

*Internship Report*

**THE WESTIN**  
**DHAKA**

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**Internship Report (BUS 404)**

**On**

**The Recruitment Process, Training and development programs of The Westin  
Dhaka.**

**Prepared For**

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## **Letter of Transmittal**

Date 30.04.2019

To

Mr. Imtiaz Alam Nayeem

Department of Business Administration

School of Business Studies

BRAC University

Subject: Report submission on “The Recruitment Process, Training and development programs of The Westin Dhaka.”

With great pleasure I hereby submit my internship report on “Selection, Recruitment, performance appraisal, promotions and performance management of employees in The Westin Dhaka.”

This Report have been conducted with the knowledge that I gathered from the major courses of Human resources and from my internship period.

This report have been prepared according to the internship report format and I tried my best to keep it to the content. I hope that you will find this report worth reading. Please feel free for any query or clarification that you would like us to explain. Hope you will appreciate the hard work and excuse the minor errors. Thanking you for your cooperation.

Thanking you.

Sincerely yours,

Monia Rahman Bhuiyan

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## **Acknowledgement**

This Report have been a great learning experience for me and I would like to thank BRAC University and The Westin Dhaka for giving me this chance to do this internship. I would like to show my earnest gratitude to Mr. Imtiaz Alam Nayeem sir who has been my internship supervisor for guiding me to complete this Report. A great credit of this report goes to Mr. Md. Abdul Motaleb -manager of the Human resources department, Ms. Shainy Mahjabin -Human resources and training coordinator, and Mr. A.H.M Moshiur Rahman – human resources assistant for choosing me as an intern of The Westin Dhaka and assisting me to learn how to manage human resources on practical life and also with the term paper. This internship has enriched me both at personal, academic and professional level.

## **Executive Summary**

The Report contains a brief view of the 5 Star hotel The Westin Dhaka, of which Marriott International is the owner of the American upscale hotel. Unique Hotel & Resorts limited which is the leading Hotel & Hospitality Management Company and the discoverer of Five Star hotel in the private sector of Bangladesh is the owning company Marriott International being the mother company. Along with that the recruitment process of employees, performance appraisals, and development processes of the employees are discussed. General Human resources activities are also discussed in the following report. A few appraisal processes like Leadership Performance Appraisal of the Westin Dhaka is explained in details along with the benefits of the appraisal. The training and development programs along with how they are helping the employees is very clearly stated. The report also includes some recommendations that I found out during my internship.

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## **Introduction**

### **Rational of the Report:**

This report will be helpful for the people who are interested to join The Westin Dhaka. It gives a clear picture of what to expect in the interview session and how they can prepare themselves for getting selected in The Westin Dhaka. Not only that, people can also get a little bit of idea of the possibilities of career growth in this organization. The recommendations may be helpful for The Human resources department of The Westin Dhaka to become even more efficient.

### **Scope and limitations of the study:**

**Scope:** I was blessed with a very cooperative Human resources team in The Westin Dhaka where each and every member was always up to help me gain knowledge. The Human resources Manager Mr. Abdul Motaleb always encouraged everyone to assist me learn. As I was the only intern of this department, I took this as an opportunity to explore all the tasks related to the department. I was lucky to be able to assist all the human resources members of the department so I gained knowledge of their responsibilities as well.

### **Limitations:**

- It is tough to get information from the Human Resources Department due to confidentiality purpose. So one of the biggest challenge was to gather information.
- The other limitation was time constraint. I joined my internship a little late, so I did not get enough time to do more research.

### **Objective:**

The objective of this report is to picture the process of recruitment, performance appraisal and development of employees in The Westin Dhaka. It gave me a clear idea about the practical field

of organizations, how the recruitment and selection process occurs. And lastly to relate theoretical knowledge with the real life experience. In this report, we are more concerned about what is happening other than what ought to happen in the Recruitment Process of this organization.

### **Methodology:**

To conduct this report I did both Primary and Secondary research. My internship period helped me to do the primary research. I talked to the Human resources manager, Human resources and training coordinator, and Human resources Assistant of The Westin Dhaka to get the information that I needed to conduct the report. I also used my internship experience to compile this report. For secondary research I took internet help for the information I could not gather primarily.

## **Journey to the Westin Dhaka**

### **The Beginning:**

Marriott International which is an American upscale hotel chain is the owner of The Westin Hotels and Resorts. It started its journey in the year 1930 as Western Hotels and consisted of 17 properties, of which 16 was in Washington and one in Boise, Idaho. It then started expanding internationally and in the year 1963 Western Hotels renamed itself to Western International Hotels to reflect its growth and on the same year the company became public. On 5<sup>th</sup> of January 1981 the company again renamed it to Westin Hotels, “Westin” was a short form of Western International. Aoki Corporation of Japan bought Westin in 1988. In 1994 Starwood Capital, real estate investment firm and parent of Starwood Lodging, and Goldman Sachs, an investment bank, bought Westin from Aoki. Starwood got the entire ownership of the company in 1988. Lastly, in Marriott International owned Starwood and became the world’s largest biggest Hotel Company in the year 2016. Westin focused on expanding resulting in 192 locations in 37 countries till 2013.

