

# Internship Report On Front Office Management System of Chuti Resort Gazipur



**ChutiResortGazipur**

**Internship Report**  
**On**  
**“Front Office Management System of Chuti Resort Gazipur”**

**Prepared for**

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November 23, 2022

## Letter of Transmittal

November 23, 2022

Mahbub Parvez

Associate Professor & Head  
Department of Tourism and Hospitality Management  
Daffodil International University

Dear Sir,

I have the honor and pleasure of submitting my paper, "Front Office Management System of Chuti Resort Gazipur," today. I am fortunate enough to have the opportunity to work with them at the Front Office Department of Chuti Resort Gazipur where I can effectively learn about their front desk operation, concierge services, and other procedures. I also have sufficient experience and a professional team that is effective and efficient.

In order to demonstrate my abilities and make this practicum report logistical and informational enough, I have done my best. This report should live up to your expectations, I hope. I want to thank you from the bottom of my heart for reading this report and leaving your insightful remarks.

Finally, I would like to assure that I will remain standby for any clarification, explanation asandwhen required. Thankyouforyour kind assistance.

Sincerely Yours,



-----  
**Raihan Chowdhury**

**ID# 143-43-149**

Bachelor of Tourism & Hospitality Management

## Internship Completion Certificate

### Experience Certificate



Date: 17<sup>th</sup> October 2022

#### To Whom It May Concern

This is to certify that **Raihan Chowdhury**, S/O, Md. Babul Chowdhury & Rehana Begum he has worked in EnF Resort Ltd. (Chuti Resort) from 1<sup>st</sup> April 2022 to 31<sup>st</sup> September 2022. He has worked as **Intern Front Office Management** under the **Front Office** Department.

We find him very honest sincere, energetic and committed to his work. He bears a good moral character and personality.

We wish him all the best in all his future endeavors.

**(Mostafa Kamal)**  
Managing Director  
EnF Resort Ltd.

## **Supervisor Declaration**

This is to certify that Mr. Raihan Chowdhury, ID# 143-43-149, has completed his internship from Chuti Resort Gazipur from 1<sup>st</sup> April 2022, to 31<sup>st</sup> September, 2022. He has successfully completed his report under my supervision. During my supervision I found him punctual, hardworking and sincere. I pray and wish to Almighty Allah for his success and better future career.

I thus state that after carefully reviewing this report, I believe it to be of sufficient quality and scope to be awarded the Bachelor of Tourism and Hospitality Management (BTHM) degree.



-----  
Mahbub Parvez  
Associate Professor & Head  
Department of Tourism & Hospitality Management  
Daffodil International University

## **Acknowledgement**

Without the direction and aid of numerous people who participated and extended their important assistance in the planning and completion of this study, this dissertation would not have been feasible.

I would like to express my gratitude to all of the faculty members of Tourism and Hospitality Management Department of Daffodil International University for their immense support and assistance.

My sincere gratitude to Mr. Sarower Jahan Rasel Mazumder, Head of HR & Admin, Chuti Resort Gazipur, for giving me a chance to do my internship in the Front Office Department of Chuti Resort Gazipur. I am thankful to Mr. Abul Hossain Abeer, General Manager, Chuti Resort Gazipur. Md. Ahsan Kader, Front Office In charge, Chuti Resort Gazipur. For devoting time from their busy schedule and explaining how work is being done in Front Office and assigning me with various tasks during these six months of internship period.

Additionally, I want to express my gratitude to the entire staff for their unwavering support, advice, and cooperation throughout my internship.

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## Executive Summary

The core objective of the internship is to fulfill the requirement of the BTHM program as prescribed by the DIU. An intern has to prepare project report at the end of the internship period but the main objective of the internship is to get the hands-on experience of the real world organization. The internship was completed with the objective of getting practical knowledge in the Front Office of Chuti Resort Gazipur I was assigned for six months internship. As a intern, I realized that I was successful to gather a lot of significant learning experiences which would be helpful in my future career. The Front Office department of Chuti Resort Gazipur offered me ample opportunities, not only to learn but also to exhibit my skills as a Front Office team member. I could use my theoretical knowledge of tourism in real practice while participating in many discussions. I was actively involved in the department meetings where I shared my knowledge and views regarding the performance in Front Office Department of Chuti Resort Gazipur. I also attempted to gather more information on basic job function so other departments to have better understanding of the relation between them and the Front office department. It was commendable to see how whole heartedly they welcomed, acknowledged and appreciated new ideas and knowledge. I have provided few recommendations based up on my understanding and knowledge. I successfully completed all the assigned duties and handed them over to the supervisor at the end of the internship. I thoroughly enjoyed the challenges that came along every single day. I could also bring some minor improvisations during my internship which were able to leave their marks. These lessons that I have learned will be a valuable one for my future endeavors as well.



**Chapter - 1**  
**Introductory Part**



## **1.1 Introduction**

All departmental physical operations must include a front desk or reception area to welcome guests. The front office department serves as a company's voice and face. The front office is the hotel's most noticeable department, regardless of the hotel's star grade or its design. The front office division has the responsibility of improving the customer experience for a company like hospitality. The front office department serves as a bridge between customers and the company. One of the numerous divisions of the hotel industry that deals with guests directly upon their check-in is this one. The front desk staff handles all business dealings between the hotel and its visitors.

