

Internship Report
On
Human Resource Department
Of
Radisson Hotel Kathmandu

Submitted By:

Jackson Subedi

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LETTER OF ACCREDITATION

It is hereby certified that this report, entitled
“Human Resource Department of Radisson Hotel”

Prepared by Mr. Jackson Subedi

Is an outcome of the 8 weeks internship undergone at
“Radisson Hotel Kathmandu”

The facts and ideas presented in this report are an outcome of the students’ hard work and dedication to the project, undertaken as a partial fulfillment for requirements for degree of

Masters of Business Administration

The outcome of this project has been highly appreciated.

.....
Mr. Abhijeet Giri
Training Executive



.....
External Evaluator



ACKNOWLEDGEMENT

This dissertation would not have been possible without the guidance and the help of several individuals who in one way or another contributed and extended their valuable assistance in the preparation and completion of this study.

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My sincere gratitude to Mr. Jayesh Rimal, Human Resource Development & Training Manager for giving me a chance to do my internship in the HR Department of this organization, Radisson Hotel. I am thankful to Mrs. Sumitra Shrestha – Senior Assistant, Mrs. Rashmi Shrestha – Senior Supervisor and Mr. Abhijeet Giri – Training Executive from HRD for devoting time from their busy schedule and explaining how work is being done in HRD and assigning me with various tasks during these 8 weeks of internship period.

I would also like to extend special thanks to the entire staff for their full co-operation, guidance and support during my internship.

Lastly, I would like to thank Mr. Dhiroj Shrestha, Mr. Sunil Ojha and Mr. Bibek Risal, Program Coordinator of Ace Institute of Management for their valuable Instructions and Guidance during the Internship program.

Sincerely,

Jackson Subedi

LIST OF ACRONYMS

AIM	Ace Institute of Management
HRD	Human Resource Department
HR	Human Resource
MBA	Masters of Business Administration
TTT	Train The Trainer
PU	Pokhara University
STAR	System for Time And Recording
SPPS	Staff Product Purchase Scheme
HRIS	Human Resource Information System
HRMS	Human Resource Management System
OB	Organization Behavior
MC	Managerial Communication

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EXECUTIVE SUMMARY

The core objective of the internship is to fulfill the requirement of the MBA program as prescribed by the PU. An intern has to prepare project report at the end of the internship period but the main objective of the internship is to get the hands-on experience of the real world organization. The internship was completed with the objective of getting practical knowledge in the HR department of Radisson Hotel Kathmandu.

The first responsibility I was assigned on this eight week of internship period was to assist the trainer for the TTT program. Secondly, I was allotted the work of Medical Insurance Data Sheet Update and SPPS was the last task I was assigned during my Internship program. As an intern, I realized that I was successful to gather a lot of significant learning experiences which would be helpful in my future career. The HR department of Radisson offered me ample space and opportunities, not only to learn but also to exhibit my skills as a HR team member. I could use my theoretical knowledge of HR in real practice while participating in many discussions. I was actively involved in the department meetings where I shared my knowledge and views regarding the performance in HRD of Radisson Hotel Kathmandu.

I also attempted to gather more information on basic job functions of other departments to have better understanding of the relation between them and the HR department. It was commendable to see how wholeheartedly they welcomed, acknowledged and appreciated new ideas and knowledge. I have provided few recommendations based upon my understanding and knowledge.

I successfully completed all the assigned duties and handed them over to the senior supervisor at the end of the internship. I thoroughly enjoyed the challenges that came along every single day. I could also bring some minor improvisations during my internship which were able to leave their marks. These lessons that I have learned will be a valuable one for my future endeavors as well.

CHAPTER I: INTRODUCTION

1.1 Background

ACE institute of management is the conscientious learning center where students at different levels prepare to meet the challenges and opportunities of the 21st century. It offers premier graduate program of Masters of Business Administration (MBA) which requires the students to complete a three credit hours of internship program. After the completion of internship, the students are required to prepare a project report on a topic relevant to the work they were assigned during the internship.

An intern has to prepare project report at the end of the internship period but the main objective of the internship is to get the hands-on experience of the real world organization. It also helps to develop the skills required to handle the day to day operation in an organization. This will allow the students to be prepared for the upcoming corporate challenges by experiencing real time working environment.

Upon subsequent research to find the best suitable organization to match both my major and area of interest, I selected the HRD of a five star hotel supremely known for its well defined quality services- Radisson Hotel Kathmandu. This internship program was approved by Ace Institute of Management, affiliated to Pokhara University (PU).

1.2 Objectives

The Faculty of Management, PU has its ultimate objectives of preparing students for professional pursuits of business, industry and government. The core objective of the internship is to fulfill the requirement of the MBA program as prescribed by the PU. Apart from this, the internship was completed with the objective of getting practical knowledge in the HR department of Radisson Hotel.

