



## **COOPERATIVE EDUCATION REPORT**

**A Study of Guest Service Excellence through Front Office and Club Lounge Operations  
at Hyatt Regency Sukhumvit Bangkok**

Written By

Ms, Phoo Pyae Pyae Kyaw

Student ID: 6508100023

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**Title** : A Study of Guest Service Excellence through Front Office and Club Lounge Operations at Hyatt Regency Sukhumvit Bangkok

**Written by** : Ms. Phoo Pyae Pyae Kyaw

**Department** : Bachelor of Business Administration  
(Hotel and Tourism Management)


**Academic Advisor** : Mr. Ashutosh Mishra


We have approved this cooperative education report as a partial fulfillment of the cooperative education program semester 1/2025.

Oral Presentation Committees

  
(Mr. Ashutosh Mishra)  
Academic Advisor

  
(Mr. Pongsawat Wongsakthaworn)  
Job Supervisor

  
(Dr. Bongkosh Rittichainuwat)  
Cooperative Education Committee

  
(Asst. Prof. Maruj Limpawattana, Ph.D.)  
Assistant President and Director of Cooperative Education

Project Title : A Study Of Guest Service Excellence through Front Office and Club Lounge Operations at Hyatt Regency Sukhumvit Bangkok

By : Ms. Phoo Pyae Pyae Kyaw

Advisor : Mr . Ashutosh Mishra

Degree : Bachelor of Business Administration

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### **Abstract**

This report, \*A Study of Guest Service Excellence through Front Office and Club Lounge Operations at Hyatt Regency Sukhumvit Bangkok\*, examines how Hyatt Hotels Corporation applies its brand values and service standards through daily operations. The internship aimed to connect academic knowledge with real hotel practices, provide exposure to a luxury service environment, and observe Hyatt Regency's service philosophy in action. Practical experience was gained within the Front Office Department, including assisting with check-in and check-out procedures, handling guest inquiries, and coordinating with housekeeping, concierge, and food and beverage teams to ensure seamless service. Additional responsibilities included supporting in-room check-ins to enhance guest arrival experiences. Club lounge operations involved welcoming VIP and Globalist guests, managing lounge access, and delivering personalized services for special occasions. Challenges were managed through teamwork and supervisor guidance. Overall, the internship enhanced professionalism, adaptability, time management, and understanding of personalized guest service in luxury hospitality.

**Keyword:** Premium Guest Service, Guest Satisfaction, Luxury Hotel Operations

## **Acknowledgement**

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Moreover, I would like to express my appreciation to my colleagues for their kindness, cooperation, and willingness to assist whenever I needed help. Their support and teamwork made my learning experience meaningful and enjoyable.

Lastly, I would like to acknowledge my own resilience in facing challenges and embracing them with a positive mindset throughout the internship. I believe this experience has strengthened my skills, broadened my perspective, and will open new doors for future opportunities in the hospitality industry.

Sincerely,

Phoo Pyae Pyae Kyaw

Student ID: 6508100023

## Contents

Abstract .....	3
Acknowledgement.....	4
List Of Figures .....	6
List Of Abbreviations.....	6
Chapter 1: Introduction .....	7
Company's Overview.....	7
Organizational Structure .....	9
Purpose and Motivation Of Internship.....	10
SWOT Analysis Of the Hotel .....	11
Objectives Of The Co-operative Studies Program.....	11
Mission and Vision Of the Hotel Towards Employees and Trainees .....	12
Chapter 2: Internship Overview .....	13
Roles And Responsibilities .....	13
Internship Duration and Schedule.....	14
Standard Operating Procedures.....	14
Contribution as a Co-op Student Trainee in The Company.....	15
Chapter 3: Learning Process and Analysis .....	17
Problems Encountered Within The Hotel .....	17
Problem Solving Approaches.....	18
Recommendations For The Company.....	18
Benefits I Gained From The Experience.....	19
Practical Utilization Of Academic Knowledge.....	20
Chapter 4: Conclusion And Recommendations .....	22
Summary of The Co-op Experience.....	22
Overcoming Challenges And Limitations.....	22

Suggestions For Career Developments and Future Opportunities .....	23
Self-evaluation And Next Steps In My Hospitality Career .....	24
Bibliography .....	25
Appendices .....	26

### **List Of Figures**

- Figure:1 The Hotel Building
- Figure:2 Hyatt's Brand
- Figure:3 Week 1-6 Tasks of A Lounge Trainee
- Figure:3.1 Week 7-10 Tasks of A Lounge Trainee
- Figure:3.2 Week 11-16 Tasks Of a FO Trainee
- Figure:4 Routine as A FO Host Trainee
- Figure:5 Routine as A RC Host Trainee
- Figure:6 Supportive Seniors And Team members of RC And FO
- Figure:7 Certificate Of Completion

### **List Of Abbreviations**

- RC: Regency Club
- GSA: Guest Service Agent
- FO: Front Office
- PMS: Property Management System
- HRBS: Hyatt Regency Bangkok Sukhumvit
- SOPs: Standard Operation Procedure



## Chapter 1: Introduction

### Company's Overview



Figure 1. The Hotel Building

Hyatt Hotels Corporation, founded in 1957 by Jay Pritzker, is a global hospitality company operating in more than 70 countries worldwide. Known for its diverse brand portfolio—including Park Hyatt, Grand Hyatt, Andaz, Hyatt Regency, and Hyatt Place—Hyatt caters to a wide range of travelers, from luxury and lifestyle guests to business and leisure travelers.

