

Internship Report

On

**An Analysis of Human Resource File
Management at Sheraton Dhaka**

Submitted By

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Submitted To

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Letter of Transmittal

Md. Mishkatul Kabir,

Lecturer

Department of Tourism & Hospitality Management

Daffodil International University

Subject: Submission of internship report.

Dear Sir,

I hope this letter finds you in good health and high spirits. I am writing to formally submit my internship report, which marks the successful completion of my 6-month internship with Hotel Sheraton Dhaka in the Human Resources Department.

I am grateful for the guidance and support you have provided throughout preparing this internship report, which has been invaluable in shaping my educational and professional development.

I would also like to express my sincere gratitude to the entire team of the Human Resources Department of the Hotel Sheraton Dhaka for providing me with this valuable opportunity to learn and grow in a professional environment.

This report reflects the knowledge and skills I have gained during my internship. It contains detailed information about the Hotel Sheraton Dhaka and the tasks I was involved in, the challenges I faced, and the lessons I learned during my internship.

If you felt that the material in this study helped you comprehend this topic better, that would make me grateful.

Yours sincerely,

Syeada Salsabil

ID: 193-43-426

Certificate of Approval

It is certified that the report titled “An Analysis of HR File Management at Sheraton Dhaka” has been written by Ms. Syeada Salsabil, ID: 193-43-426, under my direct supervision to complete the BTHM degree from Daffodil International University. She has written this report after the successful completion of her internship program at the Hotel Sheraton Dhaka.

I have recommended her for further defense.

Signature,



Md. Mishkatul Kabir

Lecturer

Department of Tourism & Hospitality Management

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Declaration

I hereby declare that the internship report is a result of my own work and has been carried out during my internship at Hotel Sheraton Dhaka. The information and data presented in this report are authentic and based on my personal experiences and observations during the internship period.

I confirm that the report is original and has not been submitted for any other purpose or to any other institution. Any external sources of information used in this report have been properly cited and referenced.

I take full responsibility for the content of this report and understand that any attempt to plagiarize or misrepresent the work of others would be considered a violation of academic and professional ethics.

Signature,



Syeada Salsabil

ID: 193-43-426

Date:

Executive Summary

During my internship, I learned how Sheraton Dhaka's human resources team manages employee files. Beyond this, I observed the organizational work culture. I got to know a lot about how the organization works and treats its employees. At Sheraton Dhaka, they really focus on treating employees with respect, valuing them, and motivating them to do well. This approach encourages employees to do their best and makes the work environment positive and productive. It has not only taught me about how important it is to have a workplace that supports and empowers its people.

The report titled 'An Analysis of Human Resource File Management at Sheraton Dhaka' starts with an introduction and background, explaining why it's important to look at how HR handles files. The specific objectives are outlined, focusing on what the report aims to achieve. The organizational profile provides basic information about Sheraton, including its mission and vision.

The main part of the report analyzes and discusses how HR manages employees' files, including the process, the challenges faced, and the findings from the analysis. The report then suggests some recommendations to improve the HR file management process.

In conclusion, the report emphasizes the significance of efficient HR file management for Sheraton Dhaka and its overall findings.

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Abbreviations:

HR - Human Resources

HRM - Human Resources Management

SD - Sheraton Dhaka

MOD - Manager of the day/ Manager of Duty

Docs – Documents

GRS – Global recruitment system

LPA – Leadership Performance Acceleration

Chapter 01

Introduction

1.Introduction

Sheraton Dhaka is a luxury hotel situated in the capital city of Bangladesh, Dhaka. The Sheraton is a globally renowned hotel owned by Marriott International. The hotel was established to provide top-notch accommodation and services to visitors in Dhaka.

In the past, well-reputed hotels focused on basic HR functions; however, presently, technology shapes HR in large international hotels, emphasizing online recruitment and employee well-being (Davidson et al., 2011). The satisfaction and loyalty of millennial workers in Bangladesh's tourism sector are significantly influenced by the company's human resource practices and work atmosphere (Islam et al., 2022).

