



Maya

WELCOME

TO MY PRESENTATION

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Topic

"Overall Activities of Guest Service Agent of Front Office Department at Best Western Plus Maya"



Aim

- To inform about Best Western Plus Maya.
- To inform about Front Office department.
- To inform about Overall Activities of Guest Service Agent of Front Office Department as a trainee at Best Western Plus Maya.

Topical Coverage

- Introduction
- Objective of the Report
- Background of The Report
- Methodology

- Limitation of the Report
- Organizational Overview
- Findings
- Recommendations
- Conclusion

Introduction

- Hotel industry is the recognized global industry in the world.

- Boost the economy of Bangladesh

- Front office is the nerve center of a hotel

Objective of the Report

- Broad Objective

- The broad objective of this report is to get the practical knowledge of the activities of front office department at Best Western plus Maya.

- Specific Objective

- To gather practical work experience of Front Desk services and facilities.
- To understand the difference between practical knowledge and academic knowledge.

- To know the internal environment of the front office department at the hotel.
- To gather knowledge from experience hotelier.
- To develop the ability of team work.

Background of the Report

- Three months internship program gave me the opportunity to gather practical knowledge.

- Focuses on the overall activities of front office department of the Best Western plus Maya.

Methodology

- A descriptive method has been considered as the data collection and information was gathered from two different sources and sources are:
 - ✓ Primary source
 - ✓ Secondary source

Limitation of the Report

- My hotel did not start their operation yet. So, it is very difficult to collect data.
- Very limited associate in front office department which is created a barrier to collect data.
- It is very difficult to collect data from another department for a trainee.
- As per the hotel policy some confidential data aren't shared with trainees which could probably help in more learning.
- My hotel does not give their best support to the trainee.

Organizational overview

- Four star international chain boutique hotel.
- Hotel raises 10 floors
- It has 42 Rooms, Gym, Spa,Swimming pool, meeting room, Madison café, Run way Restaurant, Live kitchen, Loft banquet hall.

- ***Location:***
- Address: Plot: 1C-2C, Road: 17-18, Kabi Farooq Sharoni, Dhaka, 1229
- Phone: 01313-448301
- Website: www.bwplusmaya.com

Mission

- Creating Memorable experience through legitimacy service.

Vision

- Best Western plus Maya's goal is ensuring 100% hygiene's, safety, comfort and quality food for guest.

Facilities of Best Western Plus Maya

- 24 hours Room service
- Restaurant facilities
- Transportation Facilities
- Meeting Room Facilities
- SPA Facilities
- Health & Fitness Facilities
- Banquet Facilities
- Swimming Pool
- Money Exchange

