: 32 m²

Bed type: 1 King-size bed

This double room has air conditioning.

Benefits:

- Access to the le Meridien club lounge.
- Daily buffet breakfast at the latest recipe & le Meridien club lounge.
- Two pieces of laundry per person per night (regular service only).
- Standard high-speed internet access.
- Use of Le Meridien club lounge meeting room for one hour per stay (subject to availability and prior booking).

- Two bottles of local drinking water (500 ml) in the room- in-room tea & coffee making facilities.

Separate tub and shower, Hairdryer, Mini-bar, Coffee/tea maker, Wi-Fi, Work desk, Newspapers, Voice mail, Direct dial phone number, Flat-screen TV, Wake up service, DVD player.

Room rent is 1 King-size bed, 250 US\$for 1 night.

2.1.4 Club twin room

Size: 32 m²

Bed type: 2 Double beds

This double room features air conditioning.

Benefits:

- Access to Le Méridien Club Lounge.
- Daily buffet breakfast at the latest recipe & Le Méridien club lounge.
- Two pieces of laundry per person per night (regular service only).
- Standard high-speed internet access.
- Use of Le Méridien club lounge meeting room for one hour per stay (subject to availability and prior booking).
- Two bottles of local drinking water (500 ml) in the room- In-room tea & coffee making facilities.

Separate tub and shower, Hairdryer, Mini-bar, Coffee/tea maker, Wi-Fi, Work desk, Newspapers, Voice mail, Direct dial phone number, Flat-screen TV, Wake up service, DVD player.

Room rent is 2 Double beds & 250 US\$ for 1 night.



2.1.5 Junior suite

Size: 54 m²

Bed type: 1 King-size bed

Benefits: Separate tub and shower, Hairdryer, Mini-bar, Coffee/tea maker, Wi-Fi, Work desk, Newspapers, Voice mail, Direct dial phone number, Flat-screen TV, Wake up service, DVD player.

Room rent is 1 King-size bed 335 US\$ for 1 night.

2.1.6 Executive king suite

Size: 74 m²

Bed type: 1 King-size bed

This double room features air conditioning.

Benefits:

- Access to Le Méridien Club Lounge.
- Daily buffet breakfast at the latest recipe & Le Méridien club lounge.
- Two pieces of laundry per person per night (regular service only).
- Standard high-speed internet access.
- Use of Le Méridien club lounge meeting room for one hour per stay (subject to availability and prior booking).

- Two bottles of local drinking water (500 ml) in the room- In-room tea & coffee making facilities.

Separate tub and shower, Hairdryer, Mini-bar, Coffee/tea maker, Wi-Fi, Work desk, Newspapers, Voice mail, Direct dial phone number, Flat-screen TV, Wake up service, DVD player.

Room rent is 1 King-size bed 385 US\$ for 1 night.

2.1.7 King suite

Size: 113 m²

Bed type: 1 King-size bed

Separate tub and shower, Hairdryer, Mini-bar, Coffee/tea maker, Wi-Fi, Work desk, Newspapers, Voice mail, Direct dial phone number, Flat-screen TV, Wake up service, DVD player.

Room rent is 1 King-size bed 4500 US\$ for 1 night.



2.2 In-room amenities

2.2.1 For your solace

- King-sized bed.
- Separate living and feasting territory with kitchenette and eating table.

- Executive composing table and stationery set.
- Walk-in closet.
- Ensure restroom with independence and bath.
- Bathrobes, shoes, and hairdryer.

2.2.2 For your indulgence

- Two TV with nearby and link channels.
- Complimentary filtered water.
- Welcome natural product container.
- Daily paper on demand.
- Personalized registration and registration.
- Fully loaded smaller than a usual bar.
- Butler administration.
- Full VIP Lounge Privileges.

2.2.3 For your benefit

- Wired and remote Internet get to.
- IDD telephone and voice message.
- Secure scratch card get to.
- Day by day turn-down organization open upon request.
- Individual propelled safely.
- 24-hour in-room devouring.
- Club Exclusive Privileges.
- Breakfast at the Lounge from 7.00 am to 11.00 am or in-room devouring at your unwinding.
- Throughout the day refreshments tea, coffee, soft drinks, and treats.
- Sandwich hour.
- Night party.
- Clothing advantage for up to two bits of garments step by step.
- Complimentary close by telephone calls.
- Early registration and late registration office.
- Utilization of Lounge Business Center with prior reservation.

- Utilization of meeting room with prior reservation obliged to an hour for each remain.
- Committed constant head hireling advantage.

2.3 The unique values of “Le Meridien, Dhaka”

The unique value means the creativity of the hotel which makes the hotel unique and different from others. So, hotel Le Meridien unique values are

- Warm.
- Comfort.
- Commitment.