## **1.2 Origin of the Report**

Department of Tourism & Hospitality Management of Daffodil International University offers Bachelor of Tourism & Hospitality Management degree under the faculty of Business and Entrepreneurship. After completion of course work a student need to involve himself for 6 credits internship with Industry involvement .Thus I have enrolled myself in the front office management system at Chuti Resort. After successful completion of 6 Months internship. Students needs to prepare a report based on his practical learning from the industry. As I have completed my internship in front office management of Chuti Resort. I choose to write the internship report on front office management system of Chuti Resort.



### **1.3 Scope of the Report**

The Front Office Department of Chuti Resort Gazipur will be addressed in detail in this report. This report will concentrate on several Front Office operational and primary tasks. The regions covered by the task and organization parts are included in the report's scope. The report's scope is constrained to organizational structure, operations, and outputs. In essence, this paper evaluated the efficiency of Chuti Resort Gazipur's front office management system.

### **1.4 Objectives of the Report**

The main objective of the report is to identify and manage the system of front office of Chuti Resort. Which includes the following specific objectives.

- ✓ To identify the basic operation process of Front Desk of Chuti ResortGazipur.
- ✓ To know about the front office operations of a resort/hotel or hospitalityproperty.
- ✓ To analyze the inputs and outputs which are received and delivered by the system of front office.
- ✓ To recommended some suggestions to overcome the problems of front office operations, which are identified



## 1.5 Background of the Report

I am a student of BTHM, I got an opportunity to accomplish my internship at Chuti Resort Gazipur which is considered as one of the well-known resort in Bangladesh, I feel that resort is an excellent area to gather practical knowledge with a view to develop skilled professional in hotel area. DIU has undertaken the internship-training program for its BTHM students. I am required to complete an internship program in hospitality, resort, hotels and tourism service related organization. Individual needs to go for 6 credits hours internship program in such industry related organization. From such internship program individual gets the opportunity to experience the real service industry. In relation to this I have chosen Chuti Resort Gazipur as my internship organization for this purpose, I got an excellent opportunity to complete such a program in **Chuti Resort Gazipur**. I have to do the billing for the room, meeting, conference, handle guest compliance, store inventory, lost and found, bill settlement, night auditing, guest check-in, guest check-out also was my part of duties and responsibilities .

## 1.6 Methodology

This report is prepared based on qualitative method, which is primarily descriptive in nature. It has been prepared based on my practical work experience in the hospitality industry for 6 months. Two types of data are used to prepare this report.

- ✓ Primary data
- ✓ Secondary data

## 1.7 Sources of Data

During the whole internship period, I had to do all the tasks practically which helped me to collect huge amount of information. I collected that information through two ways given below:

### 1.7.1 Method of collecting Primary data

- ✓ Practical deskwork.



- ✓ Face to face conversation with the employees.
- ✓ Discussion with manager, supervisor, and executive those who are involved with this resort.

### **1.7.2 Method of collecting secondary data**

The secondary data I have input in my report is been collected from the website of the organization Also I have used :

- ✓ Annual reports of Chuti Resort Gazipur.
- ✓ Different text books during my course.
- ✓ Publications collected from internet.

### **1.8 Limitations of the Report**

In time of making report, there were some limitations which are:

- ✓ Enough data was not available in secondary sources
- ✓ The main constraints of the report are insufficiency of information, which was highly require.
- ✓ This report covers only the front office management system . Marketing , finance or the work of other department are not covered in this report.



**Chapter – 2**  
**Organizational Part**





## 2.1 Overview of Chuti Resort Gazipur

Chuti Resort, seven kilometers from Dhaka Airport which is easily accessible by road and it takes only two hours to reach, lies in a rural environment of Sukundi village of Gazipur on 50 bigha of land which is near to the heritage site “Bhawal Rajbari” and “Bhawal National Park”. Breathtaking views of surrounding lake water and wildlife in amazing natural beauty of land covered with dense green blanket of flora makes anyone feel like enjoying the country’s natural heritage. The peaceful and tranquil environment, offers wildlife, firefly processions at night and other amenities. This is one of the best resort for holiday, to enjoy the full moon and rain in the rainy season, also to breathe in the pure air



**Figure 01: Outlook view of Chuti Resort Gazipur.**



## 2.2 Location and Direction Map

Chuti Resort is promoting an eco-friendly way of life in Bangladesh. A natural lake surrounds this 4-star grade boutique resort, which is close to Bhawal Rajbari. The resort is about three kilometers from the renowned Bhawal Rajbari in Sukundi Village, on the eastern side of the Gazipur DC Office. By encouraging our nation to preserve its natural and cultural history, we can give discerning travelers original and distinctive travel experiences. The journey from Dhaka to the main location of the Resort by road is only about 1.5 hours long. The 17 acres of verdant land that make up the project area are bordered by a lovely lake and a protected forest.

