



## **Internship Report**

**A comprehensive study On**

# **“ FRONT OFFICE OPERATION AND SERVICE FEATURES OF HAIKOU MARRIOTT HOTEL”**

*An Internship Report Presented to the Faculty of Business and Entrepreneurship in Partial  
Fulfillment of the Requirements for the Degree of Bachelor of Tourism and Hospitality Management*

### **Submitted to**

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**Date of Submission: 15 February 2020**

## Certificate of Approval

This is to certify that Md. Rabiul Awal Rony, ID: 152-43-177 has completed his internship from “Haikou Marriott Hotel” as a Front Office Trainee. He has successfully completed his internship Report under my supervision. During my supervision, I found him punctual, hardworking and sincere.

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 program.

I wish him success and prosperity.



-----  
**Md. Golam Mostofa**

Assistant Professor

Department of Tourism & Hospitality Management

Daffodil International University

## **Acknowledgment**

As a matter of first importance, I might want to offer my most profound thanks to the all-powerful Allah without whose gift I would not have the option to finish the undertaking inside the time. While setting up the entry-level position report I owe my earnest gratitude to numerous individuals who helped and upheld me in getting ready for this report.

I am extremely appreciative of my Honorable internship supervisor, Md. Golam Mostofa, Assistant Professor, Department of Tourism and Hospitality Management, Daffodil International University, for his important time and counsel. Without help from him, it would have been extremely hard for me to do an essential task and finish this report. I am profoundly thankful to him for this consistent direction and backing.

From that point onward, I would like to thank every single Staff of Haikou Marriott Hotel, every single one helped me throughout the internship period. I am particularly assigned to the concierge desk. I might want to communicate my earnest thankfulness to All others partner and staff of Haikou Marriott Hotel, extraordinarily Mr. Jordan (Manager, Front Office), Ms. Jessica (Assistant Manager, Haikou Marriott Hotel), Mr. Charlie Lin (Head of occasion) Ms. Helen (supervisor, Front Office) for their caring help, Without whom it would impractical for me to finish this assignment, they give all essential rule, participation, counsel during my temporary job and afterward to finish this entangled undertaking.

## LETTER OF TRANSMITTAL

15th February 2020

**Md. Golam Mostofa**

Department of Tourism & Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

**Subject: Submission of internship report.**

Dear Sir,

I am hereby submitting my internship report on “Front Office Operation and Service Features of Haikou Marriott Hotel” which is a part of our Bachelor of Tourism and Hospitality Management program curriculum. It is an honor and a great pleasure for me to work under your active supervision.

The report is prepared on the basis of the 1-year hands-on internship program at The Haikou Marriott Hotel, China. which is a property of Marriott International Hotel and Resorts.

It is an extensive opportunity for me to work in The Haikou Marriott Hotel as a trainee in Front office division for 1 year under the supervision of Mr. Charlie Lin (Chef Concierge). This project provides me the opportunity to relate my academic knowledge with real-life experience.

I tried my level best to follow your rules and guidelines in every aspect. I am thanking 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 and informative to have an apparent perspective on the issue.

Md. Rabiul Awal Rony

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Department of Tourism & Hospitality Management

## DECLARATION

I declare that this written submission is the representation of my ideas in my own words and where I have compiled and included others' ideas or words, I adequately cited and referenced the original sources. I also declare that I have adhered to all principles of academic honesty and integrity and have not misrepresented or fabricated or falsified any idea or data or fact or source in my submission. I understand that any violation of the above will be cause for disciplinary action by the University and can also evoke penal action from the sources which have thus not been properly cited or from whom proper permission has not been taken when needed.



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Md. Rabiul Awal Rony

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## EXECUTIVE SUMMARY

The report is made with the objective to help you to understand the function of the front office team of the Haikou Marriott Hotel. The responsibilities of front office associates and how we are handling the guest request and complaints are the main focus of this report and main purpose. Throughout my internship period, I have learned about the psychology of the guest and treat them accordingly and Communicate with different divisions in a cordial and professional way. The report includes face to face interview, both primary and secondary information was analyzed to prepare the report. Haikou Marriott Hotel is a famous and uniquely custom fitted as a luxury brand and The Salisbury -YMCA of Hong Kong. The hotel is well equipped with various features and recreational facilities. The mission of the Haikou Marriott Hotel is “To enhance the lives of our customers by creating and enabling unsurpassed vacation and leisure experience.” The front office is known for its prime significance in perspective and fundamental nature of the business to sell the rooms. Some of the noticeable learning from during my internship period is receiving Phone calls from in-house guests, Giving Directions and providing knowledge about the hotel products, pick up and convey things from guests’ rooms or delivery, or get things done for guests, Make travel plans for touring. I have acquired knowledge about the Chinese luxury market and service standard, Chinese guests’ characteristics. At last, there are some recommendations for Haikou Marriott Hotel according to my knowledge and ways to overcome some frequent complaints from guests.

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# **Chapter 1**

## **Introduction**

## **1.1 Introduction Rationale:**

I have completed an academic internship from Haikou Marriott Hotel. Haikou Marriott Hotel operating its business since 2014 with 307 rooms and various hospitality service outlets. I have started my internship with the food and beverage department where I have worked for 6 months. Later I was transferred to the front office department to work in concierge. While working in both department I have learned numerous techniques, system or traditional ways to provide service. Learning the Chinese language was my 1<sup>st</sup> target to go to China. The food and beverage department was an extremely busy department. Island Bistro is a western restaurant where I have worked for 6 months to learn some unique features. The restaurant was well prepared for guest service with various delicious dishes. While working in the front office department, I have got the opportunity to talk and meet new peoples which helped me to learn the Chinese language faster. Concierge is very important to create guest satisfaction because they always work for the guest or they are directly connected with in house or outside guests. In a busy time, there was a lot of guests, while working in the concierge I have enjoyed a lot. All the staff very friendly, my supervisor always helped me when I didn't know anything or I was learning new things, how to execute the job. There were various types of documents that we need to follow but we have to keep tracking about guest belongings. We have to give the security of guest's belongings, so that's why we need to put each and every record and the guest is giving something order taking something from us. If the guests from the outside then we have to take money from them as a security deposit. Some guest always wanted to know about the gym, where is the swimming pool, what is the money exchange rate or ATM machine, this type of things and we need to give them feedback as they want. If the guest knows English then I used to give them feedback in English or if he doesn't know English then I used to call someone who can speak Chinese have because I don't know very well Chinese. I can give some instruction but not very good in Chinese but by the time I worked hard and learn more and more Chinese I become familiar with the Chinese language then I started communicating with the guest in Chinese. Haikou Marriott Hotel is a big five-star hotel, where almost all hospitality services are available for guests.

