



The Grand Hyatt logo is a dark red horizontal rectangle with the words "GRAND | HYATT" in white, uppercase, sans-serif font. A vertical line separates the two words.

Grand Hyatt Dubai Internship Report

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Professional Internship
Bogotá D.C
Marzo 2020



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1. Introduction

To complete the university studies, one student decided to do her internship abroad at the Grand Hyatt Dubai Hotel as an intern in the front desk area, in order to be able to exercise the language skills learned during the course of her modern language major at ECCI University.

The student fulfilled 320 hours starting from December 1st of 2019 until February 24th of 2020, in which she made some translation from English to Spanish for different people from Latin American countries and also for people from Spain. Also, she used to welcome the guests from different nationalities and gave them a brief explanation about the different facilities, services and activities that the hotel is offering.

In addition, the intern got familiar with the check in process, as for example, followed and complied with all the preferences about the room size, floor level, luggage assistance, and advised the guests about the breakfast, dinner and pools timings. On the other hand, the check out process to the guest in which the receptionist had to clarify all the costs the guest had during his stay.

Based on the acquired experience, the student presents the following report with the purpose of understanding the importance of having staff from different cultures, languages and behaviors, in entities such as the tourism sector, since it allows the hotel to have better communication and therefore, generate great satisfaction among its customers.

2. Summary

The purpose of this report is to provide information about the history and the different activities and events in which the Grand Hyatt Hotel participates. In addition, the usual activities that the student of modern languages carried out during her internship in Dubai will be presented, and from her own experience, it will be determined what she achieved and therefore, some recommendations based on the intern's process will be given.

Keywords

Hyatt, multiculturalism, hospitality, tourism, training, staff, language, interpreter, customer service, reception.

El objetivo de este informe es proporcionar información sobre la historia y las diferentes actividades y eventos en los que participa el Hotel Grand Hyatt. Además, se expondrán las actividades habituales que la estudiante de lenguas modernas realizó durante sus prácticas en Dubai y desde su propia experiencia se determinará los alcances que obtuvo y por lo tanto, se dará a conocer algunas recomendaciones basadas desde el proceso de la pasante.

L'objectif de ce rapport est de fournir des informations sur l'histoire et les différentes activités et événements auxquels l'hôtel Grand Hyatt participe. En outre, les activités habituelles que l'étudiante en langues modernes a réalisées pendant son stage à Dubaï seront présentées et, à partir de sa propre expérience, les réalisations qu'elle a obtenues seront déterminées et, par conséquent, quelques recommandations basées sur le processus du stagiaire seront données.

3. Hyatt Company

3.1 History

Hyatt was founded by Jay Pritzker in 1957, when he purchased the Hyatt House motel adjacent to the Los Angeles International Airport. Over the following decade, Jay Pritzker and his brother, Donald, worked together with other family members for business interests. They grew the company into a North American management, and hotel ownership company, which became a public company in 1962. Hyatt Corporation, since its inception, has been characterized by managing several hotel brands each with a different, unique, and exclusive look, some of the Hyatt brands are Andaz, Park, Regency Creek, Place, Centric, and Grand.

The first city in which the Hyatt company was established was Los Angeles in 1957. After this company was launched, a second headquarters was built in Atlanta ten years later. Thanks to the success of this two-year period, the company was established internationally in Hong Kong City. After this internationalization, the company Hyatt returned to the United States and constituted more branches in cities like Virginia, Texas, Arizona, among other states of this country.

Then the owners of Hyatt decided to expand their territory even further, thus reaching other cities and other continents of the world. This is how they began to settle in Europe, then again returned to Asia, Oceania, South America and Africa. This corporation began to be recognized for being in the great and famous cities of the world like New York, Paris, Honolulu, Juneau, San Juan, Ciudad de México, Edimburgo, London, Dubai, among many other cities that are recognized worldwide.

Grand Hyatt Dubai was established in 2003. Although it was not the first hotel of the Hyatt brands to be established in this place, it has been the most recognized and preferred among tourists visiting the city. The infrastructure of this hotel was specially established to provide a comfortable aspect with some touches of elegance that make this hotel have a quality image over other hotels. When Grand was built it had 11 floors and the rooms had a more classic look, thanks to the evolution and the demand of the tourist sector, the owners decided to adapt it with a modern model, and also build a new tower to create a 16-floor infrastructure. The proprietors build one of the largest outdoor pools in Dubai.

3.2. Description

Grand Hyatt Dubai is one of the Middle East's largest and sophisticated conference hotels in Dubai, with world-class facilities set in a resort environment. As a gathering hotel it counts with more than 8,000 square meters and has one of the largest ballrooms, being able to host events with up to 2,500 people. This hotel is awarded and recognized for its comfort, its service and the multiple activities it offers for the needs of small and large families.

It contains 682 rooms with different aspects such as room size, layout, view side, and furniture. Below is a brief description of each of the rooms the hotel offers to guests.

Grand Cityside	Grand Creekside
39" Square meter	44" Square meter
No:125	No:63
Occupancy: 2 people	Occupancy: 3 people
Facilities:	Facilities:

Separate work area
Minibar
Coffee maker
Safe

Spa tub
Minibar
Coffee maker
Safe
Iron

Grand Club Cityside

39" Square meter

No:67

Occupancy: 2 people

Facilities:

Clothes press in Wardrobe
Access to the Club Lounge
Early check-in and late check-out
Complimentary telephone calls

Grand Club Creekside

44" Square meter

No:78

Occupancy: 3 people

Facilities:

Clothes press in Wardrobe
Access to the Club Lounge
Early check-in and late check-out
Complimentary telephone calls

Grand Deluxe King Room

66" Square meter

No: 18

Occupancy: 4 people

Facilities:

Living room
2 double beds

Grand Suite King

88" Square meter

No: 23

Occupancy: 3 people

Facilities:

Guest toilet

Living room

Master bedroom

Bathtub

Access to the Club Lounge

Emiri Suite

132" Square meter

No. 6

Occupancy: 4 people

Facilities:

Entrance lobby

Kitchenette

Living room with dining area seating 6 and spacious desk area

Guest toilet

Master bedroom

Jacuzzi

Access to the Club Lounge

Prince Suite

176" Square meter

No. 7

Occupancy: 4 people

Entrance lobby

Living room and Dining area seating 8

Guest toilet
Kitchenette
Master bedroom
En suite bathroom with Jacuzzi
Access to the Club Lounge

Royal Suite

264" Square meter

No. 2

Occupancy: 6 people

Facilities:

Entrance lobby
Living room area
Dining area seating 8
Kitchenette
Master bedroom with en-suite bathroom and Jacuzzi
Guest bedroom with en-suite bathroom
Access to the Club Lounge

In addition, Grand Hyatt Hotel provides facilities as 186 luxury apartments, and also 10 villas for long term tenants or large families. Both sides from the Hotel can use all the common areas and facilities. In addition, this company provides a series of thirteen award winning restaurants specialized in worldwide food, which offer completely different culinary experiences. There you can find from Italian cuisine to Lebanese, Indian, Singaporean, Japanese, American and Mediterranean.

Reflecting all that is grand in locales around the globe, Grand Hyatt hotels connect guests to the most iconic experiences, landmarks and cultural touchstones of their destination, in spectacular fashion. With their awe-inspiring architecture, smart, sophisticated design, and

superior service and amenities to match, Grand Hyatt hotels deliver a luxury travel experience beyond all expectations.

An important fact to note is that the hotel has 4 different categories to classify its guests, from the newest to a frequent guest. These categories offer different benefits for each and are classified as: member, discoverist, explorist and globalist. Each of these categories is distinguished by the number of stays worldwide with the Hyatt brand. This number of stays is converted into points, which can be redeemed into different prizes when making a new reservation or purchasing a new service at the hotel.

Below will be described the benefits of each of the above mentioned categories.

Member: This category is described as the first phase of being part of the Hyatt family.

Therefore, any person staying in Hyatt hotel is already part of this category, however the guest still doesn't have any additional benefits.

Discoverist: For spending at least 10 nights at Hyatt

- Best room king location
- 10% bonus points

Explorist: For expending at least 30 night at Hyatt

- Late check out until 2pm
- Upgrade room
- 20% bonus points

Globalist:For expending at least 60 nights at Hyatt

- Late check out until 4pm
- Upgrade Standard Suit

- 30% bonus points

3.2.1 Business name.

Hotel Grand Hyatt Dubai

Grand's name indicates it is the largest in the line of Hyatt's hotel, and that means that Grand, is the Hyatt hotel with the greatest number of facilities, offers, sales, spaces, events, restaurants, recommendations, and opportunities in the field of hospitality even for their employees.

3.2.2 Company Logo.



Figure 1 Company Logo (Hyatt Corporative Creation)

The Grand Hyatt logo is a mix of simplicity and elegance. Although it does not have many sections, it shows a touch of strength, thanks to the great visibility and recognition due to the red color. Also, this color represents the family warmth that the Hyatt brand transmits among its guests and employees around the world.

On the other hand, the white colour in the logo represents the love and honesty with which the Hyatt brand works for its guests on a daily basis. An additional fact is that Hyatt usually

uses this color in most of its logos because of a representation towards hygiene and the delicacy that this color has.

3.2.3 Economic Object.

The Hyatt Corporation belongs to the tertiary sector of the global economy since its objective is to satisfy the needs of a population, and within this tertiary sector there are aspects such as transportation, restaurants-gastronomy and tourism, which encompass the entire aspect of hospitality. Nowadays, thanks to the great progress that society has made, hospitality has been considered a strong economic asset for large cities with a strong economic attraction, even in many of these cities the engine of support is tourism and therefore the hotel industry. As in the case of Dubai, its main income is tourism, This city has well known and recommended hotel brands such as the Hyatt corporation and its different sub brands.

As for example Grand Hyatt has a pretty big economic task being the leader in the hospitality market in the world of Hyatt. Their strategy is focused on **3 key levers** that drive their growth and create value for customers, colleagues and shareholders: Maximize its core business, integrate new growth platforms, and optimize capital deployment. These three key levers outline Hyatt strategy to drive growth and create value for colleagues, guests, customers, owners and shareholders. These are the areas in which this corporation will focus the resources and energy, across all regions and functions.



Figure 2 Economic key levers (Hyatt Creation)

3.2.4 Legal Constitution.

Hyatt Corporation has grown not only because of its recognition in the hospitality sector but also because of its actions and commitment to work with global corporations to help global issues affecting vulnerable communities around the world. As it is well known, some of the largest companies contribute to some beneficiary sectors such as health, housing, education throughout the world, thanks to the profits they make from their performance.

The Hyatt Community Program has supported non-profit organizations that provide relief to low-income communities. For example, Hyatt Corporation often works with organizations such as Year Up Chicago, Griffith Tutoring and Urban Alliance, which help young people seeking internships, mentoring and employment opportunities throughout Chicago.

Also, since 2008 Hyatt Corporation has adopted two schools in the Back of the Yards neighborhood, a low-income, at-risk area, and supports them through literacy campaigns, disciplinary and learning activities, college career guides, etc. In addition, this corporation offers these communities hospitality employment opportunities with the **Youth Career Initiative** program (YCI). Hyatt hotels welcome and provide skills development training to

young adults from disadvantaged backgrounds. 85% of YCI participants have gained employment or returned to education. Hyatt hotels have supported this program in countries including India, Mexico, Brazil, Nepal, and Jordan.