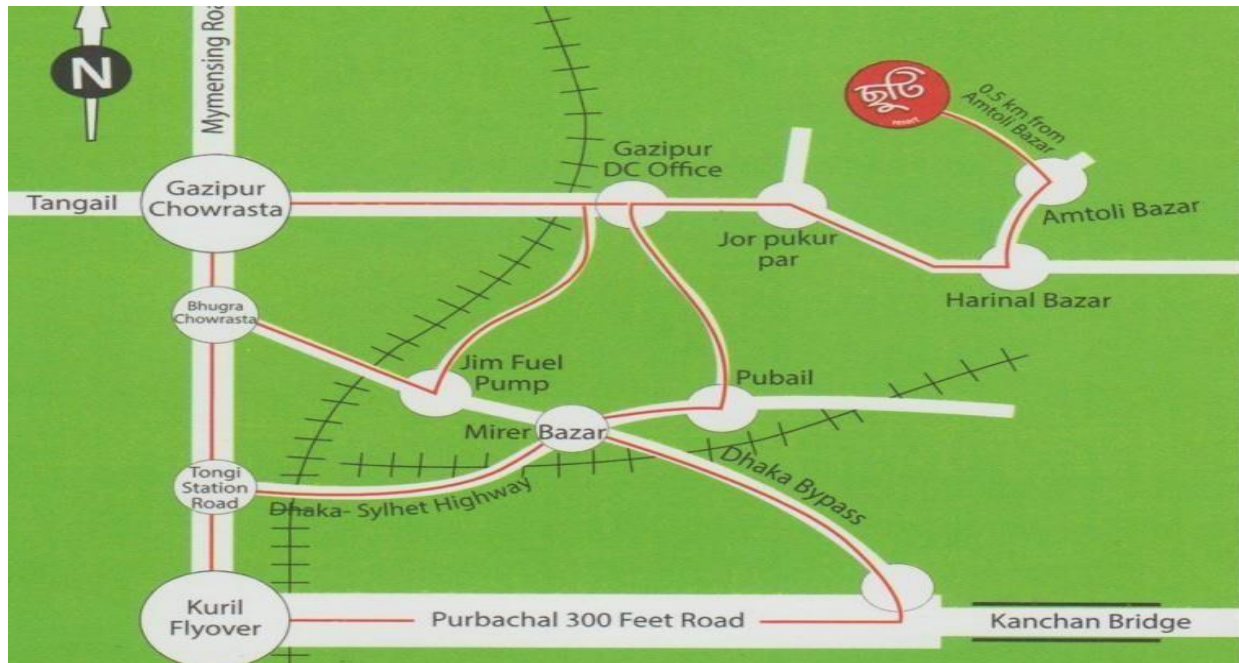
### Resort Location:

**Sukundi, Amtoli, Joydebpur, Gazipur.**

**(7.5 km distance from Gazipur Chowrasta)**

**Phone: +8801796500029**

**Email: [reservation@chutibd.com](mailto:reservation@chutibd.com)**





### 2.3 Chuti Resort Gazipur Background

Chuti Resort is ensuring world class eco lifestyle in Bangladesh. This is a world class standard boutique resort situated in Gazipur near to Bhawal Rajbari surrounded by natural lake. The project area is 52 Bighas of green land which is surrounded by beautiful lake, reserved forest and Luxurious infrastructural facilities; thus making it an excellent choice for both corporate program and leisure travelers who seek contemporary comfort and services. (Abul Hossain Abeer-GM)

### 2.4 Goal

Chuti Resort Gazipur’s goal is to ensure 100% ecofriendly environment for the guest. Most of the elements of this resort have authentic and natural. So that guest can feel the natural environment.

### 2.5 History of Chuti Resort Gazipur

Chuti Resort Gazipur start their journey as FnF Resort Ltd. After few year management of this resort changed their resort name as Chuti Resort Gazipur. “Chuti” basically taken from the famous poetry CHUTI written by Rabindranath Tagore. (Abul Hossain Abeer-GM)



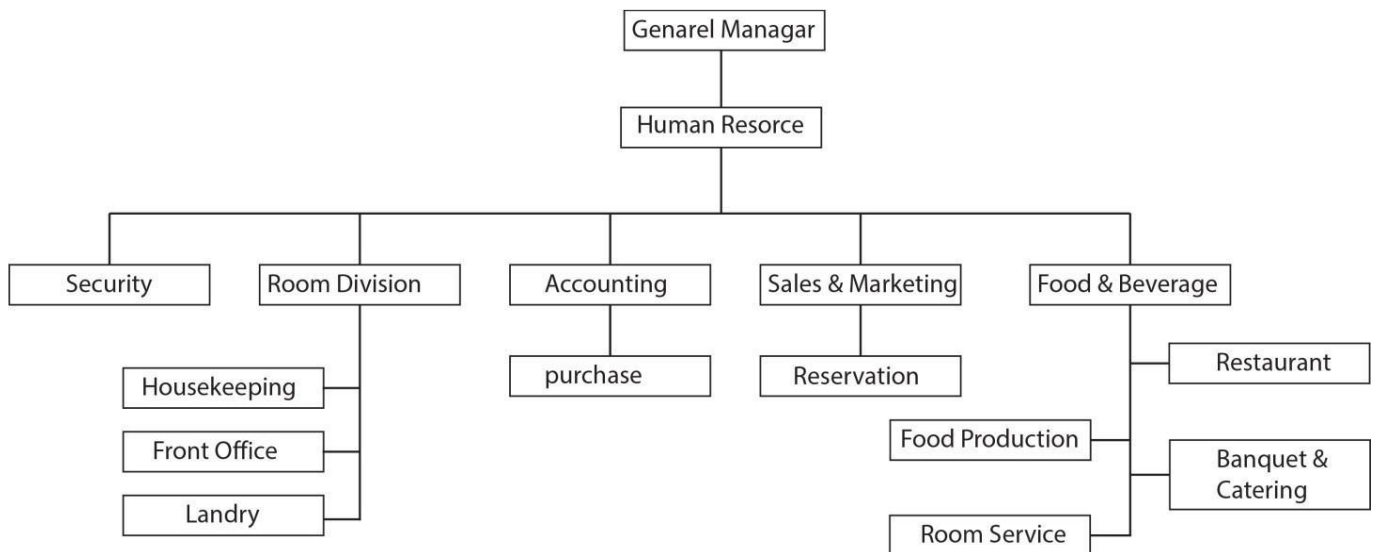
**FnF Properties Ltd.**

**Figure 02: FnF Properties Ltd.**

General Information	
Headoffice	SEL Pacifica, Level-2/B, House-91, Road-04,Block-B, Banani, Dhaka-1213.
Founded	12/12/2012
Key People	Mostofa Mahmud Arifee (Chairman)
Industry	Hospitality, Hotels, Resorts, Tourism
Services	Lodging
Number of Employees	50+
Number of Location	2



