



Internship Report

on

“Front Office Operations and Guest Service of Hotel Sarina, Dhaka”

In Partial Fulfillment of the Requirements for the Degree of Bachelor of Tourism and Hospitality Management, an Internship Report was presented to the Faculty of Business and Entrepreneurship.

Submitted to

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Date of Submission: November 22, 2022

Letter of Transmittal

30 November 2022

Mst. Khadijatul Kobra

Assistant Professor

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Daffodil International University

Subject: Submission of Internship Report.

Dear Madam,

I am here by submitting my internship report on the topic of “Front Office Operations and Guest Service of Hotel Sarina, Dhaka.” It is great achievement to work under your active supervision. Your supervision has played a vital role in the completion of this internship report successfully. Your guidance on the topic of my study was very helpful. Your constant supervision in this intern report has enabled me to gain substantial knowledge in this subject and helped immensely in conducting the study. I might mention that I made every effort to give my best in conducting the study.

I therefore, pray and hope that you would kindly oblige me by accepting my internship report. I will be thrilled if you find this report useful on this subject matter.

Sincerely Yours,



Ashiqur Rahman

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CERTIFICATE OF APPROVAL

This is to verify that, Ashiqur Rahman Id:183-43-360, Bachelor student of Department of Tourism and Hospitality Management, Faculty of Business and Entrepreneurship, Daffodil International University has completed his internship report on the topic of “Front Office Operations and Guest Service of Hotel Sarina, Dhaka.” This report fulfils the requirement of the study.

I, myself, supervised him in successfully completing the report. Here by, I accept this report as the successful completion of the internship program.

During the program he was sincere proactive and attentive to his work and I wish him every success in life.

Regards



Ms Mst.Khadijatul Kobra

Assistant Professor

Department of Tourism & Hospitality Management

Faculty of Business & Entrepreneurship

Daffodil International University

DECLARATION

I, Ashiqur Rahman, Bachelor student of Department of Tourism and Hospitality Management in the Daffodil International University hereby declare that the internship report titled “Front Office Operations and Guest Service of Hotel Sarina, Dhaka”. Is a record of an original work done by me under the supervision of Mst. Khadijatul Kobra Assistant Professor, Department of Tourism & Hospitality Management Faculty of Business and Entrepreneurship Daffodil International University. This report has been prepared for the fulfilment of the course of internship as a partial requirement of Bachelor of Tourism & Hospitality Management. The work presented in this report does not breach any existing copyright and the findings of this report have not been submitted to any other institution for achieving a degree or other purposes.

I further undertake to indemnify the department against any loss or damage arising from breach of the foregoing obligation.



Ashiqur Rahman

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Department of Tourism & Hospitality Management

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ACKNOWLEDGMENT

First of all, I would like to thank and pay my gratitude to the Almighty who has provided me the ability to prepare this report.

I would like to render my sincere gratitude to my supervisor, Mst. Khadijatul Kobra, Assistant Professor, Department of Tourism & Hospitality Management, Faculty of Business and Entrepreneurship, Daffodil International University. She has supported me greatly in completing my internship report. Without her supervision this report would not have been completed successfully. I am very glad to have her as my supervisor.

I would also thank to Hotel Sarina Dhaka every department. They always motivated me, I learned from them. Special thanks to Hotel Sarina Front office team they guide me to performed as a team member. Their guide helped me to implement my academic knowledge to this organization.

Last but not the least; I am highly thankful to my parents and also my friends whose enormous helps assist me to complete my report.



Ashiqur Rahman

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Executive Summary

This report was written to aid in your understanding of how the Front Desk at Hotel Sarina Dhaka operates. This paper included a description of Hotel Sarina Dhaka as well as the duties and responsibilities of the Front Office team members, including how to manage requests and complaints from guests. Over the course of the internship, I gained knowledge about how to communicate with and treat guests correctly. The goal of Hotel Sarina Dhaka is to make every step of its visitors' journeys brighter with cleanliness, culture, inscriptions, and attention to cleanliness.

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Chapter -1

Introduction



1.1 Background of the Report:

Students can contribute their knowledge and experience from the workplace in their internship reports. By presenting, delineating, and assessing one's workplace, an internship report provides an opportunity to show learning as a practical writer. The industrial challenge is to convert academic ideas into practical experience through an internship. I worked at Hotel Sarina Dhaka as a trainee for my internship assignment as a student of Bachelor of Tourism & Hospitality Management after earning my 124 credits. I will share my six months of practical experience, which I gained working in the front office department at Hotel Sarina Dhaka, with the report.

1.2 Origin of the Report:

Bangladesh's well-known and government-approved private Daffodil International University was established in 2002. One of Daffodil International University's well-established departments is the Bachelor of Tourism and Hospitality Management. Under the graduation program, the bachelor in tourism and hospitality management takes four years to complete. Being a student of tourism and hospitality management makes me happy. Following my theoretical classes, I completed a six-month internship in the front office department at Hotel Sarina Dhaka. This internship report was created using all of my knowledge and experience gained from the workplace.

1.3 Scope of the Report:

I participated in the Front Office Department of the Hotel Sarina Dhaka as a trainee for my industrial attachment as part of my studies. I will illustrate how the Front Office at the Hotel Sarina in Dhaka operates in this report. The effectiveness of Front Office operations at Hotel Sarina Dhaka will be evaluated in this report. The Front Office Department of Hotel Sarina Dhaka will be discussed in detail in this report.

1.4 Objective:

The broad objective of the report is to analyse the front office and guest relations management of Hotel Sarina Dhaka.

- To provide a general description of Hotel Sarina Dhaka.
- To categorize the work done in the front office department.
- To examine what a front Office team member is expected to do.
- To list issues with Hotel Sarina Dhaka and offer solutions.

1.5 Methodology:

The perception and frequent workouts that assisted me to compose this report big bucks, mostly.

1.6 Data Source:

The data were collected from the following sources:

Primary Data:

- a) Real-World Knowledge.
- b) Interaction with the visitor.
- c) Teamwork
- d) Experience working with several departments.
- e) A routine task.

Secondary Data:

- a) Hotel Sarina Dhaka's online platform.
- b) Internet and social media.
- c) A data file for the organization.

Limitation of the Study:

- I am an intern there. It came to me as a puzzling task to flawlessly finish this report because I feel that I don't have enough time to thoroughly investigate each minor issue in the neighborhood. I was unable to give this report my complete attention due to my partners' capacity to manage them in the front office department. I'm currently spending more time in front of the office than I am looking ahead. However, learning about the various facilities, services, and hand lists of five-star hospices, as well as their actual cost for the Hotel Sarina Dhaka's current situation, was an incredible experience for me as a student. On the Front Office Department organization website, there is not enough information.
- The Front Office activities framework of Hotel Sarina Dhaka was the subject of this paper.
- It was quite difficult to get information about other employees' job restrictions from them.
- Each organization has its own privacy and policies, which are not visible to outsiders. They withheld a lot of information from organizational certainties.

Chapter 2
To provide an Overview of Hotel Sarina Dhaka



Introduction

2.1 Background of Hotel Sarina Dhaka:

A five-star hotel in Dhaka with the best location is Hotel Sarina. Banani, one of Dhaka's wealthy neighborhoods and the city's newest economic hub, is close to Hotel Sarina. Inn located in Road-17, House-27, Block-C, Banani Business Area, Dhaka-1213.

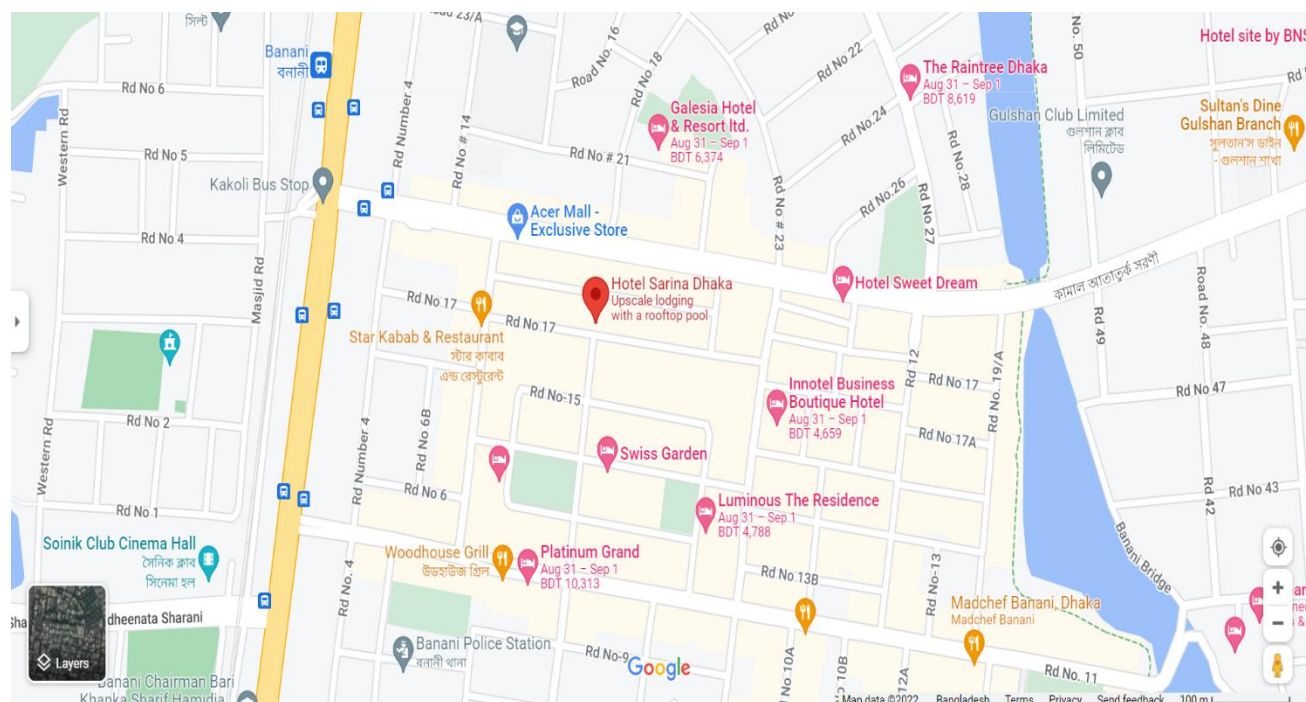
Being nearby, you are close to all of your selected important locations, such as the Gulshan business district, the Baridhara political district, the airport, and so on. Just a short stroll will take you to two upscale shopping malls near our Hotel Sarina Dhaka. Visitors access each business in the 20-story structure from our hotel.

2.2 Organization Details:

Short view of Organizational Demography:

Name	:	Details
Property Name	:	Hotel Sarina
Owned by	:	Md. Golam Sharowar.
Address	:	Plot #27, Road #17, Banani C/A, Dhaka 1213
Telephone	:	+880-2-222275111
Mobile	:	01730-020313
GM's Telephone	:	
Fax	:	+880-2-222275118
E-mail	:	
Website	:	www.sarinahotel.com
Location	:	Banani C/A, Dhaka 1213
Year Hotel opened	:	2003
Opening Date	:	17-07-2003
Hotel Category	:	5 Star
Number of Rooms	:	180
Number of Floors	:	21

Location Proximity:



Nearby is the Hotel Sarina In the heart of the business district.

- Airport: 13.4 km; travel time: 22 min.
- 03.00 kilometers; 07 minutes; Gulshan DNCC Market.
- Jamuna Future Park: 5 km
- 5.8 kilometers and 9 minutes to the National Parliament Building.
- Bashundhara Shopping Complex: 6.9 km; travel time: 14 min.
- Mohakhali Bus Terminal 2.8 kilometers away and 05 minutes away.

Congestion will determine the exact time.

2.3 Type of Rooms in Hotel Sarina

Hotel Sarina has 180 rooms in 8 different room types for the comfort of its guests. Each space is designed to offer you the meals you need. The recently renovated rooms are all named, have individual climate controls, and will definitely satisfy you.

- Deluxe King
- Deluxe Twin
- Super Deluxe King

- Premium King
- Premium Twin
- Junior Suite
- Crown Suite
- Imperial Suite

2.4 Guest rooms features & activities

In addition to a self-administration PC and Internet connection, our constrained Business Center provides a wide range of administrations, such as copying, printing, and fax services. Additionally, every public area and conference hall has a remote Internet connection.

Refresh at our state-of-the-art Sarina Work-Out, which features top-notch wellness equipment like cardiovascular equipment, weight machines, Jacuzzis, saunas, massage rooms, and a temperature-controlled pool. Regain control of your body and mind at our fitness facility with the aid of our hand medications that were made with you in mind.

2.5 Signature Amenities & Services:

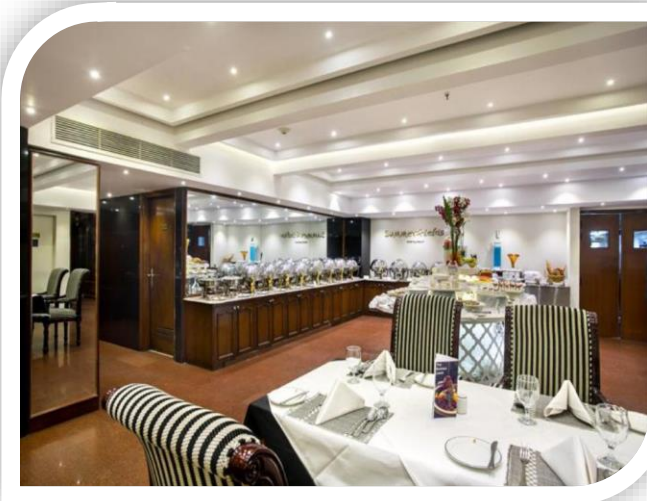
- The heavenly bed.
- The heavenly Crib
- Weak up Service.
- Non- Smoking room
- The heavenly bath.
- Four fixture bathrooms.
- Ergonomic Desk Chair.
- Iron/ Iron Board.
- Bathrobes.
- Direct Dialing.
- Air-Conditioned Room.
- In room safe.
- Room with seating area.
- 24/7 room service.
- LCD flat panel Television.
- Free daily newspaper.
- Handicap accessible room.
- Separate Bath and Shower stall.
- Dual line telephone.
- Refrigerator.
- Refreshment center Club level room.
- Smoke detectors in room.
- Coffee & Tea maker.
- Work desk.
- High Speed Internet Access.

2.6 Restaurants & Lounges

Guest can enjoy the unique culinary experiences at the numerous restaurants from the freshest of ingredients including preparations from live cooking stations.

In Hotel Sarina we have five brand standard restaurants and bar. These are:

- Summerfields (All day Dinning)
- Amrit (Indian Cuisine)
- Risotto (Italian Restaurant)
- Elite club
- Picasso bar



Summerfields



Amrit



Risotto



Picasso Bar

2.7 Our Services

We concentrate at providing food for your feast necessities in our state-of-the-art settings with our knowledgeable and devoted crew. Our expatriate culinary experts will have anything you might possibly want to eat prepared.

a. Get-togethers: Whether it's a conference, meeting, or party, you're at the ideal spot. You can select from our assortment of measured scenes or create your own blend based on your needs.

b. Restaurants: There is never a shortage of delicious cuisine options at Hotel Sarina. We have prestigious cafés and parlors for your decisions. With Sarina, you may engage in a genuinely unusual culinary experience.

c. Events: We offer every setup you need to fulfill your events' goals. Our event managers and culinary specialists will provide you advice on how to plan a successful and enjoyable event.

2.8 Mission

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

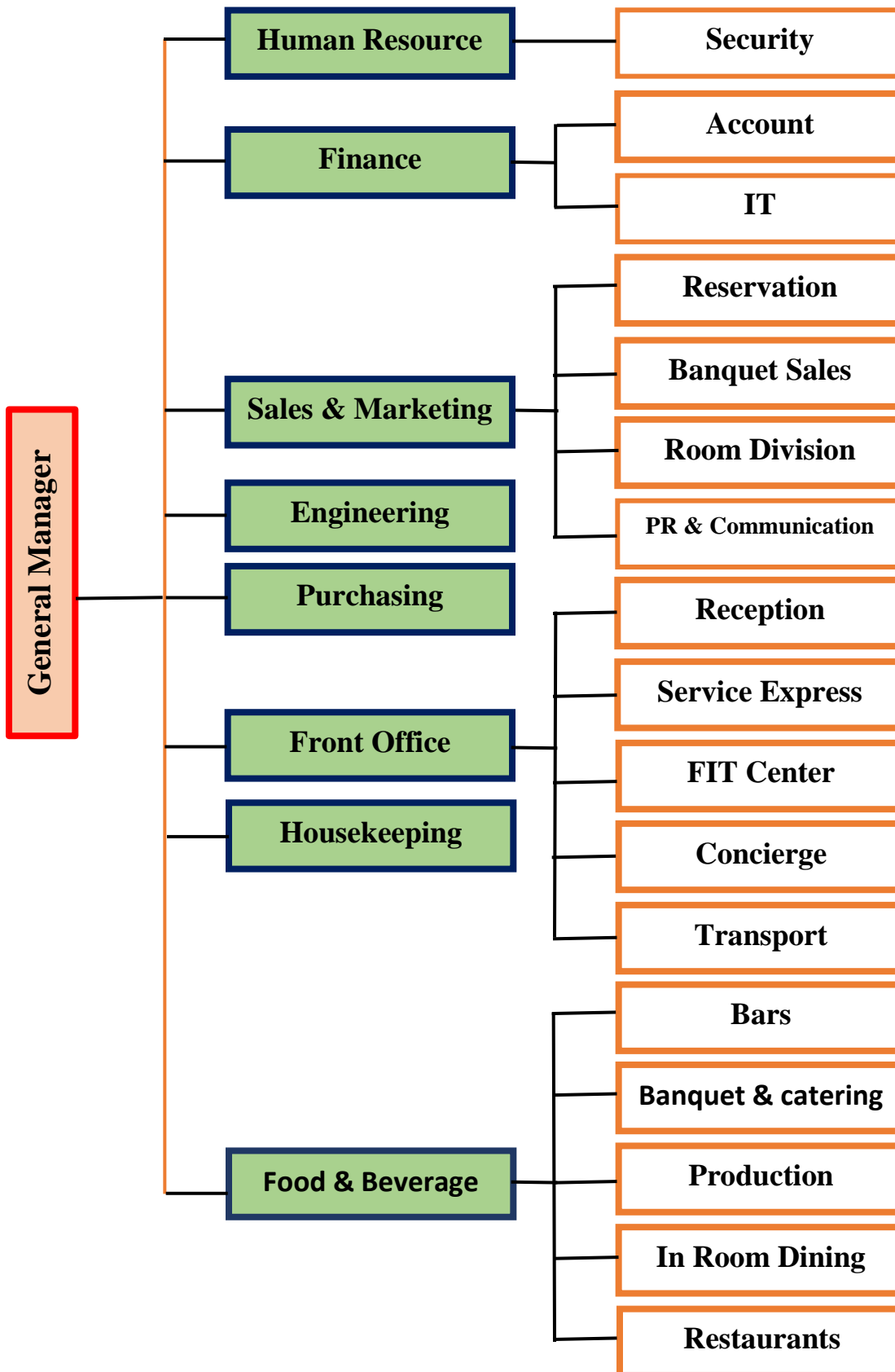
2.9 Vision

Hotel Sarina Dhaka always serve five-star service to the guest with the facilities. Within few years Hotel Sarina Dhaka will be leading hotel in Dhaka.

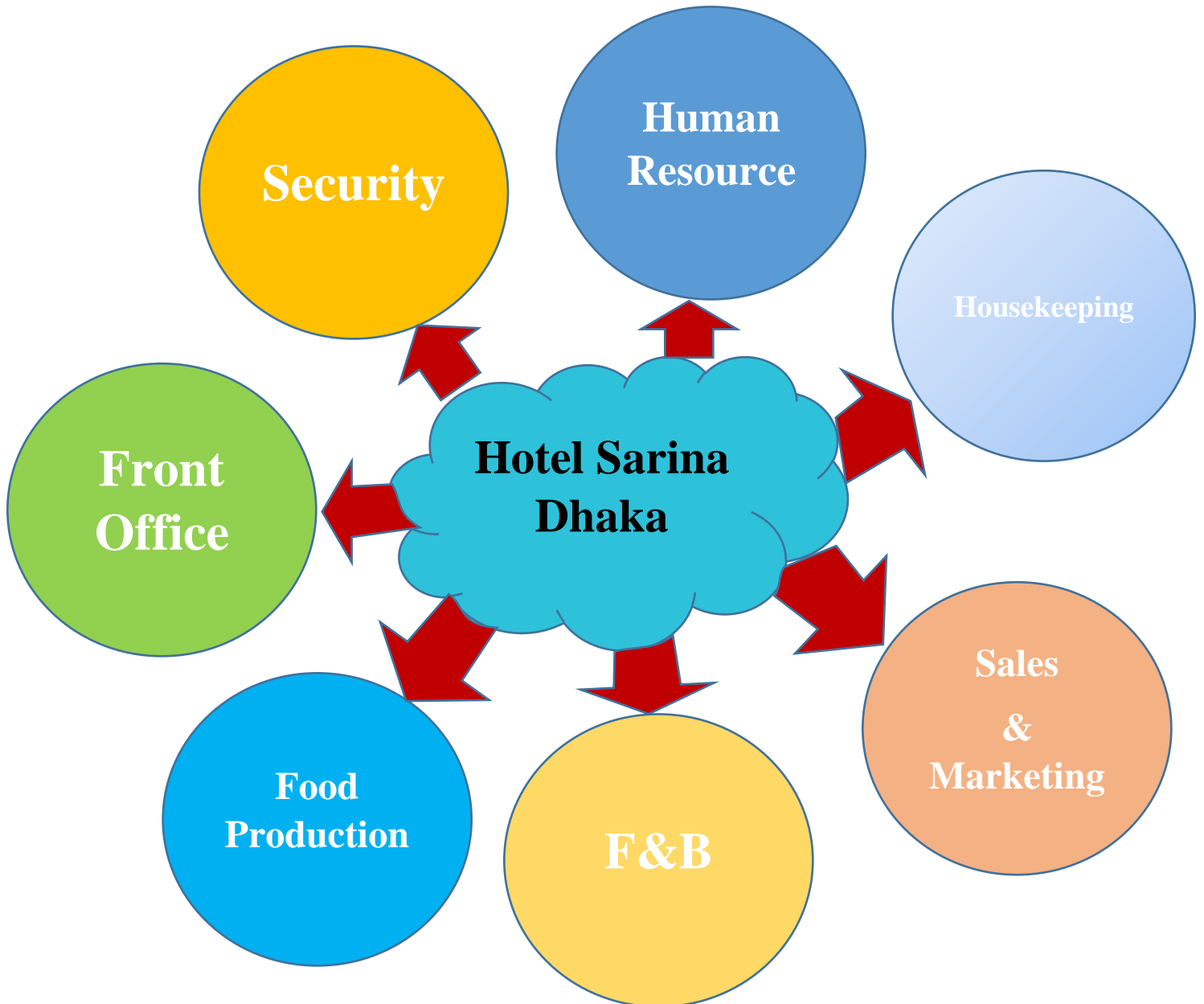
2.10 Board of Director of Hotel Sarina Dhaka:



2.11 Organizational Chart:



2.12 Major Department's in Hotel Sarina Dhaka:



2.12.1: Front Office: The front desk is the most important office in the hotel. The core of an inn is its front office. This division's main skill is extending a gracious welcome to guests. It helps to present a fantastic image to the visitor. Here, the visitor engages. Because to the fact that it provides visitors with space, it generates the maximum profit for the hotel. Subdivisions like reservations, bell offices, and information offices are also included in this. Additionally, it offers guest services similar to those of an establishment's attendant. The front desk is always open.

2.12.2: Food & Beverage Service: This office's real charm and satisfaction in providing visitors with food and beverages leaves a lasting impression. There are various types of food and beverage establishments, including cafés, bars, coffee shops, bring-down meals, etc. Delivering a portion of the lodge by managing different types of food and drink to the guest is its secondary benefit.

2.12.3: Housekeeping: This department is in charge of planning and maintaining the accommodation complexes, including the common areas, guest condos, entrances, and swimming pools. The visitor generally doesn't see this office. It contributes to visitor satisfaction by maintaining the area's cleanliness. One of the main focuses of the housekeeping division, which oversees the upkeep of the theater and other types of flower game plans, is cultivation. This division aims to provide guests with a welcoming impression of the inn.

2.12.4: Food Production: It is a branch with offerings for the preparation of distinctive varieties of reflection points of interest. Since it mostly operates inside the back area, it is anything but a visible branch to the visitor. Through certain food-related quills, it enhances the reflections' flavor and intrigue. Different celestial bodies each have their very own kitchen, with a certain cook using it according to their chops. Under this are the pastry kitchen categories, which include foods such foods, treats, and medicines.

2.12.5: Sales & marketing: Sales and Marketing Director A hotel's sales and marketing director is responsible for increasing revenue by developing initiatives to attract guests and make better use of the hotel's convenience, meeting, and accommodation facilities.

2.12.6: HRM: The division responsible for managing human cash safes may plan to use the front desk staff as a special resource for some workers across all divisions. It may ask that the front-facing office screen newcomers. However, if so, guidelines for and preparation in webbing styles should be provided. Some mortal money chest activity heads rely on the front-facing office to distribute activity structures and other workforce-partnered information to job candidates. The verifiable hand may ask the front-facing office for directions to the workforce office. Additionally, the human cash safes activity division may develop guidelines that the front-facing office expert might utilize to initially screen candidates. These regulations may include requirements for particular cleanliness, the completion of a task, conditions for instruction, wisdom, and citizenship. It is the genuinely important and highly appreciated calling in our factors were determined.

2.12.7: Security: The entire property is guarded by a security division, which ensures the security and well-being of the property. Additionally, ensure that the guests feel safe and secure inside the hotel by protecting them from harm. The security office typically conducts 24/7 reconnaissance throughout the whole hotel complex. It is their responsibility to handle all guest luggage and packs to order to ensure that nothing might potentially have dangerous effects within the lodge.

2.13 SWOT Analysis of Hotel Sarina Dhaka:



SWOT Analysis:

The most straightforward and environmentally friendly way to learn about a company's current reputation as well as its current state of affairs is to conduct a SWOT analysis. The SWOT analysis provides a broad overview of a company. The following is the SWOT analysis of "Hotel Sarina Dhaka."

Strengths:

- The largest Hotel in the essential Banani region having 180 rooms.
- Situated in the essential point of the Dhaka
- International standard accommodation facilities.
- A large vehicle parking area presenting three hundred cars parking.
- World-magnificence swimming pool.
- Rooms are individually air-conditioned.
- Five world-class restaurants.
- 24 hours coffee shop.
- 24 hours room carrier.
- Well stocked bar with huge variety of global liquors.
- Shopping complex.

- Electronic safety vaults.
- Running warm and cold water
- Multimedia convention facility
- Business middle with broadband Internet centers.
- Same day laundry carrier
- World magnificence Gym with in Dhaka city, with Steam & Sauna
- Doctor on call
- Own energy deliver facility
- A big ballroom, capability to house 1200 person.
- Two-convention room, 150-person capability.
- Board assembly room, 30-character capability.

Weaknesses:

The following weaknesses that I skilled at some stage in my internship are as follows

- The majority of the staff lacks experience in the hospitality industry.
- Dictatorship in top management
- Corporate base advertising policy
- Ignorance of local marketplace and lack of unique promotion at some point in off-peak season
- The chain of command is not always correctly used.
- Occasionally poor communication skills with another department.
- No staff housing facilities.
- The service tradition isn't always established;
- A few projects are still unfinished.

Opportunities:

With 180 rooms, "Hotel Sarina Dhaka" is the largest hotel in Dhaka. It is also the market leader in Bangladesh's hotel sector. There are not many developments required. The following are some notable opportunities that the hotel will encounter in the near future.

- Appropriate instruction and orientation can improve service culture
- Can increase both foreign and domestic visitor traffic
- Restaurants and retail centers may be located in the local marketplace.
- Starting new programs early in the off-season.
- Can attract the majority of visitors from abroad.
- Can create a market for international tourism.
- Emphasizing packages more can increase sales.
- To increase sales.

Threats:

The future is hazy. The future holds many opportunities for "Hotel Sarina Dhaka." Dhaka city is receiving attention, and competition is beginning. There are thus a few potential risks. They are listed below.

- Frequently shifting political climate
- Communications tools
- Management turnover could be very high
- Radisson, Pan Pacific Sonargaon, Sheraton, and The Westin Dhaka are the area's main competitors, among others.
- Some foreign hotelier companies are also
- The main competitors are Radisson, Pan Pacific Sonargaon, Sheraton, and The Westin Dhaka, among others.
- Some international hotelier companies are also exhibiting their interest in establishing hotels and resorts in the area; for example, the Dhabi Group of the United Arab Emirates has already announced plans to construct a top-notch hotel in the Gulshan Banani neighborhood. A hotel in Dhaka.
- A few 3-star hotels are located in the Gulshan and Banani areas.
- They have no notion whether or not they face competition.
- Bangladesh does not have enough skilled labor available.
- Even while many modest and comparable facilities pay the front desk staff for the sale of a room at night, motivation and rewarding methods are rarely used.
- As a result, any time a significant risk could arise, the maintenance department may not always be successful in maintaining the hotel property.
- Apathy on the part of the government toward enhancing tourism.
- Poor verbal communication with the competing hotels.

Chapter 3

Overview of the Front Office Department



3.1 Introduction of the Front office Department

The hotel's hub is the front desk. The front office is the area that connects with all hotel operations the most. Direct communication between the front desk and the guest. Operation of the front desk, including check-in, check-out, phone reception, reservation making, cashiering, and billing.

The executives of Hotel Sarina Dhaka utilize Destiny Hotel Management software.

The front desk is the heart of the hotel, and it has the responsibility to ensure that all visitor needs are fully recorded and their requests are taken into consideration. The front office is where the guest and the inn work together most effectively. The tourist's GSA is continuously processed there, and whenever they need sponsorship, they contact the front office and AYS. The front-facing office personnel has a strong responsibility to share the lofts widely and to encourage the benefit wherever it is practical.

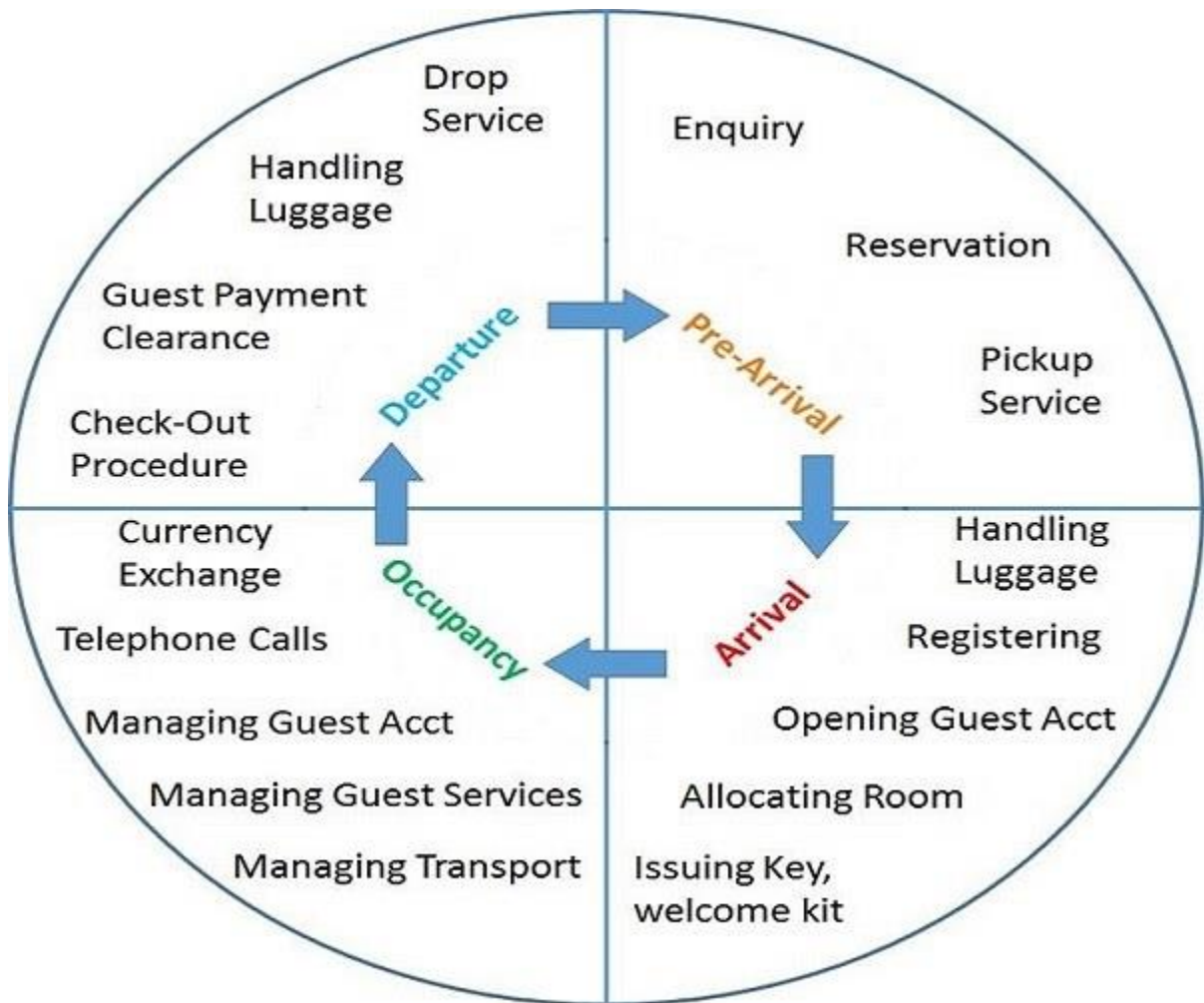
The Front Office Department is the core of the lodging or neighborliness foundation and has a significant impact on a hotel. Visitors only interact with it twice—once at the beginning and once at the end. The Front Office Department is in charge of establishing direct communications regarding the location of the establishments and services provided. The front office is responsible for tracking inquiries and directing them into the workforce or division. The front office and other departments seek the usual goal of customer management and satisfaction. Sustaining guest interactions is an interesting insight. The segments are interconnected, and all officials must work together to guarantee the division's reliable functioning while going beyond the ordinary to allure the tourists. The assiduity is looking for professionals that can collaborate with tourists and have excellent interpersonal and correspondence skills. The main area of the inn that guests can access during check-in, at the time of their arrival, and after they check out is the front office. The many highlights of an in-house visitor's experience are handled by this division, including reservations, events, enrollment, room assignments, and payment comprehension. The visitor maintains contact with the front desk for information and assistance of any kind. Therefore, the Front Office will be referred to as the inn's main activity center. This unit is anticipated to provide a wealth of information regarding a portion of the hotel front desk and part in hotel revenue generation, preparing for guest services, and relationships and coordination with housekeeping and numerous Divisions.

The following functions are included with the front office operations:

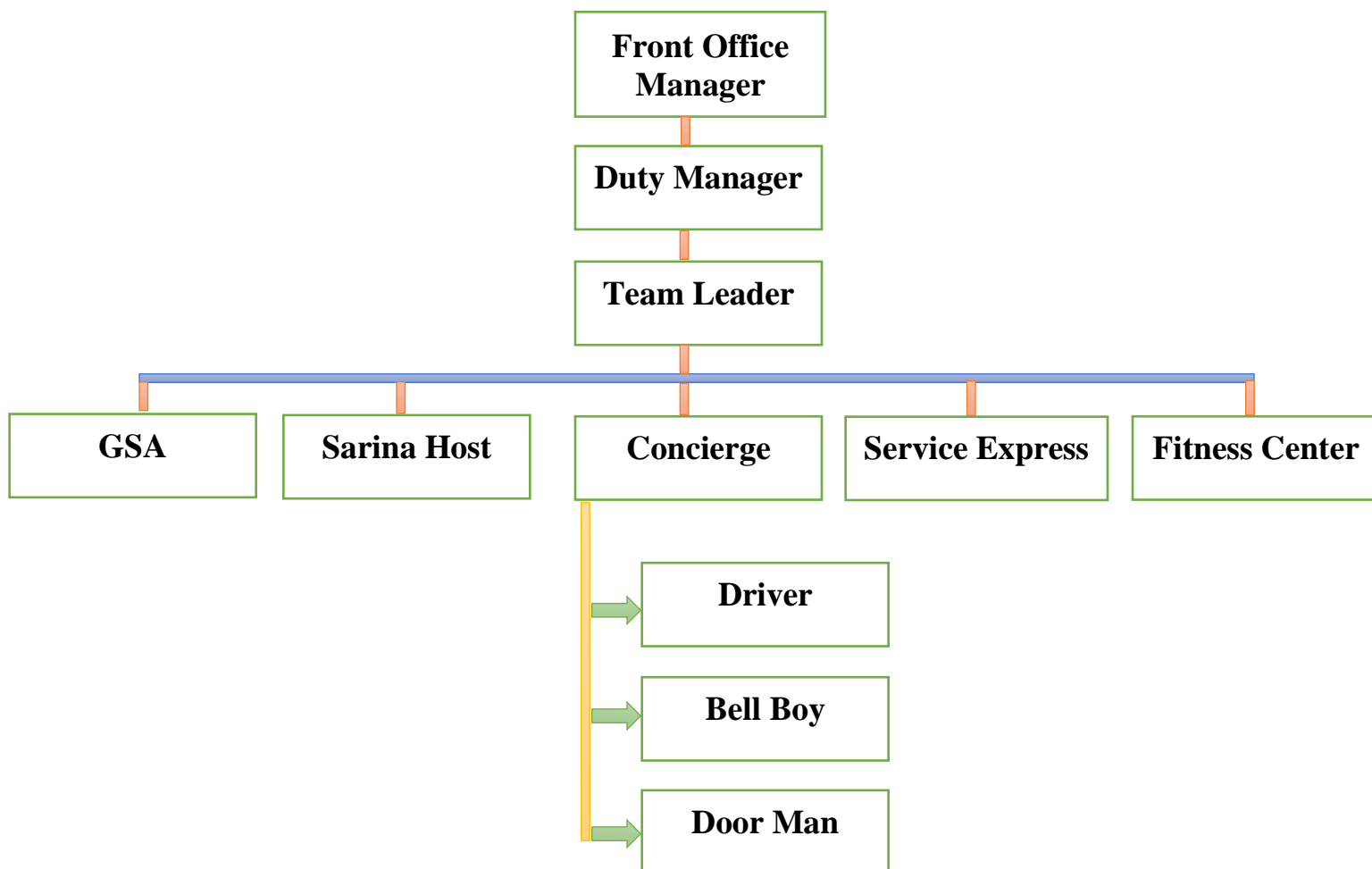
- Check in
- Check out
- Room Allocate
- Making Reservation.
- Billing.
- Cashiering.
- Night Audit.
- Receiving Phone Calls.
- Walk in sale.
- Provide hotel information.
- Managing transport request.
- Guest Review.

3.2 Objective of Front Office

The front desk department of Dealer's Lodge frequently hopes to get extra walk-in customers to stay there to order to lower the residency fee for the lofts. Additionally, it's important to promote the Dealer's Inn positively to order to keep returning visitors there rather than choosing somewhere else. Other than that, the front-facing office division in Dealers lodging's experience is to establish and maintain top-notch conditions in the front-facing office division and, for the most part, paper for the high-agreeable the great acceptable. Additionally, the front-facing office division is typically where the majority of the inn's workers do business with the inn's visitors. As a result, the front desk department at the Traders Hotel oversees the cost of ongoing, usual training for every hotel employee in order to guarantee that they will successfully execute their daily tasks. From the outset, the front desk staff at Traders Hotel generally uphold some sincere and amiable mores to ensure that each retreat visitor will be satisfied with their accommodations as well as generally anticipating and addressing retreat visitor's

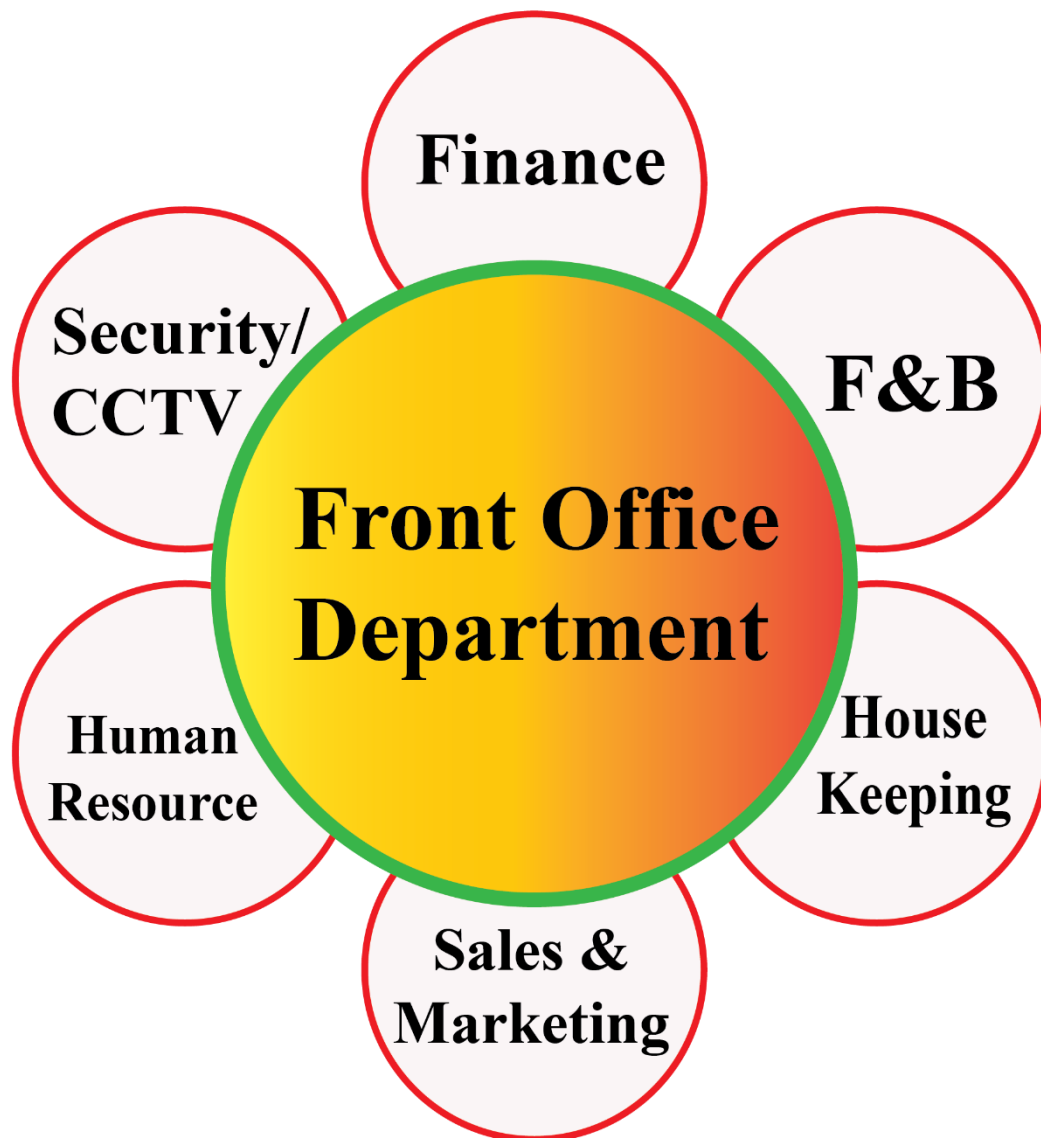


3.3 Organizational Chart for Front Office Department of Hotel Sarina Dhaka:



3.4 Front Office Interaction with other Departments:

The front desk is thought of as the hotel's center because it must maintain communication with all other departments. The front desk's primary responsibility is to facilitate a hotel's organization.



3.5 Outlet description of Front Office

For guests to look at the hotel or check in, the Hotel Sarina Dhaka front desk has three work areas with three PCs, printers, and other work area facilities. In the same way, if a tourist arrived for any quarries, a room, or other assistance, they may surely obtain the information. There are enough sitting offices in our anteroom for the visitor. We also have a campaign cafe named Street17 restaurant and a significant campaign with exquisite enrichment. We also have an administrative center, where we completed our back-office project.



Lobby



Street 17 Cafe

3.6 Duty Schedule:

A hotel with round-the-clock service is Hotel Sarina Dhaka. The employee's shift duty at Hotel Sarina Dhaka is set at 9 hours. I have experience working morning, evening, and night shifts as a trainee. Employees at Hotel Sarina Dhaka use a punch-in/punch-out system.

Hotel Sarina Dhaka following Shifts for Employee:

- Morning Shift:
 - Duty Hour: 07:00am – 04:00pm
- Evening Shift:
 - Duty Hour: 02:00pm – 11:00pm
- Night Shift:
 - Duty Hour: 10:30pm – 07:30am

Front Office Duty Checklist:

Front office team member must following the shift duty checklist.

Morning Shift Checklist:

No	Task List	Time
01	Briefing: Discussion about the previous shift and pending task	07:00 AM
02	Read the log book & Night shift report and do necessary to following up & sign	07:10 AM
03	Check on events, Group Arrivals, F&B promotions today and share with the front office team.	07:15 AM
04	Organize & clean up the desk for morning shift <ul style="list-style-type: none"> ✓ Clean the desk, Refile the EDC (Electronic Data Capture) Machine Roll, Refile the printers with papers, Sufficient room key card and key jacket, Departure envelope. 	07:30 AM
05	Print & Save Backup File for morning shift: <ul style="list-style-type: none"> ✓ Same day Arrival List ✓ Downtown Reports. 	07:30 AM
06	Check Arrival Today Remarks: <ul style="list-style-type: none"> ✓ Arrivals, Individual/ Company/ Group ✓ Special Guest (VIP, Single Leady Traveler, Honeymooners, Set Weekend). ✓ Group Arrivals (Print the Registration card in advance, Prepare the room keys, Also Assigned Group Coordinator). 	07:45 AM
07	Please print Trace report and take necessary actions.	08:00 AM
08	Departure Control: <ul style="list-style-type: none"> ✓ Control to due outs. ✓ Approved Late Check out (Complimentary, Chargeable & Extension). ✓ Communicate with transport for Guest Airport pickup & Drop up service. ✓ Docket Check (Registration Card, CC Slip, Paid out, Pre-auth Cancellation, Transport Bills, F&B Bills. 	12:00 PM
09	All GSA/GRO must update the Guest Profile According the Procedure: <ul style="list-style-type: none"> ✓ Nationality, Passport/NID/DL Update, Update the Pre-Auth, Address Update according to the Business Card, Any Special Requirements, Background Profile Notes, Trace, Alert, Comments & Preference. 	02:00 PM
10	Briefing & Training <ul style="list-style-type: none"> ✓ Briefing the team for the pending arrivals, Due outs, Any Guest Issues, VIP Arrivals, Event in House. 	02:30 PM
11	Make Sure there are sufficient collaterals available for the next shift <ul style="list-style-type: none"> ✓ Pen, Remittance Envelop, Regular Envelop, New key jacket, Recycle key jacket, Room key, A4 papers, Stapler Pin and Others. 	02:45 PM
12	Cashier Closing: <ul style="list-style-type: none"> ✓ Print out the shift report & do audit properly with POS details, Process cash drop & write down the cashier log book, Fill Remittance envelop with proper Denominations, Drop Foreign Currency If any. ✓ Follow up with the due backs, drop the cash envelop with the proper witness and must take the signature. 	03:30 PM
13	Write down all Information to Log Book and Hand Over the next shift	04:00 PM

Evening Shift Checklist:

No	Task List	Time
01	Read the Log Book & Morning shift Report and do necessary to follow up & Sign	02:00 PM
02	Print and save back up file for evening shift: <ul style="list-style-type: none"> ✓ Same day arrival details (All GSA must go through the report to meet the guest expectations). ✓ Downtime reports (Downtime reports must need to be saved in front desk PC in Down time folder). 	02:15 PM
03	Briefing & Training <ul style="list-style-type: none"> ✓ Briefing the team for the pending arrivals, Due outs, Any Guest Issues, VIP Arrivals, Event in House. 	02:30 PM
04	Organize & clean up the desk for morning shift <ul style="list-style-type: none"> ✓ Clean the desk, Refile the EDC (Electronic Data Capture) Machine Roll, Refile the printers with papers, Sufficient room key card and key jacket, Departure envelope. 	03:00 PM
05	Check Arrival Today Remarks: <ul style="list-style-type: none"> ✓ Arrivals, Individual/ Company/ Group ✓ Special Guest (VIP, Single Leady Traveler, Honeymooners, Set Weekend). ✓ Group Arrivals (Print the Registration card in advance, Prepare the room keys, Also Assigned Group Coordinator). 	03:15 PM
06	Follow up if there have any departure left in the system.	03:30 PM
07	<ul style="list-style-type: none"> ✓ Check high balance report and communicate with guest if there have any high balance room. ✓ Cross check all transactions and posting in the system. 	04:00 PM
08	All GSA/GRO must update the Guest Profile According the Procedure: <ul style="list-style-type: none"> ✓ Nationality, Passport/NID/DL Update, Update the Pre-Auth, Address Update according to the Business Card, Any Special Requirements, Background Profile Notes, Trace, Alert, Comments & Preference. 	04:30 PM
09	Taking Signature in all Registration card By DM or other GSA or GRO who will be available on that time.	05:30 PM
10	Make Sure there are sufficient collaterals available for the next shift <ul style="list-style-type: none"> ✓ Pen, Remittance Envelop, Regular Envelop, New key jacket, Recycle key jacket, Room key, A4 papers, Stapler Pin and Others. 	09:45 PM
11	Cashier Closing: <ul style="list-style-type: none"> ✓ Print out the shift report & do audit properly with POS details, Process cash drop & write down the cashier log book, Fill Remittance envelop with proper Denominations, Drop Foreign Currency If any. ✓ Follow up with the due backs, drop the cash envelop with the proper witness and must take the signature. 	10:00 PM
12	Write down all Information to Log Book and Hand Over the next shift	10:30 PM

Night Shift Checklist:

No	Task List	Time
01	Read the Log Book & Morning shift Report and do necessary to follow up & Sign	10:35 PM
02	Takeover the cash Float properly from evening shift and sign at cash handover.	10:45 PM
03	Print and save back up file for evening shift: <ul style="list-style-type: none"> ✓ Same day arrival details (All GSA must go through the report to meet the guest expectations). ✓ Downtime reports (Downtime reports must need to be saved in front desk PC in Down time folder). 	10:55 PM
04	Organize & clean up the desk for Night shift <ul style="list-style-type: none"> ✓ Clean the desk, Refile the EDC (Electronic Data Capture) Machine Roll, Refile the printers with papers, Sufficient room key card and key jacket, Departure envelope. 	11:15 PM
05	Settle all POS machine.	11:30 PM
06	<ul style="list-style-type: none"> ✓ Check the in-house guest list with rates. ✓ Check all Guest profile is properly update or not. ✓ Check all the supporting is attach with folio or not. 	00:00 AM
07	<ul style="list-style-type: none"> ✓ Check high balance report and communicate with guest if there have any high balance room. ✓ Cross check all transactions and posting in the system. 	01:15 AM
08	Complete the Day End Process.	03:00 AM
09	Prepare The Night Manager Report and Send all report to concern Person.	03:15 AM
10	<ul style="list-style-type: none"> ✓ Check Following days Arrival and Departure List. ✓ Assign Room. ✓ Check the bills of Departure room. Moreover make it ready for smooth departure. 	04:15 AM
11	Make Sure there are sufficient collaterals available for the next shift <ul style="list-style-type: none"> ✓ Pen, Remittance Envelop, Regular Envelop, New key jacket, Recycle key jacket, Room key, A4 papers, Stapler Pin and Others. 	05:00 AM
12	Cashier Closing: <ul style="list-style-type: none"> ✓ Print out the shift report & do audit properly with POS details, Process cash drop & write down the cashier log book, Fill Remittance envelop with proper Denominations, Drop Foreign Currency If any. ✓ Follow up with the due backs, drop the cash envelop with the proper witness and must take the signature. 	06:30 AM
13	Write down all Information to Log Book and Hand Over the next shift	07:00 AM

3.7 Front Office Terms

A front desk clerk must have a complete understanding of the various hotel jargon. All across the world, hotels, and motels frequently use these words.

- ❖ **Complimentary:** When a guest uses a good or service without having to pay for it, it is referred to as complimentary.
- ❖ **Do Not Disturb (DND):** The visitor requested to not be disturbed, which is often indicated by a sign on the room door handle or electronically by a red-light presentation before the room entrance.
- ❖ **Due Out:** The visitor was anticipating checking out the following.
- ❖ **Late Check Out:** When a visitor requests to check out after the hotel's usual check-out time of 12:00 PM, it is considered to be a late check-out.
- ❖ **Occupied:** A guest in the house.
- ❖ **Out Of Order (OOO):** The maintenance issue prevents the room from being ready for sale.
- ❖ **Sleep-Out:** a visitor who remains in the space but does not utilize the bed.
- ❖ **Stay Over:** Currently, residing guests and anticipated visitors will remain for at least one more night.
- ❖ **Inspected:** According to the inspection, the room is tidy and ready for resale.
- ❖ **ADR:** The average Daily Rate is determined by overall revenue.

3.8 Reservation and Check In Procedure:

For daily operations, Hotel Sarina Dhaka uses Destinity PMS. Enter the guest's information into the reservation system. It takes about three minutes to complete the usual check-in process. The following is the standard check-in process:

1. Greetings:

- ✓ Good morning / Afternoon/ Evening.
- ✓ Welcome to Hotel Sarina Dhaka/ Welcome back, Good to see you again.
- ✓ Asking guest NID/ Passport.

2. Acknowledgement:

- ✓ Check all of the alerts again.
- ✓ Inform the visitor of the reservation.
- ✓ Verify the guest room number, room type, and departure date.

3. Place Registration Card:

- ✓ Ask the guest to confirm the reservation's details.
- ✓ Make sure the guest has signed the registration card.

4. Asking for Payments:

- ✓ Comply with billing guidance.
- ✓ Please let them know about our policy if they submit a request for pre-authorization.
- ✓ Please lock the folio or put up a no-post flag if a guest only wants to pay the room bill.

5. Present Key Card:

- ✓ Wishing the guest, a pleasant stay.
- ✓ Please let them know about the privileges and amenities available, such as discounts, store information, and current promotions.

Guest Reservation Record:

- Guest Full Name.
- Address.
- Date of arrival.
- Contact details.
- Room rate.
- Rate code.
- Preference.
- Mode of Payments.
- Rules and regulations of hotel.
- Check out time.
- Company details.
- Passport and visa copy/ NID card.

3.9 Methods of Payments:

Guest can pay in different ways. Some of them are mentioned below:

- Cash.
- Credit/ Debit card.
- Bank transfer.
- Mobile Banking.
- City ledger/ Company Payment.

All the guest data and information keep in the system and it's so secured.

3.10 Front office Team Member Must know:

These are the basic role of what have to know as a front office team member.

- These are the fundamental duties of a member of the front office staff.
- How to use the PMS-Destiny software for efficient use.
- How to use a color and system printer.
- How to use an extension and a phone.
- How to use the photocopier and replenish the toner.
- Understand SOP (Standard of Procedure).
- How to make a key for the elevator and a room key.
- How to pre-register and scan your passport into the system.
- How to make payments using a POS system.
- How to handle a group's arrival during check-in.

- How to assist guests with particular requirements, such as transportation or flight information.
- How to respond to questions from visitors.
- How to deal with irate, inebriated, and rude guests.
- How to protect the security and privacy of visitors.
- You should be aware of the words for courtesy calls, wake-up calls, and receiving phone calls.
- How to get a housekeeping update on the status of your room.
- To be made aware of a late check-out.
- Be aware of at the audit at night.
- Understand how to make a hotel reservation.
- Be familiar with emergency codes and alarms.
- Must keep track of the follow-up on a follow-up sheet.
- Managing the slot machine cash.
- How to address complaints from visitors.
- Controlling visitor reviews.

Chapter 4

Activities, Challenges & Lessons learned

4.1 Activities Undertaken

4.1.1: Organizational Task & Responsibility

The front desk division of Hotel Sarina is in charge of selling rooms using a methodical approach to reservations after client registration and room assignment. Executives have access to all daily reports, including check-in reports, through the front desk work that is based on the **Destinity Hotel Management system**. The use of a hotel room for a fee is referred to as a "sale" here. When a guest rents a room for a hotel stay, the room is said to be sold for the day. The room tariff is the price per room that is calculated for a "weekend day," which is a day that starts at noon and ends at 12 o'clock. In other words, room charges are assessed for two revenue days, which are from noon to noon, the following day. Naturally, a room may be booked for a half-day as well, in which case special pricing will apply. These rates are known as "half-day" rates. Due to the fundamental essence of a hotel's business, which is to sell rooms, the front desk is of utmost importance. More than half of all hotel sales are made up of money made from the sale of rooms. It plays a complementary function in the process of creating a visitor's mental image, which is their first and last point of contact. The front desk collects visitor data for later use, provides information to guests about the hotel and its many services, and serves as the intermediary between the visitor and the hotel. The fact that the front office is the hub of all activities related to visitors at the hotel makes clear the crucial role it plays.

4.1.2 Duty and Responsibility of a Front Office Department in Hotel Sarina Dhaka

As a front office department, we have a lot of obligations. The front office work is computer-based, and there are times when the superintendent has to know all the reports for a day, such as a check-in report. We may discover options like Registration No, Guest Name, Number of Pax, Nationality, Company Name, Room No, Room Rate (taka), Appearance and Departure Date, Check-In Time, and Check-In By in the check-in report. The front office manager (FOM), who oversees the front office division, has as his primary responsibility to improve guest experiences by consistently innovating services to satisfy guests' needs.

Front Office Manager:

The FOM performs the following duties:

- Keeping track of reservation status
- Keeping the front office department running smoothly
- Handling and resolving issues like complaints from guests and others
- Continue to have strong communication with other departments in charge.
- Reviewing the occupancy and average room rate from the previous night;
- Reviewing arrivals and departures for the current day and the following day;
- Reviewing the VIP list;
- Checking VIP Rooms;

- Meeting and Entertaining VIPs.
- Determining Rate Structures and
- Monitoring the Implementation of Rate Policies.

Front Office Supervisor:

The Duties and Responsibility Front Office Supervisor:

- Maintain and administer the front desk's standard operating procedures.
- Continue to have strong communication with the department head.
- Establish a positive rapport with the visitor.
- Taking care of other guests, including VIPs.
- Create and maintain operational reports, among others.

Guest Service Agent

The Duties and Responsibility Guest Service Agent:

- Supervising the efficient operation of the front desk.
- Greeting significant visitors (VIPs).
- Giving visitors their own rooms.
- Attending to arriving groups.
- Handling requests from visitors, such as complaints and changing rooms.
- Handled by inferiors.
- Thanking the visitor.
- Informing visitors about hotel amenities and services and advertising them.
- Checking the visitor in.
- Upkeep of the guest account.
- Checking the visitor out.
- Managing the hotel's safe deposit system.
- Offering guests, a foreign exchange service.

Guest Relation Officer:

The duty and responsibility of GRO is-

- Review the guest history and arrival list.
- Inform visitors about the location's amenities, neighborhood, and venues; advertise services; and, if necessary, make arrangements.
- Ensures that the PC has up-to-date paperwork (such as the Concierge Guide), pertinent internal data, and listings for nearby restaurants, golf courses, attractions, and excursions in a format that is simple to edit and upload.
- Whenever possible, utilize the guest's name when extending a warm welcome and acknowledging each visitor.
- Contact F&B to ensure amenities and special amenities for the VIPs.
- Attend to important visitors (such as VIPs) and respond to their questions.

- Offer help with specific tasks (e.g., confirming travel arrangements, taking messages).
- Every day, enter information in the logbook.
- Verify adherence to quality and health requirements, etc.
- Compile a report on Special guests as well as arrival and departure guests.

Reservation Agent:

Duties include:

- Deals with reservations made over the phone, through telex, cable, fax, or central reservation systems.
- Manages bookings from the sales office and other departments.
- Writes confirmation letters.
- Shares reservation details with the front desk.
- Creates a list of anticipated arrivals for the front desk.
- Ensures that the files are maintained current.
- Assists in creating projections for room income and occupancy.
- Is aware of the types of rooms that are offered as well as their location and design.
- Has thorough knowledge of the pricing, characteristics, and status of all package plans.
- Is aware of the hotel's credit policy and how to code each reservation.

Concierge:

The concierge comprises of a large group of uniformed staff, including:

- Bell Desk
- Door man
- Protocol Agent

Bell Desk

- The timely distribution and pickup of group luggage.
- Ensure prompt, effective collection and delivery of guest bags and equipment.
- Label luggage, then give visitors their identity cards back. helping visitors carry their luggage to the front desk.
- Guides visitors to their rooms and puts their luggage in the space designated by the front desk.
- Examines visitor rooms for cleanliness and sufficient supplies, and informs guests of the amenities.
- Delivers faxes, notes, flowers, and packages to offices and visitor rooms.
- Make sure the guest has confirmed that every piece of luggage has been found.
- Ensure that guest jackets and personal things are stored securely and are ticketed.
- Assisting guests with requests for long-term luggage storage or left luggage.

Door Man:

Duties include:

- Helped with opening and closing the car door.
- Welcomes the visitor.
- Assistance with baggage scanning.
- Give the visitor information about the area.

Protocol Agent:

Duties include:

- Greeting visitors to the hotel at the airport.
- Arranging hotel transportation for visitors to get there from the airport.
- Responding to questions from visitors on the various modes of transportation.
- Assisting travelers at the airport who are leaving.
- Coordinating with airlines to make specific arrangements for guests, such as wheelchairs.
- Handling of lost or stolen visitor baggage from airlines.
- Transportation of guests to and from airports.
- On demand, providing private transportation for visitors, including transporting them to the visitor's office.

Business Center:

An employee of a hotel business center assists visitors who need executive support. Other tasks might include photocopying, faxing, and typing. Additionally, these individuals could instruct visitors on how to use office supplies and procedures including computers and long-distance calls. The fast-paced nature of the industry necessitates that hotel business center clerks be vivacious, great agents, and knowledgeable about client needs.

Night Auditor Activities of front Office:

- To tally up each revenue statement.
- To look up reservation cancellations.
- Record credits to the city ledger.
- To verify the vouchers and forms filled out by the front office cashier.
- To look through visitor folios.
- Check the file kept by the front desk cashiers.
- Create a high balance file for any visitor whose balance is higher than the hotel-imposed credit limit.
- To write up a daily transcript.

4.2 My Duties and responsibilities of Front Office Department:

As a front desk student at Hotel Sarina Dhaka, I was given opportunities to work and learn at the front desk, attendant, and reservation. Finding out about the front-facing office activity at the Hotel Sarina in Dhaka was a remarkable occurrence for me. Starting with a send-off of an arrangement as a Front Office Receptionist, to start as an organization face position risk is easily depicted. Keep in mind when describing the general details needed for the secretary's job, but just don't neglect the responsibilities a firm has, such as managing them when they first started providing early administrative tasks. Until it can also benefit you because the list of working obligations is a clear and reasonable remuneration package for the ideal person to complete everything.

4.2.1: Greeting Visitors or Guests:

Hailing the followership is one of the assistant's abecedarian responsibilities at the front-facing office. A successful secretary is both a great letter-writing manager and a solid manager, open to connecting with all influences and differences in professional limits. The secretary is usually the first, and occasionally the only, people in a shop or office onlookers, though it very well might be consolidated. When visitors arrive, the front-facing office secretary greets them enthusiastically, offers them drinks, eventually takes their clothes, presents a reward, and dresses them in advance of inquiries about business comparable as active times. Secretary, it should be a highlight to be extremely knowledgeable to provide a clear explanation of the goods and services an organization provides.

Responsibilities

- Make sure the table is spotless and has all the essential supplies (pen, form, paper etc.).
- Extend a warm greeting to visitors.
- Respond to the inquiries and provide the information requested.
- Gather and distribute shipments and mail.
- Produce outgoing mail by obtaining letters, passes, etc.
- Check, sort, and keep sending emails.
- Keep an eye on the office supplies and place orders as needed.
- Maintain current records and files.
- Office costs and expense monitoring.
- Carry out further tasks as directed (travel arrangement, schedules etc.).

Requirements

- Front desk represented, with experience in a role that was relevant.
- Interaction with the office equipment (fax, printer, scanner, photocopy machine etc.).
- A basic manual and expertise of office administration.
- Oral and written English proficiency.
- Proficient understanding of Microsoft Office.
- Good interpersonal and communication skills.
- Strong multitasking and organizing skills.
- Have a plan for resolving the issue.
- A focus on customer service.
- High school diploma; extra credentials are a plus.

4.2.2: Departmental duties and Responsibilities

I worked in every section of the front office at the Hotel Sarina in Dhaka, and I had to stick to my checklists. My checklist requires that I complete each and every item.

Front Desk

- Showing up on time.
- Keeping up proper grooming.
- Before reporting for duty, check the logbook.
- Greet everyone with a cheerful expression.
- Checking in and out visitors.
- Recording guest arrival and departure information in the guest folio.
- Answering phone calls.
- Getting key cards ready.
- Receiving customer complaints and, if I am unable to resolve them, reporting them to the duty manager.
- Participate in daily briefings.
- If I received any crucial messages while on duty, I recorded them in my logbook.

4.3 Other activities

Activities

- Showing up on time.
- Keep up proper grooming.
- Examine the logbook.
- Participate in daily briefings.
- Post the bill in the room using software.
- Handling the cash payment in full.
- Set up outdoor activities for visitors.
- Greeting visitors as they enter the gym.
- Assisting visitors with handling exercise equipment.
- Share the appropriate information regarding gym equipment

4.4 Challenges

The hospitality industry requires a lot of challenging and crucial effort while servicing guests. We are aware that Guest is a deity. We occasionally deal with visitors that observe this rule:

1. Pay close attention to the guest's concern; show your eagerness to assist by making eye contact.
2. Recognize the issue.
3. Never challenge or interject when a guest is still talking. Wait till he or she is done.
4. Carefully analyze the issue.

5. Offer a sincere apology to the guest and, if possible, deal with their request right away, even though it has nothing to do with your area of responsibility.
6. Take action up until the issue is resolved.
7. If you are unable to handle the situation, immediately give the FOM/MD/GM the information.
8. Make every effort to keep the visitor at ease while they wait and give them time to calm down.
9. Greet the visitor when you see him later and inquire as to how everything is doing.
10. Enter the situation in the follow-up book so that your colleagues are aware of it.

4.5 Lessons Learned

Front office Terminology

- **Posting** - The act of debiting and crediting payments and charges from and to a guest's folio.
- **Rack Rate** - The most expensive room category a hotel offers.
- **Registration Card** - A form on which the visitor enters information such as name, billing or home address, phone number, departure date, and payment method, among many other things.
- **Room blocking** - Reserve spaces for visitors with bookings.
- **Room Revenue** - The sum of the room sales.
- **Stay completely** - a currently logged-in visitor who wants to stay longer than the period for which they made arrangements.
- **Housefull:** A hotel with all of its guest rooms filled is said to be "house full."
- **Walk-in visitor** - a visitor who asks for a room rental but hasn't made a reservation
- **Bank cards:** Bank Cards such as Visa and MasterCard, are credit cards that are issued by banks.
- **All-Suite** - A level of service a hotel offers to a visitor who wants to feel at home.
- **Amenities:** Amenities include things like electrical equipment and personal toiletries like shampoo, toothpaste, and mouthwash.
- **American plan:** A room fee that also includes meals, often breakfast and dinner, as well as lodging.
- **Bank Card** - Credit cards from banks, including JCB, Visa, MasterCard, and Amex.
- **Blackout:** Electricity completely disappears during a blackout.
- **Cashier:** Cashiers conduct guest check-outs, handle legal tender, and give out change to customers.
- **Cashier's Report** - A daily cash control report that details machine totals, cashier activities, and credit card totals per cashier shift.
- **Chain** - A collection of hotels that adhere to uniform operational practices in areas including marketing, bookings, customer satisfaction, food and beverage management, housekeeping, and accounting.
- **Commercial Hotel:** Commercial Hotels are those that offer temporary lodging to visitors on the go.

- **Commercial Rate** - Room rates for business travelers who represent an organization but may not have much-negotiating leverage due to their irregular or intermittent travel schedule.
- **Complimentary Rate** – A rate in which there is no charge to the guest.
- **Computer Supplies** – Paper, forms, ribbons, ink cartridges needed to operate the system.
- **Electronic Key** – A plastic key with electronic codes embedded on a magnetic strip.
- **Electronic Key System** – A system composed of battery-powered or, less frequently, hardwired locks; a host computer and terminals; a keypuncher; and special entry cards that are used as keys.
- **European plan** – Rate that quotes room charge only.
- **Family Rate** – room rates offered to encourage visit by families with children.
- **Float** – The delay in payment from an account after using a credit card or personal check.
- **Folio** – A guest’s record of charges and payment.
- **Forecasting** – Projecting room sales for a specific period.
- **Credit** – A decrease in an asset or an increase in liability, or an amount of money the hotel owes the guest.

Chapter 5

Implementation and Evaluation

5.1 Implementation and Evaluation of Organization:

I can state that my six-month internship as a front office trainee as seen from the standpoint of my learning and experience was incredibly enjoyable. I've known from the first day of training that these six-month temporary work programs will help me understand how to move forward as an academic in the gig economy. at the time of the internship. I have made an effort to acquire theoretical knowledge while learning front-office office procedures.

Culture:

Each department and organization have its own unique 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.

Working Environment:

I can easily fit in with the atmosphere because the staff of Hotel Sarina Dhaka are so pleasant. 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 desk staff of Hotel Sarina Dhaka for making me a professional in the field. I was never at odds with my team. I can therefore state that I enjoyed learning in a nice working environment.

Communication:

The most valuable and significant skill I have acquired throughout the internship program is communication. Communication from the front desk of the Hotel Sarina Dhaka is always on time. Operations and the front desk staff have helped me improve my communication skills.

Punctuality:

My ability to manage my time has improved because I used to report for duty on time every day. Every day, I used to clean shave, and I was consistent.

5.2 Operational Learning Part:

As a front office trainee, I used to handle shift.

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

Booking is guaranteed if the guest provides his credit card information at the time of reservation. If the visitor does not arrive, we will levy a no-show fee.

Any guest's reservation is considered non-guaranteed if they fail to supply their credit card information.

- **No show:**

If a guest didn't check in by the end of the night audit, a no-show fee will be assessed.

- **OTA Booking:**

OTA stands for an online travel agency. As a result, online booking services like booking.com, expedia.com, and agoda.com are used. It is known as OTA booking.

- **PM & PI:**

The posting interface is called PI, and the posting master is called PM. PM and PI are typically used for systematic interdepartmental procedures like micros posting and banqueting payment settlement.

- **Night Audit:**

Closing down day-to-day operations and producing new reports, guest room charges, and new business dates are the responsibilities of night audit.

Chapter 6
Findings & Recommendations



HOTEL
SARINA
D H A K K A

6.1 Findings:

Throughout my internship, I made both positive and unfavorable observations about the Front Office Department of Hotel Sarina. Actually, they always work to give the visitor the greatest services possible. The following are some findings:

- During rush hour, Wi-Fi speeds are quite slow.
- There are AC issues in some rooms.
- Noise issues exist in some rooms.
- Staff salaries are low.
- There are no amenities for a swimming pool.
- There isn't enough room for parking.
- Staff members require transportation services.
- Frequent unavailability of the in-house physician.
- A large number of foreign visitors.
- The lengthy and expensive decision-making process for hiring is a time and money sink.
- Front desk staff are in scarce supply.

6.2 Recommendations:

The report's recommendation section is created using the findings. Because I know very little about the actual management policies that govern their company. But throughout my time as an intern, I discovered something that I want to share.

- Hotel Sarina needs to focus on increasing internet speed.
- Create employee benefits to boost employee happiness.
- There is a need for more parking spaces.
- They must set up bar facilities because of the increased occupancy of foreign visitors.
- The hotel needs to take into account additional leave for the interns because they need to communicate with their academic institution.
- They must offer staff members transportation options.
- Need sufficient drivers.
- Associate with varying levels of professionalism.
- Associates need to behave properly and with the right attitude.
- A large number of safety devices were necessary in terms of physical resources.
- A sophisticated computer program to keep track of every visitor.
- A hotel's operations depend on a reliable and effective infrastructure.

6.3 Conclusion:

As a student of Tourism & Hospitality Management successfully I have completed my six months internship at Hotel Sarina Dhaka in Front Office Department. Hotel Sarina Dhaka is branded five-star hotel for travelers. The hotel's proved the best quality of service and has successfully created an image for its guest. With this report, I have tried to demonstrate all the information related to Hotel Sarina Dhaka, which is gathered during my six months internship work in Front Office Department. With this report, I explained the basic operational activities of the Front Office Department. It is a great opportunity and experience for me to work in an international branded

business-oriented hotel in Bangladesh. With this report, you can see the reflection of an overview of Hotel Sarina Dhaka. Hotel Sarina, Dhaka is a new five-star hotel, conveniently located within the prime diplomatic and commercial zone of Gulshan, Banani. The embassies, high commissions, multinationals offices, and shopping malls are inside smooth walking distance. As per we realize about hotel industry in the world it's one of the most popular and surprising groups in the complete international. In past it turned into too little and minimal business however now an afternoon it rather profits and most business in the international. Because we realize that as a man or women all of us need to visit every other region for his or her activity and feature fun, do revel in the surroundings and something else. We know also that the people like to have enjoyed and visit heritages and some other beautiful places. Hotel Sarina is serving promising selling and marketing services to its customer. It was a great experience for me to work with the Front Office Department as a trainee in Hotel Sarina. In the time of my internship, I have got the chance to gain knowledge of practical things which taste something different from our academic knowledge.

I feel proud to be a part of such a renowned organization as a trainee. To see my theoretical knowledge the supervisor of front desk he appreciated the educational system of our university and felt honored to be a part of it also requested to give him thanks to our honorable Faculty members.

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