## **1.2 Background of the Study:**

In order to complete under graduation, it is mandatory to complete 6 credits hour internship in a reputed hospitality service provider. I have chosen the Haikou Marriott Hotel as my internship place. With 63 million tourist's arrival China became the 4<sup>th</sup> top destination in the world

according to the report of UNWTO 2018. Visitors from all over the world come to the Haikou Marriott Hotel, which is why I have chosen this hotel to learn more about the Hospitality standard of the developed country. The Marriott International brand considered a luxury brand all over the world.

### **1.3 Scope of the Study**

In this internship report, I will cover the responsibilities of front desk associates and how we are handling the guest request and complaints in the Haikou Marriott Hotel. While pick season the hotel is overcrowded and it is become more difficult to facilitate everyone and see a smiling face. Also, I will discuss how Haikou Marriott Hotel has reacted in the pandemic situation during the coronavirus outbreak.

### **1.4 Problem Statement/ Objective of the Study**

The principle target of this report is recognizing the administration procedure of Haikou Marriott Hotel and exclusively Front Office Which Incorporates:

- To know the operation procedure of Front office
- Observe the activities of front office
- To understand the job of the front office department
- To learn Duties and Responsibilities
- To analysis the system of front office
- To identify the steps to execute any given task

#### **1.4.1 Broad Statement**

The center targets of this internship report are to distinguish and to learn the general activity method of the front office and get thorough information about the front office department activity. The investigation performed at Haikou Marriott Hotel.

#### **1.4.2 Specific Objective**

The particular target of setting up this report is to explain the information assembled during the Internship period. Some other goals can be expressed as follows:

- To Learn how to Maintain documentation

- To acquire Knowledge about the Property
- To observe policies
- To identify the workflow
- To Be mindful of nearby attractions and eateries and make suggestions to visitors
- To Handle approaching calls and other visitor correspondence in a tactful design
- To Accurately speak with different movements in regards to issues emerging from everyday tasks

### **1.5 Methodology/ Design of the Study**

The report includes subjective examination, both primary and secondary information was utilized for the arrangement of the report. Some essential information gathered from clients and representatives of the Haikou Marriott Hotel. The interview on the representatives is the subjective report and there was no specific questionnaire. where I have talked with workers of the Haikou Marriott hotel. The interviews based on participant observation, in-depth interviews, and focus groups. Most of the part was in an observational study on different types of guests in the Haikou Marriott Hotel.

### **1.6 Limitations of the Study**

There were a few limitations in the study and preparing this report and maintain the authenticity of the report. Those are given below:

1. Communication problem with the guests
2. High level of work pressure
3. Recent coronavirus outbreak
4. Limited information available as secondary data
5. Lack of solid sources.
6. Non-accessibility of the reference book
7. Limited access for trainee

# **Chapter -2**

## **An Overview of Hotel/ Industry/Company**

## **2.1 Introduction to the Hotel**

Haikou Marriott Hotel is a flawless brand that has a place with Marriott International, named after Mr. John Willard Marriott, the Chairman and Chief Executive Officer (CEO) of Marriott International. Haikou Marriott Hotel is perceived and uniquely custom fitted as an upscale brand of lodgings The Salisbury -YMCA of Hong Kong. The most punctual history of Marriott began when Mr. J. Willard Marriott and his better half opened a root lager remain in Washington D.C back in the year 1927. The effective story proceeds by growing their undertakings into a chain of eateries also, presenting In-flite cooking which later turns into wonder in carrier ventures. They later opened the Marriott first lodging which is The Key Bridge Marriott in Arlington, Virginia. Their child was named as the present Chairman and Chief Executive Officer, J.W. (Bill) Marriott, Jr. what's more, it has driven the organization to staggering overall development. Today, Marriott International has around 3,150 housing properties situated in the United States and 67 different nations and territories. Marriott International is a gathering of brands that is notable for its one of a kind items and administrations offered everywhere throughout the world. Their item shifts from Full Service, Selected Service, Extended Stay and others. Marriott International is surmised capable with regards to their image, which is ensured extravagance and colossal experience both feasting's and remains. There are quantities of marks under the Marriott lead, each with possesses sort of style and custom-fitted to accomplish most extreme fulfillment. The following are the brands that Marriott International offers;

### **Full-Service Lodging**

- Marriott Hotels & Resorts
- JW Marriott Hotels & Resorts
- Renaissance Hotels & Resorts
- Marriott Conference Centers
- Ritz-Carlton Hotels & Resorts
- BULGARI Hotels & Resorts
- Edition Hotels & Resorts
- Autograph Collection Hotels & Resorts

### **Select Service Lodging**

- Courtyard by Marriott

- Fairfield Inn by Marriott
- SpringHill Suites by Marriott

### **Extended Stay Lodging**

- Residence Inn by Marriott
- TownePlace Suites by Marriott
- Marriott Executive Stay
- Marriott Executive Apartments

### **Timeshare**

- Marriott Vacation Club International (MVCI)
- Marriott Grand Residence Club
- The Ritz-Carlton Club
- The Ritz-Carlton Destination Club

## **2.2 Background of the Hotel/ Hotel Profile**

### **Haikou Marriott Hotel**



**No 292 Binhai Avenue, Xiuying District Haikou, 570311 China**

Phone: +86 898 6870 8666

Fax: +86 898 6870 8777

### **QUICK SPECS**

- Guest Rooms 295
- Meeting Rooms 8

- Total Meeting Capacity 799
- Wi-fi
- Total Meeting Sq. Ft. 14,478

### **Internet Access**

Guest rooms: Complimentary Wireless, Wired Lobby and public areas: Complimentary Wireless  
Meeting rooms: Wireless, Wired