## 2.6 Organogram





## 2.7 Chuti Resort Gazipur Profile

Chuti Resort Gazipur formally opened 12<sup>th</sup> December 2012 with 50 rooms, including suites, cottage, villa situated on more than five acres of land, is owned and managed by FnF Property Limited.

- ✓ Type: World Class Eco Resort
- ✓ Number of Restaurant:2
- ✓ Numbers of Kitchen:1
- ✓ Numbers of Rooms in the Resort:50
- ✓ Location: Sukundi, Amtoli, Joydebpur, Gazipur. Bangladesh
- ✓ Operated by: FnF Property LTD.
- ✓ Logo:



## 2.8 Facilities of Chuti Resort Gazipur

- ✓ All room feature large work areas with high speed internet.
- ✓ Wireless internet connection at public areas.
- ✓ 2 restaurant, and 1 Chuti Gift Shop 1 Café with pool view.
- ✓ 1 swimming pool, tennis court, volley ball court, big playground, boating facilities.
- ✓ 24 hours room service.
- ✓ Largest conference, meeting and function facilities in the city.
- ✓ Large area car parking facilities.
- ✓ Resort installed with safety security equipment including fire and smoke detectors, fire sprinkler, CCTV.





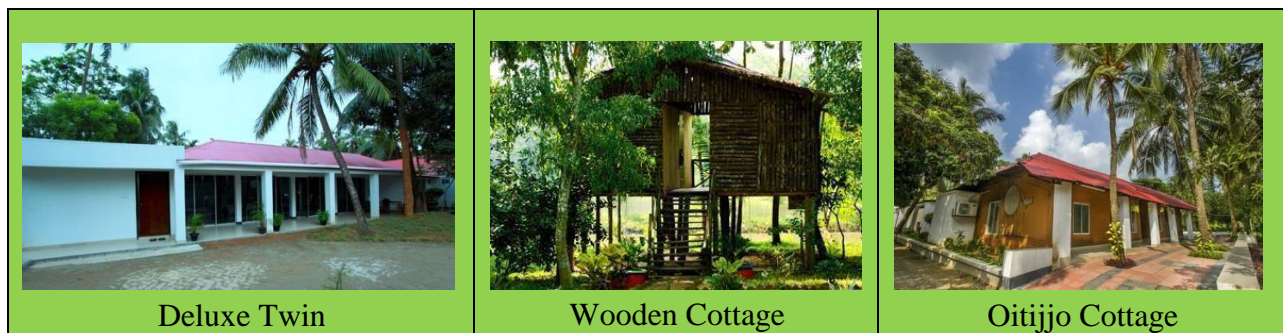
## 2.9 Accommodation

### 2.9.1 Cottage Room

**Approximate room size:** 30m<sup>2</sup>

The Superior Rooms are ideal for any trip because they come with one king or two twin beds and three-piece bathrooms. At the work desk, visitors can finish their projects while unwinding on the lake view balcony. A closet and double-glazed windows are also included in these rooms.

**Room Type:** Deluxe Twin, Wooden Cottage, Oitijjo Cottage, Family Cottage, Bhawal Cottage.



### 2.9.2 Villa Rooms

**Approximate room size:** 34m<sup>2</sup>

Suite Rooms offer one king or two double beds, elegant linens and comfortable armchairs. Other amenities include a desk and free high-speed, wireless Internet so you can stay connected and productive. A wardrobe, double-glazed windows and a four-piece bathroom are also included.

**Room Type:** Duplex Villa, Premium Duplex Villa



Duplex Villa

Premium Duplex Villa

### 2.9.3 Suite Room

**Approximate room size:** 36m<sup>2</sup>

Suite Rooms offer one king or two double beds, elegant linens and comfortable armchairs. Other amenities include a desk and free high-speed, wireless Internet so you can stay connected and productive. A wardrobe, double-glazed windows and a four-piece bathroom are also included.

**Room Type:** Premium Twin, Platinum King



Premium Twin

Platinum King

### 2.9.4 Royal Suite and Executive Suites

**Approximate room size:** 75m<sup>2</sup>

The ultimate in style and comfort, these two-room suites are located on the hotel's Tower Building's (Royal Suite) 1<sup>st</sup> and (Executive Suite) 2<sup>nd</sup> floor and feature a spacious living area with a separate bedroom. Executive Suites and Royal suite offer all the amenities of the Business Class Room, including access to theminibar.



### 2.9.5 Accessibility Features

We understand that accessibility is important to our guests. This hotel has accessible rooms and amenities. Please contact the hotel to confirm if an accessible room will meet your needs or if you have other questions.