Hyatt Regency Bangkok Sukhumvit (HRBS) is located in the heart of Bangkok along Sukhumvit Road, one of the city's most dynamic business and lifestyle districts. The hotel offers direct access to BTS Nana Station, allowing convenient travel to major commercial areas, shopping centers, and tourist attractions. This five-star hotel features approximately 273 guest rooms and suites, designed with modern comfort and functionality to suit both business and leisure needs. HRBS provides a full range of facilities, including multiple restaurants and bars, meeting and event spaces, an outdoor

swimming pool, and a 24-hour fitness center. In addition, the Regency Club Lounge (RC) offers exclusive privileges and personalized services for premium guests. With its strategic location and high service standards, HRBS delivers a sophisticated and comfortable experience for international and domestic travelers.

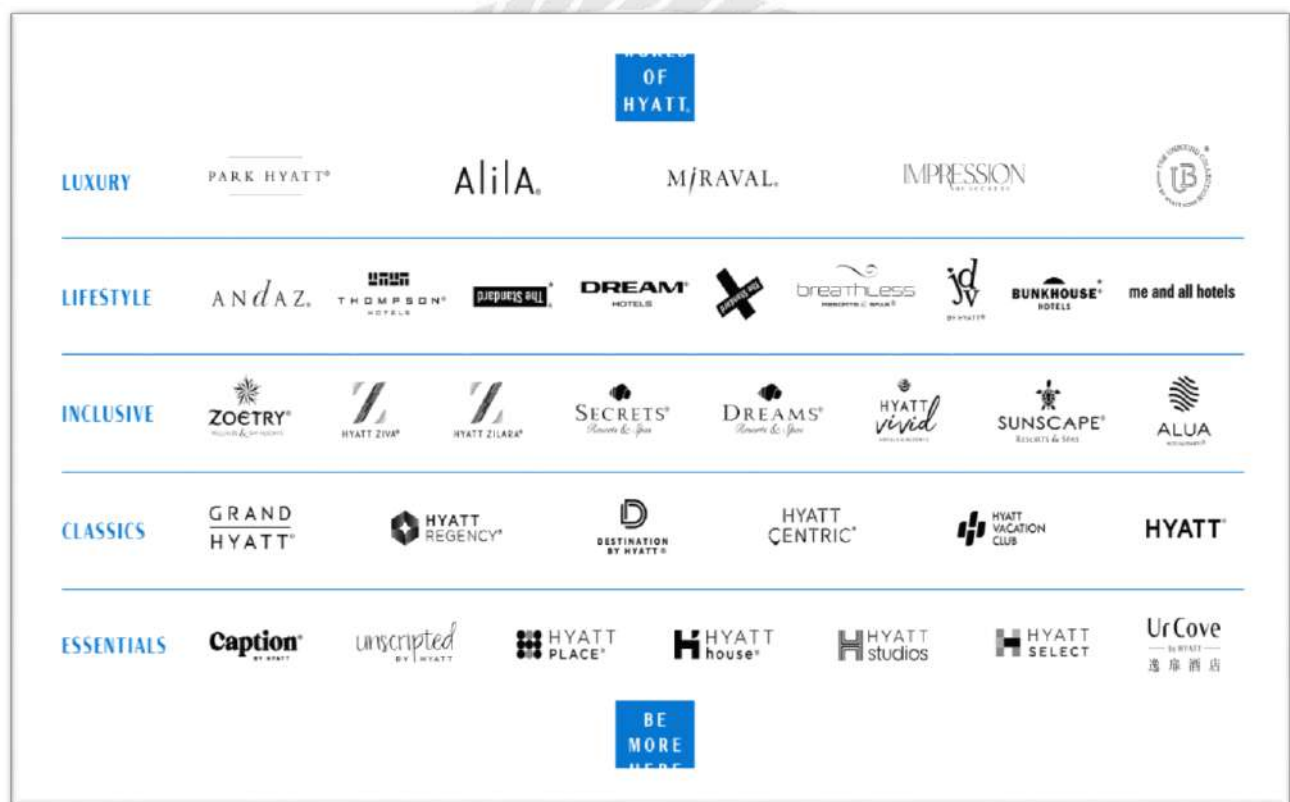


Figure 2. Hyatt's Brands



## Organizational Structure

Hyatt Regency Bangkok Sukhumvit (HRBS) operates under a structured organizational hierarchy designed to ensure efficient management, clear communication, and high service standards across all departments. The hotel is led by the General Manager, who oversees overall operations and strategic direction. Each major department is managed by department heads who are responsible for daily operations, staff performance, and service quality within their respective areas.

Key operational departments include Front Office, Food and Beverage, Housekeeping, Human Resources, Finance, Sales and Marketing, and Engineering. The Front Office Department plays a critical role as the primary point of contact for guests, managing arrival and departure experiences, guest relations, and premium services such as Regency Club Lounge (RC) operations. Effective coordination between departments ensures smooth operations and consistent guest satisfaction throughout the hotel.

