

Personal Resourcing and Development

Resourcing the food & Beverage Department of the New Renaissance Hotel Bangladesh

Introduction - New Renaissance Hotel in Bangladesh

The hotel is located in the dynamic and inspiring neighborhood of Dhaka, the capital city of Bangladesh. The address of the hotel is 78 Gulshan Ave, Dhaka 1212, Bangladesh. The benefits for our customers are best rate guarantees, mobile check-in, free wi-fi and earn free nights only when you book directly on Marriott.co.uk. The hotel is 20 minutes away from the Hazrat Shahjalal International Airport. The hotel has 211 stylish bedrooms and suites. The types of suites that the hotel has are deluxe, superior twin, premium king, club twin, club king, junior suite, premium suite presidential suite and superior king guest rooms. We have our own app for customers for when they want to stay in our hotel. Also, there's senior discounts for customers who are aged 62 or over. If the customer is 62 years or over, they can save at least 15% of the room rate at Marriott hotels. For you want to call the hotel the phone number is +880 9638-200100. The hotel has a rooftop temperature-controlled indoor pool that everyone can enjoy. The food menu at the hotel has gourmet food from around the globe in SEAR, our specialized fusion restaurant. For customers who want to have a relaxation, there's a Spa and Salon with our world class services. There's also a fitness center for customers to do workouts and it runs for 24-hours. The hotel is 9km away from both Baitul Mukarram National Mosque and the Bangladesh National Museum. The hotel is also 11km away from Hazrat Shahjalal International Airport. All customers need to check-in at 3:00pm and check-out time will be 12:00pm. For other services, there is accessible service for wheelchair users and special activities for children. There is also full laundry service for guests who want their clothings to be clean. Also there is air conditioning for all rooms including the suites. The front desk opens for 24 hours. The Fitness Center opens from 6:00am - 10:00pm Monday to Sunday. The swimming pool opens from 7:00am - 7:00pm Monday to Sunday. The Spa opens from 10:00am - 10:00pm Monday to Sunday. Appointments are required. The phone number is +880 2-48811010. The type of services that the spa crew will give the customers are manicures/pedicures, body wrap, body scrub, facials, foot bath, massages, couple's massage, hair and scalp treatments and steam room. In the hotel there are 10 event rooms, 1,126 sq m total event spaces, 280 capacity largest spaces and 5 maximum breakout rooms. For the meeting equipment, that the hotel needs are AV equipment, stage installed, stage portable, TV, TV production service provider and walkie talkie radios. For meeting services that the hotel needs are AV technician, carpenter, copy service, decorator, electrician, photographer, security guard and videoconferencing. For business equipment that the hotel needs are only computers and printers. For the business services that the hotel needs are copy service, fax service, fee for each additional page of outgoing fax, on-site business center is staffed, overnight delivery/pickup, post/parcel and secretarial service. Renaissance hotel certified wedding planners are trained to help. After completing demanding coursework, each Renaissance Certified Wedding planner is qualified to coordinate weddings of all types, including ethnic and military weddings. Relying on experience,

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training, tradition, Renaissance Certified wedding planners can help you determine an overall vision for your wedding and help you execute each detail. That includes the budget of event setting, deciding on a menu, arranging table settings, and finding florists, photographers, a band and other entertainment for the big day.

I think it is important to understand successful training and development of staff from day one because they have been trained and followed the rules and tasks that they have been given. Also, they show real team effort during their training. Understanding how the system works during both day and night. The manager maintains the whole staff making sure that the members of staff from each department are happy.

Making sure that the customers are happy with our services and making sure they come back again. The skills that the members of staff need to have for the role are customer service, working in the kitchen, problem solving and more.

For customers whose been visiting our hotel mostly will get a Bound Membership as a promotion. Also, we advise our customers to let their family or friends to come and visit our hotel to keep our hotel busy. The members of staff have good relationships with our customers. We always give our customers good service. Making sure that they are happy and comfortable as possible. Renaissance hotel managers want all members of staff to have good relationships and the key word will be teamwork. Teamwork is good for our hotel. If there are any staff complaints you will need to speak to the head of the hotel.

The staff advised the customers to give us their feedback of their experience staying in our hotel. The feedback that the customers have to do will be online. If the customer thinks that their service is good it will be a good review. If it is a good review it will be more valuable for the business or other customers can book the hotel which will be the best hotel in Dhaka.

The members of staff get promoted to a different stage of the hotel. All the general managers and assistant managers get an award for their hard work. The staff who get promoted have a chance to work in other departments such as the front desk, kitchen, assistant manager, supervisor.