2.3.1 Warm

Voyaging once in a while feels bashful and indifferent yet landing at "Le Meridien" makes it warm. The "Le Meridien" individuals make it significant, in light of the fact that they realize how to tune in and they give it a second thought.

2.3.2 Comfort

"Le Meridien" offers visitors the chance to act naturally. Landing at "Le Meridien" makes one see as well as cause feel to loosen up all around the globe. The inn individuals welcome and promptly make the visitors feel quiet.

2.3.3 Culture and commitment

Le Meridien committed to giving generous and reliable neighborliness that will draw out the best in individuals at each event. Consistently, more than 40,000 partners of in excess of 100 distinct nationalities to give a huge number of visitors from everywhere throughout the world with administration dependent on estimations of – Integrity, Teamwork, Results, Respect and Creativity.

- Le Meridien People Culture ties us as a group and aides our cooperation with each other.
- Le Meridien is one joined group.
- Le Meridien approaches each other with deference and veritable consideration, and welcome each other.
- Le Meridien has an inviting, fun, and dependable working relationship.

- Le Meridien takes proprietorship and pride in all things.
- Le Meridien consistently looks and behaves as indicated by our image characters.

2.3.4 Commitment to their people

As a worldwide administrator of inns, resorts and overhauled suites they need are driven by the enthusiasm for different and multi-skilled groups, who team up with common regard to accomplish shared objectives.

2.3.5 A differing and comprehensive working environment:-

Le Meridien sees well than average assortment and characteristics of our kinfolk. Inside the Group, Le Meridien makes one of a kind considerations using bits of information to remain appropriate through time. Believing that different assortment is quality and ceaselessly advocate for joining at the workplace.

2.3.6 Equivalent changes and a legitimacy based prize framework:-

Skillet Le Meridien concentrated on passing on useful outcomes, raised necessities and returns, and offer open entryways for our kinfolk to create with us as developing our business around the world. Le Meridien progresses extensively teaching and offers their accomplices opportunities to learn and make scopes of capacities transversely over brands, limits and geographies.

2.3.7 Le Meridien Commitment to the environment:-

Le Meridien gathering of lodgings, resorts and upgraded suites over the globe continues creating; they are significantly mindful of our characteristic impression. Compartment Le Meridien works personally with associates, for instance, the World Wildlife Fund to show our gathering of spectators and effect significant changes for the earth and Commitment to the Community. Le Meridien takes confidence in with respect to and considering the more broad system. From raising resources for the poverty-stricken to sustenance blessing drives and charity runs, our hotels, resorts, and balanced suites have had a valuable result on the close by people and added to noteworthy causes, any place they are found.

2.3.8 Lodging features

Le Meridien Dhaka has a fitness center, an open-air pool, and a spa tub. Business civilities at this 5-star property incorporate a celebrity focus, secretarial offices, and various media hardware. This lodging offers an eatery, a coffeehouse, and a bar. The staff can organize a visit, money trade, and online rentals. Extra enhancements incorporate a wellness office, a hot steam room, Guest stopping is complimentary.

2.4 Enrollment levels

According to as each brand chain rules Le Meridien, Dhaka has some enrollment quality those are:-

- Black level.
- Platinum level.
- Gold level.

2.4.1 Black level

Climb to world-class Black measurement in the wake of the remaining 30 qualifying nights in a datebook year and value a prohibitive Local Experience award. Be equipped for all Platinum level focal points notwithstanding early enrollment from 9 am and late enlistment until 6 pm when open, guaranteed room availability as long as 24 hours before section, a twofold room update when available, and your very own choice of close by merriment.

2.4.2 Platinum level

Climb to Platinum level subsequent to the remaining 15 evenings in a schedule year and appreciate a selective Local Experience grant. Be qualified for all Gold level advantages in addition to ensured room accessibility as long as 48 hours before appearance, a move up to the following room classification when accessible, late registration until 3 pm when accessible, and a neighborhood comfort.

2.4.3 Gold level

Join Marriot Bonvoy and instantly get Gold status as you start your experience. After each stay by completing your enrollment tendency profile, and get complimentary Internet get to, separated water and your choice of everyday paper, to make your stay altogether progressively pleasing.

At the point when you book control, you will acknowledge a complimentary climb to next room arrangement and late enrollment advantage until 3 pm as a Gold part.

2.5 Restaurants and bars

In the hotel Le Meridien, Dhaka there exists some famous restaurant and bars those are:-

- Favola.
- Olea.
- Latest recipe.
- Latitude 23.
- Above 25.
- Pool cafe.