**Organizational Chart of Hyatt Regency (Hotel Level)**

Level	Position	Key Responsibilities
Executive Level	General Manager (GM)	Overall leadership, strategic planning, financial performance, brand standards, guest satisfaction
Senior Management	Director of Operations	Oversees daily hotel operations across all departments
	Director of Finance	Financial control, budgeting, audits, revenue management
	Director of Human Resources	Recruitment, training, employee engagement, labor compliance
	Director of Sales & Marketing	Revenue growth, sales strategy, branding, client relationships
	Director of Engineering	Maintenance, safety systems, sustainability initiatives
Department Heads	Front Office Manager	Guest services, check-in/check-out, concierge, club lounge
	Housekeeping Manager	Cleanliness, room readiness, public areas
	Food & Beverage Manager	Restaurants, bars, banquets, service quality
	Executive Chef	Kitchen operations, menu planning, food safety
	Events / Banquet Manager	Meetings, weddings, conferences
	Security Manager	Guest and staff safety, emergency procedures
Supervisory Level	Assistant Managers / Supervisors	Shift supervision, staff coordination, service standards
Operational Staff	Front Office Hosts / Agents	Guest interaction, inquiries, personalized service
	Club Lounge Hosts	VIP services, buffet setup, beverage service
	Housekeeping Attendants	Room and public area cleaning
	Service Staff / Bartenders	Food and beverage service
	Trainees / Interns	Departmental support, learning hotel operations

## Purpose and Motivation Of Internship

The primary purpose of this internship was to bridge the gap between academic knowledge and practical application within a real hotel operating environment. Through hands-on experience in front office and club lounge operations, the internship provided an opportunity to understand daily hotel procedures, service standards, and guest interaction processes in a luxury hospitality setting.

The internship was also motivated by the desire to gain practical exposure to guest service operations at an international hotel brand, particularly in areas involving guest reception, personalized service, and VIP handling. Working within the Front Office Department and Regency Club Lounge (RC) allowed for the development of essential professional skills such as communication, problem-solving, time management, and teamwork.

Additionally, this internship served as a foundation for future career development in the hospitality industry. The experience enhanced confidence, professionalism, and adaptability while fostering a deeper understanding of service excellence and brand standards. Overall, the internship was undertaken to support personal growth, build industry-relevant skills, and prepare for long-term career opportunities within the global hospitality sector.

## SWOT Analysis Of the Hotel

**Strengths** - Consistent service delivery supported by standardized Hyatt operating procedures; strong coordination between front office, club lounge (RC), and other departments; effective handling of VIP and loyalty members; well-developed staff training and service culture that supports service recovery and guest satisfaction.

**Weaknesses** - High dependency on staff performance in guest-facing roles; operational pressure during peak periods due to service intensity; limited flexibility in service customization because of brand guidelines; workload challenges during high occupancy affecting response time.

**Opportunities** - Enhancement of service personalization through guest history and preference tracking; further development of staff cross-training to improve operational efficiency; increased engagement with loyalty members through tailored experiences; potential to strengthen service innovation within existing brand standards.

**Threats** - Rapidly changing guest expectations in luxury hospitality; talent retention challenges within the competitive hotel labor market; service disruptions during high demand periods; external factors such as economic conditions and travel trends affecting guest volume.

## Objectives Of The Co-operative Studies Program

The cooperative education studies program aims to integrate academic knowledge with practical experience in a professional hospitality environment. It provides students with opportunities to apply theoretical concepts learned in the classroom to real workplace situations, enhancing their understanding of hotel operations, service standards, and industry practices.

The program also focuses on developing key professional skills such as communication, teamwork, problem-solving, time management, and adaptability through active participation in daily hotel operations. Additionally, it prepares students for future careers by building professional confidence, industry awareness, and readiness for employment within the hospitality sector, supporting a smooth transition from academic study to professional practice.

#### Mission and Vision Of the Hotel Towards Employees and Trainees

The mission of Hyatt Regency Bangkok Sukhumvit toward employees and trainees is guided by the motto “We care for people so they can be at their best.” The hotel aims to create a supportive and inclusive working environment where individuals feel valued, respected, and encouraged to develop professionally. Through structured training, clear operational guidance, and hands-on experience, employees and trainees are provided with opportunities to learn, perform confidently, and contribute effectively to service excellence.

The vision of the hotel is to nurture competent, service-oriented professionals who uphold Hyatt’s values and international service standards. For employees and trainees, this vision emphasizes continuous learning, personal growth, and long-term career development. By offering mentorship, practical exposure, and a positive workplace culture, the hotel seeks to empower individuals to reach their full potential and deliver exceptional guest experiences in alignment with Hyatt’s people-first philosophy.

## **Chapter 2: Internship Overview**

This internship was completed as part of the cooperative education studies program and provided practical exposure to hotel operations within an international hospitality environment. The internship took place at Hyatt Regency Bangkok Sukhumvit.

### **Roles And Responsibilities**

Position: Front Office Host and Regency Club (RC) Host

Department: Front Office

Responsibilities included:

- Welcoming guests and assisting with front office hosting duties
- Supporting guest check-in and check-out procedures, including in-room and Club Lounge check-ins when required
- Issuing and managing keycards for guests according to access and entitlements
- Handling guest inquiries, requests, and basic service recovery in a professional manner
- Explaining hotel facilities, services, and Regency Club operating hours and privileges
- Delivering personalized service to premium, VIP, and Regency Club guests
- Setting up, replenishing, and clearing buffet lines for morning, afternoon, and evening service at the Regency Club Lounge
- Preparing and serving welcome drinks and refreshments for guests
- Maintaining lounge cleanliness, presentation, and service standards
- Preparing daily operational and service reports for the Regency Club Lounge
- Updating guest information and service details in hotel systems
- Coordinating the transfer and replenishment of food and beverage items such as cookies, milk, and juices for lounge operations
- Assisting with the setup and delivery of amenities for VIP guests in coordination with relevant departments

## Internship Duration and Schedule

The internship was conducted over a four-month period, from 4 August 2025 to 4 December 2025, as part of the cooperative education studies program. Throughout the internship, a structured work schedule was followed, with duties performed five days per week and off days granted on public holidays in accordance with company policy.