In addition to contributions to schools and institutions, Grand Hyatt has also had a large participation in sports tournaments such as golf, soccer, volleyball, archery, among others. Hyatt has also participated in dance and Food and Beverage festivals in different cities around the world with their different brands, and outlets.

3.2.5 Mission, Vision, and Location.

3.2.5.1 Mission.

By embedding the inclusion and diversity strategy into the global business strategy, we continue to leverage and maintain strong leadership support, a compelling business relevance and action plans that lead to attraction, engagement, retention and advancement for colleagues with continued efforts of inclusion and diversity embed into talent acquisition, benefits, communications, leadership, performance management, workforce planning, and other ongoing HR processes . Through this strategy that points the way for inclusion, and diversity to add value to the business, talent, operational strategies, and objectives.

3.2.5.2 Vission.

Grand Hyatt Dubai will be recognized as the preferred City Conference Resort in Dubai. The hotel will be known for its authentic and innovative concepts, delivered by a team of

courteous and well trained employees. They will be united in spirit and dedicated to consistently providing guests with warm, attentive and efficient hospitality.

3.2.5.3 Values and supporting Behaviors.

Respect: Be inclusive, value different points of view, care for people and the environment.

Integrity: Tell and accept the truth, honor your commitments, take ownership and act with pride.

Creativity: See things anew, be curious, learn & relearn, fail often to succeed sooner.

Humility: Let actions speak for themselves, share the credit, put others first.

Empathy: Truly listen, respond with compassion, walk in the shoes of others.

Fun: Don't take yourself too seriously, laugh out loud, build joy into your work.

3.2.5.4 Location.

Located in The United Arab Emirates in Dubai city, Grand Hyatt Hotel is in Bur Dubai district Sheikh Rasheed Road place and Oud Metha street. The location itself allows their guests to see two different outlooks of this city, on one side the Old Dubai, that means when this city was just beginning to be built, and on the other side the New Dubai with the Burj Khalifa view and other newest architectural works.

Despite the fact that Dubai is an ancient city it has had a very big growth through the times, which has helped it to be recognized nowadays as a modern city with an advanced architecture and with a too high level of tourism. Also, it is known that Dubai is an

epicenter of many shops and businesses because of the high flow of people and powerful families and influences that live in this city. However, a large part of the population in Dubai is generally labouring from abroad, which makes it such a multicultural and different city since, in spite of being a strict culture in its religion and way of acting, you can find people of many nationalities in different jobs and from different cultural and ideological backgrounds.

Although in this city the main belief is towards Islam, you can see that in Dubai there is a great variation of beliefs as for example Hinduism, Christianity, Buddhism, non-believers, etc and although some are quite different and strict all are respected and valued by the entire population and approved under the law of the government.

For this reason, this city is characterized by being a great society as it is one of the most multicultural cities in the world, thanks to the large flow of nationalities that it manages. Moreover, the tourists, who come to this city to tour all the luxuries and activities that Dubai offers, as for example, the highest building in the world, architecture, landscapes, the desert and a wide variety of cuisine.

3.2.6 Organization Chart

Hyatt is a company that was built as a family, and it is a workplace where coworkers become friends. Every day Hyatt's corporation cares for their guests and employees. Care is at the heart of Hyatt's business, and that is the distinct guest experience that makes Hyatt one of the world's best hospitality brands.

As a leading global hospitality company, Hyatt is in the business of caring for people so they can be their best. This purpose guides every aspect of their business, from how it cares for their people, communities, planet and how Hyatt sources serve and respect human rights.

This is how this company decided to expand in order to reach all corners of the world, and create loyalty with their customers because where they want to travel there is a Hyatt hotel that will take care of them, and give them the best service during their stay. Also its expansion would help many people to be able to practice their work and create great professionals in each of the fields that hospitality offers.

4. THE INTERNSHIPS

The modern language major offered by ECCI university has as its main objective the mastery of languages such as English, French and German. Thanks to the communicative approach that this program has, the student will be able to expand her communication skills, when she needs to initiate a conversation or write a report, besides learning about some organizational and administrative aspects and concepts of the company's business.

Upon completing the theoretical process of this degree, the student must carry out a 320-hour practice process in a national or foreign company, where she will be able to exercise all the knowledge of a language, other than her mother language, learned during the course of the major.

4.1 Identification of the problem

When it comes to defining what a problem is, it can be determined as a circumstance or an event of difficulty, which requires some immediate clarification or solution. On the other hand, if the definition of a problem comes according to the dictionary, it can be inferred that a problem is a question that needs an answer.

Now, within the concept of a problem there are two different types of solution or answer.

First, there are the converging problems which can only have one way of being solved, for example, the exact sciences or mathematics. Then, there are divergent problems which have many possibilities to be solved, as those regarding the areas studied by humanities.

On the other hand, if we talk about what a research is, it can be inferred as an intensive search based on experiments and technical tests with the purpose of increasing knowledge

in some subject. Then, having those definitions provided above, it can be determined that a research problem is that issue or question that a research paper or research project aims to clarify.

The research problem, as such, is what justifies and guides the research process and the activity of the researcher. The first thing to do when carrying out a research project is to define, by applying different scientific-methodological criteria, all the aspects of the situation to be studied and explained.

Thanks to the previous analysis of definitions, it can be deduced that the specific problem of this study is directly related to the attention and satisfaction of all the guests, who are staying in the hotel, but also with the Spanish-speaker clients, with little knowledge of the English language.

4.2 Problematic

Many times when a tourist travels without knowing the source language of the destination or does not reach an average level of the universal language, he feels afraid to travel, since misunderstandings or bad experiences can occur, that is why it is relevant to have a team of different people and cultures in places with a lot of tourists like hotels, tourist sites or attractions, restaurants etc, to acquire a concise interpretation when requiring a service or simply to know more about a place. As in the case of Grand Hyatt Dubai, it is having staff from over 57 nationalities, which has allowed it to have a great channel of cultural diversification with the guests who come to the Hotel daily.

