



MINISTRY OF EDUCATION AND TRAINING
GIA DINH UNIVERSITY
FACULTY OF FOREIGN LANGUAGES

INTERNSHIP REPORT

SOME RECOMMENDATIONS TO IMPROVE THE RECEPTION AT THE TORINO HOTEL

Instructor :

Student :

Student's ID:

Class:

Course: 2015-2018

Ho Chi Minh City, 2018



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INTERNSHIP ASSESSMENT

INSTRUCTOR'S COMMENTS

- **Attitude and behaviors in internship period:**

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INTRODUCTION

1.Reasons for choosing the report:

One of the factors contributing to good impression with customers is greeting. In the chain of relevant division to improve service quality, reception is “the face” of the hotel and has important tasks to bring the first impression to the guests. Specifically, it requires the reception staff to have virtuous characters as well as professional qualifications.

Therefore, in order to show the importance of the Reception Division, I decided to choose this subject: " SOME RECOMMENDATIONS TO IMPROVE THE RECEPTION AT THE TORINO HOTEL”

I have been practicing at Torino Hotel for six weeks. Moreover, what I have gained from this course is how to serve guests in a reasonable and thoughtful way. In addition, because my theoretical level and practical experience is limited, I hope teachers will give me comments so that I can finish the internship report better.

2.Purpose of the research

- Finding the current state of operations and services at Torino Hotel.
- Studying how the functions of Reception Department.
- Analyzing some services and factors affecting to the serving quality in the resort.
- Giving solutions to improve and enhance service quality of the resort in order to attract tourism.

3.Objectives and scope of the research

3.1.Objectives of the research

- The activity and service quality of the Reception Department.
- The problem related to professional knowledge and organizational skills.
- The functions, tasks, roles, and relationship of this department with other parts.

3.2.Scope of the research

I am working at the reception department in Torino Hotel, so I can only further research in this department, and current services, service quality of the resort. At the same time, I will recommend some solutions to improve and enhance service quality in this resort.

4.Researching methods

I have used the collecting information methods (collecting information from the departments), investigative methods, analytical methods and reference materials provided by the Human Resource of Torino Hotel.

5.Structure of report

All reports are divided into 4 chapters:

Chapter 1: Theoretical basis about receptionists' specialties.

Chapter 2: Overview of Torino Hotel.

Chapter 3:Current situation of the Reception department at Torino Hotel.

Chapter 4: Conclusions and Solutions.

CHAPTER 1 THEORETICAL BASIS

I. Definitions

1. Hospitality industry

1.1 The Nature of the Hospitality Industry

What is the meaning of HOSPITALITY? There are different definitions of Hospitality. Generally, Hospitality is the act of kindness in welcoming and searching the basic needs of guests which is mainly in relation to food, drink and accommodation. In other words, Hospitality refers to the relationship between a guest and a host. When we talk about the “Hospitality Industry”, we refer to the companies or organizations which provide food and drink or accommodation to people who are away from home. However, this definition of the “Hospitality Industry” only satisfies most situations.

A successful hospitality business does not only count on its products and services, but also how they are delivered. The qualities of staff and the way they deliver the service are often more important than the tangible products in making a hospitality experience satisfactory or unsatisfactory.

1.2 Relationship between the Hospitality Industry and Tourism

As we have seen, the hospitality industry includes hotels and restaurants, as well as many other types of organizations or institutions that offer food, drink, shelter and other related services. These products and services are offered not only to people away from home, but also to local guests. A manager in the hospitality industry, therefore, must keep in mind the following three objectives:

- Making the guests feel comfortable.
- Making things work for the guests.
- Making sure that the business will continue to provide service and meet its

budget

1.3 Classification of products on the business the main services

The main service of the hotel is resident service and F&B service.

Resident service is the supply of accommodation for guests. The characteristic of resident service is the process when we know guest's requirement until payment and leaving the hotel. It must need to ensure the normal operation. These activities ensure the purpose of the trip. It is diverse and includes both tangible and intangible things. It is not the same as any products and it is not stored. The product is sold and exchanged in the presence of customers. The hotels must take responsibility for the quality of products. A pretty important thing is the coordination between departments to serve customers.

The F&B service in the hotel mainly caters for tourists. It has important role in daily life, especially at the hotel. The service satisfies one of the essential needs of the guests. It takes visitors to a culinary culture creating the attractiveness and prestige for our guests. That is a task that contributes to the success of foreign affairs, diplomacy, political stability, economics and culture with function to create and sell products as well as increase profit. This business brings revenue for hotels (it accounts for about 50% of the hotel revenues).

◆ The supplementary service

In order to make your stay at our hotel even more pleasant, relaxing and refreshing, we also offer you several supplementary services!

1.4 Service quality in the hotel business

- Quality of service is what customers perceive. Quality of service is based on the perception of the customer or comments related to their individual needs.
- Based on Individual Demand tower of Maslow (A Theory of Human Motivation), we can see: The basic needs at the bottom of the tower must be met before thinking to the higher demand. The higher demand will arise and look forward to increasingly intense satisfaction when all basic needs at the bottom (the bottom of the tower) have been met fully. Therefore, in the hotel business, depending on the level of the hotel, the quality of service has to ensure the corresponding level of demand of customers you are serving.

◆ 4P

- **Products:** the features of services offered.
- **Procedure:** the procedures during serving process are simple or complex.
- **Provider:** virtue of people who provide services.
- **Problems:** the ability to deal and handle unexpected situations happening in the course of serving.