The work schedule primarily consisted of morning shifts, which generally began at 6:00 a.m. and involved a 10-hour working period with a one-hour break. For approximately three months, consecutive morning shifts were assigned to support Regency Club Lounge operations during peak service hours. During the remaining one month, shifts were scheduled in the afternoon, typically starting at 11:00 a.m. or 11:30 a.m. and ending at 9:00 p.m. or 9:30 p.m., depending on operational requirements.

This rotation of shifts provided balanced exposure to different operational periods and allowed for a comprehensive understanding of guest service flow, team coordination, and service delivery across both morning and afternoon operations.

## Standard Operating Procedures

Standard Operating Procedures (SOPs) play a vital role in ensuring consistent service quality and smooth operations at Hyatt Regency Bangkok Sukhumvit. These procedures provide clear guidelines for daily tasks, service standards, and guest interaction, enabling staff to perform their duties efficiently while maintaining the brand's service excellence.

Within the Front Office and Regency Club Lounge (RC), SOPs cover key operational areas such as guest welcoming, check-in and check-out processes, keycard issuance, VIP handling, and personalized service delivery. Staff are required to follow established procedures when explaining hotel facilities, RC privileges, operating hours, and service offerings to ensure accurate and consistent communication with guests.



SOPs also emphasize professionalism, grooming standards, hygiene, and safety, particularly during food and beverage service in the Club Lounge. Buffet setup, replenishment, and clearing are conducted according to hygiene and presentation guidelines to maintain cleanliness and service quality. In addition, procedures are in place for handling guest inquiries, complaints, and service recovery, ensuring issues are addressed promptly and appropriately.

Adherence to SOPs supports effective coordination between departments, minimizes operational errors, and enhances overall guest satisfaction. By following these procedures, consistent service standards are maintained while allowing flexibility to deliver personalized experiences, especially for premium and VIP guests.

#### Contribution as a Co-op Student Trainee in The Company

As a cooperative education student, meaningful contributions were made by supporting daily operations and enhancing service flow during peak periods. Through active involvement in front office and Regency Club Lounge operations, assistance was provided in maintaining service efficiency, particularly during high guest traffic and busy service hours.

Support was also given by maintaining accurate communication between guests and operational teams, helping to reduce misunderstandings and improve overall guest experience. Attention to detail and responsiveness contributed to smoother service coordination, especially when handling premium and returning guests who required a higher level of care.

In addition, flexibility and willingness to assist across different operational areas helped strengthen team performance. Taking initiative to support colleagues during demanding shifts contributed to a positive working environment and consistent service delivery. The ability to adapt quickly to operational changes allowed for reliable support to supervisors and team members.

Overall, the cooperative education experience allowed for meaningful participation in hotel operations while contributing positively to service quality, teamwork, and guest satisfaction. These contributions supported the hotel's commitment to delivering high standards of hospitality and reinforced professional growth within a real working environment.



### **Chapter 3: Learning Process and Analysis**

This chapter discusses the learning process and analysis gained during the cooperative education experience. It focuses on the application of academic knowledge in a real hospitality environment and examines how practical exposure contributed to a better understanding of service standards, operational coordination, and guest expectations. The chapter also analyzes the development of professional skills, including adaptability, service awareness, and problem-solving, highlighting the connection between theoretical learning and practical experience in hospitality operations.

#### **Problems Encountered Within The Hotel**

During the cooperative education period, several operational challenges were observed within the hotel environment. One of the main issues was high service pressure during peak hours, particularly in the Front Office and Regency Club Lounge, where guest volume increased significantly within limited time frames. This occasionally affected response time and required staff to manage multiple guest requests simultaneously.

Another challenge involved communication gaps between departments during busy operations. Delays in information sharing sometimes led to misunderstandings regarding guest requests, room readiness, or service arrangements, which required additional coordination to resolve. In addition, staffing limitations during peak periods increased workload and placed pressure on service consistency.

Operational challenges were also observed in relation to handling diverse guest expectations. Guests from different cultural backgrounds had varying service preferences, requiring staff to adapt communication and service approaches quickly. Furthermore, maintaining high service standards while adhering to strict brand procedures required careful time management and attention to detail.

These challenges highlighted the importance of effective teamwork, clear communication, and operational flexibility in delivering consistent and high-quality hospitality services.

### Problem Solving Approaches

Operational challenges were addressed through proactive and structured problem-solving approaches. During peak service periods, priority-based task management and close teamwork were applied to maintain service flow and reduce guest waiting time. By anticipating high-demand periods and adjusting task focus accordingly, service efficiency was improved without compromising quality.

To minimize communication gaps between departments, clearer follow-up practices and confirmation of guest-related information were emphasized. This approach reduced service errors and ensured that guest requests were handled accurately and within expected timeframes. Managing diverse guest expectations required flexibility combined with adherence to brand standards. Situations were handled through active listening, clear explanation, and service personalization, allowing guest concerns to be resolved while maintaining consistency with hotel policies. These problem-solving practices strengthened service recovery outcomes and reinforced guest trust.