2.5.1 Favola

Experience a taste of Italy while visiting in Dhaka. Favola is our on-site Italian restaurant, it offers traditional Italian cuisine and boasts the look and feel of a classic Italian restaurant. Here serve kinds of pasta, wood-fired pizzas, traditional antipasti and more.

A reservation is required.

Open for dinner.

Operating Hours: Dinner: Daily 7:00 pm until 11:30 pm

Dress code: Smart Casual.

Phone: 01990-900900



2.5.2 Olea

Olea is a contemporary classic Middle Eastern cuisine. Treat their inventive fare in a stylish ambiance at our Mediterranean restaurant where the ambiance is everywhere.

A reservation is required.

Open for dinner.

Dress code: Casual

Phone: 01990-900900

2.5.3 Latest recipe

Latest Recipe offers a varied menu inspired by an array of global tasty cuisines. Visit the restaurant for an expansive, creatively designed buffet, a-la-carte options, and lively interactive cooking stations.

A reservation is required.

Open for breakfast, lunch, and dinner.

Dress code: Casual.

Phone: 01990-900900



2.5.4 Latitude 23

Begin a morning in Dhaka at Latitude 23, in the coffee house. Conveniently located in the hotel lobby, there serve delicious Illy coffee and tea beverages, pastries and more. There also boasts a 24-hour snack menu.

Open for breakfast, lunch, and dinner.

Dress code: Smart Casual.

Phone: 01966-660053

2.5.5 Dining offers

Go on a culinary journey. Savor a wide choice of gastronomic delights at our selection of restaurants.

2.6 Recreation facilities

To uncover the inn visitors to a large group of amusement offices, the lodging offers swimming, pool, celebrity relax and a cutting edge exercise center where a visitor can be a remunerating experience. The visitors can stroll into the spa, steam, and Jacuzzi.

2.6.1 Pool and Health Club

For those looking for a sound way of life in an unwinding encompassing, our Health Club offers a completely prepared exercise center including steam room, knead medications and master coaches. Visitors will appreciate the great Swimming Pool and Health Club.

Le Meridien offers broad wellness offices at Health Club including:-

- Fully prepared exercise room.
- Hot shower Jacuzzi for both male and female zones.
- Open-air hot shower Jacuzzi.
- Hot/cold showers.
- Steam room.
- Swimming pool.
- Kid's pool.
- Massage administration.
- Personal instructional meetings. Swimming exercises for youngsters and grown-ups are directed by our expert and talented teachers.



2.6.2 Airport arrival

Guests can find our hotel counter arranged at the Hazrat Shahjalal International Airport landing lounge. Le Meridien Airport officials are open relentless at the counter to invite our guests and escort you to your transportation.

2.6.3 Plane terminal Transfer Services

Plane terminal Service - US\$ 30 for each vehicle each way.

Transport - Shuttle transport is available to and from the air terminal at US\$10 per individual each way.

Singular Service - Outlander is moreover open for world-class singular use in the midst of your remain.

2.7 Gatherings and event matrix (Floor space and capacity)

| Meeting Room | Dimensions (LxWxH) | Area (sq ft) | Theater | Schoolroom | Conference | U-Shape | Reception | Banquet |
|----------------------------------|--------------------|--------------|---------|------------|------------|---------|-----------|---------|
| Grand Ballroom | 145x60x21 | 8,700 | 750 | 320 | 320 | 320 | 550 | 550 |
| Grand Ballroom + Pre-Function | 177x66x21 | 11,679 | 750 | 320 | 320 | 320 | 550 | 610 |
| Sky Ballroom | 142x53x18 | 7,550 | 300 | 350 | 400 | 300 | 400 | 510 |
| Sky Ballroom + Pre-Function | 144x66x18 | 9,472 | 300 | 350 | 400 | 300 | 510 | 510 |
| North Sky | 52x43x18 | 2,239 | 200 | 75 | 100 | 100 | 200 | 130 |
| South Sky | 123x43x18 | 5,288 | 600 | 250 | 300 | 160 | 340 | 340 |
| Infinity | 245x76x6 | 18,654 | 1500 | 500 | 700 | 400 | 1000 | 1000 |
| Jeflong | 51x38x9 | 1,935 | 140 | 60 | 100 | 80 | 132 | 132 |
| Rangemati | 51x38x9 | 1,935 | 70 | 45 | 50 | 35 | 66 | 66 |
| Jeflong + Rangemati | 78x38x9 | 2,972 | 210 | 90 | 140 | 90 | 198 | 198 |
| Kuskate | 74x24x9 | 1,776 | 180 | 75 | 100 | 70 | 120 | 120 |
| Sompura | 38x28x9 | 1,074 | 70 | 45 | 50 | 35 | 66 | 66 |
| Bhulua | 30x26x9 | 774 | 40 | 30 | 30 | 25 | 44 | 44 |
| Sunderban | 30x26x9 | 774 | | | 18 | | | |
| Meeting Rooms Pre-Function Area | 45x48x9 | 2,357 | | | | | | |
| Infinity Private Restaurant | 50x33x9 | 1,647 | 80 | 50 | 50 | 30 | 80 | 80 |
| Infinity Private Meeting Room I | 30x17x9 | 509 | 40 | 30 | 30 | 22 | 30 | 30 |
| Infinity Private Meeting Room II | 15x17x9 | 257 | 20 | 12 | 10 | 12 | 20 | 20 |