This report, "An Analysis of HR File Management at Sheraton Dhaka," delivers information on how Sheraton Dhaka handles HR files. The goal is to understand the current systems and suggest ways to make them better.

The report explains how HR files are managed at Sheraton Dhaka. Despite challenges, Sheraton Dhaka has grown and adjusted to meet the high standards of the Sheraton brand. The progress involves ongoing improvements to offer a comfortable and upscale experience for guests.

1.1 Background of the Study

I gained experience for 6 months by working at the Hotel Sheraton Dhaka as an HR trainee in their human resources management, which plays a crucial role in the success of businesses in the tourism and hospitality industries.

The study aims to conduct a thorough analysis of HR file management practices at Sheraton Dhaka. This internship report helps me develop myself professionally in this sector. During my internship, I actively participated in associate file management and organization. This internship was a transformative experience that allowed me to bridge the gap between academic knowledge and practical application.

This internship report is like a detective mission to understand how the Human Resources department works at Sheraton Dhaka.

HR plays a key role in making sure all the departments can collaborate well and achieve the industry's goals together.

1.2 Scope of the Study

This internship report aims to investigate and analyze the current practices and challenges associated with human resource file management at Sheraton Dhaka. The study will focus on understanding how the HR files are currently organized, stored, and accessed within the organization.

1.3 Broad Objective of the Study

The main objective of the study is to analyse the HR file management at Sheraton Dhaka.

The focus will be on understanding and evaluating the processes, procedures, and overall efficiency of HR file management within the organization. The specific objectives stem from the broader objective.

1.3.1 Specific Objectives

- To identify the existing methods and procedures used for human resource file management at Sheraton Dhaka.
- To identify how HR files are currently organized and stored within the organization.
- To recognize the different documentation of effective file management.
- To understand existing challenges in the current HR file management system.

1.4 Methodology

During my 24-week practical work experience in the hotel industry at Sheraton Dhaka, the methodology for this internship report primarily employed a quantitative approach. This is a described study which is exploratory in nature.

Secondary Data Collection Sources

1. Official website of Sheraton Dhaka
2. Articles & Journals
3. Official LinkedIn profile of Sheraton Dhaka
4. Travel Websites

1.4.1 Limitations of the Study

- Lack of access to the confidential data
- There are limited tasks for trainees in HR departments.
- Inadequate information on the hotel's website
- The source of information was not rich enough because Sheraton Dhaka is a pre-opening hotel.

Chapter 02

Organization Profile

2.1 Introduction

Sheraton Dhaka engages in various activities to ensure a pleasant stay for guests. This includes offering well-furnished rooms, exquisite dining options, event and conference facilities, spa services, and other amenities expected from a premium hotel. The hotel likely participates in the Marriott Bonvoy loyalty program, providing benefits to loyal guests.

The architectural design of Sheraton Dhaka is likely to reflect a blend of modern aesthetics and comfort. Hotel Sheraton Dhaka is a premium business hotel, including one of the largest banquet halls in the heart of Dhaka city. Sheraton Dhaka features 248 spacious guestrooms as well. The rooms also offer modern amenities such as 55-inch LED televisions, high-speed wireless internet, workstations, a four-fixture bathroom with premium bath essentials, a 24-hour room, and laundry services. The total number of floors is 29 at Sheraton Dhaka. Sheraton Dhaka has four restaurants and bars offering unique culinary experiences in an exciting contemporary setting. Sheraton Dhaka offers 16 meeting venues, and the total event space is around 16,590 square feet, with 16 meeting rooms holding 3,495 people. The event space includes an 8,000-square-foot grand ballroom that can accommodate up to 1,500 guests. The pillar-less banquet hall has a high ceiling with mesmerizing multi-colour lights that can be changed to suit the theme of events. Sheraton Dhaka also has a bridal suite for wedding hosts. It features a dining room, a living area, and a make-up room with a walk-in closet.