According to Berry and Parasuraman, there are five criteria to evaluate the quality of service which are listed in order of decreasing importance as follows:

- **Credibility:** Reflect ability to provide the service as promised accurately. Ensuring reliable service is one of the basic expectations of our customers.
- **Responsibility:** is the willingness to help the customer in a positive way and provide services enthusiastically. Besides, having the ability to restore service

quickly in case it is incorrect or damaged is also required.

- **Guarantee:** is the polite and respectable service implementation to the customer as well as good communication with clients.
- **Empathy:** to show the care and personal attention to our customers, including the ability to access and understand customers' needs.
- **Tangibility:** the presence of working conditions, equipment, staff and the media.

2. What is a reception?

When guests arrive at a hotel or call to make a reservation, the hotel receptionist is often the first person that they speak to. It is the job of the front desk staff to make sure that the guests are taken care of and are made to feel hospitable during their stay.

Reception is the responsibility for handling front office reception and administration duties, including greeting guests and offering them beverages, answering phones, handling company inquiries as well as sorting and distributing mail. In addition, mails include scheduled meetings and travels for executives.

Both large and small hotels, the front desk staff would use a computer to handle guest arrivals and check out. Many hotels often have more than one person working at the front desk to assist with these tasks.

Another duty of the front desk staff is to receive any phone calls or packages that come in and provide them to the appropriate guest.

II. Function and responsibility of hotel

Today the hotels spring up all over the place and it's the very important role for guests' needs.

We know that "Hotel business is operated on the basis of providing resident services, catering and providing supplementary services to meet the customers'

needs. Moreover, entertaining is one of the factors that leads to profit purposes”, Curriculum “hotel management business”.

1. Hotel general function

The hotel and restaurant business units offer many services:

- Accommodation.
- Catering.
- Transportation services.

2. The responsibility of hotel

First is the continuously improving the management structure, increasing production efficiency and efficient use as well as the conservation of funds business and technical facilities of the hotel. Second is fulfilling their obligations to the state, the material living conditions and morale of workers. Third is improving the quality of workforce and carrying out commitment of economic contracts with domestic and foreign organizations. The last one is abiding by state policies, protecting business and environment in order to preserve political security, social order and safety.

XEM THÊM

DỊCH VỤ VIẾT THUÊ LUẬN VĂN THẠC SĨ

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CHAPTER 2: OVERVIEW OF TORINO HOTEL

I. Overview of Torino Hotel

General of Torino Hotel

Torino Hotel - opened on 1st March 2011, is certain to impress guests, whether on a leisure or business trip. Not only does our hotel present an elegant outlook, we pride ourselves with our charming hospitality and professional service. Located on a quiet, shady street in Phu My Hung - a new modern zone, you can enjoy the beautiful ambience for leisure and work.

25 No. 2 Road, Hung Gia I, Phu My Hung, Tan Phong Ward, District 7, Ho Chi Minh City, Vietnam

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Email: manager@torinohotelsvn.com



I. Organization of the managing machinery:

1. The machine diagram in Torino Hotel:

Single rooms

	Standard Single	16 USD (336,000 VND)
	Superior Single	20 USD (420,000 VND)
	Deluxe Single	22 USD (462,000 VND)

Double rooms

	Standard Double	20 USD (420,000 VND)
	Superior Double	23 USD (483,000 VND)

	Deluxe Double	26 USD (546,000 VND)

Twin rooms

	Standard Twin	20 USD (420,000 VND)
	Superior Twin	23 USD (483,000 VND)
	Deluxe Twin	26 USD (546,000 VND)

Triple rooms

	Standard Triple	25 USD (525,000 VND)
	Superior Triple	28 USD (588,000 VND)
	Deluxe Triple	31 USD (651,000 VND)

Family rooms

	Standard Family	32 USD (672,000 VND)
	Superior Family	35 USD (735,000 VND)
	Deluxe Family	37 USD (777,000 VND)

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The hotel's structure

Like most businesses today, the organizational structure of the management apparatus of Torino Hotel was built in the model of online - functions , where the relationship management will be conducted by ie straight hotels officer is responsible for the management of the hotel. All decisions of the board are transmitted to each group leader , group leader is responsible for the common worker . On the other hand officers are hotel guests the aid of functional departments to make decisions and decisions most accurately. The activities are unified under the leadership path set out specific plans and the implementation of the tasks of electrical test equipment hotel .

Every period, monthly accounting department is responsible for business books on management and monitoring of performance results. With the organizational structure of the management apparatus Torino Hotel has the advantage of promoting all the advantages of specialization Vietnam and attention to the development of staff. At the same time that the compact organization more manageable .