2.8 Housekeeping department overview in Le Meridien, Dhaka

Housekeeping division's objective is to tidy and keep up all domains of the hotel totally, with the key purpose of improving the customer experience by having splendid checks of neatness. Housekeeping office is one of the hotel's subject matters. The guideline obligation of this office is to keep the hotel domain great and clean. Its essential obligation can be depicted in various specific core interests. The limit of this division is basic considering the way that the image of

the hotel depends upon this office. For example, people will get terrible comprehension to stay at five stars rich cabin which is dirty and messy.

Housekeeping Department has crucial obligations and duties in inn activities. It is answerable for:-

- Keeping the cleanness and deliberateness of the guest rooms, either had or void. Guest rooms must be immaculate and clean all of the events, so the room is pleasant and arranged to be held come what may.
- Keeping the cleanness and tidiness of the motel's zone, including working environments, bars, diners, open toilets, battle, except for the kitchen. This is a kind of cabin thought toward their guests. Completing and breathing life into the properties if there are any events held in a hotel. Completed and breathed life into the properties have unprecedented motivating force in the guest's viewpoint. They will envision that the motel is giving cautious thought to them.
- Keeping and organizing the agent's uniform. Immaculate and clean specialist's formal attire make the agents are seen as splendid and flabbergasting toward the guest's thought.
- Organizing the fabric inventories. Material inventories must be Le Meridien made with the ultimate objective to keep up it so at whatever point it required, it is constantly in arranged to use condition.

2.9 The role and function of the housekeeping department

The Housekeeping Department of Le Meridien has five divisions dependent on the outline. Every division has it each activity; this course of action makes the activity simpler to do.

The divisions are:-

- Floor division.
- Public area division.
- Linen and uniform division.
- Laundry division.
- Office division.

2.9.1 Floor division

Floor division is a division that is responsible for keeping the neatness, finish, cleanness, and planning of guest rooms, either included or void and managing little damages in the guest rooms, for example fixing window trimming rail, restroom bowl, Le Meridien slang in the washroom, etc. The work regions of this division are guest rooms and paths. Floor Supervisors, Room Attendants, and Utility Man are escorts of floor division.

2.9.2 Public area division

Open Area division is a division which is answerable for keeping the cleanness of open territory in inn region, for example, including pool and wellness room, and keeping fruitfulness, development the plants in lodging region and taking care of for masterminding Le Meridien for feast necessities, passages, workplaces, hall, and so forth. The work spots of this division are anteroom, bistro, hallways, lifts, staircases, workplaces, lobbies, open toilets pool, wellness room, outside nursery, indoor nursery, rock garden, smaller than expected nursery, and so on.

2.9.3 Linen and uniform division

The material and uniform division is answerable for dealing with and keeping cloth and uniform for inn representatives. The work regions of this join are Linen room, Room Boy's station, Laundry. Cloth and Uniform Supervisor, Tailor are chaperons of material and uniform division.

2.9.4 Office division

Office division is a division that is responsible for managing the Housekeeping Department's association, either correspondence or making month to month and yearly stock. The work locale of this division is the Housekeeping Office. Official Housekeeper, Assistant Housekeeper, Order Taker are the experts of office division.

2.10 The Organization folios of the housekeeping department

Every organization have a chart of their own like those are:-

- General Manager.
- Executive housekeeper.

- Assistant housekeeper.
- Order taker.
- Public area supervisor.
- Linen and uniform supervisor.
- Laundry manager.
- Floor supervisor.
- Room attendant linen and uniform attendant.
- Laundry attendant houseman gardener.

2.11 Employment specification obligations and duties of the housekeeping team members

2.11.1 Executive housekeeper

The obligations and duties of the Executive Housekeeper are assessing, arranging, coordinating, controlling, sorting out, overseeing, and planning all exercises of the Housekeeping Department individuals.

