



COOPERATIVE EDUCATION REPORT

**Human Resource practices at
Fairfield by Marriott Kathmandu: Focusing on branch management through Human
Resources**

WRITTEN BY:

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**This report is submitted in partial fulfillment
of the requirements of cooperative education faculty
of business administration academic semester 3/2023**

Siam University

Title: Overseeing the Management of the Fairfield branch of the Marriott Hotel through Human Resources

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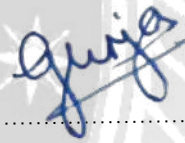
We have approved this Cooperative Report as a partial fulfillment of the Cooperative Education Program, Semester 3/2023

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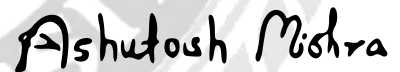
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Abstract

This report aims to summarize my 16-week internship experience at Fairfield by Marriott in Thamel, Kathmandu, Nepal, a branch hotel of Marriott International. Marriott's core values emphasize their dedication to serving customers, pursuing excellence, embracing change, demonstrating integrity, and creating memorable guest experiences. These values guided the company's operations and corporate culture, influencing how they engaged with guests, employees, and the communities they served.

Supporting and improving hiring procedures, ensuring smooth onboarding for new hires, creating employee engagement programs, setting up training sessions to improve skills, and developing and implementing HR rules and regulations were among the internship's goals. Reviewing candidate profiles, conducting interviews, organizing orientation and onboarding activities, and helping to plan skill development workshops were among the tasks completed throughout the internship. In addition to creating a cooperative work atmosphere that promoted employee development and happiness, special attention was paid to making sure that HR operations met with labor laws and industry standards.

Finally, this report analyzes how important human resource management is to the hospitality sector and how it affects maintaining service quality, achieving organizational objectives, and overcoming obstacles in a competitive market. The internship offered valuable knowledge about HR best practices and how to use them to boost employee performance, increase employee retention, and promote a welcoming work environment that is in line with Marriott's excellent track record across the world.

Keywords: Hospitality Industry, HR Best Practices, Professional Development, HR Policies and Procedures

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Lastly, I am extremely thankful to Fairfield by Marriott Kathmandu for providing me with the opportunity to gain professional experience in the hospitality industry. I am especially grateful to my supervisor, Mrs. Gunja Amatya, for her constant guidance and support throughout the internship. Her expertise and mentorship have been pivotal in advancing my learning and professional development.

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Sampada Karki

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Chapter 1: Introduction

The logo for Fairfield by Marriott is centered on the page. It features the word "Fairfield" in a large, blue, serif font with a registered trademark symbol (®) to its upper right. Below "Fairfield" is the text "BY MARRIOTT" in a smaller, brown, sans-serif font. The logo is set against a background of a large, faint, circular seal with intricate patterns and text, which is partially obscured by the logo itself.

Fairfield[®]
BY MARRIOTT

Figure 1: Fairfield by Marriott

1.1 Company profile

Fairfield by Marriott is a well-known hotel brand under the Marriott International umbrella, offering a blend of comfort, reliability, and efficiency at a reasonable price. Designed to cater to both business and leisure travelers, Fairfield hotel provides consistent, high-quality service with a focus on modern amenities for optimal guest satisfaction. The company emphasizes a welcoming experience, ensuring an excellent stay in a clean, comfortable environment.

History

The Fairfield by Marriott brand was inspired by the Marriott family's Fairfield Farm in Hume, Virginia, USA. The first Fairfield Inn opened in 1987, and the brand has since expanded globally, with properties across North America, Asia, Europe, and other regions. The brand's design and service are rooted in the Marriott tradition of excellence, while offering the simplicity and value that appeal to today's travelers.

1.1.1 Mission of the Company

- Provide a warm and welcoming hospitality experience.
- Cater to the needs of both business and leisure travelers.
- Offer consistently high levels of service.
- Ensure comfort and convenience for all guests.
- Deliver value through cleanliness and a friendly environment.
- Promote a stress-free stay.
- Create an atmosphere where guests feel right at home.

1.1.2 Vision of the company

“The vision of Fairfield by Marriott is to be a leading choice for travelers worldwide by delivering exceptional value and a reliable, consistent, and welcoming experience.”

1.1.3 Significance of the Study

This study is crucial for enhancing the efficiency and effectiveness of the hotel's operations. By thoroughly analyzing current HR practices, the study aims to identify areas for improvement that can lead to better employee performance and satisfaction. Aligning HR practices with the strategic goals of Fairfield by Marriott Kathmandu will ensure the workforce is optimally contributing to the hotel's success. Furthermore, by gauging against industry standards, the study can provide insights into best practices, giving the branch a competitive edge. Ultimately, this research will encourage a positive work environment, improve internal communication, and assist in the development of effective HR policies and training programs, driving overall organizational success.

1.1.4 Products or Services

Fairfield by Marriott offers a range of products and services designed to meet the diverse needs of both business and casual travelers. Here are the key products and services offered by Fairfield by Marriott:

- **Accommodation:**
 - Well-appointed guest rooms with required amenities
 - Spacious suites with additional living space
 - Plush bedding and workspaces

- Internet access
- **Dining:**
 - Breakfast buffet options
 - On-site restaurant offering local and international cuisine
 - 24/7 room service options
- **Business Services:**
 - Fully equipped meeting rooms
 - Halls with computers, printers, and office equipment
 - Free high-speed Wi-Fi throughout the hotel
- **Fitness and Recreation:**
 - On-site fitness center with equipment
 - Indoor or outdoor swimming pool (availability varies by location)
- **Guest Services:**
 - 24-hour front desk for assistance
 - Laundry services and dry-cleaning
 - Airport shuttle services
 - On-site parking services
- **Loyalty Program:**
 - Marriott Bonvoy membership offering points, rewards, and exclusive benefits

1.2 Organizational Structure

The hotel manager at the top of the hierarchical organizational structure at Fairfield by Marriott is in charge of managing each element of the business and developing the hotel's vision. Assistant managers, who work under the hotel manager, are in charge of important operational departments such as engineering, food and beverage, front desk, human resources, and loss prevention. This layer of mid-management offers professional monitoring to guarantee that every department runs efficiently and in line with the objectives of the hotel. Various front-line employees and support positions, including cooks, servers, and attendants in the food and beverage division, as well as housekeeping and restaurant managers who uphold standards of quality and cleanliness, assist the assistant managers. Reservation salespeople and guest service personnel also contribute to client satisfaction by making sure guests have a good time.