There are 30 Marriott hotels and one of them is called Renaissance hotel based in Dhaka, Bangladesh. In the hotel, there are multicultural people from different backgrounds. Everyone is treated the same. It doesn't matter what background you're from because Marriott respects every diversity, such as race, gender, ethnicity, religion. For example people who are muslim, they fast because of ramadan which come once a year for one month. The staff ask the manager to see if they can have time off from work or have a 15 minute break for praying time. Also, the staff have halal food because it's a muslim. For our customers we have halal food and we order them from our main supplier. When Ramadan is over, we have two eid in one year. One is after ramadan and the other is after two months ten days eid al adha. We ask the manager to see if we can have time off for eid and ask someone else to cover the religious staff on that day. The

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Renaissance hotel is a good location. It's really good for guests to get to the airport or the surrounding area is easy. We have loads of feedback from our customers or staff members recommended to friends or family, neighbors, merry couples to have their honeymoons. With merry couples we set up special recommendations as romantic as they can. Bangladesh business men come to the hotel for meetings during the evening or the next day. The hotel is a safe and secure place.

Recruit

Renaissance hotel Dhaka has vacancies both full time and part time. I will employ new members of staff in food and beverage from bangladeshi newspapers, the internet and telling people in person that there's a job available that they find the right candidates for the roles. Also, the hotel advertises online called Jokowi or CareerJet. There are 64 districts in Bangladesh and other countries. All around the world there will be different people applying for Renaissance hotel Dhaka because multicultural guests come and stay in the hotel that's when we recruit multicultural staff. Men and women can be employed for this type of work.

Also, we recruit people and we have a training session to train them up and teach them everything that they need to know for 3 months. Muslim women wear hijabs because it is part of their culture. During their time in the hotel they will develop new skills and understand different cultures from different countries. Every country has different dress codes, but some countries wear extra such as hijab or abaya to make themselves comfortable.

Interviewing the stuff, looking for the right person that has the experience for the job role with the qualifications. During the interview, the candidate needs to have good eye contact and facial expression. We can do interviews on the phone or face to face interviews. Before, you have your interview, you have to look presentable, stay calm, practice your interview questions and answers. If you don't understand the question, you can tell us to repeat it. After the interview, I will tell you if you're successful or unsuccessful.

For the food and beverage position members of staff have a duty to work such as working in the kitchen, bar, front desk and lots more. Every member of staff has different tasks every day and night. Having a checklist helps for the staff to keep on track during the day.

During the first day of your shift, one of the members of staff will show you around the building such as where is the staff room, fire exits in case of a fire, where's the toilets and lots more. If you have any questions, you can ask us if you do. During the first week of your new job role you will have a work buddy shadowing you and to see if you need any help. After one week, your work buddy will let the manager know how you worked well as a team, customer service skills,

Clean cloth and wipe napkins							
Coffee maker and tea coffee, sugar,milk							
Stock wine glasses, coffee cup, tea cups							
Saucers, hot plates,glasses							
Cut lemons and limes							
Table cloths, chair							
Flower pot, candles							
Refill peppers and salt							
Refill table sauce, ketchup							
Clean and wipe tables and chairs							
Setup tables and clean floor							
Buffet dishes							
Extra additional napkins							
Dinner plates, cultures needs polishing							
Dessert bowls, party balloons etc							
Ordering birthday cakes							
Party drinks, tea cups							
No smoking area							

In the checklist the restaurant supervisor makes sure what is going to happen during the day.

- Making sure that all staff are in ontime for their shifts in the morning
- 6:00am - making sure that someone setting up the restaurant tables
- 6:30am - making sure that everything is ready for all the guest to have for breakfast such as checking the hot water is on, hot food, fresh juice, in different sections
- Checking all the room temperature is right
- Tell one of the members of staff to check the sign board from closed to open
- Checking all the lights are working
- Checking the windows are clean
- Make sure the ventilator is working
- Check all the plates, glasses and silverware are not dusty

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- Every 45 minutes check the temperature of the hot food are okay as a health and safety check
- Checking the floors if they need to be clean before we open
- Checking all computers are still operational such as emails, online bookings, restaurant bookings
- Check the phone is ringing or not ringing
- Making sure there is pen and paper with all members of staff incase we need them
- Check the printer is working
- Make sure the menu is update

5:30 pm - 11:30 pm dinner time

- Make sure all the silverwares are there
 - Make the book list are done
 - Check the chef and staff that they making the dishes
 - Make sure the food is prepare ontime
 - Make sure the staff are looking after our customers
 - Make sure that the staff have their break and come back on time
 - Check any advene bookings
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- Make sure the right silverwares, plates, side plates, candles and napkins are on the table
 - Check the colours lighting are on
 - Check the salt and peppers are on each table
 - Check all gift cards are on the table

Conclusion

The hotel has rules and regulations such as food and beverages that need to be qualified to ensure employees. Also they need to have a certificate to join our hotel because we know that they have previous experience in Marriott Hotel Authorization. Staff needs to respect all the rules.