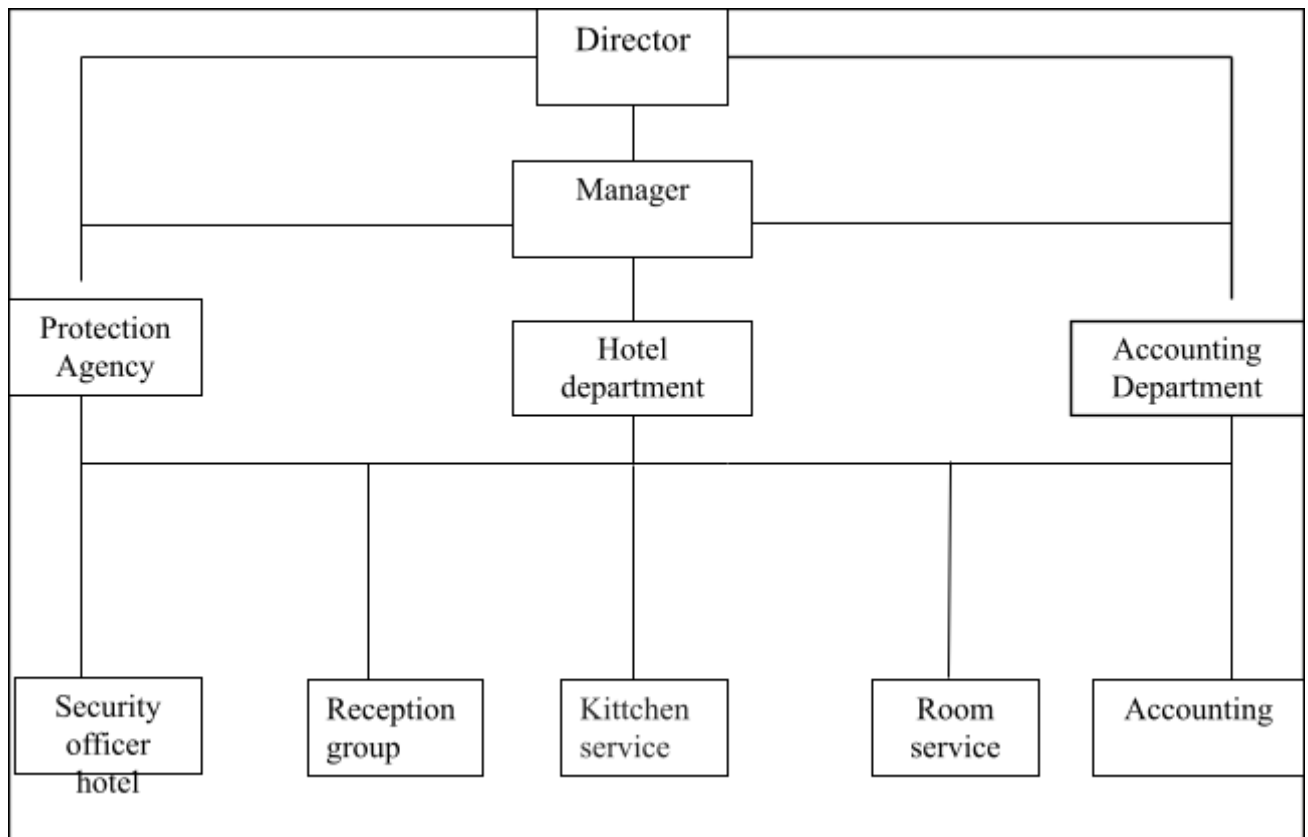


Figure 3: Torino Hotel's structure

Functions and duties of the department in hotel

Management of the hotel: the general in charge of the hotel's problems: Steering the great work and general property.

Accounting Department: Responsible previous accounting manager. Curator salary issues, the allowances of the officers and staff.

Hotel department : in charge of the general problem of the hotel as kitchen, desk, directing staff to serve customers about food, room....

Security officer: In charge of security in the hotel.

II. Professional business in the hotel:

It can be said that the condition of the material facilities is an extremely important factor that determines the quality of service of the resort. Specifically, material facilities are the potential for the resort to rely on that and make progress. Not only that, they are also factors that make up the ability to attract tourists. At Torino Hotel, condition of facilities is expressed in three main parts which are:

- Resident business department.
- Food & Beverage department.
- Supplementary service business department.

1. The resident service

The resident service is the main service of the hotel. We can say resident service is the important one and occupies a high proportion in the structure of the hotel. Resort has a total of 71 rooms with about 200 guests and is divided into 07 kinds of bedroom styles and different designs. Besides that, they are fully equipped with air conditioning, hot water, bathtub, cable TV, mini bar, telephone, etc. The resort always improves good service to make customers comfortable.

❖ Torino Restaurant

Located next to the Sea Lake, it has an airy space that can accommodate over 500 guests with diversified and rich menus. It is also suitable for holding wedding, gala, barbecue, festivals and birthday parties.

With a cool and wide space as well as the charming scenery, restaurants in Torino Hotel serve fresh seafood dishes like lobster, tiger prawns, grouper, crab, snail, clams, oysters, and traditional dishes of the fishing village such as Torino Hotel crab in sour hot-pot and other senior Eurasia dishes.

Specifically, chefs and staff of the restaurant who are professionally trained and have good experiences in organizing cuisine for tourists from many countries

such as Japan, South Korea, China and Western Europe.

🚗 Torino Restaurant would be an ideal place for guests to organize wedding parties, birthdays, parties, and reunions of family and friends.

Table 2.2 DRINK LIST OF TORINO HOTEL

Beverage types	Unit price	Beverage types	Unit price
Coffee / Iced Coffee	28,000	Coconut Juice	32,000
Coffee / Iced Coffee / Coffee With Milk, Cacao With Milk / Iced Milk	32,000	Orange Juice, Pineapple Juice, Water Melon Fruit Juice	37,000
Lipton Tea	29,000	Fresh Milk	29,000
Salted Prume Drink		Soda Lemonade	32,000
Green Pandan Ginseng with Milk Ice		Soft Drink (Pepsi, 7up, ...)	25,000
Salted Lemonade		Beer (Tiger, Heineken)	32,000
Passion Fruit Juice		Mineral Water	15,000
Lemon Juice, Lemon Juice With Ice	25,000		