### **Parking**

Complimentary off-site parking  
Complimentary on-site parking

### **Property Details**

floors, 277 rooms, 18 suites

meeting rooms, 18,212 sq ft of total meeting space

### **Pet Policy**

Pets not allowed

Offering an open-air pool and a spa and health focus, Haikou Marriott Hotel is situated in Haikou. Free WiFi gets to is accessible. Occasion Beach is a 10-minute stroll from the property. Haikou Marriott Hotel is a 5-minute drive from Ocean World Fishing Village and a 3-minute drive from Hainan International Convention and Exhibition Center. Haikou Port Ferry Terminal is a 12-minute leave and Binhai Park is a 13-minute drive away. Each room here will give you a TV, cooling and a minibar. There is likewise an electric pot. Highlighting a shower, a private washroom likewise accompanies a shower and a hairdryer. You can appreciate the ocean see from the room. Additional items incorporate an iPod dock and a seating region. At Haikou Marriott Hotel you will discover 3 eateries and a wellness place. Different offices offered at the property incorporate gathering offices, a common parlor and ticketing administration. The property offers free stopping



## Features

- General facilities
- Non-smoking rooms
- Rooms/ Facilities for disabled
- Lift
- Safe-deposit box
- Currency exchange
- Wi-Fi
- 24-hour reception
- Luggage storage
- Coffee shop No pets allowed
- Express check-in/ -out
- Non-smoking property
- Executive/club floor
- On-site car park
- Lobby
- VIP check-in/ -out
- Electric vehicle charging station
- Wheelchair access
- ATM/Cash machine
- Cafe

## Activities & Leisure

- Spa & wellness center
- Sauna
- Swimming pool
- Fitness center
- Outdoor swimming pool
- Jacuzzi
- Billiard tables

## Food & Beverages

- Restaurant
- In-room breakfast
- Poolside snack bar
- Picnic area/ Tables
- Dryer
- Electric kettle
- Paid breakfast
- Coffee/Tea in lobby
- Snack bar

## Services

- Room service
- Car hire

## Rooms come with

- Ironing facilities
- Air conditioning
- Television
- Tea and coffee facilities
- Hair dryer
- AM/FM alarm clock
- Telephone
- Mini-bar
- Balcony
- Private bathroom
- Turndown service
- Bathrobe
- Sitting area
- Rollaway beds
- DVD player
- CD player
- Direct dial telephone
- Dressing area
- Pillow top mattress
- Shared bathroom
- Bottled water
- Bathtub
- In-room safe
- Children's pool
- Cots
-

- Barbeque grills
- Massage
- Library
- BBQ facilities
- Karaoke
- Aquapark
- Cycling
- Tubing
- Garden area
- Leisure/ TV room
- Hot spring bath
- Kids club
- VIP room facilities
- Water slides
- Sink
- Free toiletries
- Flat-screen TV
- Carpeted floor
- Washing machine
- Babysitting/Child Services
- Soundproofed rooms
- In-room desk
- Paid kids club
- In-room air conditioning
- Bathtub shower combination

