

## Appendices

- Visit Schedule (Overall Hotel Visit)

The hotel visits to Araliya Red, Nuwara Eliya was conducted according to a planned schedule in order to gain a clear understanding of overall hotel operations. The visit began with an introduction session conduct by hotel representatives, where students were welcomed and informed about the hotel background, facilities, and operational standards.

After the introduction tour, students were given time to observe staff behavior, service quality, grooming standards, and teamwork in different areas of the hotel. Questions were allowed, and hotel staff responded by sharing practical information about hotel operations and challenges.

The visit concluded with a brief discussion session where students reflected on their observations and thanked the hotel management and staff for their cooperation. The schedule was well-organized and helped students to gain practical exposure to real hotel operations within a limited time.

- Observation Notes

Observation notes were recorded throughout the hotel visit to document important details related to staff roles, professionalism, service quality, and operational practices. Notes were taken by observing staff interactions with guests, communication between departments, and daily operational activities.

Special attention was given to staff behavior, grooming standards, teamwork, and time management. Observation was also made on how different hotel departments coordinated with each other to ensure smooth operations. Cleanliness, organization, and adherence to standards were noted in various hotel areas.

These observation notes were later reviewed and used as the main reference for preparing this report. They reflect real experience gained during the hotel visit and helped to connect theoretical knowledge with practical hotel operations.