Table 2.3 Menu In The Restaurant

SHRIMP	
Steamed Shrimp With Coconut	Followed Market price
Roasted Shrimp With Tamarind Sauce / Salt Grilled	-
Shrimp With Chili And Salt	-
Shrimp Simmered With Fish Sauce	179,000 VND
Crispy Deep Fried With Roll Shrimp	-
SQUID	
Steamed Squid With Onion and Ginger Deep	165,000 VND
Fried Squid / Fish Sauce Dried Squid Stir Fried	-
Squid With Tomatoes & Celery Sweet & Sour	-
Stir Fried Squid	-
Grilled Squid With Chili and Salt	-
Grilled Squid One Sun With Pepper / Chili Salt	255,000 VND
Dried Cuttlefish	165,000 VND
OYSTER	
Steamed Oyster	35,000 VND
Grilled Oyster With Onion & Cooking Oil	-
Oyster With Wasabi	-
FISH	
Steamed Catfish in Clay Pot	125,000 VND
Steamed Sea water Basa fish in Clay Pot Fried	165,000 VND
Sea water Basa fish	185,000 VND
Dried Sea water Basa fish	159,000 VND
Steamed Sea bass With Soya Sauce / Hong Kong	245,000 VND

Style	
Grilled Thoi Loi Fish / Chili salted Thoi Loi Fish	Followed Market price
Braised Thoi Loi Fish With Lemongrass	-
Grilled Chili Salted Frog Fish	-
Steamed Frog Fish With Soya Sauce / Hong Kong Style	-
PIG	
Roasted Rib Pork With Garlic / Salt / Capital	149,000 VND
Pork Chop Simmered With Fish Sauce	-
Pork Simmered With Fish Sauce in Hot Pot	129,000 VND
BEEF	
Beefsteak	185,000 VND
Sauté Beef With Wine / Mushroom / Pepper Fried	-
Cubic Beef With Fries	-
RICE	
Rice	40,000 VND
Yangzhou Fried Rice Fried	105,000 VND
Rice Thailand Style Fried	-
Rice With Salt Fish	-
Sauté Pen new Crab Sauce	-
NOODLE	
Sauté Egg Noodles With Beef / Seafood Sauté	145,000 VND
Rice Vermicelli With Beef/ Seafood Sauté	-
Vermicelli With Beef	-
Sauté Penne With Beef	-

PORRIDGE, SOUP	
Seafood / Oyster Porridge Crab	45,000 – 89,000 VND
Meat / Seafood Soup	45,000 VND
SPECIAL HOT POT	
Binh Quoi Crab / Spider Crab in Sour Hot Pot Santa	Followed Market price
Frog Fish With Asparagus in Sour Hot Pot Seafood	-
in Sour Hot Pot	329,000 – 419,000
Seafood in Sour Hot Pot Thailand Style Catfish	345,000 – 465,000
in Sour Hot Pot	245,000 – 315,000
Sea water Basa fish in Sour Hot Pot	295,000 – 355,000
Shrink Cooked Clams Soup Cabbage	125,000 VND
Soup With Minced Meat Rice Noodle	115,000 VND
Additional Vegetable	20,000 VND
Vegetable Hot Pot	20,000 VND
	30,000 VND
OTHER FOOD	
Deep Fried Spring Rolls	145,000 VND
Sauté Cauliflower With Beef / Seafood Sauté	125,000 VND
Water Cauliflower With Garlic French Fried	65,000 VND
Boiled Okras	55,000 VND
Sauté Water Spinach With Garlic	45,000 VND
Mixed Boiled Vegetables	50,000 VND
Fried Egg With Onion	60,000 VND
Fried Egg With Oyster	45,000 VND
	59,000 VND

DESSERT	
Water Melon	45,000 VND
Pineapple	45,000 VND
Grape Fruit	70,000 VND
Seasonal Fresh Fruits	50,000 VND

Source: F&B department – Torino Hotel

2. Supplementary Service System:

Torino Hotel with a large area of space, an airy stage, a seawater pool (large 2000m²), a freshwater swimming pool (empty on 500m²), ... are suitable for team building sessions and camp fire outdoors. Karaoke room at club Aquarium is modern with the capacity of 100 guests.

In addition, the resort also has sports such as tennis, basketball, soccer, beach volleyball, roller, sleds, bicycling,... Moreover, customers have a chance to participate in the work of fishermen: clams raking, fishing, and the most interesting thing is customers can bring home fish that they catch.

Table 2.4 Price List Of Supplementary Service

No.	Types of Service	Time	Unit price
01	Sea lake, Swimming pool	6 a.m – 7 p.m	40,000
02	Tennis	6 a.m – 6 p.m	100,000/ hour
		6 p.m – 22 p.m	200,000/ hour
03	Karaoke (small room)	6 a.m – 6 p.m	70,000/ hour
		6 p.m – 23 p.m	100,000/ hour

04	Karaoke (large room)		250,000/ hour 300,000/ hour
05	Basketball	6 a.m – 6 p.m	50,000/ hour
06	Billard	6 a.m – 6 p.m 6 p.m – 22 p.m	50,000/ hour 70,000/ hour
07	Bike	6 a.m – 6 p.m	20,000/ hour
08	Double cycle		30,000/ hour
09	Roller-skate, Skateboard		20,000/ hour
10	Hammock		20,000/ hour
11	Entrance ticket	7 a.m – 8 p.m	50,000/ guest 75,000/ guest
12	Camp-fire		700,000/ time

Source: Front Office department – Torino Hotel

❖ Conference & workshop service

Conference rooms serve from 30 to 200 guests with modern equipment, sound, lighting, professional service, etc... to bring success and satisfaction to the conferences and seminars.