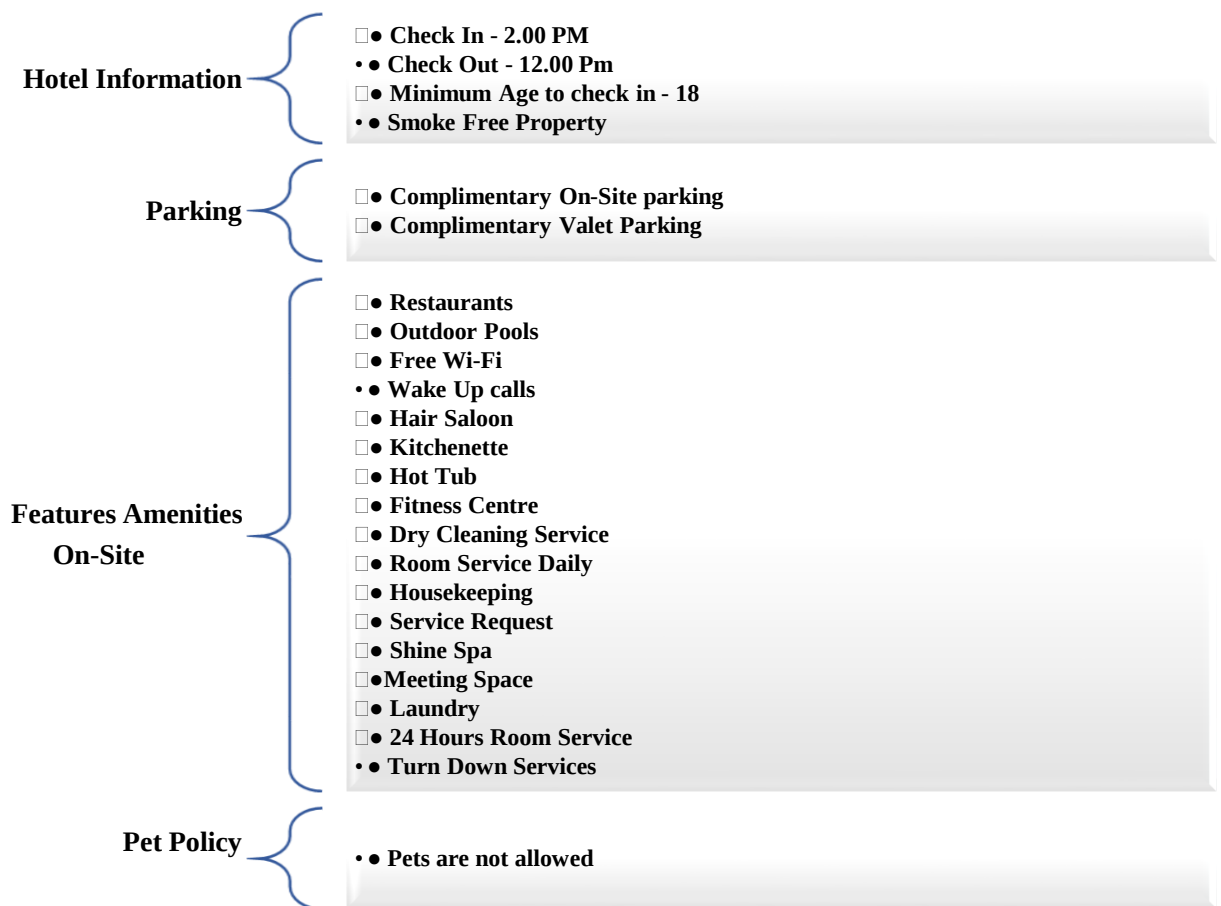


Figure 01: Hotel Information

Source: Authors Construction

2.2 Mission

Sheraton sees the world through the lens of community: "Together, we are better." Each of us is critical to the success of our hotel's larger mission.