1.2.1 The organizational structure of Fairfield by Marriott Hotel

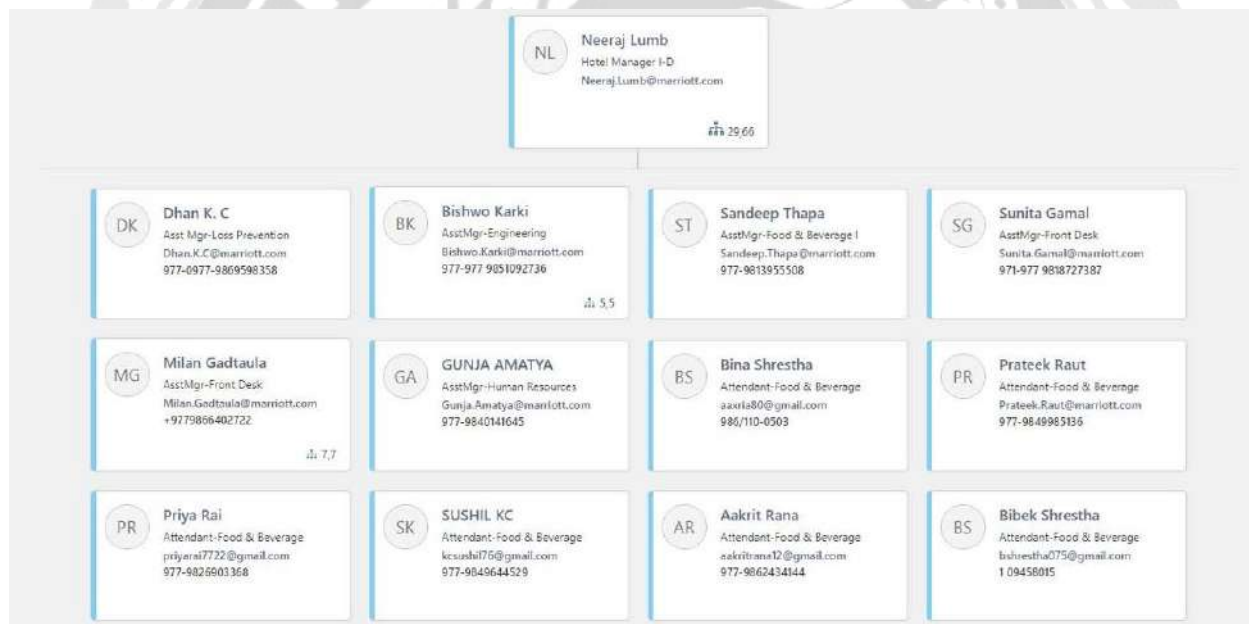


Figure 2: Organizational Structure of Fairfield by Marriott

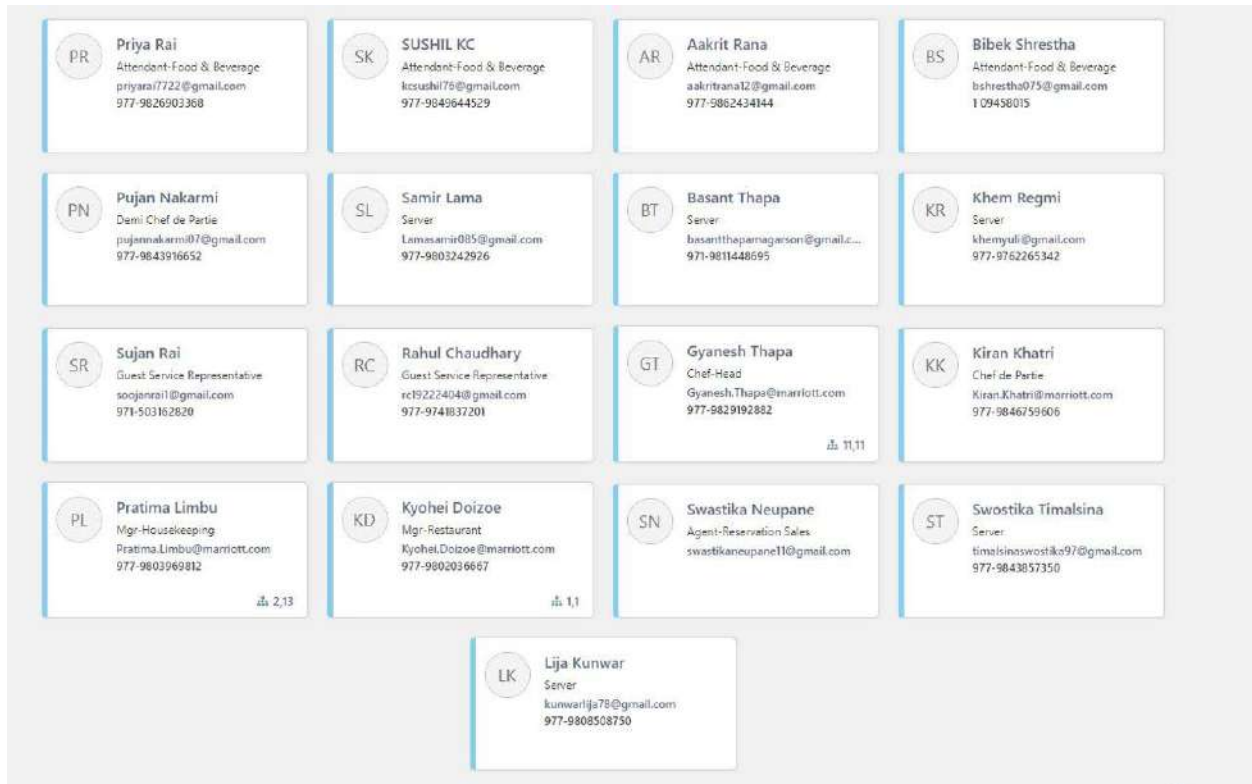


Figure 3: Organizational Structure of Fairfield by Marriott (2)



1.2.2 Marriott Member Companies

Marriott International is a well-known worldwide hospitality company that offers a wide variety of hotel brands to suit different kinds of tourists and tastes. Marriott's portfolio includes options for both business and leisure tourists, ranging from luxurious, upscale accommodation to more affordable, longer-stay options. Every collection in Marriott's portfolio, from luxury to premium and select service hotels, highlights distinctive experiences. The Bonvoy Loyalty Program, which offers customers rewards, special travel experiences, and global connections, further demonstrates Marriott's dedication to quality, comfort, and innovation. Because of its wide range of services and commitment to client happiness, Marriott is a well-known brand in the hospitality sector.