#### Room Rates:

Room Type		US Dollar (\$)	BDT.
Suite	Royal Suite	213++	17,000++
	Executive Suite	163++	13,000++
	Platinum King	100++	8,000++
	Premium Twin	88++	7,000++
Villa	Duplex Villa	75++	8,000++
	Premium Duplex Villa	113++	10,000++
Cottage	Bhawal Cottage	125++	10,000++
	Family Cottage	175++	14,000++
	Oitijjo Cottage	100++	8,000++
		75++	6,000++
	Wooden Cottage	57++	8000++
Deluxe Twin	75++	6,000++	





## 2.10 Conference and Events

Three conference rooms, Chayabithi, Dighir Jal, and Sukundi, are completely furnished with all the amenities needed for corporate workshops and training. All are ideal locations for business meetings, weddings, family gatherings, and any form of corporate events because they are rich in natural beauty and furnished with all contemporary, cutting-edge amenities.

### 2.10.1 Chayabithi Banquette Hall

The resort's Banquette Hall is located close to the pool. In special events, it offers a variety of food. Chayabithi is the ideal choice if you're looking for a special venue for a special event.

#### Others facilities of any kind of meeting/event

- ✓ High Speed Internet Service
- ✓ Sound System
- ✓ Multimedia Projector



**Figure 02: Chayabithi Banquet Hall**



### 2.10.2 Dighir Jol Banquette Hall

Lakeview banquette hall designed with wooden frame, glasses and colorful lights. In this hall used for multiple event like as wedding, workshop, corporate training.

#### Others facilities of any kind of meeting/event

- ✓ High Speed Internet Service
- ✓ Sound System
- ✓ Multimedia Projector



Figure 03: Dighir Jol Banquet Hall

### 2.10.3 Sukundi Meeting Hall

This conference hall mainly used for the business meeting, corporate training, workshop.

#### Others facilities of any kind of meeting/event

- ✓ High Speed Internet Service
- ✓ Sound System
- ✓ Multimedia Projector



**Figure 04: Sukundi Meeting Hall**

#### 2.10.4 Conference Hall Tariff

Types	Name	US Dollar 9(\$)	BDT.
Banquette Hall	Chaybithi	\$375++	30,000++
Banquette Hall	Dighir Jol	\$375++	30,000++
Conference Hall	Sukundi	\$250++	20,000++

### 2.11 Dining Facilities

For the dining purpose there is four dining area are available in the Chuti Resort Gazipur.

#### 2.11.1 DighirJol

Design elements for Lakeview Restaurant include wooden frames, glassware, and vibrant lighting. It's a special occasion and excellent supper for house guests. This restaurant's experienced chef is prepared to serve a variety of Continental, Thai, Chinese, Traditional Bangla, and Indian dishes. There are natural trees, a pond, and vibrant flowers all around the restaurant.





### 2.11.2 JolShiri

Restaurant with a swimming pool view that features wooden frames, glassware, and vibrant lighting. It's a special occasion and excellent supper for house guests. This restaurant's experienced chef is prepared to serve a variety of Continental, Thai, Chinese, Traditional Bangla, and Indian dishes. Swimming pool surrounds the restaurant.



**Figure 05: Jol Shiri Dining**

### 2.11.3 Pool Café

Pool Café is prepared to greet you with upbeat music. Here, you may find an open barbecue, a campfire, evening refreshments, traditional pita, and fresh juice.



**Figure 06: Pool Cafe**



## 2.12 Recreation Facilities

- ✓ 50 lavishly decorated Rooms
- ✓ Restaurant
- ✓ Banquet halls
- ✓ Swimming pool
- ✓ Kids Zone
- ✓ Birds House
- ✓ Play Ground
- ✓ Car Parking
- ✓ Fishing
- ✓ Boating
- ✓ Organic Fruits
- ✓ Traditional Pitha (Occasional)
- ✓ Folk Songs(Occasional)
- ✓ Horse Riding
- ✓ Cycling
- ✓ Mini Library
- ✓ Swimming Pool Juice Bar

### 2.12.1 Pool

The pool, which is illuminated by the sky, is surrounded by lush green vegetation, giving the impression that you are swimming in the tropics. Services and amenities for pools are available.

- ✓ Pool time 09:00am -06.00pm
- ✓ 3 to 6 ft depth.
- ✓ Pool Attendant service.
- ✓ Pool Side Café.
- ✓ Pool side sitting arrangement
- ✓ Regular water maintenance
- ✓ Safety & Hygiene Assurance



- ✓ Sign posting rules & safety information
- ✓ 12200 sft wide pool area & 2400 sft waterbody



Figure 07: Pool View

### 2.12.2 Sports Zone

- ✓ Playground for Football & Cricket
- ✓ Volley ball Ground
- ✓ 2 badminton Court



Figure 08: Badminton Court



### 2.12.3 Kid's Zone

- ✓ See-saw
- ✓ Slipper
- ✓ Rocking cradle



**Figure 09: Kid's Zone**

### 2.12.4 Boating

Chuti resort surrounded by the lake which increased it's beauty at different part of the world with all in the most magnificent natural setting. You can enjoy a boat ridding on that flower floated Lake.



**Figure 10: Boating**



### 2.12.5 Cycling

The Chuti Resort is dedicated to offering eco-friendly living as well as resources for the outdoors and wildlife. There are many local animals and birds in the miniature zoo. For kids, it is an endless source of joy.



Figure 11: Cycling

### 2.12.6 Fishing

Adventure and resources abound in Natural Lakes. If you like to experience new adventures, enjoy fishing.