2.3 Vision

The vision of Sheraton is to create a welcoming place for their community to gather. Sheraton has three core values: warm, connected, and community. SRD's aim is to provide real hospitality services in Bangladesh. They have clear plans and commitments to go a lot further.

2.4 Departments of the hotel Sheraton Dhaka

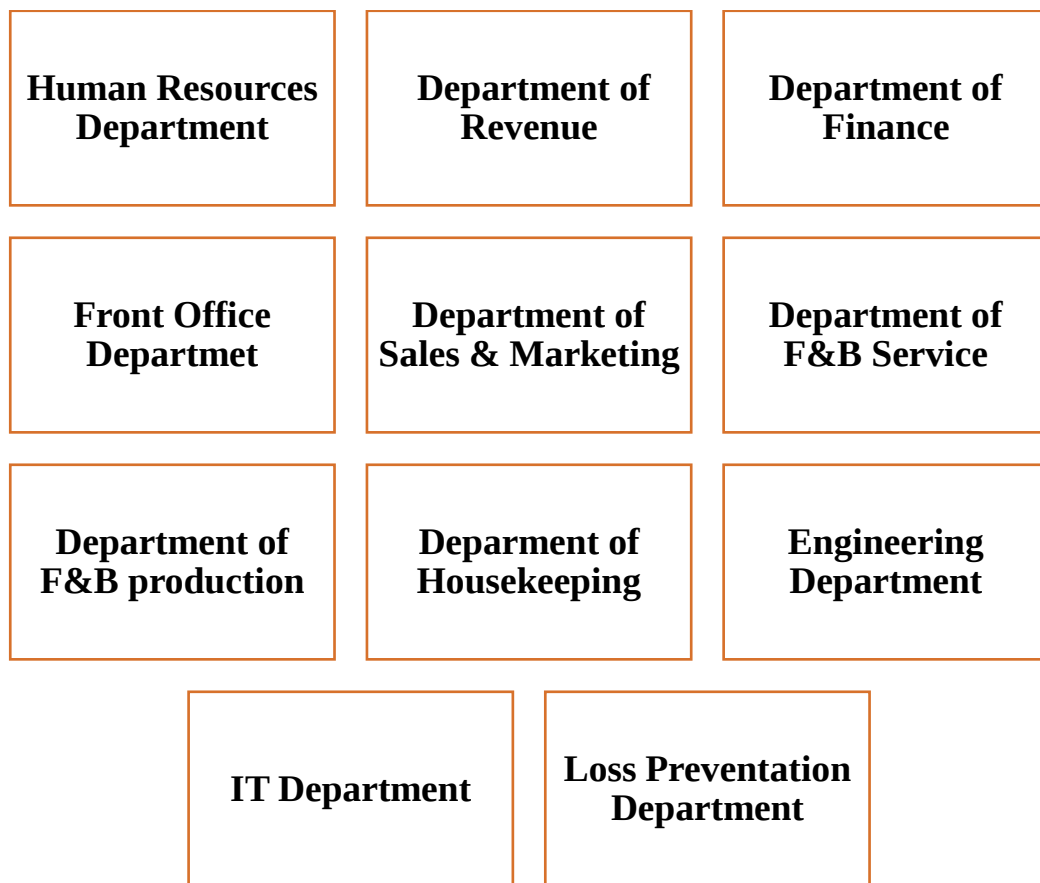


Figure 02: Departments of SD

Source: Authors Construction

2.4.1 Organizational Chart of Hotel Sheraton Dhaka

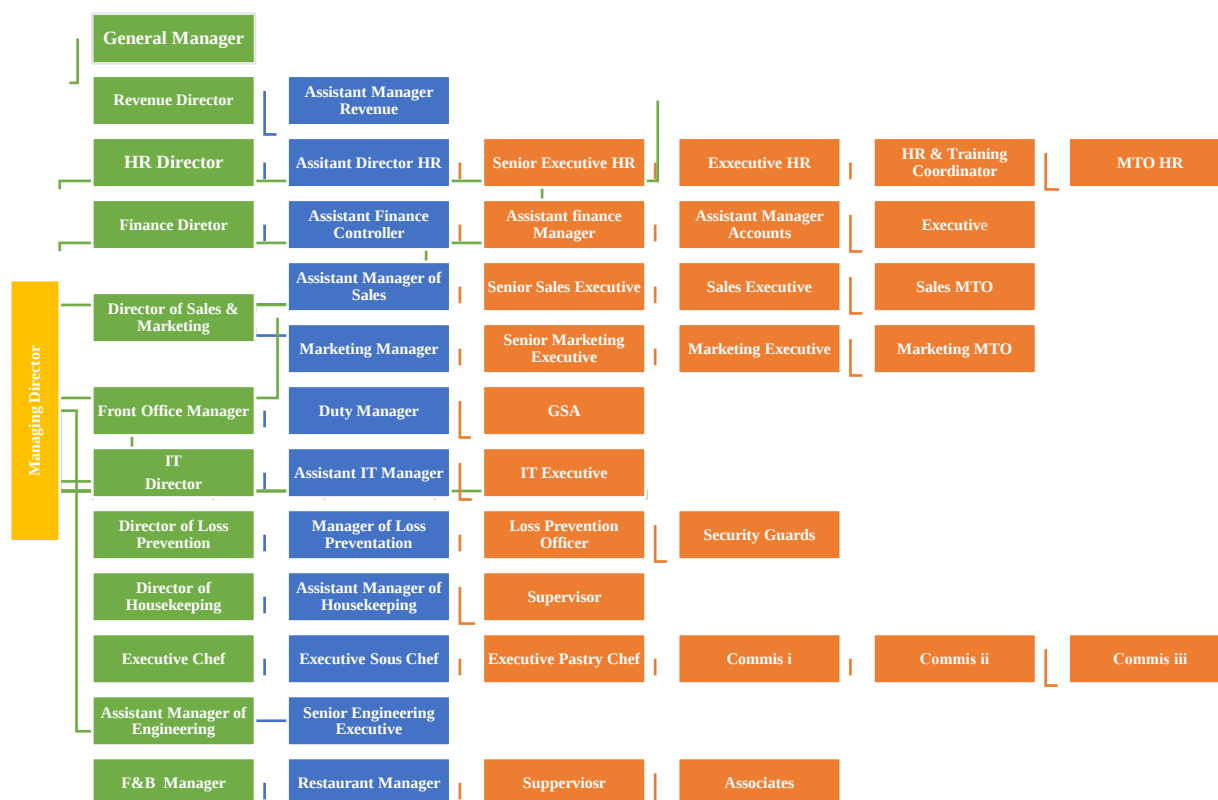


Figure 03 – Organizational Chart of Hotel Sheraton Dhaka

Source: Authors Construction

2.5 Organization Overview

The Sheraton Dhaka is a well-known hotel located in Dhaka, the capital city of Bangladesh. It offers a comfortable and luxurious experience for guests. The hotel is part of Marriott International, known for its high standards in hospitality.

Sheraton Dhaka provides a range of premium services, including spacious rooms, dining options, meeting and event facilities, and recreational amenities. The hotel is designed to cater to both business and leisure travelers, offering a blend of modern comfort and traditional hospitality.

Sheraton Dhaka aims to provide a welcoming environment to ensure that guests have a pleasant stay and create wonderful memories during their time at the hotel.

2.6 Organizational Structure

This building is located on Kemal Ataturk Avenue, a crucial commercial area. Originally, it was supposed to have offices on top of shops. But in 2015, they decided to turn it into a fancy hotel. They had to change the design a lot to fit in with the area, the culture, and the times.

The design is special because it goes in different directions. There's a tall part connected to a wider part, making an "L" shape. This makes the building strong and useful. The goal was to make it look modern and fancy while keeping it simple. They wanted it to be a standout landmark in the city, like a big and special building along the busy street.

Chapter 03

Discussions and Analysis

3.1 Introduction

During my internship at the Sheraton, a five-star hotel with 250 hardworking individuals, I actively participated in managing and organizing all the employee files. I helped organize all the papers that go into each worker's file. At Sheraton Dhaka, where doing things perfectly is super important, making sure these files are well organized is a major job. It really helps the HR team do their work smoothly.

In this chapter, there is a discussion about the specific steps to make sure that employee files are well organized and easy to handle. This chapter also covers the necessary authentic and legal documents that must be placed in each employee's file to maintain their records and identifications. This is necessary to maintain the high standards at Sheraton Dhaka. By carefully arranging the important papers in the correct order, it helps the HR team do their job well. Paying attention to these details is a big part of Sheraton Dhaka's commitment to doing things excellently.

3.2 Importance of effective file management

At Sheraton Dhaka, the HR department is like the support system for all the people who work there. To make sure the HR team can do these tasks well, it's super important to keep good records about each employee. This helps because it means they can easily find the right information about anyone, and that information is always correct and current. It's like having a reliable guidebook for each person who works at Sheraton Dhaka, making sure everything runs smoothly.

3.3 Efficiency in documentation

At the HR Department, they have a way of keeping everything about their employees well organized and easy to find. This includes things like papers and details about each employee, making sure it's all safe and not hard to locate. This system makes it easier for the HR team to do things like hire new people, promote employees, and handle other important tasks the right way.

3.4 Essential employee file documents

To keep employee records well organized, it's important to know what documents are needed from both employees and the organization. This helps in tracking and keeping individual records up to date. The following list outlines the essential documents for employees and those provided by the organization.

Documents of Selection Process at SD

1. **Manpower requirement form:** A manpower requirement form is a document used by organizations to identify and communicate their current and future staffing needs. This form helps HR departments and management teams understand the specific roles, skills, and number of employees required to meet organizational goals. A manpower requirement form includes: -
 - **Department:** The specific department for which manpower is required.
 - **Position/Job Title:** The title of the position for which manpower is needed.
 - **Number of Positions:** The quantity or number of employees needed for the specified position.
 - **Justification:** A brief explanation of why the additional manpower is required.
 - **Skills and Qualifications:** The essential skills, qualifications, and experience required for the position.
 - **Duties and Responsibilities:** A brief description of the primary responsibilities and tasks associated with the position.
 - **Timeline:** The timeframe for when the company wants to hire these new workers.
 - **Budget:** The budget allocated for the new hires, including salary and benefits.

- **Approval Signatures:** Spaces for the department heads and general manager to agree that the company needs these new workers.
 - **Recruitment Strategy:** It is like a plan that companies make to find and hire new people for a job, including how they will look for the right person for the job and what methods they will use.
 - **Training Needs:** If relevant, any training requirements for the new hires.
 - **Date of Submission:** The date when the manpower requirement form is submitted for approval.
2. **Advertisement Copy:** An advertisement copies for hiring people, often referred to as a job advertisement or job ad, works to attract potential candidates to apply for a position within an organization.
 3. **Interview evaluation form:** After selecting the candidates, the department heads and general manager use a structured form during the recruitment process to assess and score candidates based on their performance in an interview, which is called an interview evaluation form.

Documents of Recruitment Process at SD

1. **Offer Letter:** The documents issued by the organization include the terms and conditions of employment, job responsibilities, compensation, and benefits. Which is given to employees of the organization.
2. **A joining proposal** is an official letter offered by the organization to a person they want to hire. This letter includes the job, salary, service charge, joining date, and other services and facilities, if applicable.