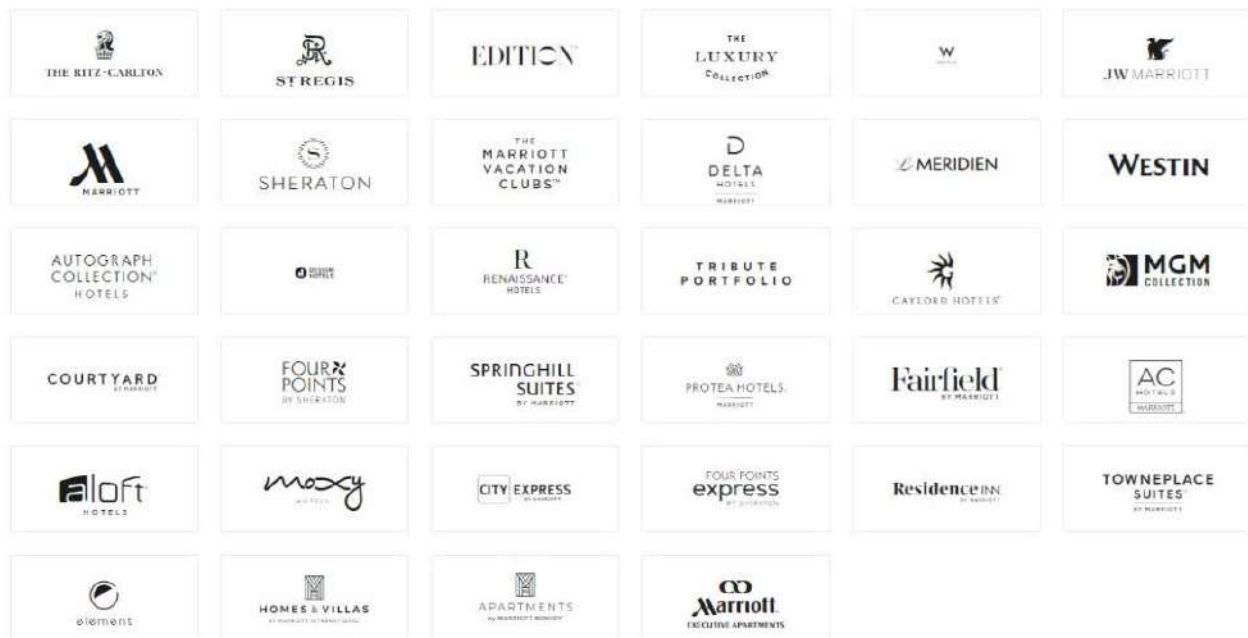


Figure 4: Marriott Member Companies

1.2.3 HR Department of Fairfield by Marriott



Figure 5: Organizational Structure of the HR Department

Niranjan Ghimire, the HR Manager, is in charge of all HR operations, including strategic planning, hiring, employee relations, and policy compliance. The Assistant HR Manager, Gunja Amatya, supports him by helping to oversee day-to-day HR operations, resolve employee complaints, plan training programs, and assist with performance reviews. She acts as a liaison between the HR Manager and the other members of the team, frequently supervising designated assignments and projects. I, the HR Intern, assist with administrative duties like hiring, onboarding, data entry, and planning HR-related activities. I report to both Niranjan and Gunja, but Gunja is my direct supervisor and manager.

1.2.4 My Job Position

As an HR Intern at Fairfield by Marriott, my role involves a range of responsibilities focused on supporting the HR department and gaining hands-on experience in various aspects of the Human Resources department. Here's a detailed overview of what my position entails:

Key Responsibilities:

- **Recruitment and Onboarding:**
 - Assist with the recruitment process, including posting job openings, reviewing resumes, and scheduling interviews.
 - Support the onboarding process for new hires, including preparing orientation materials and assisting with initial training.
- **Employee Records Management:**
 - Help maintain and update employee records, including personal details, employment history, and performance evaluations.
 - Ensure that all HR documentation is accurate and compliant with company policies and legal requirements.
- **Employee Relations:**
 - Provide support in handling employee inquiries and resolving minor issues or conflicts.
 - Assist in organizing employee engagement activities and events to promote a positive work environment.
- **Training and Development:**
 - Assist in the coordination of training programs and workshops for employees of different departments.
 - Track and report on employee participation.
- **HR Administration:**
 - Assist with daily HR administrative tasks, such as preparing reports, managing HR databases, and processing HR-related paperwork.
 - Help with payroll processing and benefits administration, if applicable.

- **Compliance and Policy Adherence:**
 - Ensuring compliance with company policies, labor laws, and regulations.
 - Assist in updating HR policies and procedures.
- **Data Analysis and Reporting:**
 - Help analyze HR data, such as employee turnover rates, recruitment metrics, and training effectiveness.
 - Prepare reports and presentations for HR meetings and strategic planning sessions.
- **Communication:**
 - Act as a contact between HR and other departments, ensuring smooth communication and coordination.
 - Assist in drafting internal communications, such as newsletters and policy updates.

Learning Opportunities:

- **Exposure to HR Practices:**
 - Gain practical experience in various HR functions, including recruitment, employee relations, and compliance.
 - Learn about HR best practices and industry standards within the hospitality sector.
- **Skill Development:**
 - Develop essential HR skills, such as communication, problem-solving, and organizational skills.
 - Gain insights into HR software and tools used for managing employee data and processes.
- **Networking:**
 - Build professional relationships with HR professionals and other employees within the organization.
 - Participate in team meetings and HR projects, gaining exposure to different aspects of the HR field.