Duties:

- Establish and execute working techniques and gauges.
- Plan and arrange the exercises of housekeeping administrators and their group.
- Coordinate investigation or assess appointed regions to guarantee principles are met.
- Apply human assets the executive's abilities, for example, employing, preparing, planning and assessing execution.
- Complete money related administration undertakings, for example, setting and sticking to a spending limit.
- Handle authoritative assignments.

2.11.2 Assistant executive housekeeper

The obligations and duties of the Assistant Executive Housekeeper are getting a report from the Front Office Department about spaces for anticipated that appearance at that point illuminating

should the Floor Supervisor, accepting and checking Supervisor's reports and afterward making work request, and Arrange work calendar of the Housekeeping Department's representative.

Duties:

- Manage and screen staff dispensed to the transition to ensure security, quality control, and responsiveness.
- Conducts at work getting ready in a specialist way.
- Conducts presentation and agent evaluations.
- Directs therapeutic movement when significant.
- Ensure consideration by moving toward call delegates as required.
- Treat all agents, mending focuses on staff and patients with reverence.
- Communicate such that advances coordinated effort, while guidelines moving toward the development of what ought to be performed.
- Ensure that prosperity gets the most raised need.
- Responsible for stock control.
- Coordinate, timetable and chronicle all cycle cleaning in the district of commitment.
- Maintain and utilize the most ideal individual cautious equipment for the task being performed.
- Attend staff and Shift Supervisor social events.
- Promotes cooperation.
- Support the officials.

2.11.3 Order taker

The obligations and duties of the Order Taker Le Meridien taking care of and keeping the Housekeeping organization, educating to room kid if there are any rooms look at in or check, and drafting if any visitors who acquire inn's properties, like hairdryer, iron, charger, and so forth.

2.11.4 Floor supervisor

The obligations and duties of the Floor Supervisor Le Meridien circulating room's lord keys and work types of gear of the Room Boy in early daytime instructions, working in close coordination with the Assistant Executive Housekeeper in preparing and retraining of the Floor staffs and checking done by the Utility man in the room.

Duties:

- Lead, train, and spike.
- Inspect rooms.
- Maintain floor washroom.
- Supervise the fabric exchange.
- Train room escorts.
- Check all prosperity structures.
- Prepare housekeeping reports.
- Check all guide diagrams.
- Execute trouble control.
- Reports of all.

2.11.5 Public area supervisor

The obligations and duties of the Public Area Supervisor overseeing, organizing the exercises of the houseman in tidying up workrooms, workplaces, and open regions, remedying the flaw of houseman, guaranteeing the cleanness and upkeep all the Housekeeping gear.

2.11.6 Linen and uniform supervisor

The commitments and obligations of the Linen and Uniform Supervisor making step by step association of material and towel, researching as often as possible all zones under their supervision, and Supervising and participating in the activities of the fabric's room staff in shorting, counting and giving of outfits and fabric, confine the flawed fabric and uniform for fix or judgment.

2.11.7 Room attendant

Floor division is a division that is working for keeping the cleanliness, fulfillment, cleanness, and status of visitor rooms, either involved or empty and taking care of little harms in the visitor rooms, such as fixing window ornament rail, latrine bowl and so on. The work zones of this division are visitor rooms and halls and so forth

- The principal errands proceeded as room specialist Le Meridien.
- Maintain exclusive requirements of neatness all through the inn.

- Service all rooms and basic regions.
- Fulfill extraordinary solicitations to guarantee visitor solace and fulfillment.

2.11.8 Linen and uniform attendant

The commitments and obligations of the Linen and Uniform Attendant are passing on, directing, and sifting through the material for guest rooms, and sending the soiled fabric and uniform to the Laundry.

2.11.9 Gardener

The obligations and duties of the Gardener are taking care of an appeal of nursery both inside and outside of nursery in the lodging and keeping up stopping zone and storm cellar.

2.11.10 Houseman

The obligation and duty of the Houseman are keeping the cleanness of inn's open territory.

2.12 Coordination with housekeeping department within other departments

2.12.1 Coordination with front office department

Rooms are of manager stress to the front office and housekeeping divisions. It is basic for the workplaces to always exchange information on room status. The front office must offer records to expected sections and flights for the day early, and guidance housekeeping of genuine arrivals and departures as and when they occur. The front office isn't allowed to dole out guestrooms until the moment that the rooms have been cleaned, analyzed and released by the housekeeping division. The Housekeeping Department is probably the busiest region in the hotel like the combination of limits performed, and the number of staff working. It is commonly orchestrated in the washroom or some different favorable spot close to Housekeeping Supplies.