3. **Appointment Letter:** The letter provides official confirmation with a brief description of the job offer and outlines the terms and conditions of employment of the organization. It is also given to individuals from the organization.
4. **Performance Evaluation Form:** Used for assessing and documenting employee performance.
5. **Joining Report:** The official joining form of an individual with their position, date, and signature.
6. **Reference check form:** This helps to gather information about an employee from their previous employers or professional contacts during the hiring process.
7. **Employee Pack:** This form is provided to gather personal information, family information, address, and emergency contact information about an employee.
8. **Job Description:** A written document that provides detailed information about a specific position within an organization.
9. **Assessment Result from Marriott:** Marriott screens out employees to make sure they have the right skills and performance for the job.
10. **Marriott Policy Papers:** The new employees at Marriott International Properties must agree to and sign the Marriott policy paper upon joining.

Documents Needed from Employees

- Updated CV
- Police verification report
- Medical report
- Copy of NID/Passport/Birth Certificate
- E-tin certificate
- Educational Certificate

- Technical Certificate (if any)
- Previous training documents (if any)
- Marriott Training documents (if any)
- Release letter from previous employer
- Experience certificate from previous employer
- Visa (for foreign employees)
- Work permit (for foreign employees)
- 4 copies of passport size photos

On-Joining documents

- **Issuing form:** This form is provided to employees for issuing I'd card, name tag, locker key and pride pin with their signature.

After-Joining Documents

- Bank account opening documents.

Other Documents

- Increment & promotion letters (with approval)
- Contracts renew letters.
- Marriott LPA forms (if applicable)
- Warning letter (if any)
- Loan application (if any)
- Assessment result from Marriott (GRS)

Documents for closing the file

- Final Payment proposal
- Release letter & experience certificate
- Clearance paper
- Resignation letter
- Work permit & visa cancellation (for foreign employees)

3.4.1 File Management Process

Step 01: Document Standardization

The HR team at SD provides a standardized format that serves as an attachment to the inner cover of the employee file. The format includes a checklist outlining all the necessary documents required to collect, update, and complete the employee file.

Analysis: Using the same checklist for each employee's file, make sure they include all the needed documents. This way, everything is consistent, and they can avoid missing important papers.

Step 02: Document Collection

The process begins with the collection of relevant documents for each associate. These documents include resumes, job applications, offer letters, identification proofs, educational certificates, and any other essential paperwork.

Analysis: This step is crucial as it establishes the foundation of an associate's file, providing an overview of their professional background and qualifications.

Step 03: File Creation

After gathering all the needed papers, HR's make a file of individuals with their name, I'd, and position. This file keeps all the important details about their job in one place, making it easy to find and organize everything related to their work.

Analysis: Making separate files for individuals helps keep their information in neat sections. This way, it's simpler for the HR team to find exactly what they need when they're looking for specific data.

Step 04: Data Entry and File Update

The HR team enters relevant details into the associate's file, including personal information, contact details, employment history, training records, and performance evaluations. Regular updates are made to ensure that the information remains current.

Analysis: Accurate and up-to-date data is essential for decision-making processes, such as promotions, salary adjustments, and performance assessments.

Step 05: Categorization and Indexing

Associates' files are categorized based on their employee ID numbers. A systematic indexing system is implemented to facilitate quick finding and getting the files when required.

Analysis: Categorization and indexing enhance the efficiency of the file management system, allowing HR staff to locate information promptly and accurately.

Step 06: Security Measures

Strictly control who can see HR files. Only the people in the HR department who are allowed can look at the employee files. This keeps everything confidential, keeps sensitive HR information safe, and avoids any unauthorized access.

Analysis: Maintaining a secure file management system is crucial to safeguarding sensitive employee information and maintaining a legal and ethical standard.