Contribution to the Organization:

- **Support HR Goals:**
 - Contribute to the HR objectives by assisting with various tasks and projects
 - Help ensure that HR operations run smoothly and efficiently.
- **Enhance Employee Experience:**
 - Play a role in improving the employee experience by supporting HR initiatives and addressing employee needs.
 - Assist in creating a positive and productive work environment that aligns with Fairfield by Marriott's values and standards.

1.3 Intention and motivation to choose the company for internship

When expressing my intention and motivation for choosing Fairfield by Marriott for my internship, I focused on several key factors that align with my career goals and the company's strengths. Here's how I would outline my motivation:

1. Reputable Brand and Industry Leader:

- **Global Presence:** Fairfield by Marriott is part of Marriott International, a leading global hospitality brand. I am excited to intern with a company that has a strong reputation and an extensive network, as this provides valuable exposure to industry's best practices.
- **Commitment to Excellence:** The company's dedication to delivering exceptional guest experiences and maintaining high standards aligns perfectly with my desire to learn from top professionals and contribute to a respected organization.

2. Professional Growth and Learning Opportunities:

- **Comprehensive HR Experience:** I am eager to gain hands-on experience in various HR functions, including recruitment, employee relations, and compliance. Fairfield by Marriott offers a dynamic environment where I can develop practical skills and knowledge relevant to my career goals in human resources.
- **Mentorship and Development:** The chance to work with experienced HR professionals and receive valuable guidance and feedback is a significant motivator for me. I look

forward to the potential for mentorship and professional growth within such a respected company.

3. Alignment with Career Goals:

- **Interest in the Hospitality Industry:** My passion for the hospitality sector and my desire to understand HR practices in this context make Fairfield by Marriott an ideal place for me to explore this field. The company's focus on creating positive guest experiences resonates with my commitment to contributing to a supportive work environment.
- **Career Development:** An internship at Fairfield by Marriott aligns with my long-term career goals of becoming a skilled HR professional. Gaining experience in a well-structured and high-performing organization will provide a strong foundation for my future career.

4. Positive Work Environment:

- **Company Culture:** The company's emphasis on a positive and inclusive work environment, along with its commitment to employee engagement and development, aligns with my values. I am motivated to contribute to and learn from a workplace that prioritizes employee satisfaction and growth.
- **Learning from Best Practices:** Working at Fairfield by Marriott will allow me to observe and participate in effective HR practices and strategies that drive organizational success, which is valuable for my professional development.

5. Contribution to Organizational Success:

- **Making an Impact:** I am enthusiastic about the opportunity to contribute to the HR team's efforts in supporting the company's goals and enhancing employee experience. My dedication to applying my skills and knowledge to real-world challenges will help drive positive outcomes for the organization.

1.4 Strategic Analysis of the Company (SWOT)

SWOT Analysis of Fairfield by Marriott

Strengths	Weaknesses
<ul style="list-style-type: none"> ● Strong Brand Reputation: As part of Marriott International, Fairfield by Marriott benefits from the established credibility and extensive network of its parent company. ● Consistent Quality Standards: Known for its reliable service and consistent quality across locations, which enhances guest trust and satisfaction. ● Wide Range of Amenities: Offers a variety of amenities including comfortable rooms, complimentary breakfast, fitness centers, and business services that cater to both business and leisure travelers. ● Global Presence: Extensive international network allows for broad market reach and the ability to attract a diverse clientele. ● Loyalty Program: Marriott Bonvoy loyalty program provides a competitive edge by offering rewards and benefits that encourage repeat business and customer loyalty. 	<ul style="list-style-type: none"> ● Limited Differentiation: As a mid-scale hotel brand, Fairfield by Marriott may face challenges in differentiating itself from other similar mid-tier competitors in terms of luxury and unique offerings. ● Dependence on Parent Brand: Heavy reliance on Marriott International's branding and reputation could impact the perception of Fairfield by Marriott if the parent brand faces challenges. ● Standardization: The emphasis on maintaining consistent standards across all properties might limit flexibility to cater to local market preferences and trends.
Opportunities	Threats
<ul style="list-style-type: none"> ● Growing Travel Market: Increasing global travel and tourism provide opportunities for expansion and capture a larger market share. ● Emerging Markets: Expanding into emerging markets and new geographic regions can drive growth and diversify revenue sources. ● Sustainability Initiatives: Enhancing sustainability practices and eco-friendly initiatives can attract environmentally conscious travelers and improve brand image. 	<ul style="list-style-type: none"> ● Intense Competition: The hospitality industry is highly competitive with numerous brands vying for market share, including both global chains and local hotels. ● Economic Fluctuations: Economic downturns or instability can impact travel demand and hotel occupancy rates. ● Changing Consumer Preferences: Shifts in consumer preferences towards alternative accommodation like vacation rentals can pose a threat to traditional hotel models.

<ul style="list-style-type: none"> ● Technology Integration: Leveraging new technologies and digital innovations to enhance guest experiences, streamline operations, and improve efficiency. 	<ul style="list-style-type: none"> ● Operational Challenges: Managing consistency and quality across a large number of properties can be challenging, especially with diverse regional expectations and regulations.
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Table 1: SWOT Analysis of Fairfield by Marriott

This SWOT analysis helps identify key areas where Fairfield by Marriott can leverage its strengths, address weaknesses, capitalize on opportunities, and mitigate threats to maintain and enhance its position in the hospitality industry.

1.5 Objective of the study

The objective of this study is to thoroughly analyze the human resource practices at Fairfield by Marriott Kathmandu, with a particular focus on their impact on branch management. The study aims to evaluate current HR strategies, including recruitment, training, employee development, and performance management, and assess how these practices support the operational goals of the Kathmandu location. By identifying strengths and areas for improvement, the study seeks to enhance HR practices and ensure they align with both Marriott International's global standards and local needs. Additionally, the study aims to understand employee experiences, gauge job satisfaction, and evaluate compliance with regulations. Ultimately, the study will provide actionable recommendations to improve efficiency, employee engagement, and overall branch performance, contributing valuable insights for strategic HR planning and organizational success.