2.12.2 Coordination with the security department

The coordination here is basically stressed over the expectation of fire and thefts and the security of keys and lost property. There are such gigantic quantities of security perils on the floor that this contact is particularly basic and servant arranges by attempting to see that housekeeping staff

thinks about the dangers. Housekeeping workforce should similarly report anything of a suspicious sort instantly to the safety faculty. In any case, a guest may abuse this assurance and may be busy with certain unlawful activities, for instance, wagering, conveying and so forth. Housekeeping personnel must know about this risk and search for the security division's intervention if significant. The security officer is accountable for coordinating instructional seminars on dealing with emergency conditions for the staff. For example, they direct fire drills to get ready staff to adjust in a fire emergency.

2.12.3 Coordination with the food and beverage department

The sustenance and refreshment division involves both the organization staff and furthermore the kitchen staff. The coordination of housekeeping with the diners and supper passageways is generally stressed over the game plan of fabric and formal attire. The material room chief, under the supervision of the official house cleaner, needs a satisfactory stock of clean napery to meet the solicitations of the F and B office's diner and supper work. On his/her part, the restaurant director should ensure that the time set for the exchanging of fabric is respected; that material isn't lost or mishandled, and that trace of planned dinner work is given to housekeeping honorably advance of time. Near extra fabric, housekeeping may moreover need to organize sprout enhancements for supper. Sorting out between two divisions ends up being particularly basic by virtue of room advantage, so disintegration doesn't develop over issues, for instance, servers not gathering plate from guestrooms or room advantage staff leaving the dirtied plate in the paths or causing extra work through careless spills on the spread.

In various motels, housekeeping similarly thinks about bug control in diners, kitchens, and store affixed to them. Both diner and kitchen staff required clean formal attire once per day, for which they need to talk with housekeeping. The game plan of staff dinners for housekeeping work power, on the other hand, is the obligation of the kitchen staff.

2.12.4 Coordination with purchase department

The purchasing office verifies out-stock things for housekeeping, for instance, guest supplies and upgrades, stationery, fabric, cleaning materials, and apparatus, and whatnot. Housekeeping should give their need to purchase by technique for warning early as a purchase request.

2.12.5 Coordination with stores

Coordination with stores ensures the openness of ordinary necessities of housekeeping. Greater hotels have a store joined to the housekeeping office that stock material, supplies and so on. Tinier hotels may stock them in the general store, except for material, which is sent to the housekeeping office on purchase. Correspondence with stores is by technique for an interesting outline, which housekeeping sends to stores when it requires certain things.

Chapter-3

Duties and

Responsibilities

during the internship

at Le Meridien, Dhaka

3.0 Job description

As an assistant has done by my temporary position from Le Meridien, they are playing out my activity with full exertion to learn and cover the entire things of association exercises or tasks. It was filling in as a learner official on their home keeping segment. There have taken in the efficient method for working technique and administration improvement too. By underlying activity was to prepare to be a Room Attendant, Public territory, Floor Supervisor, Public region Supervisor, Order taker and furthermore the Laundry office etc.

3.1 Specific responsibilities of the training time for a trainee

- Wearing an official uniform.
- Taking nearness.
- Listing Shift Briefing.
- Maintain prepping and cleanliness of staff.
- Preparing the visitor needs supplies.
- Cleaning the visitor room.
- Returning the visitor supplies to the storeroom.

3.2 Method of preparing a guest room

- Starting work by worksheet.
- Stripping the room.
- Garbage out from the room.
- Making the Beds for a visitor.
- Bathroom clean inappropriate way.
- Dusting the entire room.
- Finishing contacts before leaving the room.

3.3 Significant focuses must be stream by the room attendant

- Never leave an opened had space unattended, despite for minute.
- Always pound the portal before going into the room.
- Do not open the guest space for some other individual aside from.
- Report all variations from the norm to senior one rapidly.
- Scanty Baggage.
- Bed never used.
- Occupied yet nothings.
- Safe from the tanked guest.
- Missing lodging things for the guest room.
- Pass away from wiped out visitors.
- Never talk about work power, lodging issue, clearly with anybody.
- Always leave the door totally open while redesigning a room.
- Knock at the door with knuckles.
- Don't use room key to pound.
- Stained or torn material should not be mixed with dirtied fabric.

3.4 Being supervisor activities

- Training staff by genuine actuates.
- Managing Time and Schedules by making list.
- Calculated legitimate hardware and supplies.
- Give the best client assistance.
- The lending intensity of representative.

3.5 Nightshift auditor responsibilities

- Making a housekeeping room status outline report.
- Prepare visitor wake-up calls and reservations.
- Check in house guest birthday and marriage day.
- Update level of in house guest.