Front Office Departmental Overview of BWPM

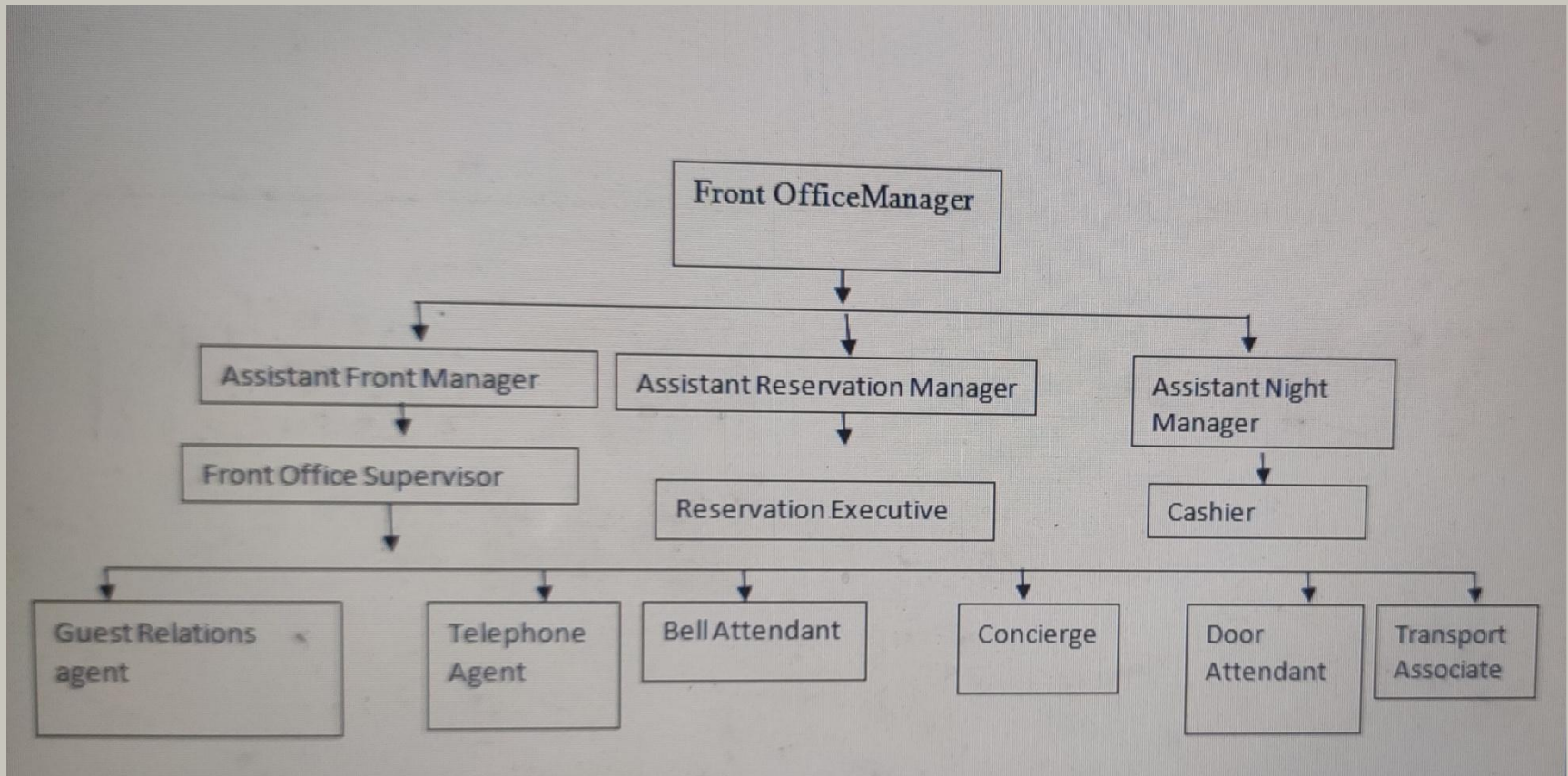
- Traditional Front Office functions

- Objective of the front office department

The operational function of the Front Office Department

- Guest Registration
- Guest Service
- Guest History and records
- Guest Database
- Updates Room Status
- Reservation
- Finance and Foreign Exchange
- Inquiry
- Bell Desk and Concierge

Front Office Operational Structure Diagram of Best Western Plus Maya



Duties and Responsibilities of Front Office Staff

- Front Office Manager
- Asst. Front Office Manager
- *Assistant Reservation Manager*
- *Front Office Supervisor*
- *Guest Relation agent*
- *Bell Attendant*

Interaction between Front Office with Other Department



Findings

I. Positive Findings

II. Positive Findings

Recommendation

- Hotel should start the operation as early as possible.
- Authorities should hire the staff in every department for quick operation.
- Ensure the evening snacks for the staff.
- Authorities should be more flexible to provide the data to the trainee.
- Authorities should repair the staff lift.

Conclusion

- This report has been prepared to focus on the overall activities of a Guest Service Agent, organizational structure of Best Western Plus Maya, and operational activities of the front office department. During my internship period Best Western Plus Maya help me to develop my industrial skills through cross training.

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**Thank You
So Much!**