Table 2.5 PRICE LIST OF CONFERENCE SERVICE

Code	MEETING ROOM	Price/ haft day (VND)	Price / day (VND)
MT1	MEETING ROOM NO.1 (25 pax)	3.000.000	5.00.000
MT2	MEETING ROOM NO.2 (250 pax)	5.000.000	8.000.000

Code	EQUIPMENTS	Unit	Price (VND)
EQ1	SCREEN RENTAL	Day	200,000
EQ2	PROJECTOR	Day	1,000,000
EQ3	ORGAN	Maximum for 3 hours	800.000

code	COFFEE OR TEABREAK	Price/ pax
CF1	COFFEE, TEA WITH LEMON, FRESH MILK	35.000
CF2/CF3	COFFEE, TEA WITH LEMON, FRESH MILK, CAKE / FRUIT (3 kinds)	50.000
CF4	COFFEE, TEA WITH LEMON, FRESH MILK, DANISH CAKE	60.000
CF5	COFFEE, TEA WITH LEMON, FRESH MILK,	70.000

	FRUIT JUICE, CAKE (3 kinds), FRUIT (3 kinds)	
CF6	COFFEE, TEA WITH LEMON, FRESH MILK, FRUIT JUICE, CAKE (6 kinds), FRUIT (4 kinds)	80.000

❖ Other services:

As another hotels and resorts, Torino Hotel also provides some services for their guests such as: pick-up service, laundry service and current exchange service...

Table 2.6 PRICE LIST OF LAUNDRY

Wash			Iron		
Code	Items	Unit Price	Code	Items	Unit Price

101	Shirt	15,000	201	Shirt	7,000
102	T-shirt	10,000	202	T-shirt	5,000
103	Coat	15,000	203	Coat	7,000
104	Dress	15,000	204	Dress	8,000
105	Shorts	10,000	205	Shorts	5,000
106	Pants	12,000	206	Pants	6,000
107	Jeans	20,000	207	Jeans	7,000
108	Pajamas	20,000	208	Pajamas	10,000
109	Short skirt	10,000	209	Short skirt	5,000
110	Long skirt	12,000	210	Long skirt	6,000
111	Large towel	12,000			
112	Small towel	6,000			
113	Sport Shoes	12,000			
114	Hat, Socks, Tie	5,000			

The source: House-keeping department – Torino Hotel

CHAPTER 3: CURRENT SITUATION OF RECEPTION DEPARTMENT AT TORINO HOTEL

I. Introduction about the Front Office:

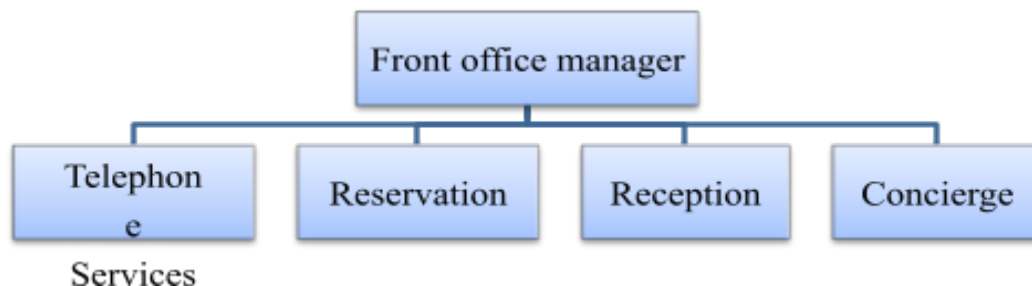
It is the department that makes the first and last impression on the guests, and the place that guests approach for information and service throughout their stays. The three main functions of the front office are as follows:

- Providing rooms.
- Maintaining balanced guest accounts.
- Providing services and information to guests.

II. Organizational of the reception department

1. The machine diagram in Binh Quoi hotel

Chart 3.1 Front office organization chart of Binh Quoi hotel



Source: Front Office department – Torino Hotel

2. The function and responsibility of each staff:

The front office department is headed by the front office manager (FOM) whose main duty is to enhance guest services by constantly developing services to meet guests' needs.

❖ The FOM performs the following duties:

- Monitoring reservation status.

- Looking over market mix and preparing occupancy forecasts.
- Determining rate structures and supervising implementation of rate policies.
- Reviewing previous night's occupancy and average room rate.
- Reviewing arrivals and departures for the day and the next day.
- Making staffing adjustments needed for arrivals and departures.
- Reviewing the VIP list, checking VIP rooms, meeting VIPs and welcoming them.
- Handling guest requests such as room change and complaints.

❖ (1) Telephone

- Staff in this department generally possesses good language and communication skills. The members need to:
- Provide general information regarding the hotel or local attractions to guests over the telephone.
- Place international calls, morning calls and wake-up calls as required by guests.
- Administer the paging system of the hotel, which provides a communication service between certain hotel staff and management staff who are not always in their offices.
- Administer the in-room movie system of the hotel.
- Stay familiar with the names of Very Important Persons (VIPs) in the hotel.
- Protect guests' privacy by not disclosing room number, guest information and reporting suspicious person.
- Communicate weather emergency to management, engineering, security and guests.
- Perform the role of communication in the event of emergency.

In order to provide better service, some hotels have introduced the “one- stop service” with all guest requests being carried out through the telephone department. For example, if a guest calls in and wants to place a booking with the coffee shop, the line would be transferred by the telephone operator to the coffee shop. With the “one stop service”, the telephone operator will take the booking for the guest. This can speed up the booking process and leave the guest a better impression.

❖ (2) Reservations

The reservation manager is in charge of this section and makes decisions on whether room reservations/bookings should be accepted when the hotel is fully booked. That is, to stop taking room reservations or to allow overbooking of rooms.