One of the main objectives of the hotel is inclusion and cultural diversity as it allows the hotel to grow in terms of its community and allows them to break down cultural and language barriers. As this is a large commercial place, it is understandable that millions of people are received around the world at any time of day, which is why it is very useful to have qualified personnel capable of establishing clear and bold communication when a new guest arrives. Having staff from different industries allows to create a bond of trust with the guest as it is able to understand and enforce all their requirements.

In a specific and clear example at the Grand Hyatt Dubai Hotel, it could be described as the few Spanish-speaker staff working at the hotel. Although the percentage of tourists coming from Latin America or Spain is not very high, it can be determined that a Spanish speaking person is preferred among this kind of guest because of the confidence and security that their own language gives. In addition, it should be taken into account that the people who usually visit and stay at this hotel are usually couples that, in most of the cases, do not have a wide knowledge of the English language.

4.3 Objectives of the internship

The aim of the internship is mainly to develop and put into practice all the concepts learned during the modern language major, as well as to start working experience. Also, to learn how international companies do business and move in the industry.

4.4 General Objective

To describe the need for staff who know a language other than English in a large industry such as the hotel industry in a city like Dubai, which every day receives millions of tourists

from all over the world and not all the people who travel speak English fluently as for example, Spanish and Russian speakers.

4.5 Specific Objectives

- To contribute to the satisfaction of Spanish-speaking tourists who do not have knowledge of another language.
- To help all the guests to solve requests, doubts and problems that may arise during their stay.
- To supply to the hotel's sales by offering promotions to guests.

4.6 Intern role

Grand Hyatt Dubai is an institution that belongs to the tourism sector. Its main function is to provide lodging to the millions of tourists coming from different parts of the world and to offer them good experiences with different activities and moments during their stay.

Thanks to the fact that Dubai is considered a multicultural city, tourists from different backgrounds, cultures and behaviours arrive, additional to locals, such as Russians, Indians or Hispanic people, all of whom have a quite different perception, but all of them have to be understood and satisfied at all times during their stay.

The main objective of the intern at the Grand Hyatt hotel was to attend to all tourists but especially those from Spain or Latin America by indicating the different services that the

hotel offers, explaining to them the schedules of the meals and the general indications of location in the hotel. Also, the intern must make use of money transactions and explain the expenses that the guest had during his stay and solve any situation, complaint, doubt or suggestion that the guest may have .

4.7 Functions

Hotel receptionists reflect the public image of the hotel, make the guest feel well attended, answer their questions and deal with their complaints. Also they are in charge of promoting the Hotel's facilities, such as restaurants, the beauty salon or the fitness centre. As well, in some hotels there is the service of foreign currency exchange, usually all the people in the front desk are also in charge of a small cash box.

An important task that the receptionist does is to calculate the cost of additional expenses, such as, drinks, minibar food, phone calls and laundry services. Additionally, at the end of the shift, the receptionist must make some reports on the movements of their cash, count the money and deliver it to the main cash desk.

Training Plan At Grand Hyatt Dubai

Operations Trainee ~ Front Office

At the Grand Hyatt Hotel there are various departments, which make the guests feel comfortable, safe and happy in all aspects related to their rooms. Some of these departments are front desk, concierge, housekeeping, amenities, security, Spa and the Club Lounge, etc. These departments are directly related to the rooms section in the hotel, therefore, the staff must have continuous communication, training and supervision so

everything can be managed properly. For this reason the trainee had to go through all the departments that include the Rooms Section in the hotel to know their function and cooperate with them.

A brief description of each of the departments directly related to rooms in the hotel will be given below.

- **Security:** This department is in charge of watching over and protecting the integrity of any visitor and staff in the hotel. It is also their duty to ensure the continuity of operations within the scope of their responsibilities and to be highly prepared and qualified if an emergency arises in the establishment.
- **Laundry:** This department offers a double service, both for guests and employees. On the one hand, the service for guests has a cost depending on the garment to be cleaned. Also, Laundry is in charge of washing all the sheets, blankets, covers, etc. of the guests' rooms. On the other hand, the laundry department is in charge of providing a clean and custom-made uniform, shoes and other accessories that the uniform may have for the employees.
- **Amenities:** This department is characterized by providing guests with some gifts such as cake, fruits, sweets, flowers, etc. If the guest has a special event such as a birthday or anniversary. Also, these presents are given if the guest is a frequent client or a person with an important position
- **Business Center:** In this department the guest can find services such as photocopies, scanning, laminating, borrowed laptops, shipping or delivery services. It also provides support in writing and creating documents.

- Guest Services (Comm. Center): This department is one of the most important in the hotel because it has, in the first place, the job of receiving calls from the guests if there is any complaint, claim, doubt or suggestion. In addition, they are responsible for informing other departments about failures or pending work to be done in the hotel. On the other hand, they have a great responsibility to be the first to know of any emergency or problem regarding the guests.
- In house reservation: This department is in charge of promoting and giving discounts on websites. Also, it works together with websites like booking.com to give the guest a better rate when they are booking.
- Ahasees Spa: Is the outlet where guests can find various activities such as the outdoor pool, the indoor pool and the paddling pool. Also, in this space of the hotel you can find a day care service where they can perform activities such as painting, drawing, video games etc, while they are under supervision of qualified staff. On the other hand, in this same space, there is a gymnasium, with qualified personnel and the spa service, in which the guest can find the wet areas, massage center and manicure service.
- Grand Club Lounge: Is located on the fourteenth floor of the hotel, on this floor the hotel offers VIP guests, or all those guests who travel on business, a quiet, comfortable and safe space to work or have important meetings with drinks and small snacks throughout the day. Guests who have access to the club have the benefit of express check-in or check-out.