- Drop and get a relative report.
- Long staying in the house guest report.
- VIP passage report.
- Makes step by step room bargain report.
- Records night move give a record of the commitment log book.
- Controls night evaluator's report.
- Control guestroom keys with Front Office Manager and Duty Manager.
- Look after lodging properties.

3.6 Public area activities

- Dusting roof fans, light apparatuses, corners, moldings entryway, dividers, washroom, baseboards, sensitive things, collectibles, clean conduits, supplant air channels.
- Vacuuming covered and different regions where I can't see.
- Window glass clean start to finish, wash windows, clean corners with cotton swabs, basso metal clean, cleaning the marble with cleanser by utilizing a machine.
- Use a dry mop, dust mop, wet-mop, clammy mop, hot-mop on the floor by depending.

3.7 Laundry department

In the hotel, one of the vital department is laundry, from where all hotel activities are included. Clothing alludes to the washing of dress and different materials. Clothing forms are frequently done in a room saved for that reason, in an individual home this is alluded to as a pantry or utility room. A high rise or understudy corridor of living arrangements may have a common clothing office. The material that is being washed, or has been washed, is additionally, by and large, alluded to like clothing.

3.7.1 Work of laundry attendant

Attire related to the entirety of the work is crucial pieces of housekeeping. In the clothing there for the most part attire, experts work like consolidating mending offices, the practice focuses,

spas and lodgings. On the opposite side, they likewise work for f and b, staff, wellness focus and so forth.

3.7.2 Working activities of the laundry department

- Dry cleaning of dresses.
- Collecting and Sorting of dresses.
- Wet cleaning the grimy dresses.
- Washing and Drying.
- Folding and Organizing a clean dress.
- And at long last offer those to the visitors.

3.8 The problems faced the housekeeping department of “Le Meridien, Dhaka”

In the working time, I noticed some problem in my point of view, those are:-

- In the hotel, most of the housekeeping staff can't convey in English smoothly. English is the vernacular of the world. Each staff of the hotel on any occasion should expert English discourse, so they can impart in English effectively.
- Housekeeping staffs, especially room escorts need to work in a nutshell time. There are essential issues in the hotel. The housekeeping staff, especially room escorts are mentioned to work more earnestly than normal. This condition generally speaking happens in the Christmas season or if there are any uncommon events in the hotel, that makes the number of reservations is extending in a word time. For example, ten-room masters who are given obligations on a comparative floor can manage 20 rooms on multi-day.
- The amounts of housekeeping staff in the skillet are obliged. This condition will make the housekeeping department nonattendance of staff and this will make the housekeeping department can't accomplish its best execution.
- The nonappearance of merriments number from the supplier. To a great extent the amount of solaces from the supplier, for instance, chemical, cleaning agent, tissue,

sawing units, sewing packs, candles, toothpaste, sugar, sugar, is inadequate. This issue impacts the guest's satisfaction. The comforts in the guest's room must be superseded with the new ones as fast as time grants.

- Most of the housekeeping staff can't talk in other vernacular than Bangla and English. A portion of the time housekeeping sets up the look with remote guests, who can't convey in English. For example, the ordinary guests are guest who starts from China, Germany, Uganda, Korea, and Portugal. Most of the housekeeping staff are given Standard English talk. At the point when they are serving guests who can't impart in English, there is a tongue obstacle in their correspondence. The housekeeping staff is constrained to give the message to the guest. This condition makes the housekeeping staff can't work maximal and the guests are not totally satisfied.

3.9 The learning results of my departmental training responsibilities

This 4 months entry-level position period helped me a great deal in increasing down to earth information. As inn is where outsiders dwell generally my English talking capacity has expanded a ton because of continuous correspondence with the outsiders.

- Acquainted with the corporate culture of the friendliness industry on how to manage visitors.
- Functional information about the friendliness industry this temporary job is one of the best models of experiential learning in neighborliness training. In any case, to be effective, it requires the participation of understudies, managers, and instructors.
- Functional information about housekeeping division how to make a visitor room, public zone, and furthermore clothing.
- Orders keep up discipline in the work environment is the methods by which supervisory faculty right to conduct insufficiencies and guarantee adherence to set up organization rules. The motivation behind the order is the right to conduct. It isn't intended to rebuff or humiliate a representative

- Work-life balance considers it getting yourself adaptability by being unimaginable at your work. The better you are, the more control you increase over your timetable. The more grounded your aptitudes, the more influence you have in the working environment.
- Dealing with lost and found any lost and found things are to be conveyed to the housekeeping office to be signed in opera and logbook. Handover the item to the workplace floor supervisor will take the thing to the housekeeping office where it will be signed in to show and a logbook. The thing will be secured away in the lost and found bureau under the correct month, if it's a valuable thing it will be similar procedures simply will be placed in the front of the house safe however housekeeping is as yet responded to an organization of that thing.
- Administration in this entry-level position makes me increasingly competent to fill in as a pioneer.
- Arranging ability in this temporary position I figure out how to sort out.
- Snappy basic leadership during the basic circumstance.
- Inspiration propelled representatives are fundamental to the achievement of an association as spurred workers are commonly progressively beneficial at the workplace.
- Managing outside visitor in this s entry-level position time I managing numerous remote visitors.
- Keeping the nerves solid while confronting any circumstance.