Chapter 2: Co-op Study Activities

2.1 Job Description

As an HR Intern at Fairfield by Marriott, I support the Human Resources department in a variety of administrative and operational tasks. My responsibilities include assisting with recruitment activities such as posting job openings, screening resumes, and scheduling interviews. I also help with the onboarding processes for new hires by preparing orientation materials and coordinating initial training sessions. In addition, I also maintain and update employee records, handle employee inquiries, and assist in organizing employee engagement activities. My role involves managing HR databases, processing paperwork, ensuring compliance with company policies and local labor laws, and contributing to HR data analysis and reporting. This internship offers a comprehensive learning experience in HR practices within a leading global hospitality brand, providing valuable insights and professional development opportunities.

2.2 Job Responsibilities

The job responsibilities for an HR Intern at Fairfield by Marriott:

- **Recruitment Support:**
 - Assist with job postings on various recruitment platforms.
 - Help screen resumes and shortlist candidates.
 - Schedule and coordinate interviews, including preparing interview materials.
- **Onboarding and Training:**
 - Support the onboarding process for new hires, including organizing orientation sessions.
 - Assist in preparing training materials and tracking employee participation in training programs.
- **Employee Records Management:**
 - Maintain and update employee records, ensuring accuracy and confidentiality.
 - Assist with filing and organizing HR documents and reports.

- **Employee Relations:**

- Provide support in addressing employee inquiries and minor issues.
- Help organize and coordinate employee engagement activities and events.

- **HR Administration:**

- Perform general administrative tasks such as data entry and processing HR paperwork.
- Assist in managing HR databases and generating reports as needed.

- **Compliance and Policy Adherence:**

- Support HR in ensuring compliance with company policies and local labor laws.
- Assist in updating and communicating HR policies and procedures to staff.

- **Data Analysis and Reporting:**

- Aid in collecting and analyzing HR data, including turnover rates and training effectiveness.
- Prepare reports and presentations for HR meetings and strategic planning.

- **General Support:**

- Provide general administrative support to the HR team as needed.
- Participate in HR projects and initiatives, contributing to various aspects of HR operations.

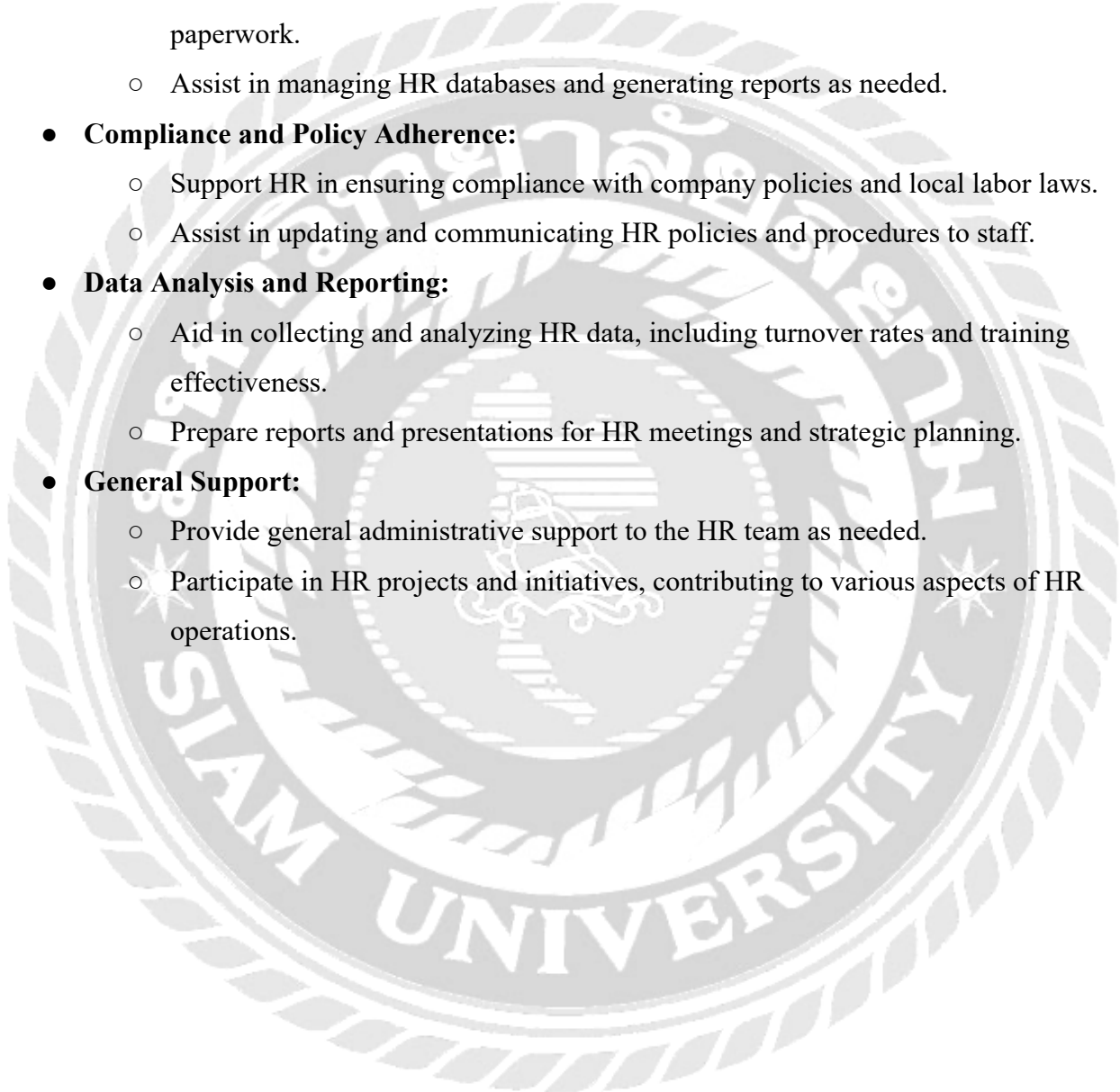




Figure 6: Team building training meeting

2.3 Activities in Coordinating with Co-workers

As an HR intern at Fairfield by Marriott, I actively coordinate with co-workers and organize company-wide activities to improve employee engagement. My responsibilities include collaborating with the HR team and other departments to ensure the smooth execution of HR tasks and projects. I plan and organize company-wide games and team-building activities, handling the event schedules. Effective communication is key, as I distribute event details and participation schedules through emails and internal platforms, acting as the primary contact for any inquiries. Resource management is also a critical aspect, ensuring all necessary materials and resources are arranged. I encourage participation from all employees, furthering an inclusive environment and developing strategies to engage those less inclined to participate. Post-event, I collect feedback to

assess success and identify areas for improvement, using this feedback to plan future events that better meet the needs of the employees.