The reservations supervisor will monitor closely all the room reservations taken and report to the reservation manager when abnormal situations happen. For example, there is a larger number of room cancellations than usual.

The reservations staff will:

- Handle reservation request and prepare reservation confirmation slips.
- Request guests to confirm or guarantee their room reservations.
- Keep records of the details of each reservation and the number of room reservation taken for each night.
- Provide the front desk with details of room reservation for the arrival next day.
- Prepare VIP lists.
- Update guest history records.

Reservations may originate from different sources:

- Direct reservation via telephone, fax, letter, e-mail or Internet.
- Reservation network systems such as Leading Hotels of the World (LHW).
- Travel agents.

- Tour operators.
- Meeting planners.
- Walk-in.

❖ (3) Front Desk

(Reception) Duties include:

- Greeting the guests.
- Providing information and promoting hotel facilities and services to guests.
- Checking in guests.
- Maintaining guests' accounts.
- Checking out guests.
- Administering the safe deposit system of the hotel.
- Providing foreign currency exchange service to guests.

❖ (4)

Concierge Duties

include:

- Handling guest baggage in and out of the hotel.
- Escorting check-in guests from the front desk to their rooms and introducing facilities in the room.
- Running errands for the executive office and hotel guests such as going to the post office buying stamps/sending parcels, doing grocery shopping and obtaining visa to China for guests.
- Delivering to guest room newspapers, mail, fax, message and parcel, etc...
- Handling storage of guest baggage/belongings for late check-out, next arrival or outsiders to pick up.

III. Actual quality of resident service in Torino Hotel:

Coming to Torino Hotel is to come up with modern facilities and equipment and enthusiasm workforce.

Resident service is providing the rest place for guests and combining the F&B and supplementary service which guests' requirements. The guests of the resort come from many countries and domestic tourists, but they majority come from Korea and America. Due to the attraction of economy and tourism, more foreign tourists come to Vietnam, but mainly they are businessman. As a result, they are the main consumers of resort.

Reception department includes a leader and professional staffs working in 3 shifts:

- ✓ Morning shift: 6 a.m – 2 p.m
- ✓ Afternoon shift: 2 p.m – 10 p.m
- ✓ Evening shift: 10 p.m – 6 a.m

❖ Guest Cycle

The operation of the front office department is mainly determined by the type and number of guest transactions which take place during the four different phases of the guest cycle as shown in Figure 4 and listed below:

- **Pre-arrival:** The stage where the guest makes room reservation.
- **Arrival:** The point when the guest arrives at the hotel.
- **Occupancy:** The period during which the guest stays in the hotel.

- **Departure:** The point when the guest checks out and leaves the hotel.

When a reservation request is accepted, the details of the room reservation such as guest name(s), staying period, room type and rate, method of payment, guest contact information and special requests will be recorded on a reservation form, as shown in Figure 6, and in the computer.

It is common practice for hotels to overbook during peak season in order to ensure full occupancy as some guests are likely not to show up. Overbooking refers to a situation when the hotel takes more reservations than the number of

its rooms to accommodate. Therefore, reservations staff will request guests to guarantee their booking during peak season.

For guaranteed reservation, the hotel will hold the room for the guest overnight or during the guaranteed period as the guest has prepaid for the room and no refund will be given if the guest does not show up.

By contrast, a non-guaranteed reservation means that the hotel will hold the room until a stated cancellation time, normally up to 6 p.m. on the arrival date and then release the room for sale if the guest does not arrive.

❖ Registration (Check-in)

The purposes of registration include the following:

- Recording the arrival of guest.
- Confirming the personal details of guest.
- Satisfying legal requirements.

Stages of registration

- Preparing for guest arrival such as check for arrivals with special requests.
- Greeting the guest.
- Determining the room rate and assigning room.
- Assisting guest to complete the registration form.
- Checking guest's method of payment.

- Handing over mail, message, article received before guest arrival and breakfast coupon (if applicable) to guest.
- Issuing room key to guest.

Figure 7 shows the sample of a completed registration form. During the process of registration, the front desk clerk will request to see the guest's identity card or passport to check if the guest is an alien, for verification purpose. When all formalities are completed, the front desk clerk will issue the room key to the guest. The baggage porter will then take the guest's baggage and escort the guest to the guest room.

Guests who arrive at the hotel without having made a reservation are known as walk-ins. It is common practice for hotel staff to obtain from the guest a substantial deposit or credit card imprint before checking the guest into the hotel.

During the guest's stay, all transactions will be posted to the guest's account/folio/bill. When checking out a departing guest, the front desk clerk should follow the following procedures:

1. Check the name of guest and the room number against the guest's account.
2. Check the departure date. If the guest leaves earlier than expected, other departments will need to be informed.
3. Check whether late check-out charges should be applied. This would occur if a non-frequent guest leaves after the hotel's stated check-out time such as 12 noon; the relevant late check-out charge will have to be added to the guest account. In general, hotels will charge guests an extra 50% of the standard room rate if the guest leaves before 6p.m. and an extra 100% of the standard room rate if the guest leaves after 6p.m.
4. Check for late charges such as mini-bar or laundry charges.

5. Produce guest folio(s) for guest inspection and master folio(s) for tour escort's inspection. Master account/ folio/ bill is the main account on which all charges to a company or travel agent have been recorded. For example, the master folio shows that the company or travel agent is only responsible for the room and breakfast charges. All other incidental charges are the guest's own responsibility which could be found in the incidental account.
6. Check the guest's method of payment and help the guest to settle the account.
7. Provide front office services such as handing over to guests any last minute message, fax, mail or parcel, helping guest to empty the safe deposit box opened at the front desk during their stays and offering the assistance of the baggage porter to collect the baggage.
8. Check if the guest would like to make a future room reservation or an onward reservation in another hotel within the chain.
9. Update the front office record to ensure that other departments can accurately know the guest and room status.