Figure 12: Fishing





### 2.12.7 SWOT Analysis

SWOT analysis is a strategic planning method for assessing the Strengths, Weaknesses, Opportunities, and Threats (SWOT) associated with a particularly ambitious project or company initiative. It entails defining the project's or business's target and identifying the internal and external elements that will help it achieve that goal.

SWOT analysis ought to start with a procedure to achieve the intended end result or objective. Incorporating SWOT analysis into the strategic designing approach is another step. Strategic designing should analysis.

**Strengths:** features of the company or team that provide it an advantage over rivals in the industry

**Weaknesses:** are features that make the company a barrier in comparison to others.

**Opportunities:** external opportunities to increase the environment's sales or profitability.

**Threats:** environment's external elements that could be problematic for the business.

#### SWOT Analysis of Chuti Resort

##### Strengths:

- ❖ Effective Management Team.
- ❖ Loyal Clients.
- ❖ A healthy market demand.
- ❖ Excellent security backing.

##### Weaknesses:

- ❖ Lack of a trainer to instruct the worker
- ❖ Job market and unemployment recovery.
- ❖ Lake of skilled employee.

##### Opportunities:

- ❖ Technical support is provided.
- ❖ Low cost of labour.
- ❖ Available raw material for the operation.

##### Threats:

- ❖ Competition.
- ❖ Competitors with lower price.
- ❖ Instability in politics.



**Chapter - 3**  
**Learning part**  
**Front office management system**



### 3.1 Operational Activities of Department of Front Office

The front desk of a hotel or resort is the division in charge of selling hotel or resort rooms through organized ways of reservation, followed by registration and allocating rooms to clients. The sale of the rooms is mostly the responsibility of the front office. The front desk is in charge of booking reservations, registering arrivals, handling mail and keys, responding to messages, maintaining statistical data, and getting ready for visitors as they depart in addition to booking rooms and handling sales. The front desk also guides bellhops, porters, and other services to guest rooms and provides information on the hotel's or resort's amenities, tourist destinations, and weather conditions.

In light of the fundamental character of a resort, the front office at "Chuti Resort Gazipur" is of utmost importance. The front desk plays a complementary role.

**The main records of the room sales in the front office are:**

- ✓ Reservation paperwork.
- ✓ Registration Card.
- ✓ Daily Guest Arrival List
- ✓ Reservation Chart
- ✓ Reception Room Status Board
- ✓ Guest Index

Following is a brief description of report/hotel formats and terms frequently used in front office department.

### 3.2 Duties and Responsibilities of Front Office Team Member

The front office manager (FOM), who oversees the front office department, is responsible for improving guest services by continuously creating services to fulfill visitors' needs and satisfaction.



### 3.3 The Front Office Manager

The front desk manager needs to be capable of planning and managing. He must be familiar with the habits, tastes, customs, and ways of life of the key nations that produce tourists. He also needs to be aware of the laws controlling foreign exchange transactions, resort organization, resort accounting, hygienic and safety standards, and relevant labor laws.

#### **The duties and responsibilities of front office manager are:**

- ✓ To oversee the many services provided by his department.
- ✓ To create the safety plans and keep an eye on his staff members' behavior, discipline, and appearance.
- ✓ To be in charge of making reservations, organizing, and managing all activities involving the distribution of rooms.
- ✓ To coordinate and oversee all actions relating the distribution of rooms, including arranging reservations.
- ✓ should be in charge of preserving coordination with other hotel/resort departments.
- ✓ To take action regarding reservations.
- ✓ To schedule the on-call rosters and determine the basis for estimating the department's strength and personnel.
- ✓ To coordinate the banquet, housekeeping, and sales promotion departments so that all accommodations are prepared for conventions and events.

### 3.4 Assistant Front Office Manager

An assistant front office manager, who is typically employed in resort/hotels, essentially assists in managing all office operations when a front office or resident manager is not present. This entails managing the front desk staff, handling customer complaints, and processing payments.



### 3.5 Reservation Manager

By providing quick, appropriate, and effective bookings service, the employee ensures that the department runs smoothly and efficiently and that it meets or exceeds its revenue target.

#### The duties and responsibilities of Reservation manager are:

- ✓ Communicating new rate plans and promotions through coordination with central reservations.
- ✓ Communicating with the revenue manager, the rooms division manager, and travel agents
- ✓ Assisting the sales team with rate-setting.
- ✓ Upkeep of the internal reservation systems
- ✓ Predicting revenue sources
- ✓ You could be personally involved with room sales in smaller resort/hotels.
- ✓ Managing your team successfully

### 3.6 Night Manager

The Night Manager is in charge of all resort/hotel operations during the evening shift, with a particular emphasis on Front Office operations, night audits, and hotel safety and security. The Night Manager also serves as the Manager on Duty. In accordance with resort/hotel regulations and procedures, the Night Manager supports the Front Office Manager in all facets of the department, including but not limited to operations, planning, budgeting, staffing, and payroll. In accordance with hotel policies and procedures, the Night Manager supports the Front Office Manager in all elements of the department, including but not limited to operations, planning, budgeting, staffing, and payroll.

### 3.7 Outlet of Front Office Department in Chuti Resort Gazipur

In small resort/hotels, the front office might be staffed by one person who does everything. But in larger resort/hotels, the front office is divided into several departments that each take care of a function, such as:

- ✓ Reception / Front Desk
- ✓ Communications
- ✓ Concierge



### 3.8 Reservation

The reservation of accommodation is made by the reservation section of the front office. Inquiries are received in person through Telephone, Telegrams, Telex, Letter or block booking list etc.