Additionally, I also maintain detailed documentation of event planning processes and outcomes, preparing reports for future reference. Collaborating with department heads ensures event goals align with overall company objectives, and I regularly present ideas and plans for approval. My efforts aim to create a positive work environment and highlight the importance of work-life balance through fun and entertaining activities, ultimately improving employee morale and teamwork.

2.4 My Job Process

As an HR intern at Fairfield by Marriott, my job involves supporting recruitment, onboarding, and employee engagement activities. I assist in posting job openings, screening resumes, scheduling interviews, and preparing orientation materials. I maintain employee records and handle administrative tasks. Additionally, I plan and organize company-wide games and team-building activities, managing logistics, communication, and encouraging participation. My goal is to enhance employee morale, teamwork, and work-life balance through effective HR practices.

A. Recruitment Process

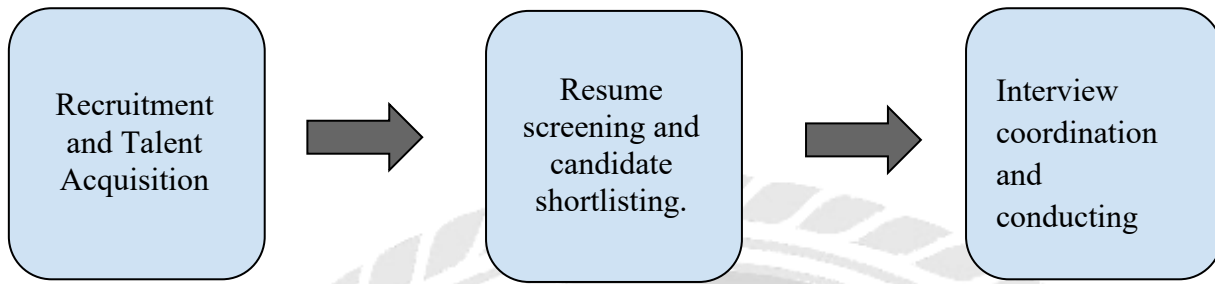


Figure 7: Recruitment Process

B. Employee Records Management

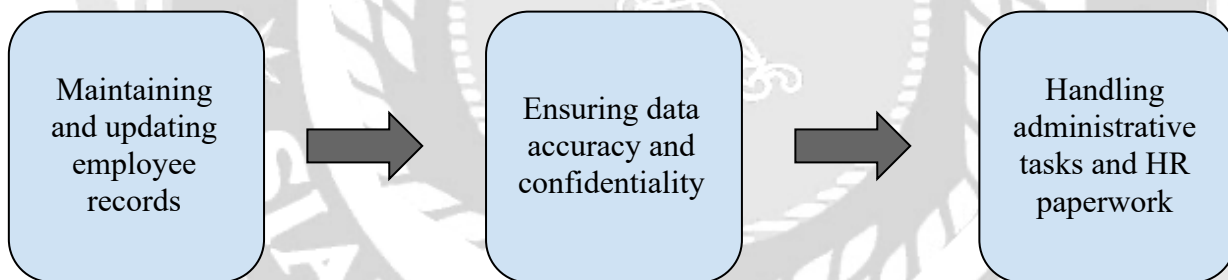


Figure 8: Employee Records Management

C. Data Analysis and Reporting

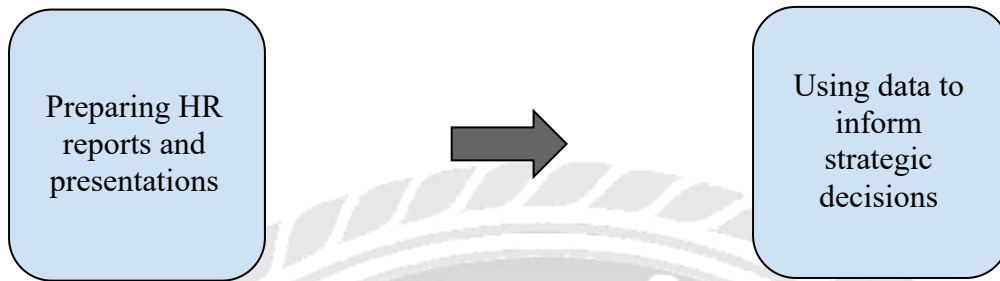


Figure 9: Data Analysis and Reporting

D. Strategic Alignment



Figure 10: Strategic Alignment

2.5 Contribution as a Co-op student in the company

As a co-op student at Fairfield by Marriott, my contributions significantly enhance the HR department's efficiency and employee engagement, providing substantial support across various HR functions. In recruitment, I assist with posting job openings on multiple platforms, meticulously screen resumes to identify the best candidates, and coordinate interviews by scheduling and preparing necessary materials. This involvement ensures a streamlined and effective hiring process, enabling the company to attract and secure top talent.

During the onboarding phase, I prepare comprehensive orientation materials and assist in organizing initial training sessions for new hires. By facilitating a smooth onboarding experience, I help new employees integrate seamlessly into the company culture, quickly becoming productive members of the team. My role extends to maintaining and updating employee records, where I ensure data accuracy and confidentiality, handling administrative tasks such as data entry and processing HR paperwork.