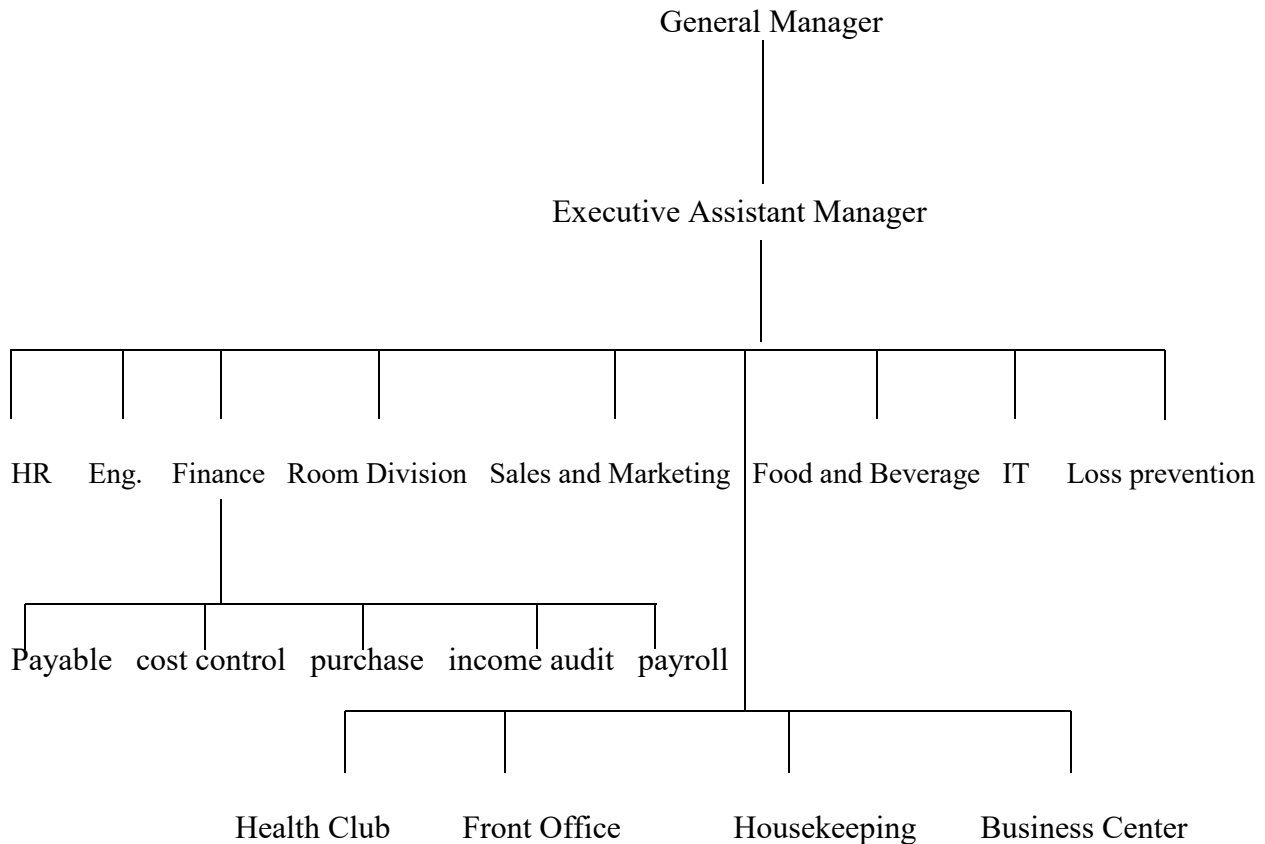
### **2.2.1 Mission:**

“To enhance the lives of our customers by creating and enabling unsurpassed vacation and leisure experience.”

### **2.2.2 Vision**

Marriott International Organization has guaranteed proceeded with progress for near a hundred years on a worldwide stage by following the vision of the authors of the organization. Marriott's vision articulation set forth by the organization is as per the following: “To be the World’s Favorite Travel Company.

### 2.2.3 Organization Chart of the Hotel



## 2.3 Description of the Department:

### 2.3.1 Front office:

Haikou Marriott Hotel has a big lobby for guests with various outlets. Front office division is the core of the lodging. It interfaces all the divisions advising them the visitor needs. The front office is the spot that needs to confront gripes and inquiries from the visitor. This division takes warmth. From pre-appearance to takeoff front needs to serve visitors pleasing them with all the administrations they need. The lobby of the Haikou Marriott Hotel is located on the 3<sup>rd</sup> floor with

a huge space. The front office of any Hotel needs to perform various responsibilities. These responsibilities are partitioned into 4 various classifications. Those are:

- Pre-Arrival
- Arrival
- Check-In and Check-out
- Departure

The particular exercise areas appeared in the figure above. Pre-appearance work begins with the reservation process. At appearance front office forms enlistment, key giving and stuff dealing with. At the inhabitant period they associate visitors with different offices as per their needs, trade cash, handles send and calls. At flight, they mastermind checkout, charge settlement and transportation offices for visitors.

### **2.3.2 Housekeeping:**

Haikou Marriott Hotel operates 307 rooms which are prepared by the Housekeeping Department. The housekeeping is the branch of a lodging accused of tidying up and keeping up rooms and open spaces. From the time a visitor checks in a lodging, until he looks at, it is the housekeeping office that deals with the visitor by making his/her stay charming and agreeable. In general, the housekeeping group is liable for the day by day tidying up of open rooms (entryways, halls, meeting rooms), private rooms and open washrooms. Moreover, it handles the washing of materials and in certain examples, visitor clothing. Housekeeping likewise plays out a minor security work by giving a —first alertl to potential visitor issues while staff embrace everyday visitor room cleaning. The significances of housekeeping division are:

- Comfort
- Cleanliness
- Safety and Security
- Privacy
- Decoration

### **2.3.3 Food & Beverage Service**

The accommodation industry is the most different and broadly spread rewarding industry on the planet. It is surely the biggest utilizing a huge number of individuals in a confusing exhibit of

employments around the globe. Areas go from the stylish five-star resort to the less trendy, yet seemingly progressively particular, institutional territories, for example, medical clinics, mechanical outfits, schools and universities. However, of these a wide range of areas, providing food must be the most testing. Whatever the size of the providing food activity, the assortment of chances accessible is unending. Anything is possible with catering. This is valid if there should arise an occurrence of the Haikou Marriott Hotel or any five-star inns in conversation. The nourishment and drink activity begin from acquiring and accepting the item that will be utilized to plan nourishment and completed refreshments and closures at the serving and administration process. Like other five-star lodgings, the nourishment and drink executive controls the food and beverage division of the Haikou Marriott Hotel. food and beverage chief at that point discovers café supervisor, meal chief and the official culinary specialist working for him to deal with the office. At that point, the others in the progression have their job right now different culinary specialists, cooks and servers. As I saw, in spite of the little surviving of the individuals on work are fit for completing works. Association outline is altered according to their necessity and exercises. As you can see here there are 6 different segments that the food and beverage department have to look after in Haikou Marriott Hotel:

1. Island Bistro
2. Room service
3. Manho Restaurant
4. Helicon Bar
5. Lobby Bar
6. The Big Fish Bar

### **2.3.4 Food and Beverage Production**

The kitchen offices of any five-star lodgings are essential to be proficient. The huge majority of food arrangement and conveyance requires the kitchen to be legitimate for some cooks and partners working together and completing employment in time. So, kitchen planning is significant first to make the kitchen practical and make it simpler for individuals to work quickly and work productively. The planning is logical remembering the everyday activity and stream of work. Here I'm showing the kitchen of the Haikou Marriott Hotel.

### **2.3.5 Human Resource Department**

There are the different capacities that are trailed by HRM, its significant capacities are to enroll, select and train the possibility for the necessary occupation position. In the event that the applicant is given solid preparation and advancement sessions than it will assist the association with achieving wanted objectives. Following are the elements of Human Resource Management in the Marriott Hotel:

**Enlistment and Selection:** During the Recruitment procedure, the utilization of different up-and-comers are acknowledged and their latent capacity is distinguished. In a meeting, the HR chief watches the capability of the up-and-comer and briefs the applicant about Marriott Hotel

**Preparing and advancement:** Providing instructional courses to the workers of the association, will improve their insight and aptitude and furthermore, they will play out their errands all the more productively and adequately.

**Remuneration:** It is a significant capacity of HRM to confirm that how much an individual ought to be paid for its activity. Likewise, the individuals get pulled in towards the association which pays high according to the work performed by them.