Overall, the application of structured problem-solving, effective communication, and adaptability contributed to improved operational consistency and enhanced guest satisfaction, demonstrating the importance of practical decision-making in a high-standard hospitality environment.

### Recommendations For The Company

Based on the problems encountered and the problem-solving approaches applied during the cooperative education experience, several recommendations can be proposed to further enhance operational efficiency and service quality.

Firstly, workforce planning during peak periods should be strengthened by adjusting staff allocation and shift scheduling according to forecasted guest volume. This would help reduce service pressure, improve response time, and maintain consistent service standards during high-demand periods.

Secondly, interdepartmental communication can be further improved through more structured information-sharing practices, such as standardized handover briefings or digital update systems. Clear and timely communication would minimize misunderstandings, support faster service delivery, and improve coordination across departments.

Additionally, continuous service training focused on cultural awareness and personalized guest interaction is recommended. This would equip staff with greater confidence in handling diverse guest expectations while maintaining brand standards. Scenario-based training for service recovery could also strengthen staff readiness during challenging situations.

Finally, encouraging cross-training among front office and club lounge staff would enhance operational flexibility and teamwork. This approach would allow staff to support multiple functions when required, improving service continuity and overall guest satisfaction.

Overall, these recommendations aim to support sustainable service improvement, operational effectiveness, and the consistent delivery of high-quality hospitality experiences.

### Benefits I Gained From The Experience

The cooperative education experience provided a progressive learning process that extended beyond technical knowledge and routine operations. Learning occurred through continuous exposure to real service situations, observation of professional conduct, and gradual responsibility within a live hotel environment. This process encouraged situational

awareness, critical thinking, and the ability to respond appropriately to dynamic service demands.

One of the key benefits gained was a stronger understanding of service mindset and professional discipline required in luxury hospitality. The experience reinforced the importance of consistency, attention to detail, and emotional intelligence when interacting with guests from diverse backgrounds. It also strengthened the ability to remain composed and professional under pressure.

In addition, the experience contributed to personal growth by building resilience, self-confidence, and accountability. Facing operational challenges helped develop a more proactive attitude toward learning and improvement. The internship also provided valuable insight into career expectations within the hospitality industry, supporting clearer career direction and readiness for future professional opportunities.

Overall, the learning process enhanced both professional competence and personal development, offering meaningful preparation for long-term growth within the hospitality field.

#### Practical Utilization of Academic Knowledge

The traineeship at Hyatt Regency provided an invaluable opportunity to translate theoretical knowledge from my academic studies into real-world hospitality operations. Concepts learned through courses in hospitality management, customer service, organizational behavior, and business operations were actively applied while performing front office and club lounge duties. For example, principles of guest relations and service excellence were essential when interacting with a wide range of guests, including VIPs, ensuring their needs were anticipated and met with professionalism and care. Similarly, the understanding of operational workflows and organizational coordination learned in the classroom proved



critical when collaborating with departments such as housekeeping, concierge, and food and beverage to ensure seamless service delivery.

This practical experience highlights the connection between academic studies and professional practice, reflecting how theoretical knowledge informs decision-making, problem-solving, and operational efficiency in a high-standard hotel environment. Performing real-world tasks allowed me to see how guest satisfaction, brand consistency, and service quality are achieved through a combination of interpersonal skills, technical knowledge, and adherence to operational standards. It also demonstrated the importance of adaptability, teamwork, and critical thinking—skills emphasized in academic programs but refined through hands-on application in a live hospitality setting.

A key insight gained during the traineeship was the importance of technical proficiency, particularly with industry-standard systems such as the PMS Opera system. Operating such systems efficiently is essential for managing reservations, guest check-ins and check-outs, and overall front office workflow. Based on this experience, I recommend that hospitality programs incorporate practical training on PMS systems into their curriculum. Providing students with exposure to these tools prior to entering the workforce would bridge the gap between theory and practice, enhance confidence, and better prepare graduates for the operational demands of modern hotel environments.

Overall, the integration of academic knowledge with practical application during this traineeship not only strengthened my understanding of hotel operations but also demonstrated the value of experiential learning. By combining classroom learning with hands-on experience and technical training, students can develop a comprehensive skill set that prepares them to meet the high standards of the hospitality industry and excel in future careers.

## Chapter 4: Conclusion and Recommendations

This topic will review about the traineeship that provided me with a transformative experience, developing both professional competencies and personal growth. Exposure to real-world hotel operations, collaboration with colleagues, and adherence to service standards strengthened communication, problem-solving, leadership, and technical skills. Overcoming challenges improved resilience, adaptability, and confidence. Overall, the experience equipped the trainee with the skills and mindset necessary to pursue a successful career in the hospitality industry.

### Summary of The Co-op Experience

During my four-month co-op internship at Hyatt Regency, I gained valuable hands-on experience in front office and club lounge operations, enhancing my skills in guest relations, communication, problem-solving, and technical proficiency with hotel systems. Interacting with a diverse range of guests, including VIPs, taught me to provide personalized service while maintaining professionalism and attention to detail.

The internship also challenged me to adapt to varying schedules, manage multiple responsibilities, and work under pressure, strengthening my resilience, decision-making, and critical thinking. Collaborating with colleagues across departments further developed my teamwork, leadership, and interpersonal skills, while exposure to Hyatt's service standards instilled a strong sense of professionalism and commitment to excellence.