In addition to these core responsibilities, I play a vital role in planning and organizing company-wide games and team-building activities. These initiatives are designed to foster a positive work environment and enhance employee engagement. I manage all logistics, from scheduling and resource allocation to communication and coordination, ensuring that events run smoothly and effectively. By promoting inclusiveness and encouraging widespread participation, I help create a sense of community and camaraderie among employees.

Feedback collection is another critical aspect of my role. After each event, I gather input from participants to assess the success of the activities and identify areas for improvement. This feedback is invaluable for refining future events, making them more engaging and beneficial for all employees. My proactive approach to seeking and incorporating feedback ensures that our events continuously evolve to meet the needs and preferences of our workforce.

Collaborating with company leadership, I align the goals of these activities with Fairfield by Marriott's broader organizational objectives. I present detailed plans and proposals, seeking input and approval to ensure our initiatives support the company's strategic direction. This alignment not only enhances the effectiveness of our events but also demonstrates my ability to contribute to long-term HR planning and organizational success.

Moreover, my efforts contribute to creating a positive and supportive work environment. By organizing activities that emphasize work-life balance, I help reduce stress and increase job satisfaction among employees. These efforts ultimately lead to improved morale, higher levels of teamwork, and increased overall productivity within the company.

In summary, as a co-op student at Fairfield by Marriott, I bring valuable skills and a proactive attitude to the HR department. My contributions in recruitment, onboarding, administrative support, event planning, and strategic alignment significantly enhance employee engagement and satisfaction. Through these efforts, I help foster a positive organizational culture, contributing to the overall success and growth of the company.



Chapter 3: Learning Process

Here, I describe the difficulties I ran into while working as an intern at Fairfield by Marriott. These difficulties grew as I worked on several tasks and projects in the HR division. Based on my actual experiences and relevant knowledge, I have suggested some methods to effectively tackle these problems. In addition, I consider the knowledge and skills I have acquired from my internship, highlighting the ways in which my educational background helped me carry out my responsibilities successfully.

3.1 Problems/issues of the Company

Throughout my internship at Fairfield by Marriott, I came across a number of issues in the HR division that needed to be resolved with care and effort. These problems hindered HR operations' smooth operation and gave me an opportunity to learn as I dealt with them. I was able to understand the challenges of HR management in a changing environment like the hospitality sector and offer solutions to the issues I ran across by reflecting on these experiences.

A major concern I saw while working at Fairfield by Marriott was the high rate of staff turnover. Due to the seasonal nature of the hospitality sector, staff changes occur often, particularly during periods of high and low demand. Because there weren't enough experienced staff to meet the high demand for services during peak seasons, I found that turnover was especially difficult. The HR team is under constant pressure to hire and onboard new staff, which adds to the burden and frequently caused us to postpone other HR initiatives. Employee morale was also impacted by this problem because some employees felt overworked and frustrated because of the understaffing.

I also discovered that there was a problem with effective communication during my internship. I noticed that there were frequent gaps in communication between several departments, which resulted in miscommunication and ineffective operations. The disparity of information regarding room readiness between the housekeeping and front desk workers, for example, occasionally caused delays in guest check-ins and negatively affected the overall guest experience. This made clear how important it is for departments to coordinate better and share information.

3.2 Solve the Problems

I actively participated in the hiring process to help the HR team evaluate candidates and more effectively organize interviews in order to address this problem. In order to pinpoint important areas where staff engagement and fulfillment may be increased, I suggested that the business put in place a systematic employee retention program. Increasing employee retention would help the business reduce turnover and create a more dependable workforce, both of which would improve the overall experience for guests.

I suggested using a centralized platform for communication that would enable real-time updates between departments in order to improve communication. By ensuring that all staff members had access to the same information, this approach would speed up information flow and lower the possibility of making mistakes. To encourage cooperation and make sure that all teams were in line with the company's aims and objectives, I also asked our department head to schedule frequent interdepartmental meetings.

Overall, my time at Fairfield by Marriott gave me valuable insight into the difficulties the HR division faces in a busy hotel environment. By offering practical suggestions that might improve communication, training opportunities, distribution, and staff retention, I was able to assist in addressing some of these problems through my efforts. Through these experiences, I was able to put my academic knowledge to use and hone my problem-solving abilities, which will be very helpful in my future work in human resources.

3.3 Recommendation to the Company

I was able to examine multiple aspects of the HR operations as an intern at Fairfield by Marriott. Based on my work experience, I would like to suggest the following improvements that might improve overall efficiency and employee satisfaction:

- **Introducing Regular Team-Building Activities:** I recommend planning more regular team-building exercises to strengthen teamwork and inter-departmental relationships. Simple programs like wellness initiatives, outdoor activities, or department lunches could help develop better relationships among staff members and enhance departmental communication.

- **Improve Employee Training Resources:** A basic training program is in place, but employees could develop their abilities at their own speed if accessible online training modules or workshops were made available. This could focus on things like leadership, customer service, or job-related skills.
- **Optimize the Use of HR Software:** I noticed that by making the most of the features of HR software, specific processes, like data entry or scheduling, could be made even more efficient. Staff training on better using the HR management system might increase productivity and cut down on human errors in tasks like leave management, time tracking, and payroll.

3.4 What I have learned during the Co-Op Studies

I learned invaluable lessons and developed skills throughout my Co-Op at Fairfield by Marriott, which has been greatly helpful in both my career and personal growth. During my time here, I was able to close the gap between my academic knowledge and real-world application, especially in the Human Resources department.

One of the most important lessons I took away from this internship was how important employee satisfaction and engagement are to the organization's overall success. I have seen myself the benefits that an engaged and motivated staff can have on output, client happiness, and even financial results. My understanding of employee relations was strengthened by my involvement in efforts that improve employee morale, such as planning and team-building exercises.

I gained a deeper understanding of the complexity involved in the hiring and onboarding processes. I took part in every step of the hiring process, from organizing interviews to reviewing applicants. My ability to be organized and multitask was improved by this experience, which also taught me how to identify candidates that shared the company's values and culture.

All things considered, my Co-Op studies at Fairfield by Marriott have given me useful HR skills, a deeper comprehension of organizational dynamics, and the capacity to apply general concepts to actual situations. I'll have a strong basis for my future human resources career thanks to these lessons.