3.5 Challenges

As Sheraton is a pre-opening hotel, the associates who were there at the beginning might not organize files properly. Due to this, HR professionals often face various challenges when it comes to file management at present. This has resulted in ongoing challenges for HR professionals.

- There are difficulties keeping track of the records of employees' documents who resigned and are missing.
- There's not enough space to store the files of both Sheraton and Westin transfer associates. Because of this, the files are kept in a messy way, and when someone tries to take them out, some files end up getting torn.
- The absence of a well-organized filing system from the beginning can make it difficult for HR professionals to quickly find specific documents for individuals. It impacts the efficiency of day-to-day operations.
- Sheraton Dhaka doesn't have a digital file system. HR's work mostly involves paperwork, which creates issues like missing documents.

- The HR department must face challenges when important documents get lost or end up in the wrong place. It gets even worse when the audit team unexpectedly comes to check if everything is right. If they find any errors or if some documents are missing, the HR team could get in serious trouble and the whole HR department must explain this to them.

Chapter 05

Activities Undertaken

5.1 My Undertaken Activities

- I participated in HR team meetings to observe discussions about employee matters or any upcoming events. Take notes on key points.
- Organized associates' personal files and documents
- Make sure all the files are up to date.
- Call candidates for an interview.
- Made appreciation week nomination papers
- Make an internship certificate for trainees.
- Make foreign employees' remittance forms, and so on.

5.2 Work-Related Task and Responsibility

- Assist in the onboarding process for new employees. Helping them complete paperwork for their files.
- Help in maintaining employee records, ensuring that all documents are up-to-date and organized.
- Update and organize the notice board.

Chapter 06

Findings, Recommendations and Conclusion

6.1 Findings

- **Lack of a digital file management system:** As I mentioned before, the absence of a digital file management system may create difficulties in handling paperwork effectively.
- **Strict Standards for Trainees:** Trainees at Sheraton are sometimes at risk of being let go for minor mistakes, like improper guest greetings.
- **Unexpected Expenses:** Sometimes unexpected expenses arise during the pre-opening phase, affecting the budget and financial projections.
- **Market Competition:** As the room service is not available due to a delayed opening, it may allow other hotels to capture the target audience, potentially affecting Sheraton Dhaka's market share.
- **Employee Turnover:** The Sheraton is a pre-opening hotel. Many employees have left their jobs for better opportunities elsewhere.
- **Positive work environment:** Despite the strict standards, the overall work environment at Sheraton Dhaka is friendly.
- **Cooperative Associates:** Associates at the Sheraton are noted for their cooperation and willingness to help others.
- **Supportive department heads:** The Department heads at Sheraton are helpful and supportive, contributing to a positive work environment.
- **Strict Time Management Practice:** All employees of Sheraton Dhaka maintain a strict time management policy.

6.2 Recommendations

- Sheraton may introduce digital system to manage files to make handling paperwork easier. This way, everything can be organized and accessed more securely.
- When someone makes a mistake, especially a small one, management may give them a chance to fix it. Instead of firing them right away, a verbal warning from their supervisor can help them learn and do better next time.
- Regularly review the budget to identify and address any potential areas where unexpected expenses may arise. This proactive approach can minimize the impact of expenses.
- Once a hotel opens, advertising about their top-notch room services and providing special offers may entice guests to choose Sheraton over competitors.

6.3 Conclusion

In conclusion, the Sheraton Dhaka hotel offers a comfortable and enjoyable experience for guests. With its luxurious amenities. The Sheraton Dhaka is a reliable choice for those seeking a pleasant and memorable stay in the heart of the city.

In a nutshell, the report gives basic information about Sheraton Dhaka, talking about what the hotel is, its goals, and the issues it faces, like surprise costs, tough competition, and challenges.

Despite all of this, Sheraton is committed to creating a positive and friendly work environment. The department heads are dedicated to guiding and supporting their employees.

With these positive qualities, Sheraton is set to keep succeeding and stay strong in the hotel business.

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