Overall, this internship provided practical insights into high-end hotel operations, helping me develop a versatile skill set, a growth-oriented mindset, and a strong foundation for a successful career in the hospitality industry.

### Overcoming Challenges and Limitations

Working in the fast-paced and high-pressure environment of Hyatt Regency presented various challenges that strengthened my professional skills and adaptability. Managing multiple tasks while maintaining luxury service standards improved my focus, multitasking ability, and decision-making under pressure. Handling demanding and VIP

guests developed my empathy, diplomacy, and problem-solving skills, allowing me to turn challenging situations into positive service experiences. Adapting to irregular schedules, including early mornings and long shifts, enhanced my discipline, flexibility, and time management. Limited initial experience with PMS systems and hotel procedures was gradually overcome, increasing my technical competence and confidence. Balancing operational efficiency with personalized guest service required careful prioritization and critical thinking. Additionally, collaborating with colleagues from diverse backgrounds improved my teamwork, communication, and ability to work effectively in a multicultural hospitality environment.

Facing these challenges also developed my emotional resilience, patience, and professionalism, enabling me to maintain composure in high-stress situations. Each limitation or difficulty became a stepping stone for growth, strengthening both my personal and professional capabilities. These experiences have not only expanded my skill set but also instilled perseverance, adaptability, and a proactive mindset, equipping me to take on greater responsibilities and paving the way for a successful and sustainable career in the hospitality industry.

#### Suggestions for Career Developments and Future Opportunities

For student trainees aspiring to build a successful career in the hospitality industry, practical experience at a high-standard hotel like Hyatt Regency provides an invaluable foundation. To maximize learning and growth, trainees should focus on developing key professional qualities such as effective communication, adaptability, problem-solving, leadership, attention to detail, and a strong work ethic. These skills not only align with Hyatt's commitment to delivering exceptional guest experiences but also prepare trainees to meet the high operational and service standards expected in luxury hospitality.

Trainees should actively seek cross-departmental exposure, gaining hands-on experience in various operational areas such as front office, club lounge, guest relations, and reservations. This comprehensive approach develops a well-rounded understanding of hotel operations and enhances the ability to respond to real-world challenges. Embracing feedback, observing professional behavior, and practicing Hyatt's service values—such as empathy,

discretion, and guest-centric thinking—further strengthen personal and professional competence.

Looking ahead, student trainees can leverage these experiences to pursue career paths in hotel management, guest services, operations, or leadership roles. Continuous professional development, including certifications, workshops, and advanced hospitality programs, can complement the practical skills gained during internships. By cultivating the qualities expected by top-tier hotels like Hyatt, student trainees position themselves to seize opportunities in both local and international hospitality markets, laying a strong foundation for long-term success in the industry.

#### Self-evaluation and Next Steps in My Hospitality Career

Reflecting on my traineeship at Hyatt Regency, I am highly satisfied with the progress I have made in both personal and professional development. One of the most significant achievements has been the growth in my confidence, allowing me to interact effectively with guests, colleagues, and supervisors across different departments. I have learned to adapt seamlessly to various work environments and team dynamics, collaborating efficiently with diverse staff while maintaining professionalism. Throughout the internship, I gained comprehensive knowledge of hotel operations, including front office procedures, guest relations, and the use of PMS systems and other operational tools, which has provided me with a solid understanding of the overall workflow in a luxury hotel.

Looking ahead, my career goal is to take on leadership responsibilities, progressing toward supervisory or managerial roles where I can lead a team, mentor junior staff, and ensure high standards of service excellence. The experience and skills developed during this internship have laid a strong foundation for this trajectory, equipping me with the confidence, adaptability, and operational knowledge necessary to thrive in higher-level hospitality positions and contribute meaningfully to the success of the organization.

## Bibliography

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## Appendices

# Weekly Learned Tasks

Dep : REGENCY CLUB LOUNGE		WEEK 1-WEEK 6			
WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6
FAMILIARIZE WITH LOUNGE LAYOUTS,PANTRY ,BUFFET AND BACK OF HOUSE,OBSERVING SENIOR HOSTS DURING SERVICE PERIODS,LEARNING HOW TO OPERATE COFFEE MACHINES AND MAKING ALOCHOLIC AND NON-ALCOHOLIC BEVERGAES.	LEARNING GUEST RECOGNITION AND DELIVERING PERSONALISED SERVICES,TABLE SET-UPS,CLEARING AND SETTING UP TABLES AND BUFFET AREAS UP TO STANDARD,PROPERLY HANDLING THE TRAYS WITH CUTLERY AND GLASSWARES.	SETTING UO THE BUFFET LINE FOR BREAKFAST,LUNCH AND DINNERS INDEPENDTLY, REFILLING FOOD AND BEVERAGES ITEMS FOLLOWING STANDARDS, MAINTAINING CLEANLINESS OF EVERY AREAS,HANDLING GUESTS INQUIRIES AND REQUESTS.	CO-ORDINATING WITH FRONT OFFICE AND OTHER DEPARTMENTS,SUPPORTING AMENITIES SET UP,ASSIST IN PREPARING THE LOUNGE RELATED REPORTS,TRANSFERRING LOUNGE SUPPLIES FROM OTHER OUTLETS.	PERFORMING CLUB LOUNGE ACTIVITIES INDEPENDTLY WITH MINIMAL SUPERVISION,MANAGING SERVICE FLOW DURING BUSY PERIODS,LEARNING ABOUT BASIC PMS USAGE.	SUPPORTING AND OPERATING AS A BARTENDER DURING LOUNGE'S HAPPY HOUR,MANAGING MULTIPLE GUESTS ORDERS SIMULTANEOUSLY DURING PEAK PERIODS.

Figure:3 Week 1-6 tasks Of A Club Lounge Trainee



# Weekly Learned Tasks

Dep :	REGENCY CLUB LOUNGE	WEEK 7-WEEK 10		
	WEEK 7	WEEK 8	WEEK 9	WEEK 10
	HANDLING IMPATIENT GUESTS DURING PEAK HOURS AND MANAGING GUEST EXPECTATIONS DURING PEAK PERIOD.	PROACTIVELY RECOGNIZING VIP AND REPEAT GUESTS,ENSURING SUFFICIENT STOCK OF ALOCOHOL,MIXERS ,GLASSWARES,ICE AND GARNISHES.	SUPPORTING SENIOR HOSTS DURING STAFF SHORTAGES AND COMMUNICATING EFFICIENTLY WITH OTHER DEPARTMENTS AS WELL AS SUPERVISORS.	DEVELOPING RESILIENCE AND STRENGTHENING PROFESSIONALISM, FOCUS,EMOTIONAL CONTROL DURING PEAK HOURS

Figure 3.1: Week 7-10 Tasks Of A Club Lounge Trainee



# Weekly Learned Tasks

Dep :

FRONT OFFICE DEPARTMENT

WEEK 11–WEEK 16

WEEK 11	WEEK 12	WEEK 13	WEEK 14	WEEK 15	WEEK 16
HANDLING COURRIER, ESCORT GUESTS,HANDLE LUGGAGE TAGS,LUGGAGE STORAGE, LOUNGE SERVICES,VIP TREATMENTS, ROOM ORIENTATION, ROOM AMNEITIES.	OPERATE OFFICE MACHINES,CLEAN AND TIDY WORK AREAS,COMPLETE REGISTRATION CARDS,ISSUING KEY CARDS,BASIC SYSTEM USAGE,PROCESS OF DEPOSIT, HANDLING GUEST INTERACTION, MAKING A LIMOSUSINE SERVICE	GUEST DETAIL REPORT,CREDIT CARDS INFORMATION, CANCELING CREDIT CARD INFORMATION, LOYALTY PROGRAMS AND BENEFITS,CANCELING CREDIT CARD PRE-AUTHORIZATION, PERFORM CHECK-INS/CHECK-OUTS,HANDLING EXPRESS CHECK-OUTS,INQUIRE NECESSARY DOCUMNETS AND INFORMATIONS	ISSUE PAYMENT RECEIPT,BILL POSTING, ADJUSTMENTS AND CORRECTIONS, SETTLE GUEST'S PAYMENT,OFFER FURTHER ASSISTANCE, TRANSFERING CHARGES TO DIFFERENT ACCOUNT, PREPARE NECESSARY DOCUMENTS FOR PRE CHECK-IN AND POST-CHECKOUTS	CREATING COMMENTS,ALERTS, NOTES ETC IN THE PMS SYSTEM,PROCESS BOOKINGS WITH POINTS, MEMBERSHIP PROCESS,ROOM MOVE PROCESS,CREDIT CARD FUNCTIONS,POST-SHIFT RESPONSIBILITIES, ROOM ALLOCATION, PROCESSING RATES CODES,HANDLING GUESTS IN CASE OF EMERGENCY AND GUEST INQUIRIES	MANAGE CHECK-INS/OUTS INDEPENDTLY, PERSONALIZED GREETINGS AND REMEMBERING GUESTS PREFERENCES, UNDERSTANDING STRENGTHS AND AREAS FOR IMPROVEMENTS ,FINAL PERFORMANCE EVALUATION,FAREWELL BRIEFING