More specifically, the objectives of the internship were as under:

- To gain practical experience of the jobs carried out in the HR Department of Radisson Hotel.

- To compare the theoretical knowledge of HR with the practical experiences carried out at the 5 star Hotel.
- Clarify personal interests, skills, and competencies, and their implementation toward development of career goals.
- To gain ideas from the experienced people working for HR department.
- To understand the challenges faced by the HR department.
- To understand the different types of training provided to the employees.
- Development of personal standards of professional and ethical behavior required in the workplace.
- Assumption of responsibility for continued learning and professional development.

1.3 Details of Internship at Radisson Hotel

TABLE 1: Details of Internship at Radisson Hotel

Name of the Organization	Radisson Hotel
Address	Lazimpat, Kathmandu, Nepal Website: www.radisson.com/kathmandu-hotel-np/nepkathm E-Mail: hr@radkat.com.np Phone: +977-1-4411818 Fax: +977-1-4411720
Position	Intern / Trainee
Department	Human Resource (HR)
Working Duration	8 Weeks
Work Hours	9:00 am – 5 pm
Name & Designation of Internship Supervisor at Radisson Hotel	Mr. Abhijeet Giri, Training Executive, HR
Name & Designation of Internship Supervisor at AIM	Mr. Dhiroj Shrestha, Program Coordinator

1.4 Introduction of Radisson Hotel Kathmandu

1.4.1 Background of Radisson Hotel Kathmandu

One of the world's fastest-growing upscale hotel companies, Radisson Hospitality Worldwide operates, manages and franchises deluxe plaza hotels, suite hotels, hotels, inns and resorts worldwide. Radisson also is the parent of Radisson Seven Cruises, which operates and manages deluxe cruise ships worldwide. Radisson's goal is to become the world's most valued hotel brand by providing superior business delivery and services in management, marketing and training.

Radisson has more than 360 properties representing over 76, 000 rooms in 39 countries. Radisson is located in Canada, Mexico, United States, South America, Australia, Europe, China, Japan, Thailand, India to name a few. Radisson is also the first U.S based Hotel Company in Russia.

Radisson Hotels is named after Pierre Esprit Radisson. A unique individual who was an explorer, adventurer, fur trader, soldier, and merchant who lived between the years of 1630-1710. He was the first known white man to enter the wilds of the Upper Mississippi area. Radisson is the man whose name today stands for a collection of unusually fine hotels.

Originally, the first Radisson hotel was built in downtown Minneapolis in 1909 at a cost of \$2 million. It soared to a magnificent 17 stories above the young city's skyline. All room rates were \$2.50. Ninety-five percent of its 350 rooms had baths and running water. It had its own candy factory, several restaurants and private dining rooms and a furniture shop that built and repaired all its furniture. Radisson quite naturally became the social center of the city.

The Radisson Hotel Kathmandu, the flagship hotel for Radisson Hotel in Nepal, made its debut in November 1998. Centrally located land mark building at Lazimpat Kathmandu, adjacent to the Royal Palace (present Ministry of foreign affairs) and surrounded by many of the embassies and consulates, is ideally suited for business or leisure travelers.

1.4.2 Mission of the organization

Radisson Hotels world- wide believes it will attain success by achieving this mission:

"To provide Genuine Hospitality to our guests at every point of contact."

"To build relationships valuable with our customers, owners, employees and partners, by developing and operating: Great Places, For Great People, To Provide Great Hospitality, And Deliver Great Results"

Radisson knows that what make up the Brand of Radisson are relationships- Relationships with its owners and operators, employees and travelers. Radisson also knows the importance of having those relationships built on mutual trust and respect. When that happens, people can do their best work and have fun!

Radisson Hotels will achieve success by being the first choice of: Owners, Guests and Employee – you!

The “Triangle of Excellence” provides a model philosophy. Radisson Hotels World-Wide will exceed the expectations of:

Owners: By expanding our company and increasing the return on their investment in Radisson

Guests: With “Yes I Can!” Service and superior value

Employees: By promoting respect, professional development and recognition.

The triangle represents a delicate balance between three groups of people. Every business decision that is weighed against the effects it will have on these three groups of people. If Radisson focuses too much energy and time on one of the legs of the triangle, the triangle will fall over and we will not be successful.