**Thus the main sources of Reservations are:**

- ✓ Telephone
- ✓ Mail
- ✓ Person
- ✓ Hotel/Resort Representatives
- ✓ Social Media

#### **The Procedure**

- Receipt of booking requests by:

#### **Letter**

Look at the chart. Mark the chart with an asterisk (\*) if accommodations are offered. If at all possible, a confirmation letter should be sent on the same day as a request is received and should include the guest's name and arrival date in capital letters.

#### **Telephone/In Person**

Check the chart, caller to confirm if time permits or request a deposit, and tell them to do so Take out the day's arrival, correspondence, and details; analyze them every morning or the preceding evening; and compare them to the cards. Place the registration card in the "In-house file" drawer's front. The guests from the prior night should be brought forward as you write out the rooming list. In pencil, note the number of guests, hotel cost, and departure date for today's arrival. Each visitor—individual or in a group—should fill out a registration card when they arrive. On the rooming list, the name(s), etc., should be highlighted in red.

Create the bill folios, which must be typed with the most information feasible. Before entering an account into the ledger, complete the details registration of files.



### 3.9 Reception

The registration desk is located in the welcome area. Visitors are welcomed upon arrival and given their initial impression of the resort or hotel, its employees, and its level of service by the room desk/receptionists. The international visitor is registered using the "C" form.

#### Check-In and Check-Out

The Check-in and Departure register is a formal record and control on all arrivals and departures.

The main information recorded is:

- ✓ Surname/First Name (Name of guest)
- ✓ Designation
- ✓ Check-in/out Date
- ✓ Room number
- ✓ Number of Pax
- ✓ Purpose of Visit
- ✓ Nationality etc.
- ✓ Rate
- ✓ Billing Instruction
- ✓ Arrived from/Proceeding to

Suppose the guest is foreigner, following details should be filled in the registration card.

- ✓ The Passport Number
- ✓ Date of Issue
- ✓ Place of Issue
- ✓ Date of entry to Bangladesh
- ✓ Purpose of Visit
- ✓ Duration of Stay

#### Departure

The most important element of the visitor cycle is when a guest departs. The customer's bill is updated when the lobby captain or the guest himself gives notice that the passenger is ready to check out of the hotel. The visitor is given with the bill to pay.



## **Mail**

The received mail is delivered to the proper mailbox, key rack, box, or index. Special records are kept for special letters. The mail is either placed in the appropriate pigeon holes on the key and mail rack or delivered to the guest room by the bellboy. The mail is kept in several compartments with alphabetized labels for the unattended guest. Following the directions on the mail forwarding card, the mail of a guest who has already checked out of the hotel is forwarded.

## **Keys**

When a visitor arrives or requests them, all of the keys are at the key rack.

## **Complaints**

Guest complaints are taken in, and the appropriate departments are informed. The visitors are patiently listened to, and appropriate measures are taken to meet their needs. General issues are brought to the attention of management, while complaints about the food and beverage services are brought to their attention via the front office manager.

## **Billing**

A guest account is created upon registration. It will keep track of all expenses and refunds related to the visitor's use of the hotel's amenities and services. They consist of accommodation fees, meals out, drinks, valet, paid out, and refunds.

All checks issued to visitors by various departments are gathered and delivered to the bill section under the heading of vouchers. The concept of visitor accounts has:

- ✓ Guest Bills
- ✓ Duplicate bill or Visitor ledgers
- ✓ Vouchers from Sales Outlets
- ✓ Daily Summary with:
  - a) Sales Ledger
  - b) Cash book





### **Handling Cash and Credit**

The ability of the resort or hotel to pay its employees and creditors, as well as to maintain its cash flow, depends primarily on the collection of cash and credit for the services provided. The cashier is responsible for inspecting personal checks and handling foreign currency in the form of traveler's checks or cash.

### **Audit**

At midnight, a daily audit is performed to make sure that all postings have been made accurately and that all visitor accounts have been updated. Various reports are created and delivered to management and department heads with information on average rate, occupancy rate, departmental revenues, and their link to projections.

### **In Encashment Certificate the following information should be filled.**

- ✓ Room Number and Date
- ✓ Guest or Client Name
- ✓ Passport Number
- ✓ Nationality
- ✓ Details of foreign currency Notes/Coins/Travelers cheques purchased (Indicating clearly notes and travelers cheques separately)
- ✓ Details of Adjustment made towards settlement of bills for services rendered.
- ✓ Net amount payable
- ✓ Guest Signature/Manager's Signature
- ✓ The bill Number

### **3.10 Communication**

Despite having little direct interaction with visitors, communication agents are crucial in helping them form an impression of the hotel or restaurant. A good phone operator should be polite and clear in their speech, as well as attentive and object-focused. Job description (Duties & Responsibilities)

The major duties & responsibilities of the telephone operator are as under:

- ✓ Answer all incoming calls
- ✓ Forward incoming calls to the desired extension, which are routed through PBX.



- ✓ Keep track of the guest telephone calls & prepare their bills and post the same to their folios.
- ✓ Provide paging service for the guests & employees.
- ✓ Log all the wake up calls on the system.
- ✓ Answer the queries about the resort/hotel's services & products.
- ✓ Work as a communication hub during the emergencies.

### 3.11 Concierge

When a guest checks in or out, the bellboy carries their luggage. They accompany guests to their rooms and introduce them to the amenities and services available there.

