



**Internship Report**  
**On**  
**“Functions and Service Features of the Front Office Department at**  
**Sea Pearl Beach Resort & Spa, Cox’s Bazar”**

(A dissertation submitted in partial fulfillment of the requirements of the degree of  
Bachelor of Tourism and Hospitality Management)

**Supervised To**  
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**Date Of Submission: 13-September-2022**

## Letter of Transmittal

12-September-2022  
Mohammed Nurul Afchar  
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### **Subject: Submission of the Internship Report**

Dear Sir,

I am submitting my internship report on “Functions of the Front Office Department at the Sea Pearl Beach Resort & Spa” as a part of my BTHM educational program. It gives me a lot of pleasure to do my internship under your supervision.

It is a tremendous chance for me to work as a GSA trainee in Front Office Department for six months under the supervision of Mr. Abdullah Omur Nasiful Islam (Assistant Front Office Manager). I have learned a lot from this opportunity. I did my best to comply your instructions in every way.

If you find the material in this study valuable in gaining a clear understanding of this topic, it would give me the utmost joy.

Sincerely yours,



Arpa Chakma  
ID: 171-43-265  
Department of Tourism and Hospitality Management  
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## CERTIFICATE OF THE SUPERVISOR

This is to inform you that the report on “Internship Report on “Functions and Service Feature of Front Office Department of Sea Pearl Beach Resort & Spa, Cox’s Bazar” is a partial part of the requirement of “Bachelor of Tourism and Hospitality Management” degree from “Daffodil International University by Arpa Chakma, ID: 171-43-265 has been completed under your supervision and guidance. The proposal was done as a part of my training, and it is a record of good work I did.

Signature



Mohammed Nurul Afchar  
Lecturer  
Department of Tourism & Hospitality Management  
Daffodil International University

## Preface

It gives me great pleasure to express my gratitude to all of my well-wishers for their cordial collaboration, support, and encouragement throughout the production of this report.

I would like to extend my sincere and heartfelt gratitude to my teacher and supervisor, Mr. Mohammed Nurul Afchar, Lecturer Department of Tourism and Hospitality Management, Daffodil International University, for his ongoing care, moral support, insightful advice, and helpful pointers during his studies. I owe a debt of gratitude to every Sea Peal Beach Resort staff. I would especially want to thank Mr. Md Nazim Uddin (FOM), Mr. Abdullah Omur Nasiful Islam (Assistant Front Office Manager), and the whole front office team. Without your assistance, I will be unable to complete my internship and prepare for reporting in a timely manner. I am delighted to say that all of the report's flaws are mine.

Sincerely yours,



Arpa Chakma

ID: 171-43-265

Department of Tourism and Hospitality Management  
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## **EXECUTIVE SUMMARY**

The purpose of the report is to assist you comprehend the role of Front Office Department. This report described the duties and responsibilities of Front office crew and how we manage guest complaints and requests, how we block the guest rooms, and provided an overview of Sea pearl. During my internship, I learned about the guest's psychological needs, how to treat them appropriately and how to communicate with them.

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# Chapter 01

## Introductory Part



## **1.1.Introduction**

Hospitality is one of the oldest industries in human history. Hospitality is the connection between a guest and a host in which the host receives the guest with kindness, including the reception and amusement of guests, visitors, or strangers. The hospitality industry encompasses all businesses that offer a comprehensive range of services, including food, lodging, transportation, entertainment, and medical care. The front desk is where a guest's initial impression of the hotel is formed. Therefore, it is quite crucial to make a good first impression. The front desk is responsible for receiving, registering, and assigning rooms to guests, as well as serving as a source of information throughout their stay. The front desk is the hotel's nerve center. Guest service agents ensure a comfortable and satisfactory stay for hotel guests. In addition, they handle guest complaints, assist with check-in and check-out, and provide a variety of hotel-related information, including Spa, Transportation, Fitness Center, and Restaurant. Finally, they make the hotel feel like a home away from home for guests.

## **1.2.Background of the report**

Industrial attachment is the final requirement to complete graduation in DIU. In accordance with the requirements, I have picked the front office department at Sea Pearl Beach Resort for my industrial placement. I worked there as a guest service agent (trainee) on the front desk.

I had the opportunity to serve as a guest service agent (trainee) for six months at Sea Pearl Beach Resort & Spa. During my training term, I received a great deal of practical knowledge that will be crucial for my future. It was an opportunity for me to use and evaluate the theoretical and practical information I had gained during my university studies. At Sea Pearl Beach Resort & Spa, I was primarily responsible for monitoring the operational operations of front office staff. Check-in, check-out, handling guest complaints, caring for the lobby, airport shuttle time, and flight inquiries were additional responsibilities. This report's objective is to determine whether or not my knowledge is sufficient. I believe that the Industrial connection really contributed to my personal development. Now that I have completed an internship, I am more confident than I was previously. Even while composing this report, I have discovered my deficiencies. I attempted to conquer that as well. I believe that the degree I am about to earn will be the most significant accomplishment of my future career.

### **1.3. The objective of the report**

The objectives of the industrial attachment report fall under the following two categories:

#### **1.3.1. Broad Objectives**

The broad objective of this study is to establish a comprehensive understanding of the Roles and Activities of the front office department. In addition, to demonstrate the relationship between theoretical understanding and front office departmental practice.

#### **1.3.2. Specific Objectives**

- To be professional for a healthy carrier.
- To be ready to deal or solve with any kind of situation.
- To know how to run front office operations.
- To get practical knowledge in front office services and facilities.
- To improve the skill of collaboration.

### **1.4. Methodology**

This report has been prepared based on the qualitative method. A qualitative report is predominantly descriptive. It was produced based on my six-months practical experience in the hotel business. This report has been prepared through face-to-face unstructured interviews and participant observation.