1.4.3 Vision of the organization

The RADISSON VISION describes what the organization wants to be for its owners, guests, and you. Radisson vision is:

To be the most RESPECTED hotel brand in the world, in which we are:

- *Trusted by our travelers-for our consistent quality, reliable service and genuine hospitality.*
- *Respected by owners and operators-for the strength of our brand and our ability to build value in hotels and to drive revenues.*
- *Sought out by employees-because of our reputation for innovation, for opportunities within the company and our culture, which creates a, positive work environment.*

1.4.4 Radisson's Goal

Radisson's goal is to clearly communicate performance in expectations to employees which is the distinctly positive difference Radisson's guest experience. It's exemplary hospitality that brings guests back. It's proactive customer service and a positive attitude for success.

1.4.5 Radisson Customer Service Philosophy

Radisson Hotels Worldwide successfully leads the hospitality industry with a winning attitude. We call it "Yes I Can!" It's all about winning and building customer loyalty by anticipating our guests' needs and exceeding their expectations. "Yes I Can!" motivates employees and keeps you focused on providing exceptional personalized service for guests.

1.4.6 Yes I Can!

THREE PRINCIPLES OF "YES I CAN !"

1. **Show a "Yes I Can!" attitude:** A "Yes I Can!" attitude is a positive attitude. It's your way of telling guests, "Yes I want to help you."

2. **Take personal responsibility:** This means that when you start something, you see it through to the end. It's our way of telling guests, "I will do everything to make your stay with us exactly what you want it to be."
3. **Use teamwork:** As a Training Manager at one Radisson hotel puts it, "Teamwork accomplishes what individuals cannot accomplish". Working together is your way of telling guests, "We're all here for you".

SIX "YES I CAN !" SERVICE STANDARDS

1. **Anticipate needs:** Don't wait for guests to ask for help or service. Pay attention to guests to see what they need. Then make suggestions or offer to help.
2. **Give personal attention:**
 - a. Look at the guests when you talk with them.
 - b. Smile and show guests your friendly, ready-to-help face.
 - c. Learn and use guests name whenever possible.
 - d. Wear your name badge so guests can call you by name.
3. **Show guests that you appreciate them:** Greet guests with a friendly "hello" whenever you see them. And when you see guests checking out of the hotel, thank them for staying and invite them to come back soon.
4. **Go beyond what's expected:** Look for ways to pleasantly surprise guests. For instance, if a guest asks where he or she can find a newspaper, offer to bring one to the guest.
5. **Offer alternatives:** If you can't do something a guest requests, tell the guest what you can do instead. You might say, "I'm sorry, we've sold all of the cheese cake. But I can bring you a slice of chocolate cream cake or freshly baked apple pie instead."
6. **Check satisfaction:**
 - a. Ask guests how they're enjoying their stay. "Here are the extra towels you asked for, Mr. Encik Ismail. How are you enjoying the hotel so far?"
 - b. Ask guests what you can do to serve them better. "I see you're back for another visit, Mr. Cruise. Is there anything we can do for you this time that we didn't do last time?"

1.4.7 The Company

The Radisson Hotel Kathmandu, a 5-star category hotel, is owned by Oriental Hotels Ltd. and operated by the Radisson Hotels & Resorts World-Wide and headquartered in Minneapolis, Minnesota, USA.

Radisson Hotel Corporation manages a franchise of a wide range of hotels, resorts, inns and cruise ships worldwide.

The company is governed by Board of Directors, comprising 7 members as shown in Table 2 below:

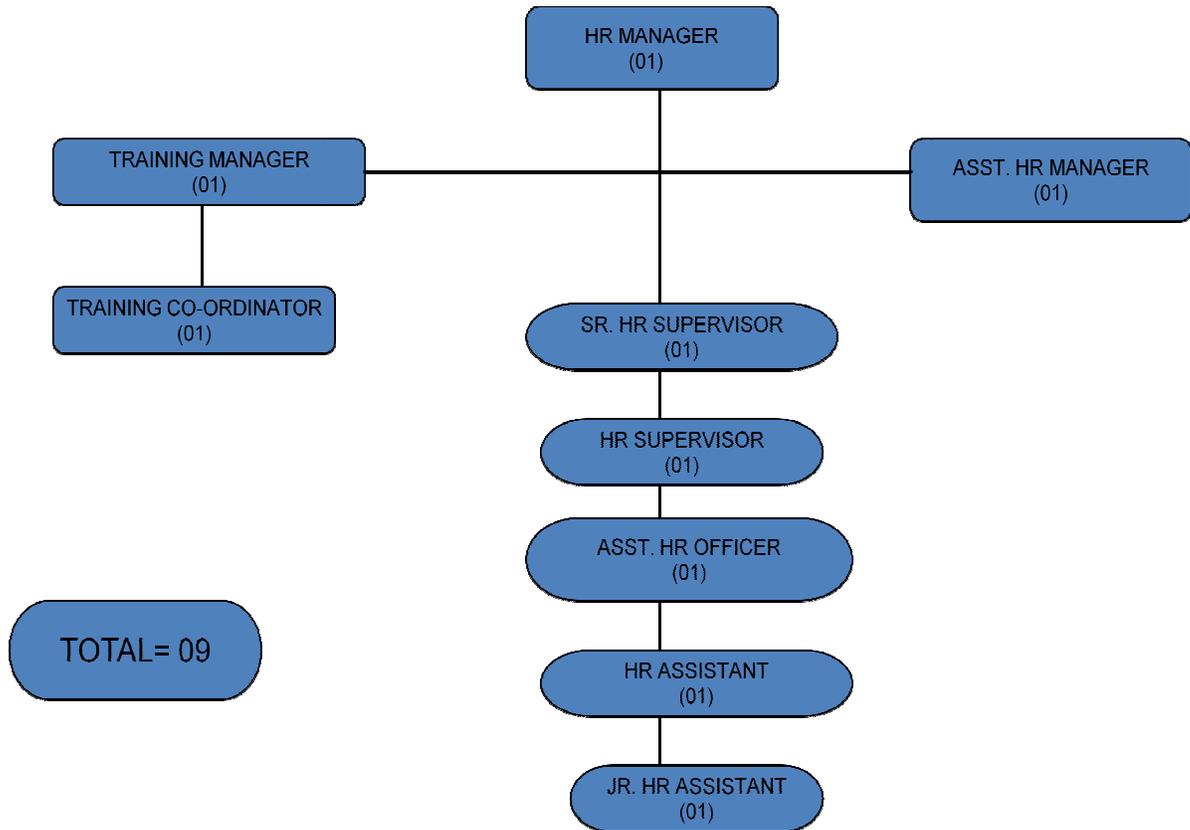
TABLE 2: Board of Directors

BOARD OF DIRECTORS	
MR. GOVINDA DAS SHRESTHA	CHAIRMAN
MR. B.K. SHRESTHA	MANAGING DIRECTOR
MR. ANIL DAS SHRESTHA	JOINT MANAGING DIRECTOR
MRS. SUBHADRA SHRESTHA	DIRECTOR
MRS. MISHU SHRESTHA	DIRECTOR
MR. SUNIL SHRESTHA	DIRECTOR
MR. UPENDRA RIJAL	DIRECTOR

1.4.8 HR Department Structure

The HR Department structure of Radisson Hotel is shown here:

Figure 1: HR Department Structure



1.4.9 Area of Operation

During the eight weeks of internship period in the organization as an intern, I decided to work under HR Department where I could learn some important aspects of HR functions and understand the corporate culture of a five star hotel and also bring in some fresh ideas to the department. My specialization in MBA being HR, for obvious reasons I took up internship in HRD. I was fortunate enough to have the opportunity to do the internship program in such a well staffed organization.

Human Resource Department

The Human Resource Department has broadly classified the functions into two topics of What We Believe and What We Do.

What We Believe

We believe in professional hospitality service for profit. Our Human Resources philosophy is to provide employee recruitment and retention programs which produce optimum employee satisfaction and performance. We are enablers that support people in reaching their full potential by giving managers and employees the tools to develop and succeed in their roles.

What We Do

1. HR representatives initiate partnerships with all managers and supervisors of the hotel in order to serve all parties in the best interest of the hotel.
2. HR representatives have a coaching role to all employees, without creating "The doctor is in" syndrome. Thus, our role is always to go to the source of the issue, while limiting our role as counselor.
3. The Corporate HR and Legal staff are resources to consult when confronted with issues, or when outside feedback may be seen as beneficial.
4. HR Representatives should develop business strategies that are in alignment with the hotel's objectives, by focusing on all aspects of the human asset.
5. HR Representatives should be continuously improving the HR practices of the hotel, by keeping a pulse of the hotel's culture as well as being aware of what is current in our industry.

CHAPTER II: ACTIVITIES UNDERTAKEN

2.1 Activity: Staff Product Purchase Scheme (SPPS), Medical Insurance Data Sheet Update, Assist for "Train The Trainer (TTT)" training program.

The first responsibility I was assigned on this eight week of internship period was to assist the trainer for the TTT program. Secondly, I was allotted the work of Medical Insurance Data Sheet Update and Staff Benefit Program was the last task I was assigned during my Internship program.

2.1.1 Introduction

The HR Department deals with the management of people within the organization. The department is responsible for attracting employees, designating them in their positions and ensuring their performances. All the employees' record is retrieved from the System for Time and Recording (STAR) and is updated every day. The attendance, annual leaves, casual leaves, sick leaves, complimentary leaves etc. are also updated on a daily basis into the system. There are various activities in the HRD that make the Senior Assistant and Senior Supervisor occupied the entire day. HR also handles the Intra Department trainings, