

Internship Program

Rooms Division

This program is designed for students that would like to get practical experience in Rooms Division operations. Students will be exposed to various positions in the Front Office and Housekeeping Departments of Dragon Hill Lodge, while gaining hands-on experience in all facets of Rooms Division operations. Upon successfully completing the program, students will be given certificates of completion and will also be awarded a merit point if students seek employment at DHL.

Programs Outline

Program 1: Front Office Operations (24 weeks)

Position	Schedule	Location	Evaluation
PBX (Operator)	4 weeks	Front Office	Interim evaluation by Supervisor
Delivery (Operator)	4 weeks	Front Office	Interim evaluation by Supervisor
Reservations	8 weeks	Front Office	Interim evaluation by Supervisor
Front Desk	8 weeks	Front Desk	Interim evaluation by Supervisor
	24 weeks		Final evaluation by Front office Manager

* Students are required to submit 3-4 page reports summarizing what they learned during the internship and making any suggestions before the final evaluation.

Program 2: Housekeeping (12 weeks)

Position	Schedule	Location	Evaluation
House Maids	2 weeks	Housekeeping	Interim evaluation by Supervisor
Public Attendants/ Banquet Set up	2 weeks	Housekeeping	Interim evaluation by Supervisor
Assistant Administrator	8 weeks	Housekeeping	Final evaluation by Housekeeping Manager

Program 3: Front Office (16 weeks)

Position	Schedule	Location	Evaluation
PBX/Delivery	4 weeks	Front Office	Interim evaluation by Supervisor
Reservations	4 weeks	Front Office	Interim evaluation by

			Supervisor
Front Desk	4 weeks	Front Desk	Final evaluation by Front Office Manager

Program 4: Rooms Division Operations (24 weeks)

Position	Schedule	Location	Evaluation
Front Office Operation (16 Weeks)			
PBX (Operator)	2 weeks	Front Office	Interim evaluation by Supervisor
Delivery (Operator)	2 weeks	Front Office	Interim evaluation by Supervisor
Reservations	6 weeks	Front Office	Interim evaluation by Supervisor
Front Desk	6 weeks	Front Desk	Interim evaluation by Supervisor
Housekeeping (8weeks)			
Room Maid/ Public Attendant (Banquet Set up)	2 weeks	Housekeeping	Interim evaluation by Manager
Assistant Administrator	6 weeks	Housekeeping	Interim evaluation by Manager
	24 weeks		Final evaluation by Rooms Division Director

* Schedule may be adjusted based on student's area of focus.

Position Details & Job Descriptions

Rooms Division Operations (24 weeks)

Goals and Learning Objectives:

- Understand the basic organization and purpose of the rooms division.
- Understand the basic functions of the front office and housekeeping department.
- Understand the relationship between housekeeping and the front office.
- Understand typical front office and housekeeping positions and their duties.
- Understand the relationship between housekeeping and maintenance departments.

Front Office Operation (16 weeks)			
Position	Schedule	Location	Description
PBX Operator			
<ul style="list-style-type: none"> ➤ Know operator functions in OPERA Property Management System and Espresso Rapid Response System. Know how a work order system functions. ➤ Know to use trace and information directories, and how to handle guest requests. ➤ Learn guest telephone services; including voice mail and wake-up call service. ➤ Identify typical service requests that guests make, and describe general approaches to handling guest complaints. 			
PBX Operator	2 weeks	Front Office	<ul style="list-style-type: none"> • Handle incoming and out going calls by transferring in-house extensions and guest rooms. • Provide information on the installation and local area. • Retrieve messages to the guest in the OPERA property management system. • Handle problem inquiries of in-house guests by sending proper work order to Engineering department through Espresso system • Notify housekeeping staff to deliver items that guests request and log into the OPERA system by trace function. Proceed with follow up actions to complete task. • Troubleshoot simple guest room Internet problems over the phone and proceed with follow up actions if necessary in coordination with MIS department for any further assistance.

Delivery Operator	2 weeks	Front Office	<ul style="list-style-type: none"> • Provide information on menu items from all of the restaurant outlets. • Take delivery order requests and put them into the MICRO System. • Follow up with the guest to verify that the orders were received in a timely manner. • Verify the satisfaction of orders received.
<p>Reservations</p> <ul style="list-style-type: none"> ➤ Know reservation functions in OPERA Property Management System. ➤ Identify typical policies and procedures surrounding the confirmation, modification and cancellation of different types of reservations. ➤ Identify typical management reports and reservation records that can be generated from reservations data. ➤ Understand the legal implications of a reservation and be familiar with waiting lists and packages. ➤ Identify the sales dimension of the reservations process, outline the different types of reservations, and describe reservation inquires and their distribution channels. ➤ Recognize potential reservation problems and possible ways to solve them. 			
Reservation Agent	6 weeks	Front Office	<ul style="list-style-type: none"> • Provide information on rooms, hotel accommodations, and information on the installation and local area. • Make reservations for incoming guests based on room availability. Secure hotel accommodations at Dragon Hill Lodge and contracted hotels off post. • Take reservations and requests for any special needs by utilizing the capabilities of the property management system. • Responsible for obtaining vital information over the phone, via e-mail and other written correspondence to confirm lodging. • Prepare and provide daily booking reports to contracted hotels and coordinate with them to accommodate guest needs.
<p>Front Desk</p> <ul style="list-style-type: none"> ➤ Know front desk & billing functions in OPERA Property Management System. ➤ Identify the front desk and its support devices, and describe the services and equipment of a hotel's telecommunications area. ➤ Know evolution of front office recordkeeping systems and describe front office document. ➤ Define common room status terms and typical room types. ➤ Know basic steps of the check-in, check-out and settlement process. ➤ Know the elements of an effective billing and collection process. ➤ Understand the basics involved in the creation and maintenance of accounts, and 			

the basic front office accounting formula.

- Understand the purpose and uses of a cash bank and the objectives of front office account settlement.
- Know the principals of cross-referencing accounting documents.

<p>Front Desk Agent</p>	<p>6 weeks</p>	<p>Front Desk</p>	<ul style="list-style-type: none"> • Responsible for checking in hotel guest on a daily basis. Assists clientele in the completion of required forms (TLA & TDY paperwork) and registration cards. • Interview incoming guests to determine room assignments. • Answer questions pertaining to rules and regulations governing the assignment and use of quarters: issues room keys. • Orient guests concerning use of facilities and equipment, and other facilities available on post. • Cut keys for 1st replacement soldiers on daily basis. • Perform bucket check on daily basis. • Handle foreign exchange currency and check cashing tasks followed by standard operation procedure. • Collect and Post charges in the system: FAX & Copy, Advanced deposit or pay off the balance for banquets and events, selling gift certificates, etc. • Compute charges for guests checking out, receives payments and required forms (TLA) along with keys; renders receipts. • At the end of the shift, account for and secure cash. Reconciliation credit card payment followed by standard operation procedure.
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Housekeeping Operations (8weeks)

Room Attendant

- Identify procedures room attendants typically followed when reporting to work and preparing to clean guestroom.
- Understand how guestroom cleaning assignments are made and how the order in which to clean assigned rooms is determined.
- Describe the function of a guestroom inspection program.
- Identify the types of inventories maintained by the housekeeping department and explain why adequate par levels are critical to effective inventory management.
- Understand inventory control procedures for machines and equipment used by housekeeping staff.
- Knowledge of how a work order system functions.

<p>Room Attendant</p>	<p>1 week</p>	<p>Guest Rooms</p>	<ul style="list-style-type: none"> • Work under the direction of an assigned floor leader who in turn reports to the Executive Housekeeping Manager and/or Assistant Executive Housekeeping Manager of Dragon Hill Lodge (DHL), a 394 room full- service hotel. • Keep guestrooms in clean and orderly condition in accordance with housekeeping standard operating procedure, i.e. cleans restrooms: makes-up beds and changes soiled linen; dusts and clean windows, light fixtures, furnishings, closet shelves, rods, and night drawer tables; and washes dishes. In addition, sweeps, vacuums and shampoos carpet; replenishes stationary and pamphlets. Check service of all room fixtures and appliances (flush toilet, turn on lights, turn on TV/radio, etc.) and report any room defects and maintenance needs by sending work order through Espresso system. • Hotel maids report to floor leader, and utilizes an automated procedure by using guest room phones to change the room status.
<p>Public Area Attendant</p> <ul style="list-style-type: none"> ➤ Identify housekeeping’s cleaning responsibilities in front-of-the-house areas of the hotel. ➤ Describe typical cleaning responsibilities of the housekeeping department in relation to cleaning food and beverage areas; banquet & meeting rooms and employees area; administrative offices & housekeeping areas. ➤ Describe general care considerations for the types of furniture and fixtures commonly found in public areas, guestrooms, and staff areas in a hotel. 			

- Distinguish between recycled and non-recycled inventories.
- Knowledge of how a work order system functions.

Public Area Attendant/ Banquet Set up	1 weeks	DHL Public Area	<ul style="list-style-type: none"> • Perform the full range of housekeeping and custodial duties in the assigned area to maintain cleanliness and sanitation required to meeting hotel standards. • Clean and maintain in a sanitary manner any or all public or employee restroom areas by performing some or all of the duties, and /or replaces paper towels and soap; fill restroom dispensing machine; clean by mopping, scrubbing, and waxing floors, walls, and bathroom fixtures. • Handle guest complaints and resolve problems in a tactful and courteous manner. Refer difficult situations to supervisors or management on duty. • Perform sending work order to Engineering department through Espresso system. • Perform a combination of duties related to providing proper table settings, decorations, equipment, service and clean up. Set up dining areas, private dining rooms and outside facilities for formal dinners, parties, meetings, conferences, wedding receptions, and other social functions.
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Assistant Administrator/Manager

- Identify basic management functions of the executive housekeeper.
- Identify the executive housekeeper's role in organizing the housekeeping department.
- Understand the function of performance standards and productivity standards in planning the work of the housekeeping department.
- Distinguish between fixed and variable staff positions in the housekeeping department.
- Identify the steps involved in developing a staffing guide for the housekeeping department, and describe alternative scheduling techniques.
- Identify techniques that executive housekeeping can use to motivate the staff, and describe guidelines for developing incentive awards.
- Understanding purchasing responsibility of the executive housekeeper and identify

factors to consider when determining the size of an annual linen purchase.			
Assistant Administrator /Manager	6 weeks	Housekeeping Office	<ul style="list-style-type: none"> • Assist administrator/manager in planning, developing, and administrating programs, procedures and implements regulations to ensure that a standard of cleanliness, overall maintenance, and service, etc. comparable to a first class private sector lodging facility is achieved and maintained. • Provide assistance with the programs and procedures consisting of, but not limited to general cleaning, inventory control, re-order procedures, internal controls evaluations, staff training / development programs, cost saving and efficiency analysis, quality assurance, etc. • Provide assistance with generating work schedule for entire housekeeping staff. • Provide assistance with handling customer complaints over the phone and written correspondence.
	Total 24 weeks		Final evaluation by Front Office Manager, Assistant Housekeeping Manager & Rooms Division Director

* Students will be evaluated by supervisor after completing each position.

* Students are required to submit a 3-4 page report summarizing what he/she learned during the internship and any suggestions before the final evaluation.