

Human Resource Management Practices Recruitment, Training & Benefits: A study on Radisson Blu Dhaka Water Garden Hotel”



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BUS 400

Internship Report Submission

Date: 13th September, 2017

Prepared for

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Internship Report on **Radisson Blu Dhaka Water Garden**



Letter of transmittal

13th September, 2017

Ms. Asheka Mahboob
Internship Supervisor
BRAC Business School
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Dear Madam,

It is a great pleasure for me to submit to you the report on my experiences and learning from my internship at Radisson Blu Dhaka Water Garden. Being a student of management concentration, I always felt the significance of having some practical exercise of what I have learnt in theory. In my internship I felt this need even more as I faced the practical dimensions of the real business world. I am grateful that you extended me all the support and guidance I needed in this course.

Lastly, I would like to thank you for giving your valuable time in helping me out at various stages during this internship.

Sincerely,

Tamman Hossain
ID: 12204082

Acknowledgement:

I take this opportunity to express my gratitude and deep regards to my guide Ms. Asheka Mahboob for her exemplary guidance, monitoring and constant encouragement throughout the course of this report. The blessing, help and guidance given by her time to time shall carry me a long way in the journey of life in which I am about to embark.

I also take this opportunity to express a deep sense of gratitude to MD. Mahbubul Alam, Assistant Director- Human Resource Management. Shah Saifur Rahman Assistant Manager Human Resource Management and Mr. Abdullah Al Mamun, Senior Executive Human Resources at Radisson Hotel for valuable information and guidance, which helped me to complete this task through various stages.

I am obliged of staff members of Radisson Hotel, for the valuable information provided by them in their respective field. I am grateful for their co-operation during the period of my assignment.

Lastly, I thank almighty and my friends for supporting me, sharing their thoughts and giving me the moral support during the preparation of the report.

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Executive Summary:

For my internship program, I got the opportunity to work at one of the best performing Hotels in Bangladesh. I was placed in the HR department of the Radisson Blu Dhaka Water Garden Hotel, the parental company of Carlson Razidor. There I got experience about how things work in real life and how the HR activities especially Recruitment and Selection process of the Hotel. The importance of this report is to gain practical of HR activities in Radisson Hotel. I was supported by the Assistant Director, Assistant Manager, Senior Executive officer and coordinator of Human Resources. While working in the hotel, I was involved with the recruitment process, training program and the use of CORMEE software. I was also assisting the employees by helping which works were under HR coordination.

Introduction:

The Practicing of HR deals with the management of people within the organization. The department is responsible for attracting employees, designate them in their positions and ensuring their performances. (Subedi, 2012). Maintaining healthy employee relations in an organization is a pre-requisite for organizational success. One way of maintaining good and healthy employee relations in an organization is by attaching lucrative benefits to every job and task carried out by every employee in that organization. The Customers and guests are always right, this principle necessitate application of management principles in the hotel industry. (A project report on hr practice in hotel industry, 2011)Employee benefits which are the various non-wage compensations provided to employees in addition to their normal wages or salaries cannot be over looked by the management of an organization, since the human resource of an organization is the most valued resource. This current era is highly competitive and organizations regardless of size, technology and market focus are facing employee retention challenges. To overcome these restraints a strong and positive relationship and bonding should be created and maintained between employees and their organizations. To enhance this strong and positive relationship, employees should be motivated to put in their best by providing employees with certain lucrative employee benefits like performance bonuses, Festival bonuses, study allowances, leave allowances etc.

Rational of the Study:

The purpose of this study is to gather knowledge about corporate environment. Especially working in Human Resource division will allow me to know many things about an organizations Human Resource policy and activities. As a student of BBA program at BRAC to fulfill the requirement of my degree, I was assigned to Human Resource Department of Radisson BLU Dhaka Water Garden, a renowned five star hotel chain of Carlson Rezidor. There I worked in HR Department as an intern and deal dealt with some of their some tasks of core Human Resource department and specially coordinated so many Training and Development programs. Therefore I came to know about their organizational culture.

Objectives of the study:

The objectives of the study are:

- To gain practical knowledge about Human Resource Management practices.
- To identify the factors which are beneficial for the employees and its impact on employee satisfaction.

Scope of the Study:

The scope of the study will be limited to the effects of employee benefits on the performance of employees in Radisson Blu Water Garden Hotel Dhaka. The research will rely on the hotel for vital information as well as information from secondary source.

Methodology of the study:

In order to conduct this study the following methodological rigor will be adopted.

Research Population and Sample:

A survey will be conducted on more than 20 employees who are from Radisson Blu Water Garden Dhaka hotel regarding employee benefits for practicing HRM. Here I will use non Probability sampling procedure. Participants who are regular in work and have at least three years working experience in the organization will be approached for collecting data.

Sources of Data:

Primary data: Primary data will be collected from the study of locale with the help of questionnaire.

Secondary Data: As secondary source websites, Journal articles, articles will be used for secondary data collection.

Limitations of the Study:

I will be encountered a limitation in regards to availability of information. Thus due to the institutions working ethics, the researcher could not get access to vital information since it was treated as confidential and the targeted respondent's number was not attained, since some employees were on leave. Inadequate funds and unavailability of time also became a limitation.

Literature Review:

Human Resources practices are very important as hotel image makers between the hotel management and the customer's hence regular training and assessment of the staff human resource is essential. (Hrout, 2014). Human Resources Management is a set of planned strategies and policies implemented by an organization to ensure organizations human capital efficiently and effectively contributes to the achievement of organizational objectives.(Anthony, 2002).At the organization level, HRM Practices has been identified as a source of business revenue. (Mathis, 2004). HRM Practices plays a key role in attracting, motivating, rewarding and retaining employees.(Noe, 2008). (Storey, 1993)Distinguished between hard and soft forms of human resource management, typified by the Michigan and Harvard models respectively.

The study of the relationship between job satisfaction and job performance has a controversial history. The Hawthorne studies, conducted in the 1930s, are often credited with making researchers aware of the effects of employee attitudes on performance. Shortly after the Hawthorne studies, researchers began taking a critical look at the notion that a "happy worker is a productive worker." Most of the earlier reviews of the literature suggested a weak and somewhat inconsistent relationship between job satisfaction and performance.(Saari & Timothy A. Judge, 2004)

Company Overview:

Radisson is a brand of Carlson Rezidor Hotel Group. The Carlson Rezidor Hotel Group is one of the world's largest and most dynamic hotel companies. It has a wonderful portfolio of more than 1,350 hotels in operation and under development. It has created a global footprint covering over 105 countries and territories and a powerful set of global brands such as Quorvus Collection, Radisson Blu, Radisson, Radisson Red, Park Plaza, Park Inn by Radisson and Country Inns & Suites by Carlson.

With the long, successful history in global hospitality, the Carlson Rezidor Hotel Group has a rich expertise across all key segments, all business models, plus a strong and expanding revenue generation capability. About 88,000 inspiring people collectively deliver system-wide revenues of \$7.5 billion.

The Partnership:

The Carlson Rezidor Hotel Group began in 2012 when two great companies joined forces to leverage their significant synergies and go to market to do business together:

Carlson Hotels, a division of Carlson – a vibrant, family-owned, U.S.-based global hospitality and travel company with a strong portfolio of ambitious brands and ambitious goals. The Rezidor Hotel Group one of the world's most dynamic, innovative and fastest growing hotel companies; operating and developing the Carlson brands Radisson Blu and Park Inn by Radisson across Europe, the Middle East and Africa. Rezidor is a publicly listed company at Stockholm Stock Exchange. The company's legal status and ownership structure remain; Carlson is Rezidor's majority shareholder (50.3%).

Carlson and Rezidor have enjoyed a long, common history of successful growth and fame. The decision to join forces as a strategic partnership and go to market as The Carlson Rezidor Hotel Group was a natural, next step in leveraging the strengths of two great companies to create additional value for all stakeholders.

Creating Value:

The impressive size of the Carlson Rezidor Hotel Group's worldwide footprint unlocks significant value creation opportunities related to:

- The global management and development of its brands
- The ambitious development of its revenue generation engines
- The leveraging of global purchasing opportunities
- People development on a global basis

The goals of the Carlson Rezidor Hotel Group partnership are to:

- Generate attractive financial returns for owners
- Create value for all shareholders
- Be advantageously perceived by business partners around the world as one global hotel company

- Offer compelling and consistent value propositions to the guests
- Offer global career and development opportunities to the staff

Through a number of concrete revenue generation initiatives, the Carlson Rezidor Hotel Group aims to generate more than USD 400 million in additional revenue and a RevPAR Index increase of more than nine points by 2015. These initiatives include:

- A reinforced global sales team
- The growth of the company's brand website
- Unique revenue optimization tools
- Partnership projects with travel intermediaries, including Carlson Wagonlit Travel
- The rapid growth of Club Carlson, the group's successful loyalty program

The chosen logo of the Carlson Rezidor Hotel Group symbolizes several key elements of the company: the combination of the Carlson name and the Rezidor name highlights the partnering nature of the relationship; and the Carlson symbol on top of the logo represents important values such as relationships, heritage, innovation and service.

Ambition/Route:

The Carlson Rezidor Hotel Group has ambitious goals: to be the number one hotel company to work for and invest with, and to have segment leading, global brands.

Underpinning these key principles, the group also has four priority growth initiatives where they focus strongly:

- Expanding Radisson Blu and Radisson as strong, globally consistent, first class brands
- Accelerating the growth of Country Inns & Suites By Carlson in key markets
- Growing Park Inn by Radisson as a winning mid-scale brand across theaters in key countries
- Continuing the push in key emerging economies, with added emphasis on mid-scale

These targets will be achieved by:

- Establishing clear, compelling positioning for each brand
- Operationalizing the brand promises
- Accelerating development resources and commitment
- Winning the revenue battle
- Building a global team and organization

Rezidor, as a publicly listed company, is leveraging the relationship with its main shareholder, Carlson. The partnership with Carlson can help Rezidor capture revenue generation and purchasing opportunities, in support of its Route 2015 plan. Carlson has invested significantly in the last few years in revenue generation capabilities, especially in the areas of the web, its industry leading loyalty program Club Carlson, global sales capabilities, relationship with key intermediaries (especially Carlson Wagonlit Travel) and revenue optimization tools. These investments can and will be leveraged by Rezidor.

Radisson Blu Water Garden Hotel Dhaka:

With modern guest rooms, multiple restaurants and lounges, free high-speed Internet, a spa and an outdoor pool, the Radisson Blu Water Garden Hotel Dhaka is sure to impress the foreign guests. With over 3,000 square meters of meeting space, guests can host large conferences, product launches and stunning wedding events with skilled and friendly staff.

Radisson Brand was brought by the Army Welfare Trust and Sena Hotel Developments Ltd. Therefore, the majority of the shareholder is Bangladesh Army which is managed by Carlson Rezidor Hotel group. Thus the owner is Bangladesh army and the board of directors includes Chief of Army staff as Chairman, Adjutant General of Bangladesh Army as vice chairman and other board members from Army welfare directorate, Army welfare trust and Sena Hotel Developments.

Radisson started its journey in Bangladesh in 2006 than in 2011 it became Radisson Blu defined as the business class hotel.

Carlsonian Credo

For the Carlson Rezidor Hotel Group, hospitality is more than a market: it represents the essence of what they do for the guests. They simply like to take care of them and bring them extraordinary service.

*Whatever you do,
do with Integrity.
Wherever you go,
go as a Leader.
Whomever you serve,
serve with Caring.
Whenever you dream,
dream with your All.
And never, ever give up.*

Activities Undertaken:

Getting Signatures and updating files:

Every day I used to reach at sharp 8.45 am in the morning. I was given a locker where I kept my suit and started office sharp at 9.00a.m. Every day at first I brought the signature file of staff cafeteria to office and updated day to day all the files and it need to also update a board for food comments. I also used to update the daily attendance of all the employees.

Using ANVIZ Software:

Checking the Anviz software whether it worked or not was very important. This HRIS Software counted the first entry and last out of an employee. It counts the employees punching of ID card. When the software stopped I started it with its user id and password. It was accessible for me to use the Anviz.

Collecting CVs:

Everyday day I collected CVs from the security which were submitted by the individuals through walk in. Then I sorted out the CVs in two categories, one is for jobs and another is for internship. I made different files for different CVs. For the job CVs there I made separate folders for the CVs application wise. On a folder for the job CVs admin and General, one folder for sales and Marketing, one folder for Food & Beverage Production another folder for food and Beverage Service. In addition to that, one folder for security, one folder for Housekeeping and Laundry and another folder for Front Office.

Calling for interviews:

Calling the applicants for interview session was another task for me. I used the telephone of Radisson Blu Dhaka Water Garden and had to maintain the phone courtesy of Radisson Blu Dhaka Water Garden. Then, I had to confirm if the right person had picked up the phone. After confirming this I had to inform them about their interview date and time, if anyone could not attend it in the meantime then I had to inform them about the alternative time schedule decided by the Manager of HR and Training Department.

Assisting the recruitment process:

The recruitment process in Radisson Blu Dhaka Water Garden is a step by step process. All the stages have to be followed by the HR Department as well as the candidates. I had to assist the whole recruitment process as a part of HR department. There, after the interview session only few of the candidates were chosen as trainees. The manager of Human Resource and Training department gave them the interview evaluation sheet. Then, they were asked to bring Police verification letter and medical test letter. These are some important documents that a trainee must submit before joining. A trainee also needs

to deposit 7000/- taka for meal charge. I was empowered by the HR department to fix a date to come. In this case, I tried to fix the date as early as possible because the police clearance is a lengthy process. When the candidates came to take letters, I informed them about the prerequisites as well as strictly followed organizational rules and regulations clearly.

Assisting the newly recruited:

After getting all the clearance according to Radisson Blu Dhaka Water Garden prerequisite for joining a trainee, I took the trainees to the accounts department to pay meal charge 7000/- taka. After paying the meal charge I collected the money receipt from the trainee.

Preparing Trainee Files:

Whenever a new trainee joined I made sure they had a separate trainee file.

Preparing ID card, name badge:

I had to prepare Casual and Trainee ID cards. They gave me their photos, blood group, designation. I filled up the information and took a sign from the HR director. I also used to prepare employee name badge.

Assisting in training: Training is a common part of Human Resource activities because training is organized in order to develop employees as well performers. Training is short term where development is long term.

Maintaining WOW log book:

Radisson Blu Dhaka Water Garden offers a appreciation gift for the employees. All the executive level people have the power to give WOW card to the employees. An employee who has WOW Card gets some prizes like mug, umbrella, card holder etc. I took note all the records of employees who got this WOW card, prize volume, maximum card holder etc. During my internship I was delighted to receive 4 WOW cards.

Posting all the leave and overtime:

I used to post all the leave (Sick leave, casual leave, annual leave, Lieu leave) of employees in the excel sheet. Employees sent their leave application form and I had to receive those form and posted in the excel file. This helped to make salaries for the employees. Later on these reports were sent to Finance Department.

Busy Bee Activity:

I also completed Busy Bee activity. In this activity the total hotel premises need to keep neat and clean. In this activity all the executive, officers, supervisors, GM took part.

HR Practices in Radisson Blu Dhaka Water Garden:

Recruitment:

Vacancy Create: According to RBDWG policy vacancy can be created by four ways

1. Resignation: Whenever an employee give resignation, the post needs a person for continue the process.
2. Disciplinary Action: Vacancy can be created when an employee get terminated or dismissed from any post.
3. End of Contract: After ending an agreement or contract with a particular employee the vacancy can be created unless the contract gets extended by the authority.

4. New Vacancy: For the betterment of company new post can be created which is known as new vacancy.

Employee Requisition: After creating vacancy for a particular post a requisition form needs to be created, where the name of the post has to be mentioned and this requisition form will be coming first from the particular department where the vacancy has been created. Then it comes to HR department for the sign of HR Director, then it goes to Finance Department for Finance director's signature and lastly it needs General Manager's sign for the permission of recruiting a new employee.

Advertisement: In this section two kinds of advertisements are given. One is internal which is for the people who are doing training for that department. And another one is External. Radisson Blu Dhaka Water Garden normally gives advertisement through BdJobs.com where participant can drop their CV's.

CV short list as per JD: After getting CV's from different side all the CV's are short listed according to the Job Description. There are many more factors which helped to short list the CV's like experiences, age, availability etc.

Candidates Calling: After short listing the CV's the selected candidates are called for interview session.

Interview: Interview process goes through some steps. For the general post candidates firstly have to give interview with the Departmental Head along with HR Head and some officers. After passing these steps they are again called for the final interview which is held with the General Manager of Radisson Blu Dhaka Water Garden. For the technical post candidates have to go through orderly written test then Computer test. And after passing these steps the interview board is created.

Training:

Radisson Blu Dhaka Water Garden conducts lot of training session for the employees, which are helpful for them and also for the organization.

Some effective training Programs are:

1. **Yes I Can for Radisson BLU:** This is one of the major training sessions in Radisson Blu Dhaka Water Garden. This training is mandatory for every employee. Whenever a new employee joined him or she has to attend this training session. After completing this session every employee gets a “Yes I Can” certificate and also gets a pin of that.
2. **Behavior Training:** By this training employees get to know about the organizational behavior, the culture of Radisson Blu Dhaka Water Garden.
3. **Information security and data privacy Policy Awareness Training:** This training was given to the employees for their knowledge of data safety, how to keep data secured and confidential. As Radisson is a multinational chain Hotel so they have much information which is very confidential. Employees can learn all these things through this training session.
4. **Orientation Training:** After joining at Radisson Blu Dhaka Water Garden the employees are required to attend this training to get an overview of the Hotel and their working environment.
5. **Living Responsible Business:** Through this training the employees get a clear idea about their responsibilities and how they need to perform their tasks.
6. **Training on making it right:** If something goes wrong or if there is any complain from guests then how to handle this situation and make it right, this process is taught in this training session.
7. **Training on workplace harassment:** Any types of harassment will not be tolerated. If someone is accused of any type of harassment, strict action will be taken against him or her.

Employees Job Factors or Benefits:

1. **Medical facilities for Employees:** RBDWG offers medical facilities for their employees. A doctor is assigned for the employees and always available in the medical centre for employee's treatment. RBDWG has a contract with Ayesha memorial Hospital and Crescent Hospital for their employee's treatment.
2. **Transport Services:** Radisson Blu Dhaka Water Garden provides Shuttle service for their employees. This service is offered to the employees after finishing their working hours.
3. **Staff Cafeteria:** This organization has a cafeteria which is under HR Department. It provides healthy foods and it is complementary for the employees.
4. **Guest Facility passes for Discounted Rate in Restaurant:** Employees can get discount on all the outlets on foods whenever they bring guest.
5. **Special Rack Rate Service in Worldwide Radisson:** Radisson employee can get special facilities by showing their ID cards at any Radisson Blu Hotel around the world. They will have to pay 60\$ for staying at any branch of Radisson.
6. **Locker Room Services for the employees:** Every employee gets a locker after joining in the organization. They can also take shower after or before starting their work in the attached bathroom of locker room.
7. **Recreation Services:** Employees can also get recreation beside work. There is gym in the basement for the employees. They can also play Table Tennis, Badminton, Carom and Chess in the health club.
8. **Retirement Benefits Service:** Radisson Blu Dhaka Water Garden provides retirement benefits to the employees. They give employees provident fund money along with other benefits.
9. **Uniform:** Radisson Provides uniform to its employees. They also provide laundry facility.

10. **Provident Fund:** Here the employees have to share a portion of their salaries. The money in the fund is then paid out to retirees or in some cases to the disabled who cannot work.
11. **Leave Benefits:** Employees have full flexibility to take leave. For an example, In terms of Casual Leave, an employee can take 10 days leave which will be entitled under casual leave but maximum three days repeatedly. Second one is Sick Leave. This leave is granted for absence due to illness. For this leave a medical certificate has to be issued by attending physician and verified by hotel designated doctor. An employee will get 14 days sick leave according to Radisson policy. And last one is Annual Leave. 18 days is allotted for the annual leave. All employees will be allowed to take their annual leave.
12. **Other Facilities:** Radisson Blu Dhaka Water Garden provides many more facilities like gratuity, health insurance etc. If any employees completed six months or one year service than he or she resigns, will get one month basic.

A Survey for measuring satisfaction level of the employees for practicing HR and benefits in Radisson Blue Dhaka Water Garden:

Survey Analysis: Graphical Representation using SPSS tool

Q.1. How Comfortable is your work place Environment?

How comfortable is your work place environment

	Frequency	Percent	Valid Percent	Cumulative Percent
Slightly Comfortable	2	6.5	6.7	6.7
Quite Comfortable	11	35.5	36.7	43.3
Valid Extremely Comfortable	17	54.8	56.7	100.0
Total	30	96.8	100.0	
Missing System	1	3.2		
Total	31	100.0		

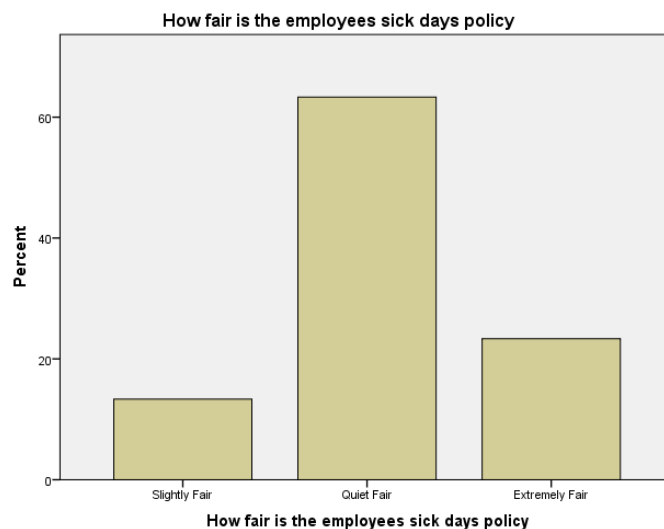


Interpretation: When we asked the employees about the comfortableness of work place most of them replied “Extremely Comfortable”. By this answer it can be said that, most of the employees have positive attitude towards their work place environment.

Q.2: How fair is the employee's sick days Policy?

How fair is the employees sick days policy

		Frequenc y	Percent	Valid Percent	Cumulative Percent
Valid	Slightly Fair	4	12.9	13.3	13.3
	Quiet Fair	19	61.3	63.3	76.7
	Extremely Fair	7	22.6	23.3	100.0
	Total	30	96.8	100.0	
Missing	System	1	3.2		
Total		31	100.0		

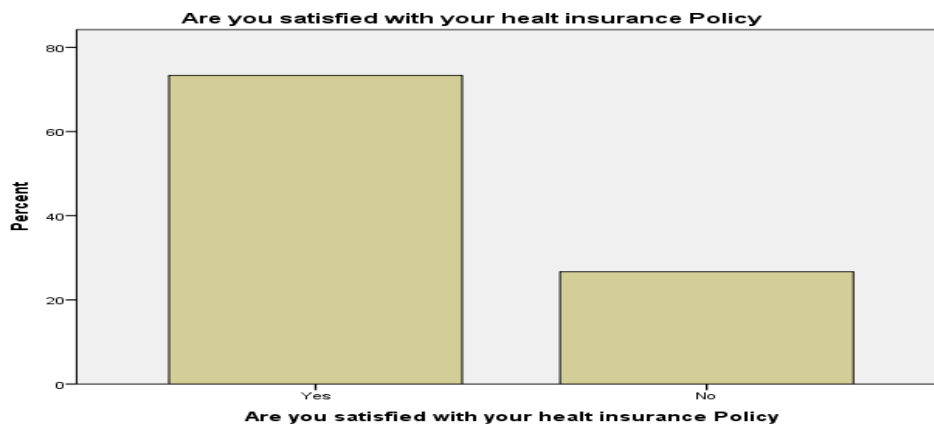


Interpretation: According to the survey most of the employees replied that, their sick days policy is not extremely satisfactory but they are quite satisfied with their sick days policy.

Q.3: Are you satisfied with your health insurance Policy?

Are you satisfied with your health insurance Policy

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	22	71.0	73.3	73.3
Valid No	8	25.8	26.7	100.0
Total	30	96.8	100.0	
Missing System	1	3.2		
Total	31	100.0		

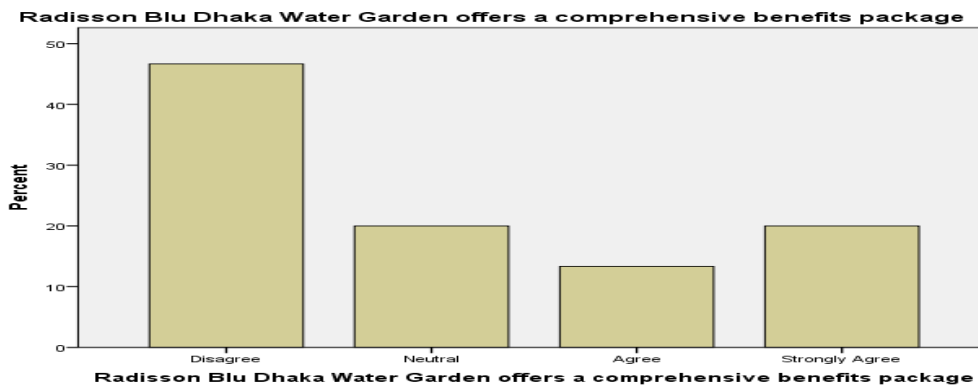


Interpretation: Employees have a positive mind about their Health insurance policy.

Q.4: Radisson Blu Dhaka Water Garden Hotel offers comprehensive benefits Packages

Radisson Blu Dhaka Water Garden offers a comprehensive benefits package

	Frequency	Percent	Valid Percent	Cumulative Percent
Disagree	14	45.2	46.7	46.7
Neutral	6	19.4	20.0	66.7
Agree	4	12.9	13.3	80.0
Strongly Agree	6	19.4	20.0	100.0
Total	30	96.8	100.0	
Missing System	1	3.2		
Total	31	100.0		

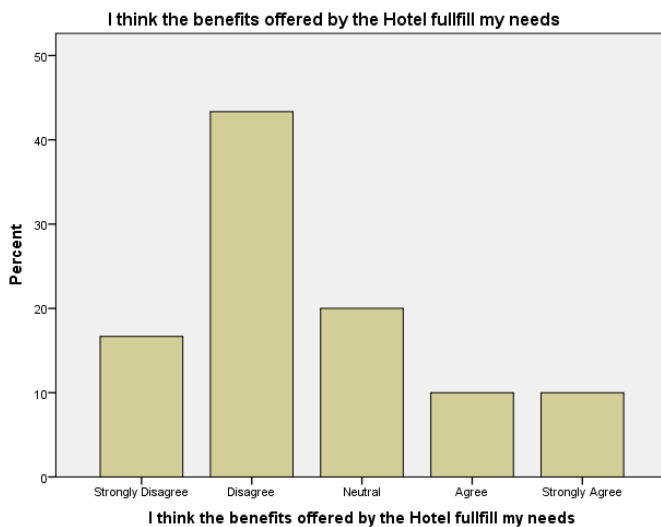


Interpretation: When I asked them about the offerings of benefits that Radisson provides are comprehensive or not, most of the employees disagreed about the quotes. They are not satisfied with the benefits packages offered by Radisson Blu Dhaka Water Garden.

Q.5: I think the benefits offered by the Hotel fulfill my needs

I think the benefits offered by the Hotel fulfill my needs

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	5	16.1	16.7	16.7
Disagree	13	41.9	43.3	60.0
Neutral	6	19.4	20.0	80.0
Agree	3	9.7	10.0	90.0
Strongly Agree	3	9.7	10.0	100.0
Total	30	96.8	100.0	
Missing System	1	3.2		
Total	31	100.0		



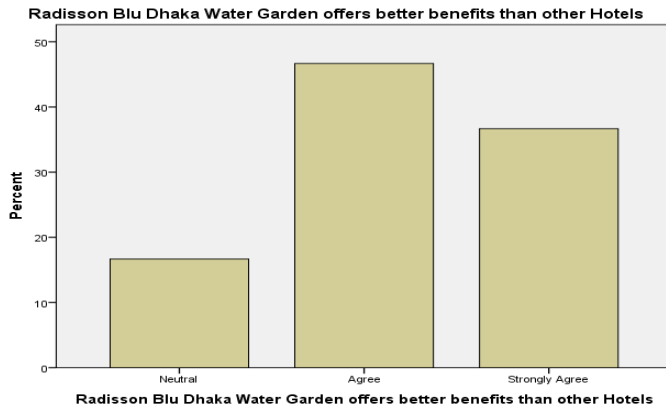


Interpretation: Most of the employees disagree that the benefits Radisson Blu offers, don't fulfil their needs.

Q.6: Radisson Blu Dhaka Water Garden offers better benefits than other Hotels

Radisson Blu Dhaka Water Garden offers better benefits than other Hotels

	Frequency	Percent	Valid Percent	Cumulative Percent
Neutral	5	16.1	16.7	16.7
Agree	14	45.2	46.7	63.3
Valid Strongly Agree	11	35.5	36.7	100.0
Total	30	96.8	100.0	
Missing System	1	3.2		
Total	31	100.0		



Interpretation: The result of the survey shows that employees have agreed with the statement when we asked about the benefits offered by RBDWG compared to other hotels.

Q.7: The benefits offered by Hotel have impact on your job satisfaction

The benefits offered by Hotel have impact on your job satisfaction

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Neutral	6	19.4	20.0	20.0
Valid Agree	10	32.3	33.3	53.3
Valid Strongly Agree	14	45.2	46.7	100.0
Total	30	96.8	100.0	
Missing System	1	3.2		
Total	31	100.0		

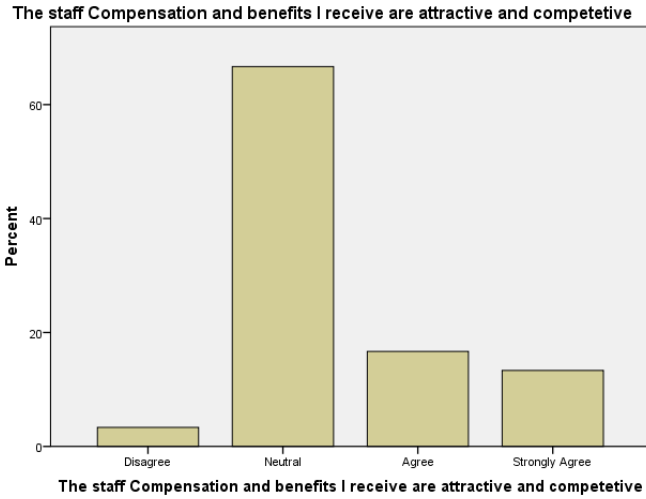


Interpretation: Employees have agreed with the statement that, the benefits offered by the Radisson Blu Water Garden have an impact on their job satisfaction. When we asked them whether it is positive or negative maximum of them replied about positive outcomes.

Q.8: The staff Compensation and benefits I receive are attractive and competitive

The staff Compensation and benefits I receive are attractive and competitive

		Frequenc y	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	3.2	3.3	3.3
	Neutral	20	64.5	66.7	70.0
	Agree	5	16.1	16.7	86.7
	Strongly Agree	4	12.9	13.3	100.0
	Total	30	96.8	100.0	
Missing	System	1	3.2		
Total		31	100.0		

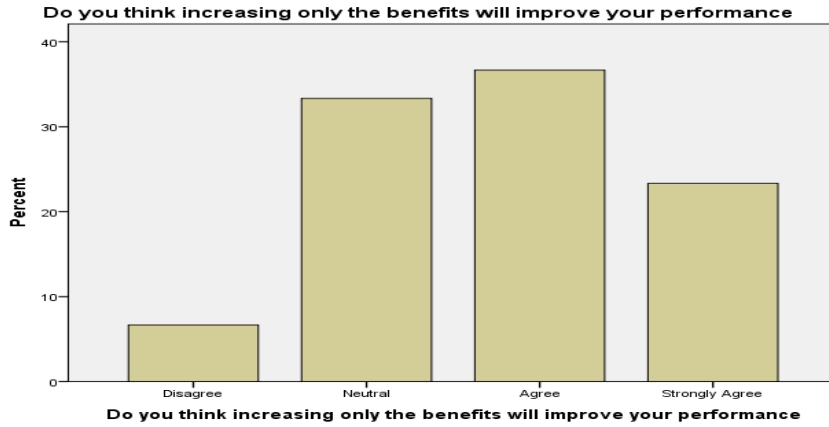


Interpretation: The statistics shows that most of the people gave neutral answer when we asked them whether the benefits packages are attractive and competitive or not.

Q.9:Do you think increasing only the benefits will improve your performance

Do you think increasing only the benefits will improve your performance

	Frequenc y	Percent	Valid Percent	Cumulative Percent
Valid Disagree	2	6.5	6.7	6.7
Neutral	10	32.3	33.3	40.0
Agree	11	35.5	36.7	76.7
Strongly Agree	7	22.6	23.3	100.0
Total	30	96.8	100.0	
Missing System	1	3.2		
Total	31	100.0		

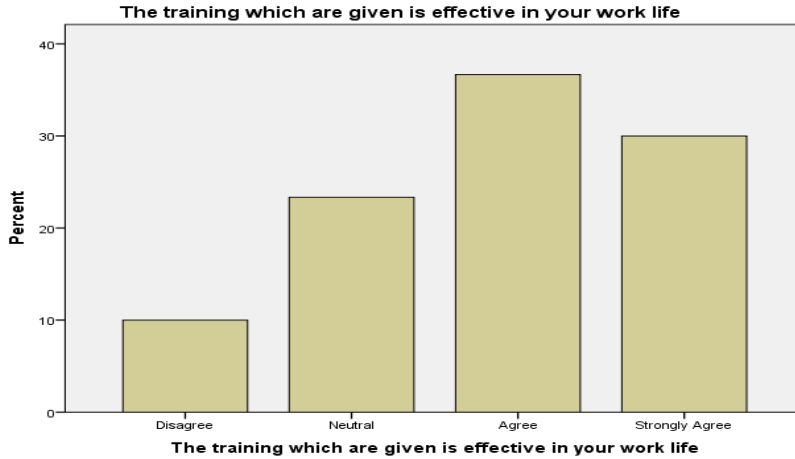


Interpretation: According to the result of survey it can be said that, increasing only benefits can improve the performance level of employees. On the other hand, a good number of respondents replied neutrally.

Q.10: The training which are given is effective in your work life

The training which are given is effective in your work life

	Frequency	Percent	Valid Percent	Cumulative Percent
Disagree	3	9.7	10.0	10.0
Neutral	7	22.6	23.3	33.3
Agree	11	35.5	36.7	70.0
Strongly Agree	9	29.0	30.0	100.0
Agree				
Total	30	96.8	100.0	
Missing System	1	3.2		
Total	31	100.0		



Interpretation: Most of the employees react positively with this statement.

Q.11: Training makes you more passionate to do your work

Training makes you more passionate to do your work

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Disagree	1	3.2	3.3	3.3
Valid Neutral	8	25.8	26.7	30.0
Valid Agree	9	29.0	30.0	60.0
Valid Strongly Agree	12	38.7	40.0	100.0
Total	30	96.8	100.0	
Missing System	1	3.2		
Total	31	100.0		



Interpretation: Most of the respondents strongly agreed with the statement.

Q.12: Do you think the training which are given is sufficient

Do you think the training which are given is sufficient

	Frequency	Percent	Valid Percent	Cumulative Percent
Disagree	3	9.7	10.0	10.0
Neutral	7	22.6	23.3	33.3
Agree	10	32.3	33.3	66.7
Strongly Agree	10	32.3	33.3	100.0
Agree				
Total	30	96.8	100.0	
Missing System	1	3.2		
Total	31	100.0		

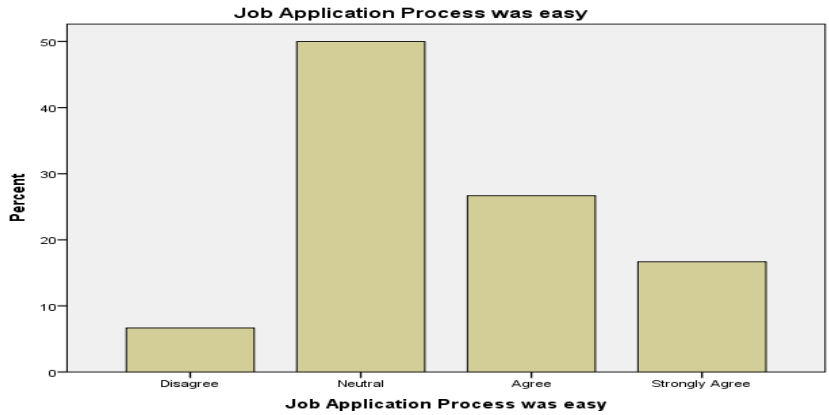


Interpretation: The survey result shows that the training which is given by Radisson Blu Dhaka Water Garden is sufficient.

Q.13:Job Application Process was easy

Job Application Process was easy

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Disagree	2	6.5	6.7	6.7
Valid Neutral	15	48.4	50.0	56.7
Valid Agree	8	25.8	26.7	83.3
Valid Strongly Agree	5	16.1	16.7	100.0
Total	30	96.8	100.0	
Missing System	1	3.2		
Total	31	100.0		



Interpretation: Most of the responses were neutral about the statement.

Q.14: Interview process was structured

Interview process was structured

	Frequency	Percent	Valid Percent	Cumulative Percent
Disagree	3	9.7	10.0	10.0
Neutral	14	45.2	46.7	56.7
Agree	6	19.4	20.0	76.7
Strongly Agree	7	22.6	23.3	100.0
Agree				
Total	30	96.8	100.0	
Missing System	1	3.2		
Total	31	100.0		



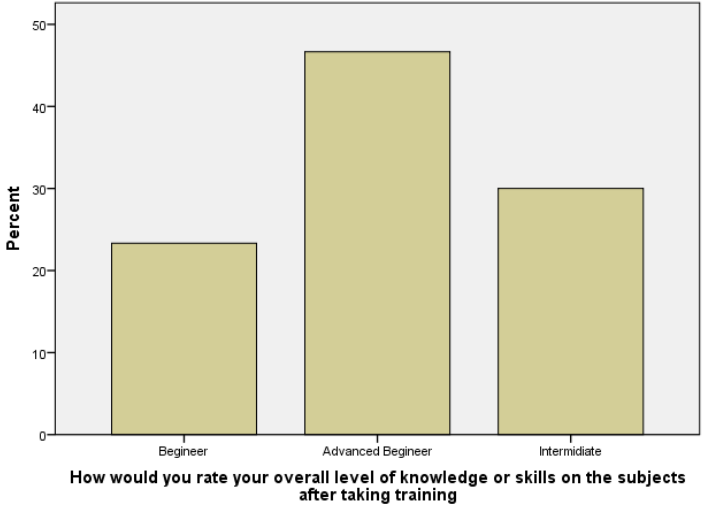
Interpretation: Respondents replied neutrally about the structure of interview process.

Q.15: How would you rate your overall level of knowledge or skills on the subjects after taking training?

How would you rate your overall level of knowledge or skills on the subjects after taking training

	Frequency	Percent	Valid Percent	Cumulative Percent
Beginner	7	22.6	23.3	23.3
Advanced	14	45.2	46.7	70.0
Valid Beginner				
Intermediate	9	29.0	30.0	100.0
Total	30	96.8	100.0	
Missing System	1	3.2		
Total	31	100.0		

How would you rate your overall level of knowledge or skills on the subjects after taking training



Interpretation: Respondent replied that, the level of their knowledge after taking training is “Advanced Beginner”.

Findings of the study:

- Radisson Blu Water Garden Hotel is a large International Hotel Chain of Carlson Rezidor Group.
- Employees are found devoted to the company with very minor negativity.
- Regarding the employee service offered to the employees the satisfaction level is quite low.
- The employees are well informed about the services offered.
- Some of the employees are not happy with the current employee services offered to them.
- Employees think that, improvement of services will have positive impact on their performances.
- Employees think that the recruitment process is neutral and fair enough.
- Regarding the training, most of the employees like the activities part of the training programs.
- Radisson Blu Dhaka Water Garden provides sufficient benefits and trainings to their employees.
- They do not feel secured with the current benefit programs as well as the services.

Recommendation:

1. Management should consider some additional benefits like housing facilities, transportation from and to house, special discount on food & beverage, training on abroad, family medical group endowment insurance etc.
2. Apart from the compensation, management should concentrate on the supervisor attitude towards the staffs and their job securities.
3. Management should concentrate on employee engagement service.
4. Management should focus on employee benefits so that employee can feel secured with their job.
5. Organization can take some more co-creation activities which can keep the employees mind fresh and encourage them to perform better.

Conclusion:

The aim of the study was to gain knowledge on HR Practices and to find out the relation between employee services and its impact on performance. It was also a session to gather knowledge about corporate environment. Especially working in HR division will allow me to know many things about an organization HR practices and policies. During this three months internship I have worked in recruitment system, coordinated and cooperated with the other workers.

The study discloses that, employees want competitive salary, good management with top management's support & inter-action, future safety, regular merit based promotion, increment & bonuses etc. It also discloses that, increasing the benefits and improvement salary structure will have higher impact not only in performance but also in retention.

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Employee Handbook of Radisson

[www. Radissonblu.com/hotel-dhaka](http://www.Radissonblu.com/hotel-dhaka)

Appendices:

Questionnaire Survey:

- 1 How long have you work for the organization
 a. Below 3 years b. Above 10 years c. 3-9 years d. recently Join

- 2 How Comfortable is your work place Environment?
 a. Extremely Comfortable b. Quite Comfortable c. Slightly Comfortable d. Not at all

- 3 How fair are the employee’s sick days Policy?
 a. Extremely Fair slightly Fair Fair c. Quiet d. Not at Al

- 4 Are you satisfied with your health insurance Policy?
 a. Yes b. No

- 5 Please indicates the extent to which you agree with the following statements-

No	Statements	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	Radisson Blu Dhaka Water Garden Hotel offers a comprehensive benefits Packages					
2	I think the benefits offered by the Hotel fulfill my needs					
3	Radisson Blu Dhaka Water Garden offers better benefits than other Hotels					

4	The benefits offered by Hotel have impact on your job satisfaction					
5	The staff Compensation and benefits I receive are attractive and competitive					
6	Do you think increasing only the benefits will improve your performance					
7	The training which are given is effective in your work life					
8	Training makes you more passionate to do your work					
9	Do you think the training which are given is sufficient					
10	Job Application Process was easy					
11	Interview process was structured					

6 What did you like most about the training course?

7. How would you rate your overall level of knowledge or skills on the subjects after taking training?

- a. Beginner b. Advanced Beginner c. Intermediate d. Expert