-Facilities and Services:

-High speed wireless access

-Tower viewer to explore Dubai iconic skyline

-Newspapers and magazines

-Computer with printer

-Televisions

- Concierge and Bell Desk: It is in charge of receiving, transporting and delivering the guests' luggage. In addition, this department is responsible for providing general information about Dubai, its different activities and tourist sites. As an additional service, if the guest requires any transportation service they are in charge of scheduling it.
- HouseKeeping: It is the department with most workers in the hotel since it is in charge of cleaning the whole establishment and its areas. In addition, HK offers guests the service of delivery of some basic utensils without any extra charge.
- Front Desk: This department is in charge of receiving each guest of the hotel, always providing a friendly and satisfactory service. The receptionist should attend to each guest's needs regarding their room and inform them of all the services and activities that can be found in the hotel. Also, you can find there the front office manager, who is in charge of receiving any complaint or handling any situation that may arise.

Below is a chart representing what the intern's schedule was like during the first week.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
--------	--------	---------	-----------	----------	--------

(Dec 1)	(Dec 2)	(Dec 3)	(Dec 4)	(Dec 5)	(Dec 6)
Security	In House	Human	House-	Front	Front
Laundry	Reser.	Resources	Keeping	Desk	Desk
Amenities	Ahaases Spa			Operation	Operation
Business	Grand Club				
Center	Concierge				
Guest					
Services					

Sunday Dec. 1 St

Introduction to Security

Activities:

- Checking emergency exits
- Operating of Radio transmissions sets
- Responding to Alarms
- Studying Hotel layout
- Safely & Security at work
- Policy on Mobile safe box, Dress codes
- CCTV Room

Introduction to Laundry

Activities:

- Following up guest request for laundry
- Handling guest & staff linen

- Policies & procedures on damaged guest linen
- Pricing plan for guest & staff laundry services

Introduction to Amenities

Activities:

- Overview: Amenities department
- Amenities replenishment
- Different room types and Amenities

Introduction to Business Center

Activities:

- Business center services and charges
- Business center systems
- Wireless center systems
- Printers & Fax
- Task list brief review

Introduction to the Guest Services (Comm. Center)

Activities:

- Overview of telephone etiquette
- Handling guests complaints, emergencies, etc
- How to handle message taking for in house/Outside guests
- PABX/ FCS/ HotSOS Systems

Monday Dec. 2nd

Introduction to in House Reservation

Activities:

- In House Reservation function
- Handle a PM and City Ledger
- Handle groups
- Overview of dispatch Operations

Introduction to Ahasees Spa

Activities:

- Pricing plans for Therapies & Massages
- Gym & Personal Training
- Swimming pools
- Overview of Ahasees Spa
- Kids Club

Introduction to Grand Club Lounge

Activities:

- Sequence of service for the Grand Club (Lounge & Desk)
- Service provided in the afternoon
- Overview of the (AM) shift task list - Lounge
- Grand Club benefits
- VIP codes
- Guest recognition
- Relevance of Club Lounge in the Hotel

Introduction to Concierge & Bell service

Activities:

- Sequences of service for the concierge team
- Giving information from the concierge desk in a refined manner

- Introduction to Dubai Tourist Destination & FAQ
- Overview of AM task list
- Printing Directions to anywhere in Dubai
- Maps & Brochures

Tuesday Dec. 3rd

Human Resources Formalities

Activities:

- Signing the contract
- Business ID delivery
- General hotel information and benefits

Wednesday Dec. 4th

Introduction to Housekeeping

Activities:

- Overview of the general task list
- Rules for cleaning the rooms
- Overview of the Housekeeping store
- Get to know the different categories of rooms
- To know the different elements that can be provided to the guests

Thursday Dec. 5th and Dec. 6th

Introduction to Front Desk

Activities:

- Learn how to use the main system (Opera/ HotSOS/ VICAS)
- Get familiar with the standards in the check-in and check-out process

- Learn the different locations of the outlets and restaurants in the hotel from the lobby.

4.6.1 Training material adaptation.

HotSOS: Is an application based on generating service orders to provide guests the best stay from service and facilities perspectives. This system has an extensive list of tasks to perform which allows it to be more precise in each application that is submitted. In addition, thanks to the connection with each department of the hotel, the task to be solved arrives immediately at the corresponding department.

VICAS (Visitor Identification Capture & archiving System): Is a networked system for Passport/ID card scanning and is ideally suited for the hospitality sector. Hotels in several countries need to collect identification details, such as passport, ID, Visa, Cards, etc, of their guests during the check-in process. The system eliminates the errors associated with manual data entry and creates electronic databases through easy storage and creating management reports. VICAS systems are easily interfaced with respective local authority systems.

Opera Property Management System: It gives tools for inventory management, group rooms control, room status and contract administration. The application provides a set of common information to share between different departments, as for example, Front Desk, Guest services operator, sales, etc. Opera also helps to maximize occupancy and room revenue with the accounts module, which helps the general management to have a clear financial report of every cash movement and operation. Another feature of this system is the ability to create guest profiles with the last stay, company, travel agencies, etc. This

data can be utilized to support the property customer relationships and analyze revenue sources.

4.6.2 Organization standards.

In order to carry out the tasks described below, it was necessary for the intern to have a good knowledge of English in all its skills: speaking, reading, listening and writing, since the activities to be carried out, required the presentation of reports and constantly informing the work group about the different updates that were available in the hotel.

Main duties

Administration

- To maintain the cash daily log book.
- To report “Lost & Found” items.
- To attend daily operations briefing.

Customer service

- To deliver the brand promise and provide exceptional guest services at all times.
- To provide excellent service to internal customers in an appropriate English language.
- To be familiar with the hotel's products and services policies.
- To handle all guest and internal customer complaints and inquiries in a courteous and efficient manner, following through to make sure problems are resolved satisfactorily.
- To maintain positive guest and colleagues interactions with good working relationships.