### **The Westin Dhaka:**

Unique Hotel & Resorts limited which is the leading Hotel & Hospitality Management Company and the discoverer of Five Star hotel in the private sector of Bangladesh is the owner of “The Westin Dhaka”. On 1st July 2007 it started its commercial journey. Since then it has become the



number one in Bangladesh as well south Asia region by maintaining consistent growth with innovation & valued services. Westin Asia Management Co. (“the Operator”), a wholly-owned subsidiary of Starwood Hotels & Resorts Worldwide, Inc. now Marriott International takes care of the business activities connected with the hotel as Unique Hotels and Resorts (“the Owing Company”) and the operator came to a contract on 1<sup>st</sup> July 2007. The Operator is experienced and knowledgeable in marketing and managing five star hotels and resorts and has (and/or its Affiliates have) been performing such services throughout the globe since long.

### **Brief Journey inside “The Westin Dhaka”**

The Westin Dhaka is a five-star hotel where you can relax, revive, and experience renewal. It is located in Gulshan-2, which is only eight kilometers from the Shahjalal International Airport. It is in the new business center of the capital city, close to renowned restaurants, foreign missions, shopping malls, art, multinationals, and private clubs.

The Westin Dhaka contains 235 delightful guest rooms, including 23 suites and a Presidential Suite, all of which highlight the incredibly famous Westin Heavenly Bed notwithstanding cutting edge workstations with phones; four-apparatus washrooms, High Speed Internet Access, and plasma TV with satellite stations. The Executive Club floor offers the greatness of Westin administration models with complimentary breakfast; evening tea, and night cocktails.

There are five contemporary conference and meeting settings including The Westin Grand Ballroom with LED lighting impacts and projections. From a completely adjusted business centers to wellbeing and wellness focus highlighting the Westin WORKOUT@ Gym, to reenergize, Westin Work-Out that highlights best in class wellness hardware including cardiovascular gear, weight machine, Jacuzzi, sauna, steam room, and temperature controlled pool. For culinary encounters The Westin Dhaka has various restaurants. Dishes are made with the fresh ingredients, including arrangements from live cooking stations. Selective business centers offers a wide number of services, including printing, fax, and copying services, along with self-service PC and Internet access. All the public areas and meeting spaces comes with wireless internet access. Not

just that, The Westin Dhaka additionally accompanies SPA services with Westin special treatments hand crafted to nourish you.

## **The Mission of the Westin Dhaka:**

### **Mission**

Westin Dhaka will exceed customer expectations and service, quality and value maintaining a safe and clean environment honoring the dignity of all employees contributing to the community and ensuring maximum return to the owner.

### **Personal**

Westin recognizes that behind every reservation is an individual with a unique set of needs. We customize care and attention on all guests to create an intimate and individualized experience.

### **Instinctive**

Westin pro-actively anticipates guests' needs instead of simply reacting to them. Our culture inspires employees to unleash their own- personal judgment and engage with guests to intuitively and proactively recognize and responds to their diverse needs.

### **Renewal**

The Westin Dhaka is way to enter a retreat which offers peacefulness and revival. Alone or with friends and family, the arrangements of services and special treatments help restore the body, uplift the spirit and revive minds. The focus is to have guests' checkout feeling rested, revitalized and enriched.

### **Services and Signature amenities**

1. Air Conditioning Rooms	14. Four apparatus restroom
2. Services for wakeup call	15. Nonsmoking rooms
3. Seating area in the rooms	16. Smoke Detectors in room
4. Ergonomic Desk Chair	17. Iron and Iron Board
5. Work desk	18. Direct Dialing
6. The Heavenly Bed	19. Personal Safe in room

7. In room refrigerator	20. Room service availability for 24 hours
8. Flat panel LCD television	21. Daily free Newspaper
9. Accessible room for handicap	22. Separate shower and bath stall
10. Double line Telephone	23. The Heavenly Crib
11. Center for Refreshment	24. Club level room
12. Heavenly Bath	25. Tea and Coffee maker
13. Super soft bathrobes	26. Supreme Speed Internet Access

### **Types of Rooms**

- ❖ Deluxe room
- ❖ Specialty room
- ❖ Westin renewal floor
- ❖ Executive club floor room
- ❖ Junior suite
- ❖ Executive suite
- ❖ Chairman suite
- ❖ Presidential suite

### **Lounges and Restaurants:**

There are six brand standard restaurants and bars in The Westin Dhaka. They are:

- ❖ Daily Treats- Famous for pastry and a mocktails.
- ❖ The Living Room (TLR) - The Living Room gives a loosening up setting to appreciate high quality cocktails, refreshing beverages, light bites and live music.
- ❖ Seasonal Taste- Seasonal Taste provides Pan Asian comfort food at the buffet and via à la carte service throughout the day.
- ❖ Splash- Pool side Restaurant with enchanting waterfall, Splash is an informal setting for drinks and light fare.