3.10 Staffing duty time schedule

As a 5star ranking hotel there run all kind of shift by the world-class hotelier rules

- Morning shift 7:30 am to 4:30 pm
- Evening shift 1:30 pm to 10:30 pm
- Night shift 10:30 pm to 7:30 am

Chapter-4

Findings, recommendation and conclusion

4.0 Findings and recommendation

Le Meridien Dhaka is a truly outstanding and biggest inn in the Dhaka city, they are giving their best support of their visitors and them additionally exceptionally dynamic to give their visitors services however as a learner there needs to give some recommendation to them which assist them with approaching future to make world-class administration.

- At first converse with a student by that fixed the learner working spot.
- In the preparation time must partition the entry-level position period with working spots by that one student can become familiar with all the division work appropriately.
- In the housekeeping, the worker is not very great in English therefore my perspective state that authority can make them for prepping session.
- Arrange the gathering session, in any event, one time in the feeble.
- Maintain appropriate schedule opening which makes move to the worker.
- Need more opportunities for a representative to do their own work.
- Train up the new preparation to be adjusted with the genuine working experience.
- Recruit more staff for better administrations.
- There may make a discussion to tune in to the client's input as well as to partners and colleagues.
- The intern is constantly critical to client care. Procedures and in particular solid administration are the enduring establishment for giving the best client assistance.

4.1 Conclusion

During these four months in Hotel le Meridien, it may arrange a tidy life. There found the opportunity to execute my insight and ability and furthermore got the opportunity to learn numerous new things in different housekeeping office. For which it was allocated as a student in the housekeeping division were got the opportunity to experience to work with various individuals. Staffs there are useful, helpful. These individuals helped me a ton during my preparation. Here, I got open doors in any place did my preparation. It has helped a great deal to develop myself rationally and physically. One significant thing is that they have consistently urged me to do the new position and they never indicated any indignance towards me, despite the

fact that when committed an error. Rather than being irate, they used to let me know "botch offers you a chance to adapt new thing yet never rehash the same slip-up". In le Meridien, there got the opportunity to see and work with individuals from various social foundations. There, I became acquainted with the distinctive culture, conduct and way of life of individuals from better places. Am found a distinctive workplace. The workplace there doesn't let you feel that you are working for other people. During my preparation period, am additionally became more acquainted with the lodging business and got its capacities. There learn operational angle the housekeeping divisions of le Meridien. During the investigation hour, I am trying to adopt such a large number of things and simultaneously which appreciated the sword moreover.

Appendix

| | | | | | |
|----------------------|-------------------|----------------|------------|-----------------------|-----------|
| Student Name: | MD.ASHIKUR RAHMAN | DIU ID: | 161-43-228 | Year/Semester: | FALL 2019 |
|----------------------|-------------------|----------------|------------|-----------------------|-----------|

| | | | |
|---------------------------|----------------------------|-------------------------|-------------------|
| Organization Name: | HOTEL LE MERIDIEN DHAKA | Business Type: | HOTEL |
| Working Area: | ROOM ATTENDENT | Supervisor Name: | MR. TUHIN BISSASH |

| | | | | | |
|--------------|------------|-----------------|-------|------------------|-------|
| Date: | 17-09-2019 | Time In: | 07:30 | Time Out: | 17:00 |
|--------------|------------|-----------------|-------|------------------|-------|

| List of Jobs | Observations (Constrains/ Challenges) | Lessons Learned | Recommendations |
|--|--|---|---|
| <p>Receiving the guests need. Provide information about hotel. Creating working folio.</p> | <p>No proper training or guideline given before go on there.</p> | <p>Know the procedure of client handling. Learn different department task. Different kind of guests need.</p> | <p>Guests tracking guideline must be provided before by that easily make happy to the guests.</p> |

| | | | |
|---|--|--------------------------------------|--|
| Supervisor Observation & Signature | | Academic Assessor Observation | |
|---|--|--------------------------------------|--|

Chapter-5

Reference

Reference

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