- To personally and frequently verify that guests are receiving the best possible service during the check-in and check-out.
- To ensure that guest history records are accurately maintained and all repeat guests are pre-registered.

Financial

- To ensure that all hotel, company and local rules, policies and regulations relating to financial record keeping, money handling and licensing are adhered to, including the timely and accurate reporting of financial information.

Operational

- To have full working knowledge and capability to complete all duties and tasks in the assigned place of work.
- To be entirely flexible and be able to be rotated within the different sub departments of the Front Office or any other department of the hotel as assigned and as necessary, mainly Front Office, Business Center, Concierge, Grand Club, Guest Relations team and Communication Center.
- To be able to arrange a professional business translator and interpreter in the use of English.
- To adhere to the telephone procedure of handling calls.
- To be aware of the company brand standards.
- To be aware of all hotel activities and Food and Beverage promotions.
- To hand over the pending points for the next shift for proper follow up action.
- To balance the cash report and remittance envelope at the end of the shift.

- To be fully conversant in the use of all computer systems in place (Opera and Vicas).
- To handle cash and credit card transactions, and tally them at the end of the shift.
- To handle foreign exchange transactions according to standard procedures.
- To have a thorough understanding and knowledge of Rooms related services and products and the ability to upsell alternatives.
- To follow up/ report to supervisor all guest comments and complaints.
- To ensure the allocation of rooms for all guests are done correctly and follow up on the special requirements requested by the guest that it is met.

Personnel

- Support the implementation of the people brand, demonstrating and reinforcing Hyatt's Values and Culture characteristics.

General

- To understand and strictly adhere to the Rules & Regulations established in the handbook and the hotel's policy on Fire, Hygiene, Health and Safety.
- To report for duty punctually wearing the correct uniform and name tag at all the time as per Grand Hyatt Dubai grooming standards.
- To fully support the departmental trainers function in the department assigned.

Occasional duties

- To assist in carrying out quarterly, bi-yearly, annual inventory of operating equipment.

- To carry out any other reasonable duties and responsibilities as assigned.

Division:	Rooms
Place of Work:	Front Desk
Scope and General Purpose of Job:	Contributes to the smooth and efficient running of the Front Office within the Rooms Division
Responsible to:	Team Leader – Front Office
Job Group:	Code 1 – Operations Trainee
Responsible for:	N/A
Main Duties	
Administration	
<ul style="list-style-type: none"> • To maintain the Cash Daily Log Book. • To report "Lost and Found" items. • To attend Daily Operations Briefing. 	
Customer Service	
<ul style="list-style-type: none"> • To deliver the brand promise and provide exceptional guest service at all times. • To provide excellent service to internal customers as appropriate. • To be familiar with the hotel's products and services and policies. • To handle all guest and internal customer complaints and inquiries in a courteous and efficient manner, following through to make sure problems are resolved satisfactorily. • To maintain positive guest and colleague interactions with good working relationships. • To personally and frequently verify that guests are receiving the best possible service during check-in and check-out. • To ensure that guest history records are accurately maintained and all repeat guests are pre-registered. 	
Financial	
<ul style="list-style-type: none"> • To ensure that all hotel, company and local rules, policies and regulations relating to financial record keeping, money handling and licensing are adhered to, including the timely and accurate reporting of financial information. 	
Operational	
<ul style="list-style-type: none"> • To have a full working knowledge and capability to complete all duties and tasks in the assigned Place of Work. • To be entirely flexible and be able to be rotated within the different sub departments of the Front Office or any other Department of the hotel as assigned and as necessary, mainly Front Office, Business Center, Concierge, Grand Club, Guest Relation Team and Communication Center. • To be able to arrange a professional business translator and interpreter. 	

- To arrange a well trained temporary secretary with outside secretarial service agencies for guests.
- To arrange courier services for guests.
- To reconfirm flight tickets and handle flight arrangements.
- To adhere to the telephone procedure of handling calls.
- To be aware of the companies Brand Standards.
- To be aware of all hotel activities and Food and Beverage promotions.
- To hand over the pending points for the next shift for proper follow up and action.
- To balance the cash report and remittance envelop at the end of the shift.
- To perform all duties and tasks when rotated or assigned to another Department as per Master Task List for that Department.
- To be fully conversant in the use of all computer system in place (e.g. Opera, Lotus Notes, Reserve, Passport Scanning, Police E-online website).
- To be fully conversant with all services and facilities offered by the hotel.
- To perform opening and closing procedures established for the Place of Work as assigned.
- To handle cash and credit card transactions, and tally them at the end of the shift
- To handle foreign exchange transactions according to standard procedures.
- To handover all rebates and paid outs vouchers to the Assistant Manager Front Office for the relevant signatures and enclose them in the cashier envelopes, clearly explained and supported.
- To have a thorough understanding and knowledge of all Rooms related services and products and the ability to upsell alternatives.
- To ensure that the Place of Work and surrounding area is kept clean and organized at all times.
- To monitor operating supplies and reduce spoilage and wastage.
- To recognize and treat accordingly long stay and suite guests so as to ensure their stay is an enjoyable one, report guests' feedback to immediate supervisor.
- To follow up / report to supervisor all guest comments and complaints.
- To input the guest questioners response and comments in the system under guest profile.
- To ensure an effective and regular communication with Housekeeping & Laundry.
- To ensure the allocation of rooms for all guests are done correctly and follow up on the special requirements requested by the guest that it is met.
- To actively participate in following the guest recognition and guest retention programs, in liaison with the Front Office Manager.
- To be aware of the rooms situation and strive to obtain maximum occupancy at the best possible rate.
- To meet, greet and escort all VIP guests to their rooms upon check-in to the hotel.
- To be able to explain and show the guests all the facilities in the room.
- To ensure that all departmental reports and correspondence are completed punctually and accurately
- Embraces all Touches of Hyatt and the Rooms Top 20.
- Responds to the results of the Consumer Audit and ensures that the relevant changes are implemented.

Personnel

- Supports the implementation of The People Brand, demonstrating and reinforcing Hyatt's Values and Culture Characteristics.

General

- To understand and strictly adhere to the Rules & Regulations established in the Handbook and the Hotel's policy on Fire, Hygiene, Health and Safety.
- To report for duty punctually wearing the correct uniform and nametag at all times as per Grand Hyatt Dubai grooming standards.
- To maintain a high standard of personal appearance and hygiene at all times.
- To maintain a good rapport and working relationship with staff in the Place of Work and all other departments.
- To attend and contribute to all staff meetings Departmental and Hotel trainings scheduled and other related activities.
- To fully support the Departmental Trainers function in the Department assigned.
- To undertake any reasonable tasks and secondary duties as assigned by the Assistant Manager.
- To respond to any changes in the place of work as dictated by the hotel.
- To project at all times a positive and motivated attitude and exercise self control.
- To have a complete understanding of the Income Audit Section in the Operations Manual and Policies & Procedures.

Occasional Duties

- To assist in carrying out quarterly, bi-yearly, annual inventory of operating equipment.
- To carry out any other reasonable duties and responsibilities as assigned.

Figure 3 Job responsibilities (Hyatt corporation Creation)

Check-in brand standards

- Electronic web check-in is available
- Grand Club guests and Elite members are offered the option to check in at the Grand Lounge.
- Dedicated desk/ station for expedited check-in experience is available for Globalist, Explorist and Discoverist members.
- Front Desk colleague to request guest email address and mobile number.
- Front Desk colleague to confirm any pre-arrival requests.
- Front Desk colleague to acknowledge World of Hyatt membership and appropriate, offer membership to non-members.
- The guestroom is assigned and prepared in accordance with the guest preferences.
- During the arrival experience guests will be offered selected additional services, which are relevant to the guest profile, for example: Concierge services, Laundry services, Wake up calls and restaurants and spa reservations.
- If the guest room is not ready at the time of arrival, guests are offered to use the Hotel facilities.

Check- Out brand standards

- Express check-out
- Front Desk colleague to acknowledge World of Hyatt membership.
- Offer the guests to email the final copy of the bill.
- Offer the guests assistance with their luggage.
- Offers the guests assistance with transportation or any last minute request.

- Confirm if the guest has removed all his items from the safe box.
- Guest profiles are updated with any relevant information obtained during stay or information gathered upon departure.

4.6.3 Schedule of activities carried out during training period

The intern had to learn certain basic tasks in order to start her regular duties at the reception desk. For this purpose, the supervisor in charge gave exclusive material to the intern about the information standards that a receptionist must know and perform in her job. These standards, which the intern had to learn at the beginning of her internship, are presented below.

Telephone Techniques

Standards governing the use of telephones in public places

How to answer telephone calls using Grand Hyatt standards and salutations

How to place a caller on hold

How to redirect and transfer a telephone call

How to accomplish a call pickup

How to take a message

- Hyatt on computer training

Guest Check-in / Check-out

How to access Opera

How to acknowledge waiting guest

How to ask ID/Guest identification requirements

How to scan passport using VICAS

How to search for arrival/ in house/ Due out guest by name, company, room

How to verbally confirm the guest reservation

How to acknowledge of World of Hyatt guest

How to read and create cashier comments

How to confirm the pre-arrival request and acknowledge preferences

How to print/ present the E-registration card

How to present and assist the guest to go through the E-registration

How to confirm/ obtain guest profile details

How to offer the guest newspaper and transportations arrangement

How to obtain method of payment

How to take Pre-authorization in POS machine

How to take payment (credit/debit/cash)

How to offer Loyalty program

How to handle guest luggage

How to place task using HotSOS

How to offer assistance on restaurant and spa reservations

How to cut and handed over the key to the guest

How to handover the business card and escort the guest in the elevator

How to update guest profile

How to enroll a guest into WOH

How to make a sharer or accompanying

How to confirm the charge with the guest

How to handle mini bar charges

How to present the guest invoice

How to bid farewell to the guest

Guest billing / Cashiering

Billing/ instructions/ cashier comments

How to do paid outs

How to exchange foreign currency

How to handle credit card

How to handle debit card

What is rate change?

How to post charges & payments

How to do advance deposit

How to do routing procedure

How to close city ledger

How to print direct bill report (F&B checks)

How to late charge guest

How to close cash

How to tally cash reports

How to drop cash and what is Due back

What are overage and shortage procedure

How to fill cashier closing envelope

Miscellaneous

What is Incognito status?

How to handle stay extension request

How to handle guest late check out request

How to offer higher room category / up-selling

How to do walk in guest

How to create and read reservations

How to perform room move

How to handle VIP guest and VIP Codes

How to handle sick guest

How to send a message to the room

How to enter and show guest room to a guest

How to handle handicapped guests

How to issue safe box deposit to guest

How to handle guest complaints

Upselling training

How to handle OTA booking

How to handle shift reports

How to upgrade reservations, upgrade guest request and preferences

How to create the credit risk report

How to prepare group arrivals

What is Hyatt upgrade policy

How to do room inspections

How to allocate guest room

Computer failure contingency

Day use rooms

House use rooms

What are pre-registered reservations

Hotel credit policy procedure

What is no show guest

5. Contributions to the Company

The training process allows the trainee to exercise all activities and skills learned during the modern language major. It also allows the intern to develop new skills for her work and personal growth, as well as for the growth and development of the company in its daily activities. Therefore, this process should provide both parties with satisfactory experiences and beneficial learning.