### **1.5. Sources of data**

I have compiled data and information from two different sources for this study. The sources of collected data and information are both primary and secondary.

#### **1.5.1. Primary Data**

During my six-month industrial attachment, I acquired primary data through my practical experience and knowledge of the front office's operational tasks.

#### **1.5.2. Secondary Data**

All secondary data has been collected from various sources such as,

- ❖ Hotel website
- ❖ Official documents.
- ❖ Hotel prospectus.

## **1.6. Limitations of the report**

As an intern student, it was truly challenging to collect information. As a result, finishing this report without difficulties proved quite challenging. This paper demanded that I overcome several challenges. The following concerns are raised:

- ❖ There isn't enough information about the hotel on the website
- ❖ Because of policies and privacy every department didn't share much organizational details while obtaining information.
- ❖ The sources of data collection were not rich enough.
- ❖ It was not allowed to go through frequently with each and every front office Operational activity.



## **Chapter 02**

# **To provide an overview of Sea Pearl Beach Resort & Spa**

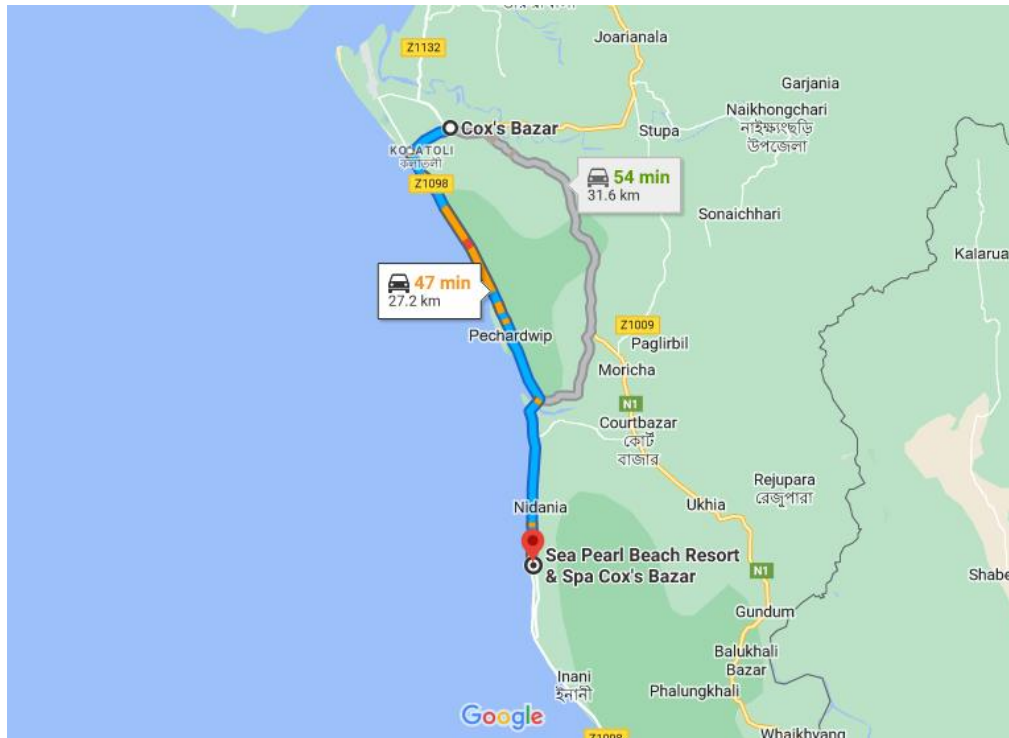
## **2.1. An overview of Sea pearl beach resort and spa**

The Sea Pearl Beach Resort & Spa is a five-star resort & hotel in Bangladesh. Which is organized by Sea Pearl Beach resort & Spa LTD. It is situated at Inani Beach, Cox's Bazar. The resort offers panoramic sea views of the Bay of Bengal, with lush green hills rising to the east and an infinite sea extending to the west. The resort is located 40 minutes from the bustle of Cox's Bazar city along the world's longest natural sandy beach.

Apart from 493 luxurious rooms & suites and two swimming pools (one exclusively for ladies) the resort boasts of a plethora of indoor & outdoor activities for both adults and kids which include an internationally acclaimed water park, tennis & badminton courts, 3D movie hall, billiards, amphitheater, a luxurious spa, and a well-appointed gym. It has 8 restaurants, 5 banquet halls, 2 swimming pools, a Fitness center, a separate check-out desk and spa and so on.

## 2.2. Hotel location

Sea pearl beach resort and spa is ideally situated on Inani beach, Cox's Bazar.



## 2.3. Nearby Attraction

- ❖ Mini Bandarban
- ❖ Inani
- ❖ Pechardwip
- ❖ Himchori
- ❖ Patuartek Beach
- ❖ Teknaf

**2.4. Organizational diagram of Sea Pearl Beach Resort and Spa**

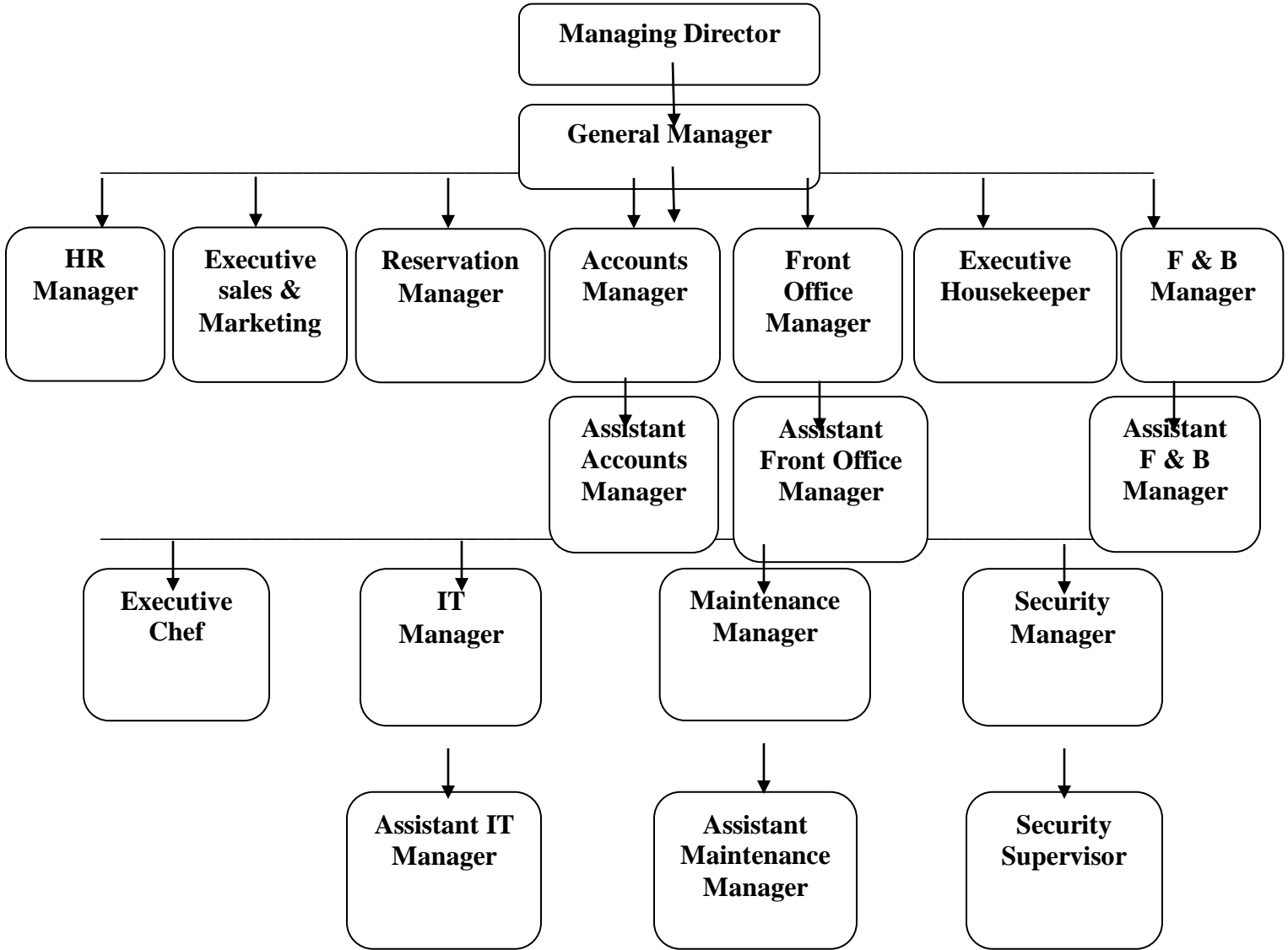


Figure: 1.1: Organizational Diagram



## **2.5. Products/Services of Sea Pearl Beach Resort and Spa**

Sea Pearl Beach Resort & Spa offers 447 active rooms and suites with complimentary high-speed Wi-Fi, a safety locker, iron board, direct control air-conditioning, mini bars, hair dryer and so on. All are non-smoking rooms.

### **Superior king garden view**

Superior king view is starting category room. It offers a king-size bed for 2 pax with a garden

view and room size 400 sft. There are 63 rooms in this category.



## **Superior hill view**

Superior hill view is starting category room. This room have 1 king size bed for 2 people, 1 bathroom, room amenities, size 400 sq ft with hill view. There are 16 rooms in this category.



### **Superior twin hill view**

The room is 400 sq. ft. in size with two single bed, 32” LCD TV, Wifi, bathroom, reading table, safety box and cupboard for 2 persons. There are 21 rooms in this category.



### **Superior twin sea view**

2 single beds with sea view, Separate work desk with enhanced lighting. Size of this room is 400 sft. It has 19 rooms in this category.



## **Superior triple**

This is the starting room category in sea peal. Superior triple offer 1 king size bed and 1 single bed, 1 bathroom, reading table, safety deposit box and cupboard for 3 persons, and room size is 400 sft. There are 97 rooms in this category.



## **Studio King Sea View**

Comfort and coziness are integrated in our studio suites. Room size is 536 sq. ft. with Ultra luxurious comfort. All the rooms are well decorated with all modern amenities are sofa set, dining table, bathroom, reading table, safety deposit box and cupboard for 2 persons.



## **Premier king sea view**

Our Premier Sea View room is 690 sq. ft. in size with a panoramic view, consists of nicely decorated a large living room with all modern furniture, and a kitchenette. Premier Sea View room involves and offers the most relaxation for the guests.



## **Executive Suite Sea View**

The executive suite room is 720 sq. ft. in size with 1 single bed and a balcony. Our Executive Suite with a bigger area and articulation of space will give the guests cherish the feeling of living at his/her home. A comfortable master bedroom fitted with a living room and kitchenette. These mirror the warmth of home convenience. There are 44 rooms in this category.



## **Executive Suite Hill/Garden View**

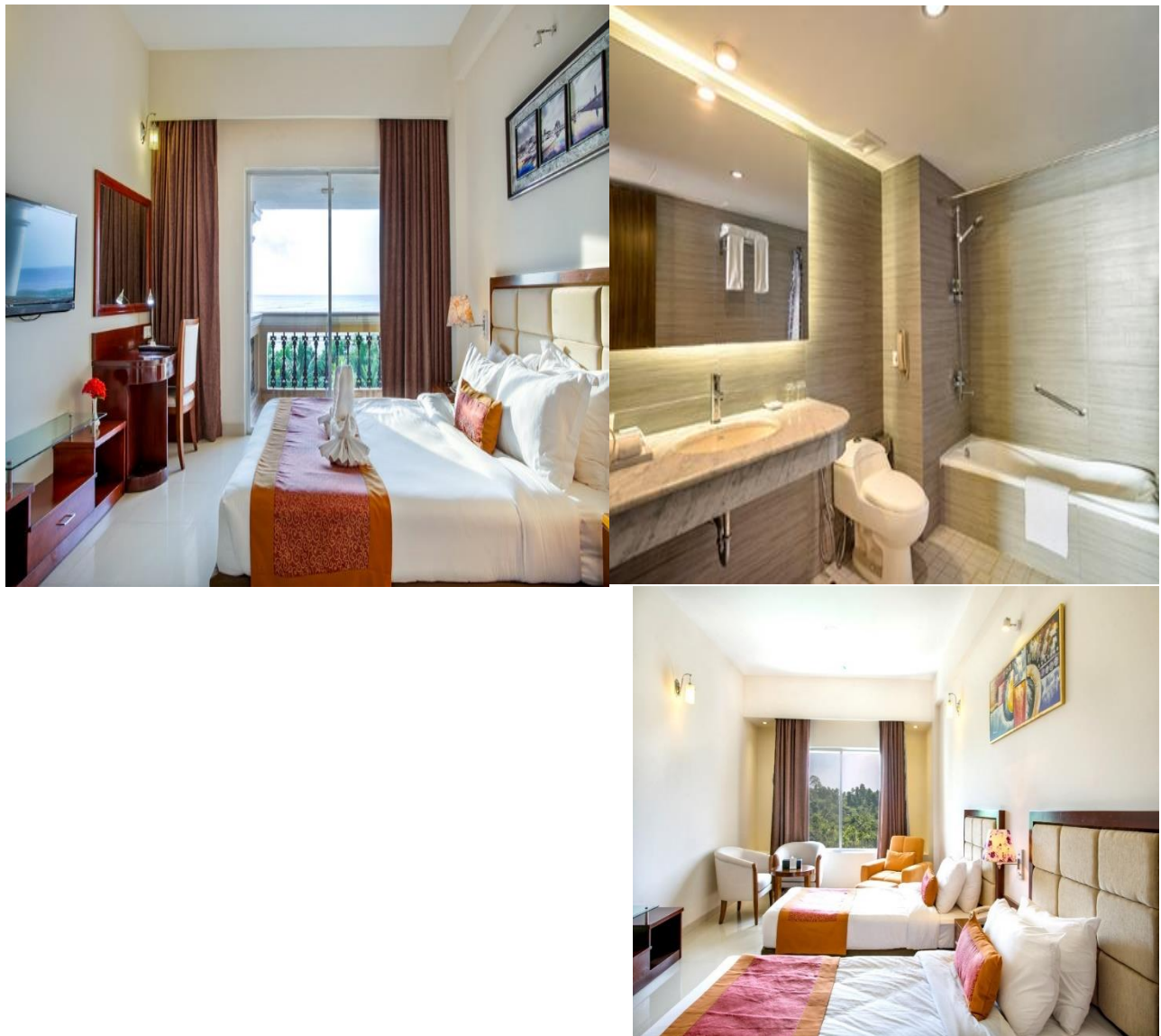
The executive suite room is 720 sq. ft. in size with 1 single bed and a balcony with hill view. Our Executive Suite with a bigger area and articulation of space will give the guests cherish the feeling of living at his/her home. A comfortable master bedroom fitted with a living room and kitchenette. These mirror the warmth of home convenience. There are 39 rooms in this category.





## Royal Family Suite Sea view

One luxury master bedroom with 1 king-size bed and another bedroom with 2 twin beds, fitted with an elegantly decorated living room, and kitchenette. Our 1050 sq. ft. 2 bedroom suites mirror the warmth of a Home away from Home convenience.



## Royal Paradise Suite

Our romantic honeymoon suites are well furnished with special amenities like sumptuous a four-poster bed, a luxurious bathroom, a privet swimming pool, and an outdoor veranda to enjoy the natural sea breeze surrounding Sea Pearl. Each suite features. 2020 sq. ft. areas.



## Presidential Suite

This Magnificent Suite offers an area of 2500 sq. ft. of Ultra Luxurious features, with all the amenities, such as 2 extra spacious bedrooms, 2 open terraces, a drawing room, a large dining area, Kitchenette, Big Flat screen TV and other 5 star facilities. Jacuzzi for 4 persons. It is situated in the middle of the building's ninth floor.



**Spa facilities**  
**Samayaa World Spa**

Open 10:00AM – 10:00PM Daily



Samayaa World Spa is a chain of luxury wellness spas across the country, with a belief that the mind & body needs peace to achieve spiritual and sensual bliss. We provide a serene and unforgettable experience of indulgence, relaxation and pure pampering.

Combining traditional, ancient spa methods with the latest recommendations in the spa industry, our treatment menu also includes alternative spa treatments to reset the balance in your life. Our therapies are designed to elevate your senses, cleanse you of impurities, eliminate stress and restore peace & tranquility, detoxifying you from head to toe.

Unwind with every breath as our therapists relieve your body of all stress and tension, giving you unmatched radiance and positive chi as you walk out.

## **Health and fitness center**

Open 06:00AM –11:00pm Daily



Be a regular gym lover or not you can enjoy a quick workout session in the Life Style Gym at the poolside. Our state-of-the-art, air-conditioned gym features a range of Life Fitness equipment, such as treadmills, elliptical, cycling and multi-gym for your cardio and strength training needs. It's complimentary for our in-house guest.

## **Laundry services**

We provide 24 hours laundry service including Laundry, Dry cleaning and pressing. Normally we provide laundry day today. The laundry receiving and sending time is 10 am to 06 pm. But in the case of express service, we provide laundry within 03 hours with an extra charge. We also provide complimentary laundry services as per sales.

## **Meetings & Events facilities**

Sea pearl beach resort has earned a reputation for being a leading meeting and incentive marketing destination in Bangladesh. 1 grand ballroom a fully air-conditioned tent and 4 choices of smaller function rooms e ideal for seminars and conferences. They are also supported by a professional team of event organizers.

Whether you are hosting a business conference, convention, exhibition, seminar or a banquet, the resort offers the most idyllic and relaxed beachfront setting. As well as efficient and creative service to exceed your expectation.

### **Safinah Banquet Hall:**



Safinah hall is a 10,000 sq. ft. Banquet hall perfectly suitable for MICE and private functions. Setting capacity for 600 people. Large hall, pillar less will build in collapsible acoustic. Offer a flexible setting, up to 1000 people in various styles.

## **Imperial:**



The Imperial is well appointed meeting room offering 1200 sq. ft. of flexible space collapsible acoustic partition with the interconnecting meeting room. Both the rooms can accommodate up to 100 people in theater style..

## 2.6 Restaurants & Bar

### **Kashba Restaurant:**

#### **Operating hours**

Breakfast 07am-10:30am

Lunch 12.30pm-03:30pm

Dinner 06.00pm-10.00pm

Kashba Restaurant is all day dining restaurant offers a wide spread of fresh local delicacies overlooking the spectacular bay. The Restaurant features various international cuisines and traditional local flavors.





## **Akoya:**

**Open 06:00pm-11:00pm**

Akoya is Pan-Asian fusion with panoramic views of the beach. Service style is a-la-carte and seating capacity with 96 people.

## **Pranzi**

**Open 01pm-11:00pm**

Pranzi is an Italian restaurant at the heart of Inani. It will give your taste bud an experience which you will never forget. Here you will get a variety of delicious pizza, pasta, noodles, spaghetti and so on.

## **Scoop Ice Cream Parlor**

**Open 10:00am-11pm daily**



It is an ice cream parlor with a variety of flavors.

Treat yourself to exotic ice creams and magical signature creations from the chef's palette.

Satiate your sweet cravings.

## **Punch Bowl**

**Open 06:00am-11:00pm (Saturday to Wednesday)  
07:00am-12:00am (Thursday to Friday)**



Punch bowl is located at the first floor overlooking Lobby & Reception Area. Best restaurant experience is guaranteed here with a wide selection of local delights, sandwiches, and pastries for dine-in and takeaway. Unwind with a cup of finely roasted coffee or your favorite squeeze juice at Punch Bowl while soaking in our relaxing ambiance with soothing live tunes.

## **Fish & Grill**



Fish & Grill is set beside of the swimming pool. Delight in the international favorites grilled to perfection in the live kitchen. Experiment with the choicest of sauces and accompaniments

Opening hours 06:00 pm to 11:00pm daily.

## **Bliss Bar**



Heighten your spirits at the international bar, stocked with world's finest spirits, wines, and beers lounge with friends and family.

Opening hours 12:00 pm to 12:00 am daily

## **Blue O**

Set right in the middle of our beautiful swimming pool. you'll get mocktails & soft drinks with beers.

Its opening hours 10:00am to 8:00pm daily

## **IRD**

In room dining is all day dinning 24/7 international.

## 2.7 Swimming pool

### Infinity Pool & ladies swimming Pool

**Open 08:00am – 08:00pm Daily**

The infinity pool on level four has the most stunning view of the ocean as you can view the vast ocean over the edge of the pool giving you a feeling that you are right in the middle of the ocean.

The perfect space to play and dream, the Kids pool for children provides comfort, laughter and fun. All the moments to make your kids feel loved and cared for just like at home.

## 2.8 Kids Zone



Kids Gaming zone: Opening Time: 08AM | Closing Time: 10.45PM

Kids Play Zone: 07.00 AM | Closing Time: 06.00 PM

## 2.9 Sea pearl water park



Sea Pearl Water Park Cox's Bazar is the largest and only international standard water park in Cox's Bazar. Opening time 9.00 am to 5.00 pm daily. In-house guests get 15% discount.

Packages start from 700/- with all rides.

## 2.10. Payment methods

The mode of payment depends on the guest. During check-out time they can pay as they like. A guest can pay in a different way. Sea Pearl Beach Resort's policy regarding payment methods is mentioned below:

- ❖ Debit/credit card
- ❖ Cash
- ❖ Mobile banking
- ❖ Cheque
- ❖ Company payment/city ledger

## 2.11. Money exchange

Sea pearl has the government licensed for money exchange. They exchange only little currency. And the exchange rate is lower than the outside rate. Six seasons of money exchange rates given below

Figure: 1.5: Currency Exchange Rates

Currency Name	Particulars	Exchanging Rate
USD	Below 100	70.00
USD	Above 100	85.00

## 2.12. SWOT Analysis of Sea Pearl Beach Resort & Spa

SWOT analysis is a strategic planning method used to evaluate the Strengths, Weakness, Opportunities, and Threats involved in a project or in a business venture.

SWOT Analysis of Sea Pearl Beach Resort & Spa:

### Strengths:

- ❖ Largest five-star beach resort in Cox Bazar.
- ❖ Hotel location very close to Inani beach
- ❖ It has the biggest water park in Bangladesh.
- ❖ Our hotel also has banking facilities.
- ❖ Strong Management Team.
- ❖ Transportation and travel desk service.

### Weaknesses:

- ❖ Manpower shortage.
- ❖ Slow hiring process.
- ❖ Outside guests are not allowed for swimming pool.
- ❖ Insufficient functional equipment.
- ❖ Lack of training
- ❖ Inadequate maintenance.

### Opportunities:

- ❖ The low maintenance cost of the property.
- ❖ Repeat guest percentage was good.
- ❖ Corporate connection with NGOs.
- ❖ Our Water Park is very famous in the city.
- ❖ The employee's behavior is friendly with the guest.

### Threats:

- ❖ The luxury market expands day by day in Bangladesh.
- ❖ Nearby another hotel ongoing under construction
- ❖ World-class hotel chains are coming to Bangladesh.
- ❖ Guest demand always changes.
- ❖ Political riskiness



## **Chapter 03**

# **Departmental Overview**



### **3.1. Front office departmental overview**

Front office is the backbone and "nerve center" of a hotel, from which all information and messages are transmitted to the various departments or staff. The front office section communicates directly with the guests. Front-office duties include check-in, check-out, answering phones, making reservations, cashiering, and billing. The front office operation includes the following functions:

- ❖ Check-in
- ❖ Check out
- ❖ Assigning guest room
- ❖ Taking reservation
- ❖ Receiving phone calls
- ❖ Posting bill
- ❖ Settling bill
- ❖ Walk-in
- ❖ Upsell
- ❖ Cashiering
- ❖ Maintenance logbook
- ❖ Sharing hotel information

### 3.2. Organizational Chart of Front Office Department in Sea Pearl Beach Resort:

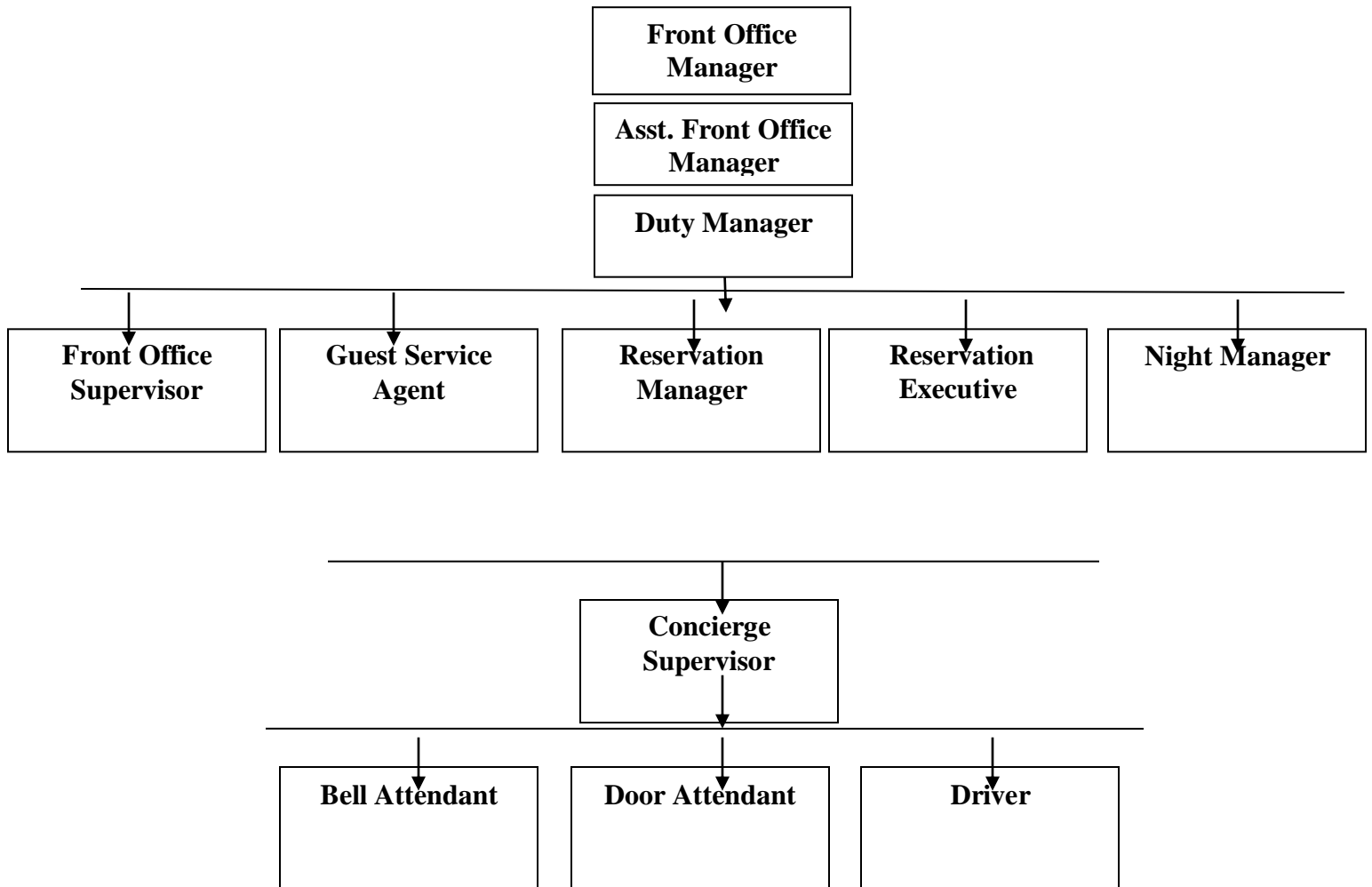


Figure: 1.6: Diagram of Front Office Department

### 3.3 Front Office Interrelation with other Departments

Front office is considered the heart of the hotel because it must communicate with every other department. To efficiently organize a hotel, the front office has the primary responsibility.



Figure: 3.3: Front office interaction with other sections.

### **3.4. Duty Shifting System in Sea Pearl Beach Resort**

In the Sea Pearl Beach Resort, they maintain three shifts. They provide 24 hours services and facilities. Every department of the hotel always is ready to provide guest services and facilities. The shifts are; Morning Shift, Evening Shift, and Night Shift. A different shift has different activities mentioned below:

#### **3.4.1. Checklist for Morning Shift (7:00 Am to 4:00 pm)**

- ❖ Read the logbook properly.
- ❖ Wake-up call check.
- ❖ Check all files no-show, amenities request, honeymoon package, complimentary room.
- ❖ Check with the kitchen for the daily order of expressions.
- ❖ Check out all city ledgers.
- ❖ Check late C/O requests.
- ❖ Check occupancy statistics.
- ❖ Check the occupancy forecast.
- ❖ Check Arrival files
- ❖ Check VIP arrival
- ❖ Check airport pick up and drop.
- ❖ Key card issue and check.
- ❖ C/O folio check.
- ❖ C/IN folio check.
- ❖ Provide the cash float and hand it over to the next shift.
- ❖ Cash transfer to accounts.
- ❖ Any kind of information passes every shift.
- ❖ Any kind of message or problem should be written down in the logbook.
- ❖ Give a written and verbal handover to the next shift.

#### **3.4.2. Checklist for Evening Shift (2:00 Pm to 11:00 pm)**

- ❖ Take handover properly from the morning shift.
- ❖ Read logbook properly & follow up the message.

- ❖ Follow up expected arrival.
- ❖ Follow up with guests for due-out rooms.
- ❖ Check day use, late checkout & half-day or full rate according to hotel policy.
- ❖ Check any message & special request for guests.
- ❖ Update any pending report and file it.
- ❖ Print in-house guest list & check folio, check-in procedure is done properly.
- ❖ Follow up all stationery items are enough stock in the front office.
- ❖ Check every registration card, guest identity is available.
- ❖ Count the cash float and hand it over to the night shift.
- ❖ Drop the cash collection and send mail to FOM.
- ❖ Give a written and verbal hand over to the night shift.

#### **3.4.3. Checklist for Night Shift (11:00 pm to 7:00 Am)**

- ❖ Take proper handover from evening shift.
- ❖ Read log book.
- ❖ Check cash float and sign it.
- ❖ Check the traces are resolved mentioned in the logbook.
- ❖ Check and follow up if any arrival is left.
- ❖ Close cashier report.
- ❖ Check room allocation for the following day's morning arrivals.
- ❖ Check room rents and cross-check credit cards and cash transactions.
- ❖ Received all vouchers from all outlets.
- ❖ Prepare daily transport sales reports.
- ❖ Check all departure files for the next day accordingly.
- ❖ Count the cash float and handover to next shift and sign the cash float book.

### 3.5. Front Office Terminology:

As a front office employee, you should have a comprehensive understanding of the various hotel terms. These terms are commonly used in hotels and motels around the world.

**Do Not Disturb (DND):** The guest has requested not to be disturbed.

**Vacant clean(V/C):** The room is ready for an arriving guest.

**Vacant dirty(V/D):** Yet the room isn't ready to provide or sell to the guest.

**Complimentary:** The room is occupied. Free of charge to the guest.

**Day Use:** A room will be used for less than an overnight stay. It can be half day 6.00am-6.00pm.

**Walk-in:** A guest who comes at hotel without a reservation.

**Due out:** A guest expected to check out but was not done yet.

**Sleep out:** A guest is registered to the room but the bed has not been used.

**No-show:** A guaranteed reservation but does not register or cancel.

**Stay over:** The guest expected to check out today but he/she extend his/her stay one more day.

**Late check-out:** Standard c/o time is 12:00 pm, after that there is an additional charge after the established hour.

**Occupied:** Room is occupied by guests

**Out of Order(O.O.O):** The status of a guest room is not available for sale because of some unexpected problems.

**Out of Service(O.O.S):** The status of a room in short-term maintenance mode.

**ADR(average daily rate):** The amount of money it earns per day from room sell. Which is calculated from room revenue/rooms occupied.

**Room Revenue(RR):** The number of room sales received.

**ARR:** Average room rate divide the total room revenue by total rooms occupied

**GRC:** Guest Registration Card, at the check-in time guest needs to fill in with a signature.

### **3.6 Reservation and Check-in procedure**

Sea Pearl Beach Resort & Spa uses IDS software for everyday operations. Enter the guest's information into the reservation system. The check-in procedure takes approximately three minutes. The check in procedure is given bellow:

#### **3.6.1 Greetings:**

- ❖ Good Morning / Afternoon / Evening
- ❖ Welcome to Sea Pearl
- ❖ Welcome Back, It's great to see you again
- ❖ Asking guests for NID/Passport.

#### **3.6.2 Acknowledgement:**

- ❖ Make an effort to double-check all alerts.
- ❖ Explain Guest about reservation.
- ❖ Verify the guest's room number, room type, and departure date.

#### **3.6.3 Place registration card:**

- ❖ Request to visitor check reservation details.
- ❖ Make sure to take guest signature on registration card.

#### **3.6.4 Requesting Payment:**

- ❖ Comply with the invoicing instructions.
- ❖ Requested pre-approval for incidental expenses
- ❖ If a guest declines pre-authorization, please notify them of our policy.
- ❖ If a guest wishes to pay solely their room charge, they must activate the no post flag.

#### **3.6.5 Present the Key Card:**

- ❖ Acknowledge the guest about facilities like outlets, and discount.
- ❖ Enjoy your stay with us.

### **Guest Reservation Record:**

- ❖ **Guest full name**
- ❖ **Email address**
- ❖ **Contact number**
- ❖ **NID card/ Passport & Visa copy**
- ❖ **Expected arrival date**
- ❖ **Room type**
- ❖ **Room rate**
- ❖ **Special instructions**
- ❖ **Company details**
- ❖ **Payment method**
- ❖ **Departure time/date**



### 3.7 Fundamental Responsibilities of Front Office

There are fundamental responsibilities of a front office team member that must have to know

- ❖ How to run the IDS software efficiently.
- ❖ How to handle telephone and extension.
- ❖ How to do photocopies and change toner cartridges.
- ❖ Be aware of SOP.
- ❖ How to issue room keys in the system.
- ❖ How to scan a passport in the system.
- ❖ How to handle group while check-in time.
- ❖ How to handle guests whose rooms are not ready yet for check-in.
- ❖ How to respond to guest inquiries.
- ❖ How to handle guest complaints.
- ❖ Must be notified of the late checkout.
- ❖ Be aware of night audit.
- ❖ Understand the reservation procedure.
- ❖ Familiar with emergency codes and alarms.
- ❖ How to give a courteous call
- ❖ How to take guest reviews.

# Chapter 04

## Task Part

### 4.1. Introduction and evaluation of the organization

I worked in the Sea Pearl hotel as a guest service agent (trainee) for 6 months. During my industrial attachment, my primary responsibilities involved the front desk. It was not possible to participate in so much additional departmental work. All tasks must be performed by the GSA. Throughout the internship, I attempted to learn front office operations and impart theoretical information.

officer every day I had to perform several tasks. I had to work in a total of three shifts.

#### Culture:

Each department and organization has its own culture. I was able to successfully adapt to their culture during my internship. Additionally, I've learned how to manage all types of individuals and manage my time when working under pressure.

#### Work Environment:

The staffs of Sea Pearl are so cordial that I can easily adapt to their atmosphere. I have learned so much more quickly since the front desk staff is very amiable and encouraging. I owe a lot of gratitude to the front office team for helping me become qualified for the field. I was never at odds with my team. I may therefore state that I gained knowledge from a pleasant working environment.

#### Communication:

One of the most valuable and significant things I have learned throughout the internship program is how to communicate with others. front office staff members are really punctual in their conversations. The front office team helps me to improve my communication skills.

#### Punctuality:

My ability to manage my time has improved because I used to arrive on time for work every day.

## **4.2. Front office learning part**

I have handled shifts as a front office trainee.

### **Booking Guaranteed/Non-Guaranteed:**

Guaranteed booking means the guest provided a credit card. We can charge no-show if the guest doesn't show.

Guests without credit cards are considered non-guaranteed.

### **Non-appearance:**

If a guest doesn't check-in by night audit, they'll be charged no-show.

### **OTA:**

Online travel agency (OTA). So bookings from booking.com, expedia.com, and agoda.com are OTA bookings.

### **P&I:**

PI is the posting interface. PM and PI are used for inter-departmental tasks like micros posting and banquet payment settling.

### **Night inspection:**

Night audit closes end-of-day operations and generates fresh reports, hotel charges, and business dates.



**Chapter 05**  
**FINDINGS**  
**RECOMMENDATION**  
**CONCLUSION**

## **5.1. Findings**

During my period of industrial attachment, I observed both positive and negative aspects of their services and service personnel's conduct, among other things. They consistently strive to deliver the greatest service and amenities to guests. The following are a few findings:

- ❖ During my industrial internship, I observed slow internet service.
- ❖ There is no in-house doctor.
- ❖ The front desk department does not have a separate business center.
- ❖ In this hotel there is no lactation corner/room.
- ❖ Lack of staff.
- ❖ All the Managers are so cooperative.
- ❖ Slow responsive reservation team.
- ❖ During checkout face challenges because of mini bar check or wrong posting.

## **5.2. Recommendations**

The report's recommendations are formulated based on the findings. By implementing these suggestions, "Sea Pearl Beach Resort & Spa" can reduce visitor dissatisfaction and gain a lasting competitive advantage to increase its market share. Some recommendations are:

- ❖ Internet service should be developed.
- ❖ Management should hire experienced and highly educated people.
- ❖ Management should increase employee salary scale.
- ❖ The hotel should hire an in-house Doctor.
- ❖ The cleaning department erroneously sends minibar bills to guests who have not consumed the minibar.
- ❖ More careful with guest reviews

### **5.3. Conclusion**

As a Tourism and Hospitality Management student, I finished a six-month internship at Front Office at Sea Pearl Beach Resort & Spa. Sea pearl is a five-star hotel. The hotel's service is top-notch and has impressed guests. This report shows all the information I received during my six-month internship in Front Office. This paper describes the Front Office's basic operations. It's a terrific experience to work in the largest hotel in Bangladesh. This report provides a summary of Sea Pearl Beach Resort & Spa.



# Chapter 06

## Appendix Part

### 6.1. References

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## 6.2. List of abbreviations

<b>F/O</b>	<b>Front Office</b>
<b>SPBR&amp;S</b>	<b>Sea Pearl Beach Resort &amp; Spa</b>
<b>PMS</b>	<b>Property Management System</b>
<b>IDS</b>	<b>Internet Distribution System</b>
<b>GSA</b>	<b>Guest Service Agent</b>
<b>ARR</b>	<b>Average Room Rate</b>
<b>RC</b>	<b>Registration Card</b>
<b>PO</b>	<b>Paid Out</b>
<b>RR</b>	<b>Rack Rate</b>
<b>OP</b>	<b>Occupancy Percentage</b>
<b>PIA</b>	<b>Paid in Advance</b>
<b>H/U</b>	<b>House Use.</b>
<b>POS</b>	<b>Point of Sale</b>
<b>DND</b>	<b>Do Not Disturb</b>
<b>V/C</b>	<b>Vacant Clean</b>
<b>V/D</b>	<b>Vacant Dirty</b>
<b>O</b>	<b>Occupied</b>
<b>C/O</b>	<b>Check Out</b>
<b>C/I</b>	<b>Check-In</b>
<b>O. O. O</b>	<b>Out Of Order.</b>
<b>O</b>	<b>Occupied</b>
<b>AMEX</b>	<b>American Express</b>
<b>MC</b>	<b>Master Card</b>
<b>HOD</b>	<b>Head Of Department</b>
<b>DBMS</b>	<b>Database Management System</b>
<b>SOP</b>	<b>Standard Operating Procrurers</b>
<b>MOD</b>	<b>Manager on duty</b>