3.5 How I Applied the Knowledge from Coursework to the Real Working Situation

Throughout my internship in HR at Fairfield by Marriott, I had the opportunity to put my academic knowledge to use in practical HR situations. My ability to handle a variety of tasks was made easier by the management, organizational behavior, and communication knowledge, which gave me a solid foundation for understanding HR procedures.

For example, I applied management principles I had learned in my classes to help with interview preparation and candidate screening during the hiring process. I gained a better understanding of how to align hiring decisions to the culture and overall aims of the company through studying strategic concepts. When working on employee engagement projects, where I organized events and feedback systems targeted at improving workplace morale.

I managed a number of HR projects, including training sessions and workshops, using the planning and organizing abilities I had developed through my academic career. With the help of this educational knowledge, I was able to effectively manage my resources and stick to a strict deadline schedule.



Chapter 4: Conclusion

4.1 Summary of Highlights of Co-Op Studies at Fairfield by Marriott

The Co-Op experience at Fairfield by Marriott provided me with several key highlights that greatly contributed to my professional growth and understanding of HR practices:

1. **Hands-on HR Experience:** My experience with a wide variety of HR-related tasks in the real world, including hiring, employee engagement, and onboarding, helped me put the theory I learned to use.
2. **Improved Communication Skills:** I improved my written and verbal communication skills through interactions with management and staff, learning how to effectively and professionally communicate important information across departments.
3. **Team Collaboration:** My ability to cooperate and work well with others was improved by the close work I did coordinating events and optimizing internal procedures with other departments.
4. **Project Management:** I was able to apply the project management skills I learned in my studies to oversee HR-related projects, including employee engagement programs and training sessions.
5. **Exposure to Corporate Culture:** Seeing an established company like Fairfield by Marriott run its everyday operations allowed me to get important insight into corporate culture and the workings of a big, organized company.
6. **Development of Problem-Solving Skills:** Throughout the internship, I faced a variety of challenges and developed my analytical problem-solving skills by carrying out research and applying critical thinking to come up with viable solutions.

4.2 My Evaluation of the Work Experience

My internship in human resources at Fairfield by Marriott was a wonderful experience that strongly influenced the direction of my career. I was able to put my academic knowledge to use in a real-world context by engaging myself in all aspects of human resource management during my internship.

Skill Development: I made great improvements in my ability to communicate, plan, and collaborate with others. My experiences with coworkers in various areas have shown me how important good communication is to create a cooperative work atmosphere. Managing several projects at once helped me improve my organizational abilities by ensuring that I fulfilled deadlines while delivering work of excellent quality.

Networking Opportunities: Working at Fairfield by Marriott gave me the chance to connect with other employees and experienced HR professionals to expand my professional network. I gained knowledge from their experience and perspective that will help me in my career. I was able to understand industry's best practices and the need for ongoing education in the HR sector because of the mentorship I received.

Challenges and Learning: Even though my experience was mostly pleasant, there were still challenges I had to overcome, such as figuring out how to deal with complex HR policies and properly manage my time during busy times. I gained resilience and adaptability from these challenges, which are essential qualities in any workplace. I became better at addressing difficulties by learning to approach them logically and ask for help when I needed it.

Overall Impression: To sum up, I have nothing but nice things to say about the job experience. In addition to giving me useful knowledge and skills, the internship reinforced my interest in working in human resources. I am grateful for the help and opportunities I had at Fairfield by Marriott, and I think this experience has prepared me well for work in human resources in the future.

4.3 Limitation of the Co-Op Studies

Even though I had a great and educational Co-Op experience at Fairfield by Marriott, there were a few obstacles I had to overcome.

Even though I worked in a number of HR functions, I was not able to fully explore several aspects of human resources, such as labor relations or strategic planning. Due to my limited experience, I was unable to fully understand all aspects of human resource management. My internship's brief duration also restricted my ability to fully participate in projects that needed more time to develop and see the lasting impacts of my contributions.

Another limitation was the hectic work environment, which often made it difficult to successfully manage several tasks. Although this improved the ability to multitask, I sometimes found it difficult to set objectives, which made it difficult for me to concentrate on specific tasks.

In addition, I didn't get a lot of organized feedback on how I performed, which would have given me more clarity about my advantages and disadvantages. Despite these challenges, my Co-Op experience at Fairfield by Marriott helped me develop my knowledge and abilities in the field of human resources, which will be a strong foundation for my future work in the area.

4.4 Recommendation for the Company

Taking from my internship at Fairfield by Marriott, I have a few suggestions to improve the internship program.

- **Focus on Networking Opportunities:** Giving interns the chance to connect with employees in other departments will allow them to form professional relationships and learn about potential career possibilities within the company. Setting up informal networking gatherings or lunch-and-learn sessions could help with this process.
- **Evaluation of Internship Goals:** Setting goals with interns at the start of the internship may help to make sure that their goals match those of the company. Interns can remain engaged and focused on their career growth with regular check-ins to review progress toward these goals.
- **Regular Feedback Process:** Regular feedback meetings between managers and interns could promote continuous development and learning. The company can assist interns to recognize their areas of strength and growth by offering thorough assessments during the internship, which will eventually lead to their career growth.

4.5 Recommendation for the Co-Op Program

I suggest a few recommendations to the Co-op program based on my Co-Op experience. First off, better cooperation between the university and important companies in the industry, such as Fairfield, may lead to an increase in internship opportunities as well as cooperative workshops or networking events that help students make connections with professionals in the industry. In order to meet the needs of the industry, the university should also update and update its curriculum on a regular basis and include applicable real-world case studies in management. Improving career services help by offering specific resources for interviews and resume writing could better prepare students for their Co-Op experiences. Students would be better prepared for their responsibilities if pre-internship courses on workplace protocol and effective communication were put into effect.

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Appendices



Figure 11: Internal Monthly Training



Figure 12: Game night at Fairfield by Marriott



Figure 13: Town hall meeting



Figure 14: Female employees celebrating Teej Festival



Figure 15: Fire evacuation drill



Figure 16: International housekeeping week