During the training process, the intern had to learn some procedures and concepts about hospitality and customer service, since her main function was as a receptionist in the hotel. However, in some processes, there were certain impediments to execute which generated that the intern depended on a supervisor in some situations, to do her job.

5.1 Achievements

As the main objective of the modern language course is to develop communication skills in a foreign language, the trainee during this process had to put into practice all the knowledge learned during the major in the language, in order to be able to communicate effectively and fluently with all the recipients related to the environment: clients, coworkers, supervisor, etc. The student also became familiar with other concepts around hospitality, market environment and tourism to understand how they work and to adapt to it.

Thanks to the fact that the intern had to work with different cultural backgrounds and experience hospitality work, she is better equipped and prepared for her working life, as she was able to amplify and foster her language skills such as speaking and writing abilities learned in the University. Also, it can be mentioned that in the modern language career at ECCI University, it is possible to have a greater knowledge of administrative, organizational or commercial aspects in a company, in addition to learning a foreign language with all its linguistic skills.

5.2 Scope

In the reception of the hotel there was only one Spanish speaker at a certain time, therefore when this person was not on duty and Hispanic people who did not speak English fluently arrived, it made the process of staying in the hotel a little complicated for both parties.

When the intern arrived, this situation improved notably since more cultural diversity could be appreciated in the work team during the day.

When the intern joined the company she helped the reception team streamline the check-in process, assisting guests with general hotel information, luggage assistance and hotel activities, while another co-worker performed the entire check-in process on the computer, all with the goal of making the guest experience more efficient and satisfying. The intern helped to verify the client accounts in the system as well as the physical accounts to match them, in order to obtain the final guest account.

5.3 Limitations

As in the field of hospitality there are different and special administrative, financial and organizational concepts for one or several functions, the intern sometimes had to wait for a

colleague or supervisor to be available to resolve a doubt about one of these concepts, which caused her to delay in her tasks and to accumulate work for the end of the shift.

On the other hand, it is also worth mentioning that in the check-in process, each guest must have a personalized profile created with all the corresponding information according to their passport. This whole process takes some time to be able to digitize all this data properly in the Opera system that the hotel manages. However, when the hotel receives several tourists on the same day, this process can be delayed since many times large families or groups are received.

To conclude, the biggest limitation that can be witnessed is the cultural and linguistic difference, this city besides having a great multicultural diversity in its population, receives daily tourists from all over the world, this is why it is necessary to have a team that can meet and supply all this population demand in all aspects of slang and behavior.

5.4 Conclusions

After finishing the whole process of internship, the student has the following conclusions:

1. The internship helped the student to understand about hospitality, tourism and business abroad, as well as to expand her vocabulary in trade topics.
2. Teamwork in a department such as reception is of vital importance, because this is the connection of almost all the departments of the hotel, for this reason good communication between colleagues helps tasks to be more efficient and shows better results.
3. In hospitality, customer service is the main factor for its good functioning. That is why having an efficient work group capable of understanding aspects such as

language, culture or behavior and enforcing the preferences or tastes of the guests, is the key to make the company prosper. In addition, it is worth mentioning that in a city as diverse as Dubai it is necessary for a hotel to meet these characteristics for the satisfaction of its customers.

5.5 Recommendations

According to the experience gained during the internship, some recommendations will be described as follows:

1. It is advisable for the university to maintain links with employment agencies abroad, as it allows the Modern Language students, and other majors, to develop and practice the English language in a professional manner, as well as being able to start their working life performing what they have learnt during their studies.
2. It is recommended for Modern Language students to learn about the different dialects that exist in the English language, since working abroad, sometimes it can be difficult to understand the dialect of some people because of their nationality or accent. For this reason, it is important that future interns put this kind of exercises into practice, in order to have better listening skills when having a conversation with tourists.
3. It is advisable that the University could offer in the future subjects or programs on hospitality within the Modern Languages degree, since this is a fundamental and quite wide branch that can be exercised as a student of languages, both nationally and internationally, which could also adapt very well to the tourism sector of the country.

4. The company Hyatt is advised to implement an agile method for the registration of IDs and passports at the time of check in, since the one that is currently managed in the company takes time because it requires digitizing it twice in different databases which often delays other activities and makes it necessary to extend the working hours.

6. Glossary

1. **Ballrooms:** A large room used for dancing and big celebrations, for example weddings or business meetings.
2. **Brand:** It can be defined as the same or several versions of the same product or service of a given company.
3. **Concierge:** This is the department of a hotel in charge of managing the luggage of the guests and also giving them detailed information about the activities in the city.
4. **Database:**The collection and management of sector specific data in a computerized form.
5. **Guests:** Can be one or a group of people who stay in a place for a couple of hours or days to enjoy different activities.
6. **Headquarter:** It is the place where the main office of a company is located.
7. **Hospitality:** Action of caring for and supplying others with their basic needs for shelter, drink and food
8. **Hotel:** Commercial establishment that serves the function of accommodating tourists or visitors for a certain number of days with some benefits on it.
9. **Interpreter:** On the contrary, action of understanding and composing a content orally into another language, without changing the intention of the message.

10. **Itinerary:** A detailed document with different plans that should be done during the day.
11. **Leisure:** Free time outside of work that can be used for different activities.
12. **Multiculturalism:** It is defined as the plurality in aspects such as religion, language, ethnicity, etc. that can be found in the same place.
13. **Recognition:** It can be considered as a specific attribute or characteristic of a place or person.
14. **Trainee:** University students who are working temporarily in a company in order to put their knowledge into practice and gain experience in their professional life.
15. **Translation:** Action of understanding and composing a text content in a language other than one's mother tongue.
16. **Tourism:** Recreational leisure activities that take place in a local or foreign city.
17. **Turndown:** This term is used in hospitality when the guest requires a light cleaning and supply to their room.
18. **Upgrade:** This term is used in hospitality, when the guest decides to purchase more benefits and amenities during their stay.

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