

Report On  
The Human Resource Management Practices at Water Garden  
Resort & Spa

By

Md. Zaidur Rashid  
19164017

An internship report submitted to the BRAC Business School in partial fulfillment of the  
requirements for the degree of  
Master of Business Administration

BRAC Business School  
BRAC University  
August, 2022

## **Declaration**

It is hereby declared that

1. The internship report submitted is my/our own original work while completing degree at BRAC University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all main sources of help.

### **Student's Full Name & Signature:**

---

**Md. Zaidur Rashid**  
Student ID: 19164017

### **Supervisor's Full Name & Signature:**

---

**Dr. Akbar Ali Khan**  
Professor, BRAC Business School  
BRAC University

## Letter of Transmittal

Dr. Akbar Ali Khan

Professor

BRAC Business School

BRAC University

66 Mohakhali, Dhaka-1212

Subject: Submission of Internship report titled “The Human Resource Management Practices at Water Garden Resort & Spa”.

Dear Sir,

This is a great opportunity as well as immense pleasure for me to submit my report titled “The Human Resource Management Practices at Water Garden Resort & Spa” under your direction as a concern of the BUS 699 course that is mandatory to accomplish an MBA degree at BRAC Business School.

I've done my best to finish the report with the most important information and recommendations in the most compact and thorough way feasible.

I trust that this report is going to meet the desires.

Sincerely yours,

---

Md. Zaidur Rashid

19164017

BRAC Business School

BRAC University

August 1, 2022

## Acknowledgement

The successful completion of this report is the outcome of the contribution of the number of people to whom I am grateful and want to thank them from the deep of my heart. So, I would like to take this opportunity to thank all those people who helped me in preparing this report on the topic named “**The Human Resource Management Practices at Water Garden Resort & Spa**”.

First of all, I would like to express my all praise to the Almighty Allah my Creator, Sustainer to whom we all have to return.

I would like to express my heartiest gratitude and respect to **Dr. Akbar Ali Khan, Professor** of BRAC Business School (BBS), who has supervised and guided me to prepare my internship report. Without his guidelines it would not be possible for me to prepare this report in the present design.

I would also like to pay my gratitude to my supervisor **Mr. Md. Tazrul Islam**, Manager (Human Resources), **Md. Rakibul Hassan**, Assistant Manager (Human Resources) who gave me lots of opportunities to accomplish Front Office operational knowledge, also trained and guided me about human resource work.

Last but not least, I would like to convey my gratitude to my parents, family members, all my faculty members of BRAC University, friends, senior, juniors, people from BRAC community and all other hotel associates who gave me good advice, suggestions, inspiration and support to complete this report.

## **Executive Summary**

This report has been written based on the three-month internship at Water Garden Resort & Spa. The internship is designed to make the bridge between the theoretical knowledge and real-life experience. This report will give us a clear idea about the activities and operational strategies of Water Garden Resort & Spa. Especially this report focuses on the human resource management practices at Water Garden Resort & Spa.

The study employs both primary and secondary data. The information for the organization part of the report was collected from secondary sources like annual reports, published reports and web site of the Water Garden Resort & Spa. For general concept development about HRM of hotel, short interviews and discussion session were taken as primary source. The information for the project both were collected from primary and secondary sources. The theoretical analysis part includes the theories related to human resources and also includes the human resource practices of Water Garden Resort & Spa. In the report part I have tried to highlight and bring an overview of my jobs and responsibilities as an intern. The report has been ended with findings, recommendations and conclusions and lastly references.

In this report I have tried my best to provide a clear picture to the areas of corporate human resource department of HR practices of Water Garden Resort & Spa.

## Table of Contents

Topics	Page
<b>Title Page</b>	<b>I</b>
<b>Declaration</b>	<b>II</b>
<b>Letter of Transmittal</b>	<b>III</b>
<b>Acknowledgement</b>	<b>IV</b>
<b>Executive Summary</b>	<b>V</b>
<b>Chapter 1: Introductory Part</b>	<b>1 - 4</b>
<b>1.1 Introduction</b>	<b>2</b>
<b>1.2 Background of the Report</b>	<b>2</b>
<b>1.3 Objective of the Report</b>	<b>3</b>
<b>1.3.1 Broad Objective</b>	<b>3</b>
<b>1.3.2 Specific Objective</b>	<b>3</b>
<b>1.4 Methodology</b>	<b>4</b>
<b>1.4.1 Primary Sources</b>	<b>4</b>
<b>1.4.2 Secondary Sources</b>	<b>4</b>
<b>1.5 Limitations of the Report</b>	<b>4</b>
<b>Chapter 2: Organizational Overview</b>	<b>5 - 11</b>
<b>2.1 An Overview of Water Garden Resort &amp; Spa</b>	<b>6</b>
<b>2.2 Organogram of Water Garden Resort &amp; Spa</b>	<b>7</b>
<b>2.3 Rooms of Water Garden Resort &amp; Spa</b>	<b>8 - 9</b>
<b>2.4 Facilities, Services and Amenities of Water Garden Resort &amp; Spa</b>	<b>10 - 11</b>
<b>Chapter 3: Theoretical Analysis</b>	<b>12 – 17</b>
<b>3.1 Definition of Human Resource Management (HRM)</b>	<b>13</b>
<b>3.2 Definition of Selection</b>	<b>14</b>
<b>3.3 Definition of Training</b>	<b>15</b>
<b>3.4 Definition of Development</b>	<b>15</b>
<b>3.5 Training and Development Program at Water Garden Resort &amp; Spa</b>	<b>16</b>
<b>3.6 Training Needs and Priorities of The Water Garden Resort &amp; Spa</b>	<b>17</b>

<b>3.7 Steps in the Evaluation of Training and Development</b>	<b>17</b>
<b>3.8 Rewards &amp; Control Systems</b>	<b>17</b>
<b>Chapter 4: Report Part</b>	<b>18 - 22</b>
<b>4.1 Overview of My Internship at Water Garden Resort &amp; SPA</b>	<b>19</b>
<b>4.2 Specific Responsibilities as an Intern</b>	<b>19</b>
<b>4.3 Responsibilities of HR Department at Water Garden Resort &amp; Spa</b>	<b>20</b>
<b>4.4 Recruitment &amp; Selection Process of Water Garden Resort &amp; Spa</b>	<b>21</b>
<b>4.5 Training &amp; Development at Water Garden Resort &amp; Spa</b>	<b>22</b>
<b>4.6 Evaluation &amp; Promotion at Water Garden Resort &amp; Spa</b>	<b>22</b>
<b>Chapter 5: Concluding Part</b>	<b>23 - 26</b>
<b>5.1 Findings</b>	<b>24</b>
<b>5.2 Recommendations</b>	<b>25</b>
<b>5.3 Conclusion</b>	<b>26</b>
<b>Chapter 06: Appendix Part</b>	<b>27 - 28</b>
<b>6.1 References</b>	<b>28</b>

### **List of Illustrations**

<b>Chapter 2</b>		
<b>Fig</b>		<b>Page</b>
<b>2.2</b>	<b>Organogram of Water Garden Resort &amp; Spa</b>	<b>7</b>
<b>2.3</b>	<b>Room Tariff</b>	<b>8</b>
<b>2.4</b>	<b>Room Category</b>	<b>8</b>
<b>Chapter 3</b>		
<b>Fig</b>		<b>Page</b>
<b>3.1</b>	<b>Aspects of Human Resource Management</b>	<b>13</b>
<b>3.2</b>	<b>The 8 (Eight) Process of Selection</b>	<b>14</b>

# Chapter - 1

## Introductory Part





## 1.1 Introduction

Water Garden Resort & Spa is one of the finest business class 5-star boutique resort in Tangail, Bangladesh. It is one of the first water resort in Bangladesh. This report will be based on my working experience under human resource department at one of the finest resorts Water Garden Resort & Spa. Human resource department is a very important department in any organization as it is considered as the heartbeat of any organization and their goal is to guarantee that the company gets the most out of its personnel. The report “The Human Resource Management Practices at Water Garden Resort & Spa” has been created for partial fulfillment of MBA degree. The report mainly focuses on the practices of human resource management at Water Garden Resort & Spa. In this report I have tried my best to focus on the overall jobs and responsibilities of staffs under human resource department and the tasks that I have done during my 3 months internship period under human resource department. This report has been created by the practical knowledge that I have earned while working at Water Garden Resort & Spa.

## 1.2 Background of the Report

The background of this report is to show the human resource management practices at Water Garden Resort & Spa. This report will also tell us about the jobs and responsibilities of human resource department that I have practically gained through working during my 3 months internship period. As being a student of MBA doing major in Human Resource Management, I felt internship under Human Resource would be great for enhancing my practical knowledge. To achieve an MBA degree, one has to do internship relevant to the major course which I think is a great measure taken by the BRAC University through which students will be able to demonstrate practical expertise in their chosen field. For my internship I have chosen Water Garden Resort & Spa, a leading luxury 5-star hotel where I think I can gain some practical knowledge which will help me in building up a good career.

As I was working as a trainee in Water Garden Resort & Spa, I have been given the responsibility to provide administrative support to the HR department under the direction of the HR manager keeping in mind the human resource management practices. So that is why I have chosen the topic “The Human Resource Management Practices at Water Garden Resort & Spa” for my internship report.



## 1.3 Objective of the Report

The main objectives of the internship report are given below.

- Broad Objective
- Specific Objective

### 1.3.1 Broad Objective: -

The broad objective of this report is to prepare an internship report that will give us a clear overview and show us the human resource management practices at Water Garden Resort & Spa. This report overall will also tell us the importance of Human Resource Department in any organization not only in Water Garden Resort & Spa but in any running organizations. It will also tell us how about the ways in which Water Garden Resort & Spa could improve service delivery in order to attract new customers and keep existing ones through improvement of human resource department.

### 1.3.2 Specific Objective: -

- To gather practical knowledge of human resource department
- To demonstrate an awareness of how Water Garden Resort & Spa operates in its human resource department through hands-on experience.
- To study the human resource management practices at Water Garden Resort & Spa.
- To investigate and assess the procedures for managing human resources that are in place at the Water Garden Resort & Spa.
- To investigate and recommend strategies to enhance the human resource management processes of the Water Garden Resort & Spa.



## 1.4 Methodology

I gathered data and information from two distinct sources in order to construct this research. The data and information were gathered through primary and secondary sources.

### 1.4.1 Primary Sources:

Primary data has been collected through the practical work that I have done during my 3 months internship period and also through a personal face to face discussion and operational knowledge sharing with Mr. Md. Tazrul Islam, Manager – Human Resources of Water Garden Resort & Spa and other associates.

### 1.4.2 Secondary Sources:

Secondary data has been collected from hotel website in the officials of Water Garden Resort & Spa, annual reports, online articles related to human resource department, online newspaper, books related to human resource and from brochure of Water Garden Resort & Spa.

## 1.5 Limitations of the Report

During my internship, I ran across some issues while writing this report. These problems can be considered as limitations of the report.

**Lack of Information:** The hotel website lacked the necessary information, making it difficult for me to write my report.

**Lack of Support:** As Water Garden Resort & Spa being a big boutique hotel, human resource manager, assistant human resource manager most of the time remained busy in a busy schedule so I had to collect information from other associates and trainees.

**Lack of Time:** I couldn't focus on my report because of work pressures at the hotel and a lack of time.



# Chapter - 2

## Organizational Overview



## 2.1 An Overview of Water Garden Resort & Spa

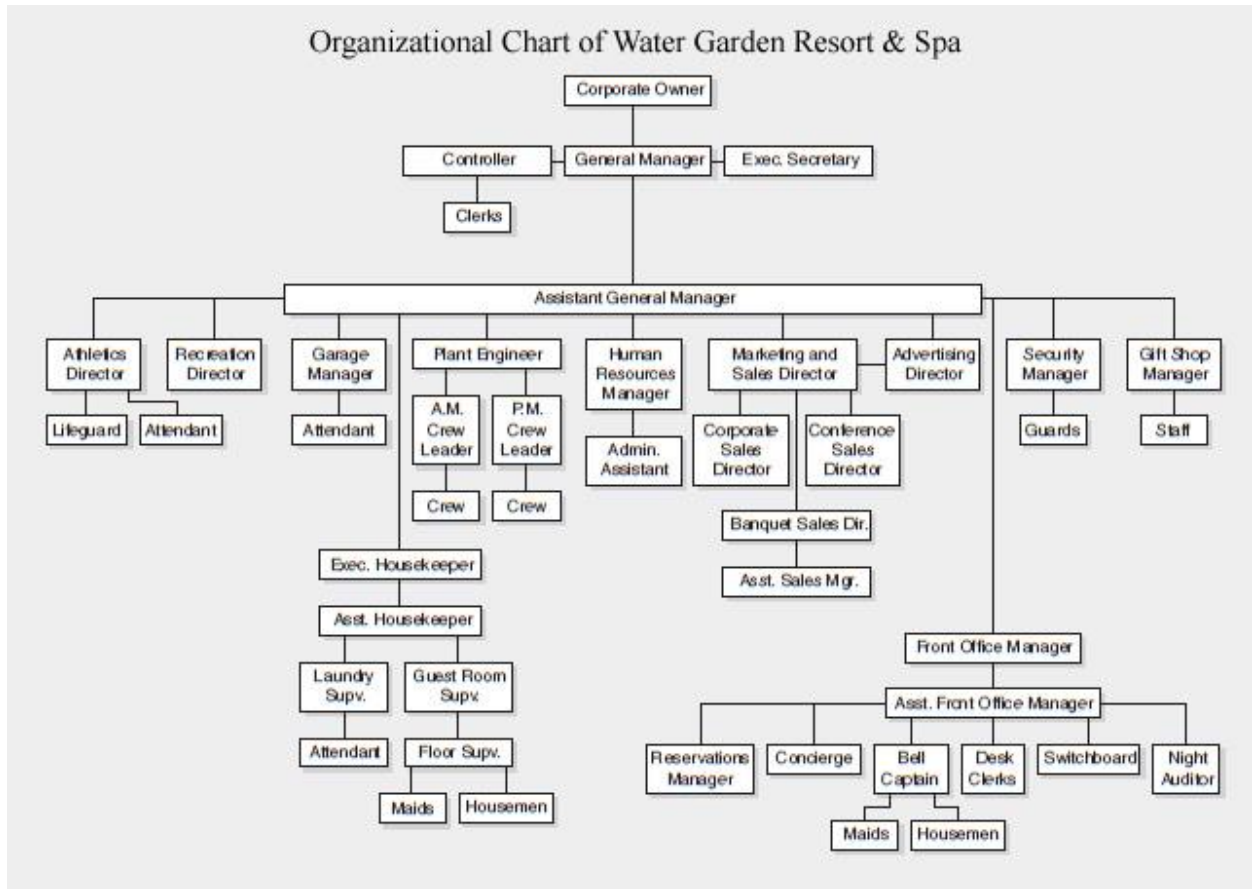
Water Garden Resort & Spa is a 5-star quality boutique resort, built in an ideal setting of rural Bangladesh. Water Garden Resort & Spa is a unique resort in the sense that while most resorts have been built in the greater Sylhet region and in the forest settings of Gazipur, Water Garden Resort focuses on water, water-based plants, huge collection of indigenous plants and open green agricultural land.

Dr. Ahsan H. Mansur is the mastermind behind the resort, who travelled extensively across the world over several decades, staying in and minutely observing natural contents of and services offered by numerous 5-star hotels and resorts in different parts of the world. The resort, designed and built in the backdrop of real rural Bangladesh—with access to rivers and water bodies—provides relaxing environment in the midst of tall trees with bird sanctuaries; water gardens with lotus, blue lotus, and red and other types of water lilies, and various other water-based plants collected from across Bangladesh and countries across the globe. A wide flowing river nearby and large water bodies inside the resort has boating facilities and options for angling. A large number of well-maintained gardens with different varieties of flowers and ornamental plants; roof gardens attached to most guest rooms/suites, large patios, and roof gardens are unique characteristics of Water Garden Resort & SPA.

The resort's tall tree lines are accented with vivid Shimul, Palash, Krisna Chura, Ashok, Arjun, Tamal, and a variety of indigenous medicinal trees. This resort reflects Dr. Ahsan H. Mansur's love for collecting and planting trees and flora that represents our national heritage. Specimens were obtained from outside of Bangladesh to contribute to the resort's plant collection's diversity. The unbroken view of hundreds of acres of arable/agricultural land, which changes colors and beauty with the seasons and cropping cycles, offers a unique opportunity to explore rural Bangladesh and its unique vegetation.



## 2.2 Organogram of Water Garden Resort & Spa



**Figure: 2.2 Organogram of Water Garden Resort & Spa**

## 2.3 Rooms of Water Garden Resort & Spa

### ➤ Room Tariff

Room Type	Size (Square Feet)	Rack Rate
Deluxe King	700 - 750	170 ++
Premier Deluxe	825 - 875	220 ++
Premier Suite	980 - 1100	275 ++
Water Garden Resort Suite	1250 - 1300	350 ++

Figure: 2.3 Room Tariff

### ➤ Room Category

Room Type	Room Description	Building	Rooms
DKN	Deluxe King Non-Smoking	Block A	17
DKS	Deluxe King Smoking	Block A	8
DTN	Deluxe Twin Non-Smoking	Block A	23
DTS	Deluxe Twin Smoking	Block A	13
PMN	Premier King Non-Smoking	Block B	7
PMS	Premier King Smoking	Block B	3
PSN	Premier Suite Non-Smoking	Block B	10
PSS	Premier Suite Smoking	Block B	4
WGRS	Water Garden Resort Suite	Block B	2
<b>Total</b>			<b>87</b>

Figure: 2.4 Room Category

➤ **Description of Different Rooms**

**Deluxe King:**

Having stunning views of the lakes this 700 - 750 sq. ft. room is located in the Block A 1st floor and above. This room provides all the comforts of home, like a morning newspaper and free bottled water and coffee. It also provides “Four Comfort Bed” which is a signature amenity of Water Garden Resort & Spa along with much more facilities.

**Premier Deluxe:**

Located in Block B’s 2<sup>th</sup> floor and above this 825 - 875 sq. ft. room ensures views of the swimming pool. This room provides all the comforts of home, like a morning newspaper and free bottled water and coffee. It also provides “Four Comfort Bed” which is a brand amenity of Water Garden Resort & Spa and also many more facilities.

**Premier Suite:** This 980 - 1110 sq. ft. premier suites is located in Block B’s 6<sup>th</sup> floor. This room consist of a wooden parqueting floor. This room consists of a Bedroom and a Living room with dining facilities for 4. There is also a full kitchenette with all necessary utensils where you can cook your own food and feel like you are in your own home.

**Water Garden Resort Suite:**

Located in 2nd floor of Block B the pinnacle of space and style, our Water Garden Resort Suite has attached balconies and personal gardens. In addition, there are 6 common gardens for the guests in Block B, which all can be accessed from the second floor. The gardens are staggered and connected one from another with four of them having sitting facilities. The suite’s living room is filled with natural light and invites guests to relax on the sofa with reading the daily newspaper, or just watch a programme on the biggest LED TV, or listen to the music on the latest, newest technology sound system. Guests can revive in the morning in the spacious master bathroom’s glass-enclosed rainforest shower, or a separate freestanding bathtub.





## 2.4 Facilities, Services and Amenities of Water Garden Resort & Spa

### Business Services

- ✓ Currency Exchange
- ✓ Copy/Faxing Service

### Guest Services

- ✓ Grand Executive lobby featuring a 24 hours reception
- ✓ Multi-Cuisine Restaurant is located on-site.
- ✓ Movie Theater, Game Center, Fishing & Boating.
- ✓ Banquet facilities, Wedding Hall.
- ✓ Conference / Meeting Hall
- ✓ Laundry Services
- ✓ Airport Pick Up or Drop
- ✓ 24 hours Security Backup through CCTV Camera
- ✓ Fire & Earthquake Safety
- ✓ 24/7 Power Backup with Generators of reputed brand
- ✓ High-speed Elevators of reputed brands
- ✓ Room Upgrade depending on Availability
- ✓ Early Check-In depending on Availability
- ✓ Late Check out depending on Availability
- ✓ Free Airline, Bus, Launch, Ticketing Services
- ✓ On-call Doctor when required

### Complimentary Facilities

- ✓ Complimentary drinks at the time of arrival.
- ✓ International or European Buffet Breakfast.
- ✓ Mineral Water in Room Daily Replenished
- ✓ Tea / Coffee Making facilities in the Room.
- ✓ 24 hours In - Room Wi-Fi
- ✓ 24 hours public spot Wi-Fi
- ✓ IP Telephone facilities in Room.



- ✓ Safety locker facilities in Front Office.
- ✓ Fitness Center & Spa (Under Going)
- ✓ Car parking on site
- ✓ Credit Card facilities available (Any Country)

### **Transportation**

- ✓ Self- and Valet Parking Facilities (Free)
- ✓ Limousine Service
- ✓ Airport Pick-Up and Drop-Off (Limited)

### **Room Facilities:**

- ✓ Terrace Garden Room
- ✓ Outdoor Rooftop Garden
- ✓ Hot Water Facility throughout the hotel premises
- ✓ Android Smart LED TV with HD Set-Top Box,
- ✓ Enclosed Rainfall Shower
- ✓ Luxurious In-Room Shower Amenities

### **Check-In | Check-Out Time**

- ✓ Check-In Time: 02:30 PM
- ✓ Check-Out Time: 12:30 PM
- ✓ Late Check Out Available Based on Occupancy Rate
- ✓ Early Check in Possible If Rooms Are Vacant
- ✓ Half Day Late Check Out: 12:00PM - 08:00 PM
- ✓ Full Day Late Check Out after 08:00 PM

### **Meeting Room, Movie Theater, Banquet Hall & Game Center at Water Garden Resort & Spa**

- ✓ **Meeting Room** : 965 sqft. – Capacity 42 – 52
- ✓ **Banquet Hall** : 2930 sqft. – Capacity 225-240
- ✓ **Movie Theater** : 485 sqft. – 22 Persons
- ✓ **Game Center** : 472 Sqft. – 10 People at a time.



# Chapter 3

## Theoretical Analysis

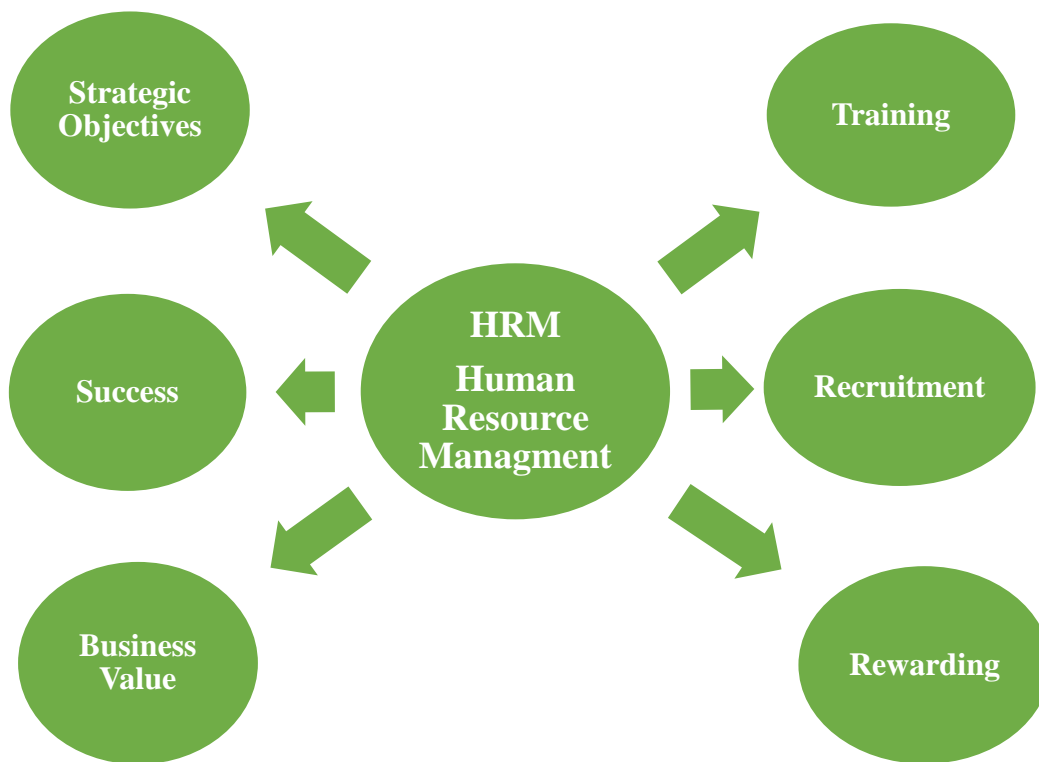


### 3.1 Definition of Human Resource Management (HRM)

Human Resource Management (HRM) is the theory, policies, procedures, and practices that are connected to the management of the people within an organization. It is the organization's staffing function. Human resources planning, recruitment, selection, orientation, training, performance appraisal, remuneration, and safety are all operations that fall under the umbrella of human resource management.

Human Resource Management is the creation of a formal structure in an organization to ensure the effective and efficient use of human resources to achieve the organization's objectives. It is a set of interconnected policies, procedures, and programs aimed at attracting, socializing, motivating, maintaining, and retaining people in an organization. Every manager's role includes HRM. Each of these essential human resource management activities is carried out by each individual manager.

**Human Resource Management compromises of the following aspects:**



**Fig: 3.1 Aspects of Human Resource Management**

### 3.2 Definition of Selection

The process of selecting the best candidate for a vacant employment position in a company is known as selection. In other words, selection is the process of interviewing and analyzing candidates for a certain job before choosing the best candidate for the job.

**The selection process typically comprises of 8 (Eight) following steps:**



**Fig: 3.2 The 8 (Eight) Process of Selection**

### **3.3 Definition of Training**

The purpose of training is to maximize the worker's potential by imparting the knowledge, talents, and aptitudes required to accomplish the important jobs effectively. Training is a planned activity that aims to change people's minds and behaviors. Training is a two-way and continual process since there is no end to learning and because a person is constantly learning new technology, patterns, and so on.

The training familiarizes the employee with the required ability, as well as real-life scenarios at work, and assists people in completing the work flawlessly. Training is the process of developing the manual and mental talents needed to perform a specific task through teaching, drill, and discipline.

Training, according to Edwin B. Flippo, is the process of increasing an employee's knowledge and skills in order for them to perform a given job.

### **3.4 Definition of Development**

Employee development is the process of improving existing abilities and skills while also developing new ones to assist the organization in meeting its goals. According to Griffen, development refers to the process of educating managers and professionals the skills they will need in their current and future positions.

The employee development methods are:

- Job Rotations
- Coaching/Mentoring
- Workshops/Committees/Working-Groups
- On-the-job training
- 360-degree performance review



### **3.5 Training and Development Program at Water Garden Resort & Spa**

Employee quality and development through training and education are important aspects in determining a company's long-term profitability. The training and development program at Water Garden Resort & Spa is designed to provide employees with the skills and knowledge necessary to perform their jobs effectively. The program consists of both classroom instructions and on-the-job training.

Classroom instruction is provided by experienced instructors who are familiar with the Water Garden Resort & Spa's operations, and procedures. The instructors use a variety of teaching methods to ensure that employees understand the material and are able to apply it to their work. The instructors use lectures, discussions, and hands-on activities to teach employees about the Water Garden Resort & Spa's operations, and procedures. They also provide employees with opportunities to practice what they have learned in the classroom. For example, the instructors might have employees role-play a customer service interaction or practice using the hotel's reservation system.

On-the-job training is conducted by experienced employees who have been specifically chosen to serve as mentors. The mentors provide employees with the opportunity to learn by doing, and they offer guidance and support as employees master the skills and knowledge necessary to perform their jobs effectively. Mentors work with employees to help them learn the skills and knowledge they need to perform their jobs. They provide employees with opportunities to practice what they have learned and give them feedback on their performance. Mentors also answer any questions that employees have about their jobs or the Water Garden Resort & Spa operations.

The training and development program at Water Garden Resort & Spa is an important part of the hotel's commitment to providing excellent customer service. The program helps to ensure that employees have the skills and knowledge they need to provide guests with the high level of service that Water Garden Resort & Spa is known for.



### **3.6 Training Needs and Priorities of The Water Garden Resort & Spa**

Now that we know what should be included, we can consider how to determine whether or not training is required. Management can determine this by answering four questions, according to us:

1. What are the objectives of the organization?
2. What tasks must be done in order to meet these objectives?
3. What actions are required for each job holder to fulfill the responsibilities allocated to him or her?
4. Does the incumbent have any weaknesses in the skills, knowledge, or attitudes required to perform the required behaviors?

Training will be rated on how well it contributes to performance, which is defined as a combination of skills, talents, motivation, and the ability to perform. The value gained from improved performance must be weighed by the manager. This can be linked to training and the expenditures associated with it. The need to increase worker productivity cannot be addressed in isolation. The advantages gained from training must outweigh the expenditures.

### **3.7 Steps in the Evaluation of Training and Development**

- Evaluation criteria
- Training
- Workers posttest
- Transfer to the job

### **3.8 Rewards & Control Systems**

Reward and control systems are rigorously designed to promote behavior that is judged critical to market succession. Employees who do not comply to the organization's cultural and behavioral norms are given a clear notice to either shape up or ship out owing to a conflict between their own principles and the organization's values.





# Chapter 4

## Report Part



## 4.1 Overview of My Internship at Water Garden Resort & SPA

My internship was in the Human Resources Department of Tangail's Water Garden Resort & SPA. For three months, I worked as an intern under the supervision of Md. Tazrul Islam, the Manager of Human Resources. I learned about the hospitality industry's human resource policy and how they manage their large workforce through numerous policies, laws, rules, and regulations. I was not allocated any unique tasks since they preferred to educate me the fundamentals of what an HR Executive does in an organization.

The HR Department as a whole assisted me during my internship period, and they were really nice and cooperative. I also learned a lot about the hospitality business, which serves both domestic and international clients and generates revenue for our country. Although due to the Covid – 19 pandemic hospitality industries was facing the toughest situation that never happened before due to travel restrictions. My internship at Water Garden Resort & Spa was really intriguing for me because my major was in human resources and I had taken several HR-related courses, and for the first time, I obtained real-life experience working in a corporate office as a human resource expert.

## 4.2 Specific Responsibilities as an Intern

As an intern, I was given particular tasks to do in the HR Department at Water Garden Resort & Spa. These are as follows: -

- Discovering Water Garden Resort & Spa's HR procedures.
- Discovering their products and services.
- Examine the Water Garden Resort & Spa's work culture.
- Find information about the organization's history, mission, and vision. Employees must remember the company's objective and vision in order to provide better results.
- Assisting my supervisor with his work.
- Keeping track of existing employee data.
- Any other tasks assigned to me by my supervisor.



### **4.3 Responsibilities of HR Department at Water Garden Resort & Spa**

Water Garden Resort & Spa's Human Resource Department must maintain some HR-related operations. Every organization has its own set of activities that must be carried out through several departments. So, the following are the HR-related operations managed by the HR Department of Water Garden Resort & Spa:

- To recruit workers and the employees as per Monthly Management Review (MMR).
- Preparing, maintaining and updating employee's personal information.
- To issue an appointment letter and an ID card within a reasonable amount of time.
- Ensuring that newly hired staffs have a bank account.
- Responsible for entering employee information into software.
- To collect miss punch data within the time frame specified.
- Leave overall management of the unit.
- Responsible for all tasks related to the monthly salary processing at H/O.
- Processing any unpaid wages.
- Orientation and training program for newly hired employees.
- Planning a birthday celebration.
- Preparing the final settlement.
- Acceptance and process of resignation.
- Conducting an exit interview.
- To send a letter to the departing employee.
- Continuing the maternity process.
- Other duties as allocated by the authority.



#### **4.4 Recruitment & Selection Process of Water Garden Resort & Spa**

Water Garden Resort & Spa primarily employs Bangladeshis with few international professionals at the highest levels. As a result, Water Garden Resort & Spa must adopt various local and international standards and regulations for both white-collar and blue-collar personnel.

Water Garden Resort & Spa has a profile on bd.jobs and posts job circulars there to attract white-collar workers. The Water Garden Resort & Spa's department heads and HR Head select the proper person from among the applicants by interviewing the chosen members. The main emphasis is on attitude, how their participation can benefit Water Garden Resort & Spa, communication skills, and English speaking and writing ability. Job experience is also required for some roles. If they need to choose a top-level officer, the Group of Directors attends the interview.

For example, Water Garden Resort & Spa, just hired a Russian chef with extensive experience in the world's recognized hospitality business. Water Garden Resort & Spa, on the other hand, advertises for blue-collar staff on Facebook and other social media platforms. The HR officer conducts an interview to choose them. Working experience in other companies is preferred here.

Water Garden Resort & Spa has experienced an online recruitment procedure for the first time as a result of Covid-19, where a white collar employee was picked through an online interview through Zoom. On the other hand, I've seen that a white-collar employee are more interested with their title and overall perks, whereas blue collar employees, mostly CEOs, are focused with their hourly pay.

It is fairly simple to recruit blue-collar employees because they will be trained on the job by their supervisors. They do not need to have any work experience or skills because they will learn them afterwards. Housekeeping, cleaner, waiter, or servers are some examples. However, for front office executives or guest service agents, at least two years of experience is required.



#### **4.5 Training & Development at Water Garden Resort & Spa**

Training criteria at Water Garden Resort & Spa include Technology-Based Learning, Simulators, On-the-Job Training, Coaching/Mentoring, and Instructor-Led Training. When Water Garden Resort & Spa discovers an employee who needs training, it forms a group and trains them properly. If a group of workers lacks experience in a particular field, Water Garden Resort & Spa organizes a training session for up to one month, and Water Garden Resort & Spa also pays them on a piecework basis. They strive to get the employee's production as quickly as feasible by offering training help.

Water Garden Resort & Spa organizes monthly training programs to ensure that employee performance improves. Training is provided to employees in order to prepare them for best performance. Workers' training is essentially the board of directors' demand, and the board of directors always watches whether HR is providing adequate training sessions for the staffs or not.

#### **4.6 Evaluation & Promotion at Water Garden Resort & Spa**

The HR department at Water Garden Resort & Spa has a daily evaluation policy in place, which means that each employee's performance is examined on a daily basis. The HR department keeps a record of their performance quality, positive and negative issues, so that it is easy to choose who will be promoted. It also assists the organization in maintaining the importance of its work and increasing efficiency. This is applicable to white-collar workers. Blue collar employees, on the other hand, are promoted based on their work skills and competence.

As an intern, I did not have access to work on their company's software, but I learned that they retain records in the software for evaluation purposes. It can be used by both white-collar and blue-collar employees.



# Chapter - 5

## Concluding Part



## 5.1 Findings

While I was doing my internship under Human Resource Department at Water Garden Resort & Spa, I found things mostly to be positive.

- The recruitment and selection process were very efficient and well organized.
- The training and development programs offered by Water Garden Resort & Spa were extremely beneficial for employees and was of a great help in their professional growth.
- The compensation and benefits packages offered by Marriott Hotel, were very attractive and motivating for employees.
- The performance appraisal system is very fair and transparent.
- The work environment is very cordial and supportive.
- The communication channels between the management and the employees are very effective.
- The employee morale is high and there is a sense of belongingness among the employees.
- The employees are highly satisfied with the working conditions and the benefits provided by the hotel.
- The hotel has a very strong commitment to the environment and the community.
- The hotel has an effective grievance handling mechanism in place.
- The hotel provides equal opportunities to all its employees.



## 5.2 Recommendations

Recommendation is primarily based on what I discovered during my internship at Water Garden Resort & Spa. I attempted to emphasize some positive aspects of my results and did not discover any bad aspects. Based on it and my actual experience, I will recommend what efforts can be implemented to make the hotel business run more smoothly and efficiently, hence increasing guest satisfaction.

Following are some recommendation:

- The hotel should continue with its efficient recruitment and selection process in order to attract the best talent.
- Should keep in investing in its training and development programs to help employees upgrade their skills.
- Should keep its compensation and benefit packages at par with the industry standards to retain employee.
- Needs to maintain the fairness and transparency of its performance appraisal system.
- Should create a healthy and supportive work environment for all its employees.
- The hotel should maintain its effective communication channels between the management and the employees.
- The hotel should continue to invest in employee morale-building activities.
- The hotel should review its employee benefits package on a regular basis to ensure it remains competitive.
- The hotel should continue its commitment to the environment and the community.
- The hotel should review its grievance handling mechanism on a regular basis to ensure it is effective.
- The hotel should continue to provide equal opportunities to all its employees.





### 5.3 Conclusion

Working as a trainee in a 5-star organization like Water Garden Resort & Spa under their Human Resource Department was a huge honor for me. After working as a trainee at the Water Garden Resort & Spa for a period of 3 months, I have come to the understanding that the hotel's approaches to the management of its human resources were excellent. The employees at the hotel were highly competent and effective, and they had an in-depth knowledge of the hospitality sector. During the time that I spent at the hotel, I observed the staff manage a challenging scenario involving a patron in a manner that was both easy and professional. During my internship, I made a lot of mistakes, but it was from those mistakes that I have learned a lot. The university I have studied helped me in acquiring bookish knowledge and Water Garden Resort & Spa helped me in gaining the practical knowledge required in practical life. Academic knowledge and practical knowledge are two different things. I have tried my best to learn the works of Human Resource Department which included how to solve guest problems and many more. In my internship report I tried my level best to focus and bring an overview of the human resource management practices of Water Garden Resort & Spa. I had a great time working as a trainee here, and it was a great experience in a great environment with the human resource department team. I feel myself great for being a part of human resource department in such a renowned, luxurious hotel.



# Chapter - 6

## Appendix Part



## 6.1 References

Wayne, R., & Martocchio, J. J. (2019). Human Resource Management (14th ed.). Pearson Education Limited. (Original work published 2022)

Water Garden Resort & Spa. (2021, June 10). Discover the premier resort in Bangladesh. Natural Resort. Retrieved April 5, 2022, from <https://watergardenresort.com/>

Water Garden Resort & Spa. Avijatrik. (n.d.). Retrieved April 5, 2022, from <https://avijatrik.org/holidayhome/water-garden-resort-spa/>

The process of selection: Human Resource Management. Human Resource Management | A School of Human Resource Management. (2015, June 3). Retrieved May 25, 2022, from <https://hrmpractice.com/the-process-of-selection/>