IV. Relationship between front office department and other departments in Torino Hotel:

The front office is the center of guest transactions in a hotel and so often acts as the center for collection and distribution of guest information. Such information may help other departments providing the best service to guests throughout the different stages of the guest cycle.

✔ Housekeeping Department:

The housekeeping department requires the following information from the front desk:

- Check-in, occupied and check-out rooms in order to organize room cleaning.
- Special requests from guests, such as baby cot or extra blanket, etc., so that

extra amenities and services can be provided to guests.

In return, the housekeeping department will provide the actual room status to the front desk for comparison with the computer record which ensures that the front desk has the correct room status. Any discrepancy found will be double checked by the Assistant Manager.

✓ **Engineering**

The engineering department is responsible for maintaining properly the hotel facilities under the care of the front office department such as the proper functioning of the guest lift.

✓ **Security**

The front office needs to provide guest information to the security department in the event of emergency; such as fire alarm, power failure and so on. When guest reports loss of property to the front office, security department will be informed to handle the case together with front office's assistant manager.

✓ **Human Resources**

The human resources department provides staff training and recruitment service to the front office. It also sets up the staff grooming and discipline standard for staff to follow.

✓ **Food and Beverage Department**

The front desk will provide the food and beverage department with a guestroom special amenities request form. The food & beverage department then arranges for item such as welcome fruit basket with fruits, chocolates and wine to be put in the guestroom. For groups, the food & beverage department will need the front desk to provide information on meal arrangements so as to reserve seats in the outlets or conference rooms for guests' meals.

✓ **Sales and Marketing Department**

The sales and marketing department needs to work closely with the front desk and reservations department for reservations of groups, tours and corporate bookings. The front desk will provide to the sales and marketing department an updated rooming list, see example on page 35, with guest room number upon the arrival of tours or groups.

✓ **Accounts Department**

Information concerning advance deposits received by the reservations department and payments received by the front desk must be recorded and passed to the accounts department which is responsible for monitoring guest accounts, checking credit limits and seeking settlements of guest accounts. Accounts department is responsible for compiling a list of credit-approved companies, which is needed by reservations and front desk when receiving bookings.

V. Job requirements for the reception department at Torino Hotel:

To accomplish its work, the receptionist must gather the following requirements:

✓ **About professional skills and knowledge**

- Have a clear understanding of the accommodation product and describe it accurately and clearly to the guest. Examples include:
 - Room rates (if possible).
 - Size of beds.
 - Room type and characteristics of each type of room.
 - Frequent-guest program.
 - Other services provided to the guest.
- Have a thorough grasp of special knowledge such as check-in and check-out.
- Must be able to communicate with customers and sales skills, especially cleverly solve customer complaints.
- Set firm rules, the legal documents of the tourism industry and the relevant

authorities to hotel and resort.

- Understand the rules and regulations on the management of the resort.
- Have a basic knowledge of accounting, billing, statistics, marketing and office administration.
- Know the scenic spots, local attractions and services in and outside the resort.
- Included are some rules of diplomacy, rituals, customs, and mentality of some national hotels.
- Have basic knowledge about the economic situation, politics, society, security, communication, advertisement...

✓ **About foreign languages and informatics**

Minimum proficiency in one foreign language (English language)

- Foreign languages: speak English with great fluency.
- Computer skill: proficient use of excel, word,...

✓ **About ethics**

- Honest.
- Dynamic, agile, resourceful and flexible in how to handle the situation.
- Diligent, meticulously, working style and sequence accuracy, high efficiency.
- Be open, hospitable, cordial, polite, respectful and willing to help guests.
- Enthusiasm at work and knew convince.
- Taking into account the work of the team, always ready to help and assist other employees in the same department.

✓ **About request form, physically**

- Good health.
- Good-looking appearance.
- Good communication skills.
- Neat and clean.

VI. Actual quality of staffs at reception department:

At any department, the labor has a certain important role but we can confirm that the labor of reception department is the most thorough selection, not only at the professional level but also on the form. The staff at the reception are trained, good-looking and they are always willing to work, the male staffs are healthy enough to carry luggage for guests, and the receptionists know at least a foreign language. They are good at computer and have proficient use of Sky hotel software management.

The majority of staff is from 25-30 years old. They are young, dynamic and creative workforce. However, many experiences in the resort industry, so they help run well the reception department they do not have much experience in the job. The staff over 30 years old who have.

Summarizing, the staff of this department evenly and effectively work.

VII. Some comments on the actual quality of services at the reception:

1. Advantages:

Most of the staff is employed to achieve the requirements of management. The average age is from 20 to 35 years old. The staff is very healthy and enthusiastic. They understand the general rules when working at the resort as well as serving guest's standards of the resort. Some staffs can communicate in English. The staff has been trained and understand the steps in the process of serving guests. The both workforce and facilities of reception are satisfactory.

2. Disadvantages:

- A lot of staff don't know English and it is not really good to satisfy all guests' complaints.

- The management of the service department is not close and the resort management is still unfulfilled.
- Due to the many group of guests check in, check out at the same time that the number of employees is limited so it is easy to forget many things such as keys,...

CHAPTER 4: CONCLUSIONS AND SOLUTIONS

I. Solutions:

1. For internship company:

- ✓ **Human resources:** Strengthening human resources at the reception department, especially the qualifications.