Figure 3.2: Week 11-16 Tasks of a Front Office Trainee



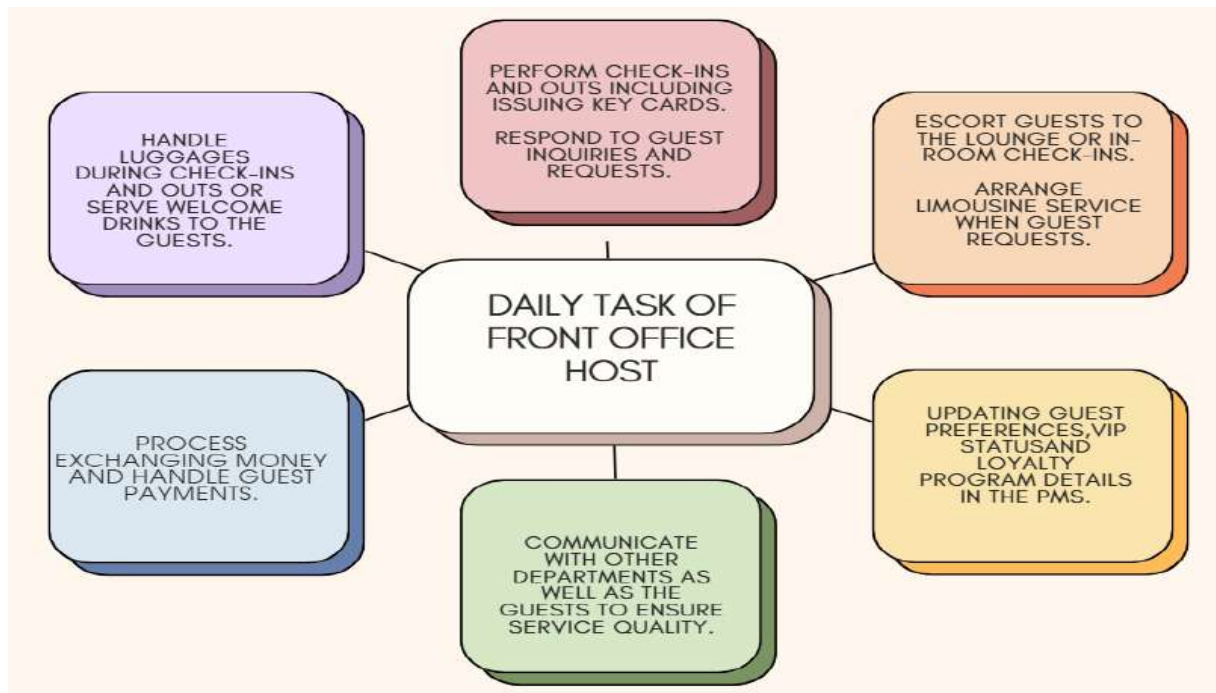


Figure:4 Daily Routine As a FO Host Trainee



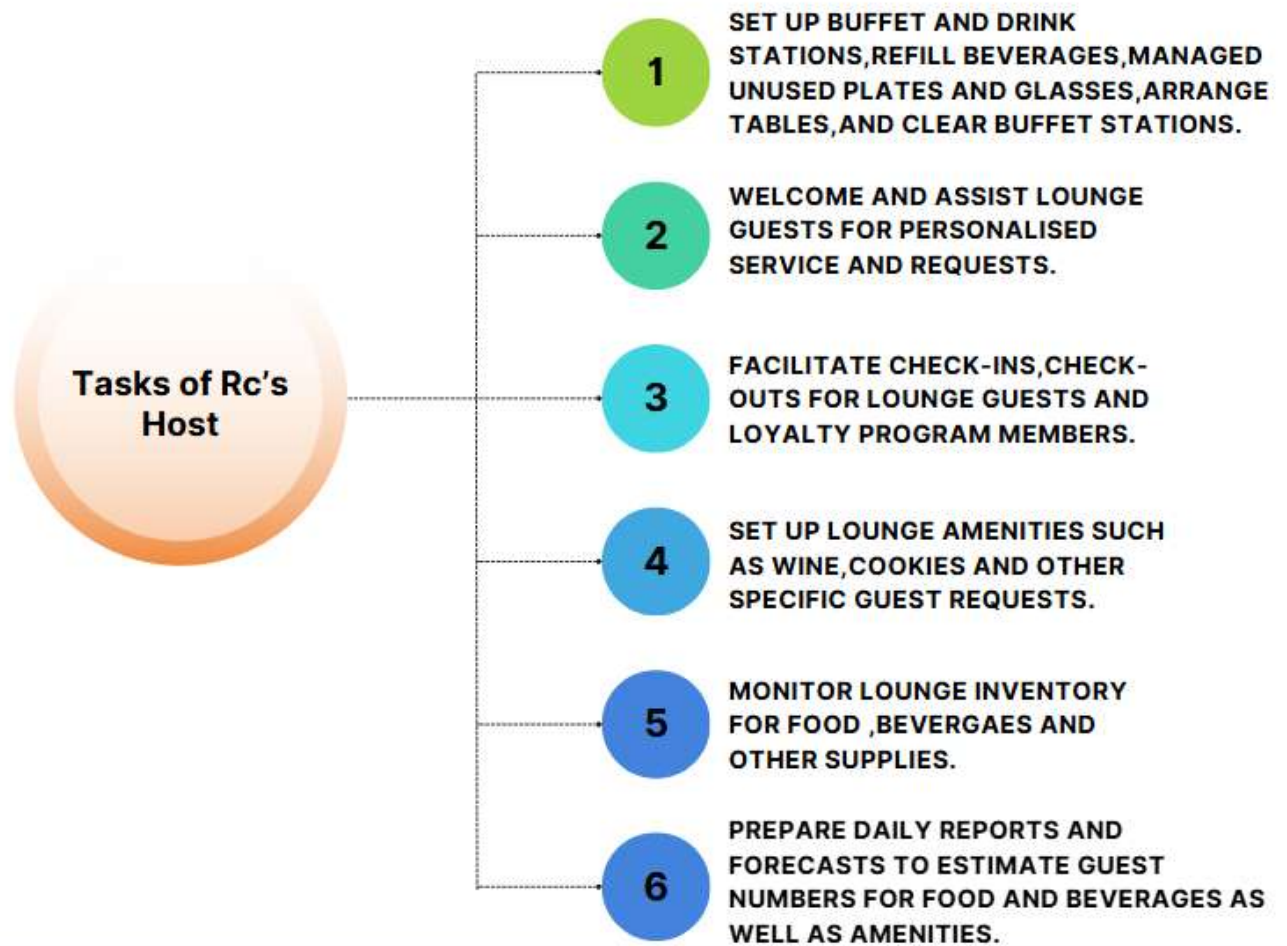


Figure 5 : Daily Tasks Of a Rc Host Trainee

Figure:6 My Supportive seniors and team members of RC and FO





Figure:7 Certificate of Completion