- ❖ Prego- Italian cuisine Restaurant with a spectacular view of the city from outdoor terrace followed with a lively open kitchen where homemade bread, fresh pastas and worthwhile hand-tossed pizzas are made to order.
- ❖ Prego Bar- For all kinds of beverages, soft and hard drinks.

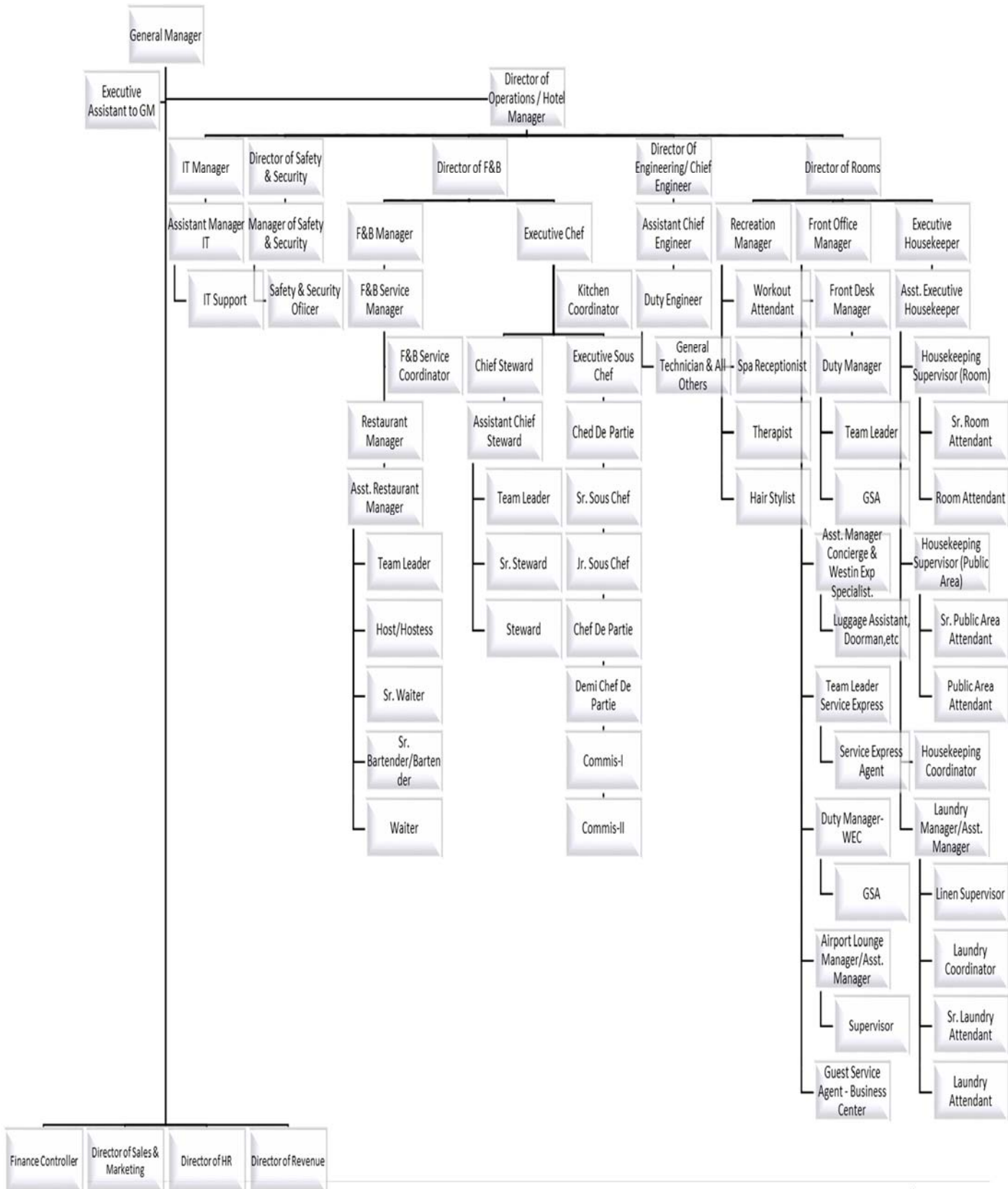
### **Meeting Rooms**

The Westin Dhaka provides an excellent standard of service for meetings and banquet facilities. It is an ideal place for social and corporate events. The hotel's has 8000 square feet of flexible function space for any sort of business meeting, wedding, or an exquisite party. Any event is sure to be a success with creative food choices, Hi-Tech audio/visual service and an skilled meeting staff.

The meeting rooms of the hotel includes:

- ❖ Clutter free Catering
- ❖ High-speed, wireless Internet access
- ❖ LCD projector

**The Westin Dhaka Organogram**



❖ Continued...