We can say that in the resort business, people are the most important factor because they determines the success of a resort. So the resort must:

- Holding cultural facilities and inviting experts in the field resort to train staff.
- Organizing to exchange and meet other resorts so as the staff can learn more experiences and improve knowledge.
- Taking the form of rewards: increasing salary and promoting to encourage staffs to work.

Specially, the resort should rely on VTOS standard system to build suitable standards for resort. VTOS system is a system to recognize the knowledge and skills of staffs as an international staffs, with the purpose of building a qualified workforce so as to enhance quality of service.

In addition, resort guest market mainly in Europe (US, France) and in Asia, Korea is highlighted. However, staff should be encouraged to enhance knowledge because sometimes they misheard the guest's request. Therefore, they should learn a foreign language to go further in the career.

- ✓ **About device:** Need to complete the facilities, especially replace the broken and outdated air conditioner.

Infrastructure is one of the factor affecting the quality of service. This is the most visible one. We can say that the facilities are also “the face” of the hotel. It is a picture which the guest first see the arrival. Thus, it greatly influences the first

impression of guests. The resort needs to further expand the scale and improve facilities to complete resort more and more. Through that the resort can both satisfy and attract to guests.

✓ **Diversification the service products in the resort**

- Cultural services: galleries, classical concert hall, culture concert hall, gallery art products, etc...
- Entertainment services: dancing, surfing, yachting, etc. ...
- Information Services: This is the services sector which holds a very important role in resort operations. It serves as a bridge to connect customers and resorts together.
- Commercial services: This service has an important role in the business operations of the resort because it creates convenience in satisfying the need for the exchange and use commodity resort. On the other hand, it also plays a role significant increase resort revenue: the production of handicrafts, consignment etc...
- Service office: This is the service sector offers technical facilities to meet the demand for conference registration, workshops and thematic visitors, of domestic and foreign organizations.

✓ **To arrange reasonable working arrangements:**

How can the receptionist still work well during the peak days? It depends very much on the level of organization of manager. Depending on the strengths of each employee that the manager should distribute the work reasonable.

Besides, managers need to have the inspections, periodic evaluation of their professional qualifications, and spiritual attitude service of reception staff in his department to promptly identify and correct errors, and help staff have a good

opportunity to recognize their ability to work.

- ✓ **On the software front:** Need to regularly inspect the software to add hotel management programs to suit the actual conditions of the current requirements.

2. For the staffs:

- Increasing food allowances for night shift workers
- Adjusting salaries for employees.
- Having remuneration policies consistent for female staffs (policies of maternity, their children are sick, periodic health check...)
- Increasing salary, benefits, and felicitation.

II. Conclusions:

Through the internship course, I have gotten some knowledge of the resort operation, especially in the reception department. I have noticed that the reception staff is professional that they understand the basic knowledge. Almost staffs meet the guests' requirements and make sure to leave a good impression on guests. However, receptionists also have several limitations to need to complete, such as language proficiency and smartly handling situations with guests.

I would like to thank the teachers in the faculty of Foreign Language, and Torino Hotel, especially Mr Dang Hung Phi M.A. who assisted me during my internship. However, since my internship is short, the internship report may have a lot of errors. Therefore, I hope teachers will understand and sympathy with my mistakes.

Faithfully thanks!

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1. Weekly schedule

Week 1	I've been assigned internship at Torino Hotel.	I have been to strengthen the soft skills, I've got more experience about job interviews, prepare resumes, I also came to understand more about the content of 1 times interview
Week 2	I have been deployed to work at the restaurant, my function is catering banquet	I was introduced to the staff in the restaurant, I have improved the ability to adapt to a new work environment at the restaurant, in addition to my communication skills have improved
Week 3	I learned the rules for staff, I had to learn in the menu of the restaurant, and to practice these skills in guests service, always smiling when meeting guests, uniform neat, clean, speak softly and always be polite with guests.	I was trained to be patient, this time I understand that actual work nothing easy for anyone beginners, although I was a bit frustrated because I have to learn too many things, but I had to try to pass to work more efficiently.
Week 4	I've setup the banquet along with the staff of the restaurant, I've done some work as wiping cups, forks, chopsticks and other items, in addition I have to put paper towels,	This time I had to learn was the experience of handling the situations in the course of work, sometimes I was in conflict with other staff but then we have fun together on back , because we understand that the work needed to unite together, and conflict or argument, then no good results

	tablecloths to prepare welcome guests	
Week 5	I've done the job as bringing food, guests service, I ask the customer about the quality of the meal, I also joined the cleanup work at the end of the party	I was proficient in my work, the guests service skills be improved than before, with the addition of group work skills I also have rather more, I along all staff in restaurant very cheerful and sociable , help each other in work
Week 6	This time I have collected data and information about the restaurant to complete my internship report, I've asked opinions from my manager and my colleagues, also I need the real data , the actual image during my internship	text editing skills were also tried, also I was also trying the understanding of restaurant
Week 7	I've setup the banquet along with the staff of the restaurant, I've done some work as wiping cups, forks, chopsticks and other items, in addition I have to put paper towels, tablecloths to prepare welcome guests	This time I had to learn was the experience of handling the situations in the course of work, sometimes I was in conflict with other staff but then we have fun together on back , because we understand that the work needed to unite together, and conflict or argument, then no good results

Week 8	I had to write a report summarizing the work 2 months internship at the restaurant and gave it to my manager, also I've made some more party served in the restaurant.	I feel more confident in my job, now I have a lot of skills as a restaurant waitress. Also I have more new friends from my job.
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