### **2.3.6 Sales and Marketing Department**

Marriott Hotels accepts that the inn and accommodation enterprises must concentrate on the web-based system. They use WeChat great deal to explain the inquiries of clients and offer the new and information about their lodging sing numerous other people to person communication sites. In the present business world, advertising is a pertinent methodology. It is one of the principal techniques that are received by all the associations. It assists with making the item and administration referred to the objective clients just as different clients. So as to be effective in the accommodation business, the promoting group of the Marriott inns ought to comprehend the monetary, social, lawful, political, innovation, demography, and so on. Marriott Hotels utilize the most recent innovation and execute these advances in everywhere throughout the association of Marriott. These advances help to refresh the whole showcasing systems of the different focused on crowd. The administration of the lodging is done through the most recent innovative applications that permit the inn to make a positive modified piece that can be bolstered in various sorts of dialects

### 2.3.7 Account & finance Department

Fiscal summary examination (or budgetary investigation) is the way toward exploring and breaking down an organization's budget summaries to settle on better financial choices. These announcements incorporate the salary articulation, asset report, explanation of incomes, and an announcement of changes in value. Budget report examination is a strategy or procedure including explicit methods for assessing dangers, execution, monetary wellbeing, and future possibilities of an association.

### 2.3.8 SWOT Analysis of the Hotel

1. Scenic Beauty
2. Huge Number of Rooms
3. Big Car Parking Area
4. Big Lobby
5. Room size is bigger
6. Cultural Infrastructure

#### Strengths

1. Located near Hainan Convention center
2. Stable political environment
3. Increasing Number of foreign tourists

#### Opportunities

1. Far from City
2. Public transport is not accessible
3. No shopping mall in the Hotel or nearby area
4. Lack of English speaking staff

#### Weakness

1. New businesses are coming in the market
2. Recent Coronavirus Outbreak

#### Threat

### 2.3.9 Conclusion

The hotel is equipped with amazing features. Upscale lodging on the seashore, with 2 outside swimming pools. Haikou Marriott Hotel offers 287 cooled housing, which is available through outside hallways and highlight DVD players and minibars. Rooms open to overhangs. Visitors

can surf the web utilizing the complimentary wired and remote Internet get to. Visitors can enjoy a spoiling treatment at the inn's full-administration spa, Touch Spa. Administrations incorporate facials, body wraps, and body cleans. The spa is outfitted with a steam room. An assortment of treatment treatments is given, including Ayurvedic. It is an ideal place to pass some quality time.



# **Chapter-3**

## **Overview of the Front Office Department**

### **3.1 Introduction to the Department**

Front office in a lodging holds prime significance in perspective on the fundamental nature of business of the lodging that is to sell the rooms. It has a complimentary job of picture-making which is the first and the last purpose of contact of each visitor and it additionally includes in the number of exercises. The front office is the face and just as the voice of business. In any case of the star rating of the lodging or the Hotel type, the inn has a front office as its most noticeable division. It is the division that has a regular connection between the clients who handles the exchanges between the lodging and its Guests. The staff gets the guests handles their solicitations, and strikes the initial introduction about the lodging into their psyches.

### **3.2 Background of the Department**

In Haikou Marriott Hotel the front office is so bustling office. Visitors are originating from everywhere throughout the world, they are checking in our checking out. The hall region so huge so that when there is an excessive number of visitors, they take rest or request nourishment. The front office division is connected to the different offices like concierge, at your service, sales and marketing etc. So forth 4 associates consistently remain in the front work area to get the visitors. I was in the concierge office to get the visitor and deal with their belongings. Provide guidance to the visitor is one of the principal duties. Haikou Marriott Hotel uses the Opera system to manage their property.

#### **3.2.1 Mission**

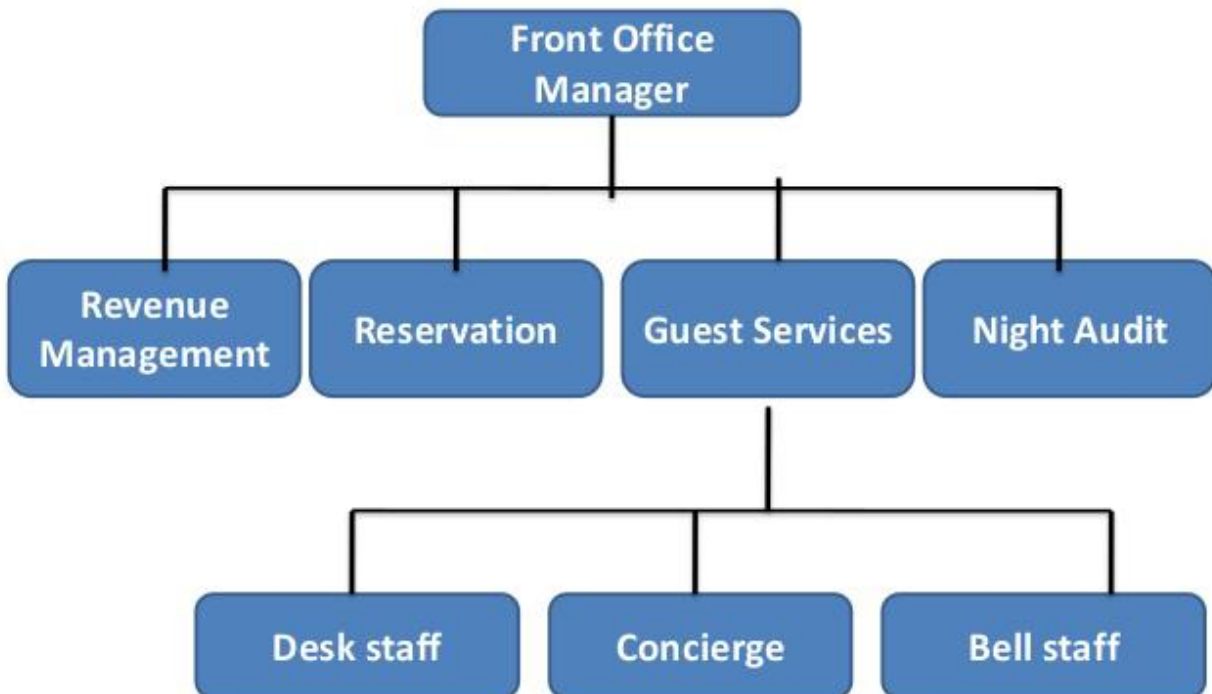
Marriott's mission statement is "to enhance the lives of our customers by creating and enabling unsurpassed vacation and leisure experiences."

#### **3.2.2 Vision**

Marriott's vision statement is "to become the premier provider and facilitator of leisure & vacation experiences in the world."

#### **3.2.3 Organization Chart of the Department**

# Overview of the Front Office



### 3.3 Outlet Description of the Department

The lobby is surrounded by various cultural elements. On the right side, there are two desks that are dedicated to the concierge. On the left-hand side, 3 desks are dedicated to front desk staff. Each desk is well equipped with a technological device. Besides the front desk, there is a big room which is known as a luggage room to give security to the guest's belongings.

### 3.4 Coordination with Other departments

The front office is the heart of the hotel. Whenever any guest faces any problem usually, they call in the front desk for help. That's why the front desk directly linked to another department. Here is a chart that shows the involvement of the front office department with other departments.



### 3.5 SWOT Analysis of the Department

#### Strengths

- ❖ Big lobby
- ❖ Skilled manpower
- ❖ Updated technology
- ❖ Food and Beverage outlet in the lobby

#### Weakness

- ❖ Lack of English Language Knowledge
- ❖ Insufficient Staff

#### Opportunities

- ❖ Technological advancements
- ❖ Other Supportive departments
- ❖ Mobile check-in

#### Threat

- ❖ Difficulties to handle group guests
- ❖ Using mobile in the front desk for personal reason

### **3.6 Conclusion**

The front office is the immediate Guest connection division. From where it serves the best administrations and takes the input from the visitor. It centers around the visitor's decision and fulfillment. The Haikou Marriott hotel has its very good rating on the online travel agent's website and it is keep growing. A portion of the issues are still existing right now the works ought to be done by the same spot Information to the visitor, Reservation. If they hire a few English-speaking staff then the front office department will be more dynamic.

**Chapter-4**

**Activities Undertaken,  
Constraints/Challenges, and Lessons  
Learned**

## 4.1 Activities Undertaken

During the internship period, I have learned about the front office operation procedures and standard of the quality service of a five-star hotel. The front office is the place where we need to create the first impression by welcoming them in a unique or traditional way. Usually by a cultural song, dance or by a drink. While the check-in process needs to understand their interest and expectation about the property. I used to provide basic knowledge and other assistance to the guest. Those are elaborated beneath.

- Make dining and different bookings for guests, and get tickets for occasions.
- Provide data about neighborhood highlights, for example, shopping, feasting, nightlife, and recreational goals.
- Make travel plans for touring and different visits.
- Receive, store, and convey gear and mail.
- Perform office obligations on a transitory premise when required.
- Pick up and convey things, or get things done for visitors.
- Carry out strange demands, for example, looking for hard-to-discover things
- Giving Directions
- Receiving Phone calls



### 4.1.1 Work-Related /Organization-wide Task and Responsibility

Besides regular work, there were plenty of responsibilities that I needed to taking care of. Helping security departments to make everything smooth. Transferring guests to one room to

another room. Sending their valuable items from external delivery. Some of the more responsibilities are given below.

- To get the visitor expeditiously with and dole out the room.
- To give immediate and evident consideration while dealing with VIP, CIP and FIT visitor.
- To give a VIP voucher.
- To deal with outsider visitors and complete all their necessary government conventions.
- To send appearance and flight notice slip to different divisions.
- To open visitor folios and check the visitor enlistment minded.
- To mastermind transport offices for the visitor, whenever required.
- To refresh the room reports and inhabitation insights.
- To refresh the room rack regularly
- To count room status with data
- To get ready on day by day visitor turnover and room status

#### **4.1.2 Observed the task and duties in the Organization**

- To lead preparation before the beginning of the work schedule.
- To give the briefing work area is loaded with postage stamps and other required things.
- To manage the visitor data administration, travel game plan, and reservation.
- To page the visitor as and when required.
- To keep the best possible record in the logbook.
- To screen the control and lead of staff
- To get ready obligation roaster.

#### **4.1.3 Other relevant activities**

- To ensure that all staff knows about all crisis strategies.
- To advance Inter-Hotel Sales and in-house offices to all visitors.
- To survey and up-date in-house phone indexes.
- To lead instructional classes and supplemental class for existing staff.
- To play out some other obligations doled out by the Management.
- Handles wake up calls.
- Attends phone preparation and quarterly gathering.

#### **4.2 Constraints/Challenges**



- As a foreigner, I was not able to speak the Chinese Language
- Sometimes the hotel become overcrowded
- Serving drunk guests



#### **4.2.1 Identified/Observed in the Organization**

- They are not very expert in allocating room.
- Group checking is slow
- Most of the guest order food from online

#### **4.2.2 Academic Preparation:**

Academic Preparation was very smooth and the supervisor was very supportive. Study subjects and other related material were available.

#### **4.2.3 Any missing knowledge and skills that need to be learned in the university which is relevant to the company or to oneself as a future professional:**

Learning property Management Software is very important to work in the front office. It will be good if we can learn this thing while studying at university.

#### **4.3 Lessons Learned from the Internship Program**

Learnings are endless. Throughout my internship period, I was dealing with various types of responsibilities which helped to understand the overall business. I was the only one in the front office who can speak English well and carry a conversation over the period and for that reason, I got a chance to serve many foreign guests and taking care of them.

- Building up and spreading a piece of solid information on the lodging's offices
- Providing data about attractions, offices, administrations, and exercises in or outside the property.
- Reserves visitor spots for air or different types of transportation when mentioned.
- Gets important schedule tickets.
- Reserves visitor spot for the theater and different types of amusement when mentioned.
- To manage the attendant activities, porters, bellmen, valet stopping and to regulate the region guaranteeing that all benchmarks and strategies are completely known and followed.
- To guarantee that all essential gear is kept up appropriately with adequate stock for everyday tasks.
- Process and convey messages for Guests.
- Convey and securely stockpiling Guest belongings.
- Remain current and fully informed regarding all lodging administrations just as day by day VIP solicitations and exceptional occasions.
- Guarantee efficiency and wellbeing rules around the entryway and front entryway zones.
- Offer help to Management as required, in instances of crisis.
- Keep up a perfect, solid, and wellbeing working zone.
- Directions visitor demands unique administrations or hardware with the proper division.
- Handles visitor problems and take care of the issue to the degree conceivable.

**4.4 Conclusion:** Activities Undertaken during the internship is the key facts and events that I have learned and gathered knowledge about. The Challenges I have faced and tried to learn by doing the best possible thing helped me to acquire the problem-solving skill. Haikou Marriott Hotel is one of the most renowned hotels in the city in terms of guest service quality. I have got so many guests' recommendations during my internship.

**Chapter-5**

**Findings, Recommendations/ Suggestions/  
Conclusions**

## 5.1 Findings

The findings that I have got during my internship period is totally beyond my expectations. The following observations and perceptions have been made during the internship at Haikou Marriott Hotel, those findings are presented beneath:

- Learning Chinese while working is much more effective: Usually, It is too difficult to remember the pronunciation or the sound of the word but while working easily I can remember because I am hearing a word again and again.
- Chinese guests are so punctual and easy to provide service: Most of the guests are Chinese and that's why we know when they are coming for dinner or lunch and we can take precautions for the busy period.
- In Haikou Marriott Hotel 95% are local guests which indicates a big domestic market.
- We need to manage the capacity of the restaurant according to needs: It is very important to adjust the sitting plan of the restaurant and another public place according to the number of guests.
- Managing the bar is much more difficult than other jobs in the restaurant
- Closing the restaurant and preparing the restaurant for the next upcoming business hours.
- Preparing and serving beverage item
- Allocating room according to the guest's interest helps to the satisfaction level of the guests.
- European guests are usually feeling comfortable to eat in an open space rather than eating inside the restaurant.
- While group check-in it is very important to manage the flow of guests
- Chinese guests love to keep an impersonal distance from a stranger or they love to be alone when they are outside of their usual environment.
- Chinese guests spend most of the money on luxury items than any other nation.
- The brand standard audit is strictly managed by the Marriott International
- Most of the guests order food from an outside restaurant rather than buying inside
- Although Marriott has a big car parking area guests always try to park their car in the lobby area.

- All the departments of the hotel must work together in order to make any successful events.
- So many guests have complained that there is a bad smell in certain rooms.

## 5.2 Recommendations/ Suggestions

All the suggestions are based on my knowledge and I believe these recommendations will help Haikou Marriott Hotel in the future to grow its reputation. If I was the General Manager of the Hotel then I would do these changes or take these initiatives. These are given below.

- Hiring staff who can speak English
- Bring more permanent staff
- Allocate rooms according to the guests need
- The Hotel should increase its marketing activity outside of China.
- The restaurant needs to serve handmade coffee instead of made by machine.
- In the restaurant need to introduce more western food item.
- The big fish bar is now out of operation but a big number of guests asked me about that restaurant and it is a good time to start the restaurant again.
- The swimming pool is not temperature controlled and many guests already complained about that so it will be good if the control the temperature of the swimming pool.
- Need more transport service for guest
- Need to inform guests about nearby under-construction sites
- Need to set up a shopping mall inside or near the hotel
- Start mobile checking if there is a big number of guests are coming at a time

## 5.3 Conclusions

I have started my full-time professional life with Haikou Marriott Hotel and I have learned essential skills that will help to start and excel in my career. Haikou Marriott hotel is one of the famous hotels in Haikou city which represents the culture of the city. With little improvement, this hotel can serve many satisfied guests. I hope my above-mentioned recommendation will help to improve the service quality of the Hotel. I hope you find this information about Haikou Marriott Hotel is very helpful. The learnings I have got from Haikou Marriott Hotel will very helpful to start my career in the hospitality sector of Bangladesh.



**Marriott**  
INTERNATIONAL

**Marriott International**  
takes great pleasure in awarding  
this certificate to

**MD. RABIUL AWAL RONY**

in recognition of successful completion of

**marriotternship**

General Manager

Human Resources Leader

**Haikou Marriott Hotel**

Hotel Name

**2/14/2019 – 1/13/2020**

Internship

# CERTIFICATE

OF APPRECIATION

FRONT OFFICE

This Certificate is Proudly Presented to:

MD. RABIUL AWAL RONY

For his outstanding performance and dedication  
to his profession



Front Office Manager



General Manager



# 结业证书 CERTIFICATE



兹证明 RONY MD RABIUL AWAL 同学 (性别: 男 国籍: 孟加拉国  
出生年月: 1993年05月 护照号: BR0746440 )  
于 2019 年 02 月至 2020 年 01 月在 中国海南职业技术学院  
完成了 汉语言文化和酒店管理 专业技能进修课程。

This is to certify that RONY MD RABIUL AWAL (Gender: M  
Nationality: Bangladesh Date of Birth: 1993/05 Passport No: BR0746440)  
has successfully completed the training program on Chinese Language and  
Culture & Hotel Management from 2019/02 to 2020/01 at  
Hainan College of Vocation and Technique, China.

校长 王安兴  
President: Wang Anxing  
中国海南职业技术学院  
Hainan College of Vocation and Technique, China

王安兴





## Logbook



### INTERNSHIP LOGBOOK

<b>Student Name:</b>	Md. Rabiul Awal Rony	<b>DIU ID:</b>	152-43-177	<b>Year/Semester</b>	12
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<b>Organization Name:</b>	Haikou Marriott Hotel	<b>Business Type:</b>	Hotel
<b>Working Area:</b>	Food and Beverage	<b>Supervisor Name:</b>	Kiki

<b>Date:</b>	14.02.2019	<b>Time In:</b>	06: 00	<b>Time Out:</b>	16:00
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List of Jobs	Observations (Constraints/ Challenges)	Lessons Learned	Recommendations
<ul style="list-style-type: none"> <li>✓ Service 500 guest in the Breakfast buffet</li> <li>✓ Clean Cutleries</li> <li>✓ Clean table</li> <li>✓ Table Setup</li> <li>✓ Cutleries Setup</li> </ul>	<p>Lack of service equipment</p> <p>Lack of knowledge</p>	<p>How to maintain the bar</p> <p>How to set up a bar.</p>	
<b>Supervisor Observation</b>	Good	<b>Academic Assessor</b>	Good

**INTERNSHIP LOGBOOK**

<b>Student Name:</b>	Md. Rabiul Awal Rony	<b>DIU ID:</b>	152-43-177	<b>Year/Semester</b>	12
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<b>Organization Name:</b>	Haikou Marriott Hotel	<b>Business Type:</b>	Hotel
<b>Working Area:</b>	Food and Beverage	<b>Supervisor Name:</b>	Kiki

<b>Date:</b>	11.03.2019	<b>Time In:</b>	15: 00	<b>Time Out:</b>	23:30
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List of Jobs	Observations (Constraints / Challenges)	Lessons Learned	Recommendations
<ul style="list-style-type: none"> <li>✓ Making Apple juice</li> <li>✓ Making Tea</li> <li>✓ Making Coffee</li> <li>✓ Making watermelon Juice</li> <li>✓ Pouring alcohol</li> </ul>	<p>Lack of knowledge about Wine</p> <p>Understanding the required temperature</p>	<p>Making Various juices</p> <p>How to pour sparkling wine</p>	
<b>Supervisor Observation</b>	Good	<b>Academic Assessor</b>	Good

## INTERNSHIP LOGBOOK

<b>Student Name:</b>	Md. Rabiul Awal Rony	<b>DIU ID:</b>	152-43-177	<b>Year/Semester</b>	12
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<b>Organization Name:</b>	Haikou Marriott Hotel	<b>Business Type:</b>	Hotel
<b>Working Area:</b>	Food and Beverage	<b>Supervisor Name:</b>	Kiki

<b>Date:</b>	22.05.2019	<b>Time In:</b>	06: 00	<b>Time Out:</b>	16:00
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List of Jobs	Observations (Constraints / Challenges)	Lessons Learned	Recommendations
<ul style="list-style-type: none"> <li>✓ Bar Setup</li> <li>✓ Clean Glass</li> <li>✓ Clean Coffee Machine</li> <li>✓ Table Setup</li> <li>✓ Cutleries Setup</li> </ul>	<p>Lack of knowledge about machine</p> <p>Lack of food juicer</p>	<p>How to clean the coffee machine</p> <p>How to use a juicer</p>	
<b>Supervisor Observation</b>	Good	<b>Academic Assessor</b>	Good

### INTERNSHIP LOGBOOK

<b>Student Name:</b>	Md. Rabiul Awal Rony	<b>DIU ID:</b>	152-43-177	<b>Year/Semester</b>	12
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<b>Organization Name:</b>	Haikou Marriott Hotel	<b>Business Type:</b>	Hotel
<b>Working Area:</b>	Front Office	<b>Supervisor Name:</b>	Charlie Lin

<b>Date:</b>	13.07.2019	<b>Time In:</b>	06: 00	<b>Time Out:</b>	16:00
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List of Jobs	Observations (Constraints / Challenges)	Lessons Learned	Recommendations
<ul style="list-style-type: none"> <li>✓ Giving directing</li> <li>✓ Showing room</li> <li>✓ Taking care of the guest property</li> <li>✓ Providing umbrella</li> <li>✓</li> </ul>	<p>Communication gap</p> <p>Lack of knowledge about the hotel</p>	<p>Learning the Chinese Language</p> <p>Setup concierge desk</p>	
<b>Supervisor Observation</b>	Good	<b>Academic Assessor</b>	Good

### INTERNSHIP LOGBOOK

<b>Student Name:</b>	Md. Rabiul Awal Rony	<b>DIU ID:</b>	152-43-177	<b>Year/Semester</b>	12
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<b>Organization Name:</b>	Haikou Marriott Hotel	<b>Business Type:</b>	Hotel
<b>Working Area:</b>	Front Office	<b>Supervisor Name:</b>	Charlie Lin

<b>Date:</b>	18.09.2019	<b>Time In:</b>	15: 00	<b>Time Out:</b>	23:30
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List of Jobs	Observations (Constraints / Challenges)	Lessons Learned	Recommendations
<ul style="list-style-type: none"> <li>✓ Receiving product</li> <li>✓ Cleaning Luggage car</li> <li>✓ Room delivery</li> <li>✓ Receiving call</li> </ul>	<p>All handwriting is in the Chinese language</p> <p>Lack of knowledge about opera</p>	<p>How to receive and delivery product</p> <p>How to clean luggage car</p>	
<b>Supervisor Observation</b>	Good	<b>Academic Assessor</b>	Good

### INTERNSHIP LOGBOOK

<b>Student Name:</b>	Md. Rabiul Awal Rony	<b>DIU ID:</b>	152-43-177	<b>Year/Semester :</b>	12
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<b>Organization Name:</b>	Haikou Marriott Hotel	<b>Business Type:</b>	Hotel
<b>Working Area:</b>	Front Office	<b>Supervisor Name:</b>	Charlie Lin

<b>Date:</b>	11.01.2020	<b>Time In:</b>	15: 00	<b>Time Out:</b>	23:30
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List of Jobs	Observations (Constraints/ Challenges)	Lessons Learned	Recommendations
<ul style="list-style-type: none"> <li>✓ Documentation</li> <li>✓ Taking security money</li> <li>✓ Hiring a taxi</li> <li>✓ Buying tickets</li> <li>✓ Providing bags</li> <li>✓ Sharing Information</li> </ul>	<p>Lack of Knowledge about the local area</p> <p>Lack of information available in English</p>	<p>How to hire a taxi and buy tickets</p> <p>How to maintain documents</p> <p>Learning about the local area</p>	
<b>Supervisor Observation</b>	Good	<b>Academic Assessor</b>	Good

## Online Reference

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