#### Scope of job (Duties & Responsibilities):

- ✓ Handle the guest luggage transport the guest luggage from lobby to the room at the time of check-in, and from the room to the vehicle at the time of departure.
- ✓ Put the luggage tag at the time of guest arrival.
- ✓ Inform the front desk about the scanty baggage guest at the time of check-in.
- ✓ Assist paging, process of locating the guest within the resort/hotel premises.
- ✓ Deliver messages, mail & packages to the guest in their rooms.

### 3.12 Lessons Learned from Internship

There is a policy while entering into the property area or any other public place in the resort. I have to have a smile in to my face. By practicing this it has become my habit. Greeting, thanking becomes a part of my life. Every day I talk with interesting people, learned a lot about their food, habit, likings, disliking etc. I have become time conscious, gained practical experience by working alongside professionals. I get the opportunity to apply the knowledge and skills I have gained in real-life situations. I have learned the following things from the organization which during my work I have to do. Lots of thing that's helped me to learn different thing that only books cannot give.



**Serving Guest:**

I have learned how to serve the guest according to their need. Whenever, The guest entrance to our resort from then our main task was to offer ‘Yes I can’ service. Whatever, legal thing guest wanted we must serve that.

**Team Work:**

I have developed general understanding on the service orientation of Hospitality sector. We understand about the Importance of working with a team in service sector.

**Technical skills:**

I know how to operate Nice Software. I know how to create the guest profile, his preference, his membership and other related things. This helps me to take immediate decisions regarding any issue.

**Greeting Guest:**

I had to learn, how to greet to the guests. Like always greet with ‘Good morning, good afternoon, good evening and good night’. And at the end of conversation must have to say ‘Have a good day sir/ma’am.’

**Always smile:**

I have learned to smile whatever the situation is. This is the rules of the resort. The guest is very angry and whatever I must had to meet with him to keep a smile face.

**Talking Manner:**

I have learned the talking manner of the establishment. Like how to greet with guest. Which, way I had to handle them. Always keep smile.

**Handling Guest complaints:**

I had to learn the procedures to handle guest complaints as a Front Office trainee. The procedures are:

- ✓ Not to involve the supervisor in silly things.



- ✓ Addressing a person's feelings as well as the matter at hand.
- ✓ I'm listening attentively and giving the visitor my full attention.
- ✓ Keeping eye contact and preventing disruptions..
- ✓ keeping your cool and in charge of the circumstance..
- ✓ expressing regret for the issue. Apologies might help the guest feel better even if I don't agree with them.
- ✓ making inquiries and being ready to take notes. I've gathered as much information as I can on the issue so that I may choose the best course of action.
- ✓ presenting answers. I will explain my options to the visitor and, if I can, give them a selection. But don't promise me something I can't deliver.
- ✓ tackling the issue. Do exactly what I promised the guest and adhere to the property's regular operating procedures. Let the visitor know how long it will take to fix the issue.
- ✓ tracking the development. Keep in touch if another employee or department is involved to ensure the issue is fixed.



## **Chapter 4**

### **Findings, Recommendation & Conclusion**



#### 4.1 Findings need to be related with the system of front office

During my internship I have found some special quality of their services and service personnel behaviors and some other things. Actually they are trying to provide best services to the guest and they know how to motivate the guest. Some findings are as follows:

- ✓ Lack of efficiency for replacing roster duty.
- ✓ Most of the bill preparations are done by front desk staff although it is the responsibility of accounts department.
- ✓ Hotel has no In house doctor facilities.
- ✓ Front office may introduce automation through ERP software. So inputs of service delivery and bills of different departments automatically updated at front office after immediate inputs provided by respective departments. Currently they use manual entry.
- ✓ Front office are not capable to monitor the security of their guests during stay at their premises.

#### 4.2 Recommendations

It is very difficult to recommend some things for a resort as a trainee employee. However following are some recommendations which are identified during my internship period

- ✓ They should upgrade their Wi-Fi speed for ensuring better speed during rush hour.
- ✓ They may use specific software to automatically update the bills, facility used or check in/out status instead of using manual entry to front office computer.
- ✓ The front office may introduce SCADA (supervisory control & data accusation) at front office through VR, CCTV, Zeo fencing for their guest for security purposes.
- ✓ The resort may introduce VR system for their guest before roaming through resort.
- ✓ Front office may provide In house doctor facility for emergency like other facility.



### **4.3 Conclusion**

Being a trainee at Chuti Resort Gazipur Front Office Department has been a wonderful experience for me. I only received academic information throughout my time studying at the university, but my practical expertise was earned at the Chuti Resort in Gazipur. I had the opportunity to learn practical skills during my internship that are only loosely related to what I had learned in school; everything else was entirely different. However, I made every effort to put all the academic knowledge I learned at our university into practice. On the other side, I have learned a wide variety of things that are unrelated. As a trainee, I'm honored to be a part of such a prestigious organization.



**Chapter-5**  
**Appendix**





## 5.1 Appendix

Organizational Part: <http://www.chutiresort.com/cottages.php> Front

Office

Operation: [https://www.tutorialspoint.com/front\\_office\\_management/](https://www.tutorialspoint.com/front_office_management/)

[front\\_office\\_management\\_introduction.htm](#)

Duties and Responsibilities <https://resources.workable.com/front-office-manager-job-description>

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## 5.2 Photo Gallery

### Room



### Meeting & Workshop Venue





## Cultural Event



## Dighir Jal (Restaurant)







## Swimming Pool



## Tree House





**Kids' Zone**



**Green Space**

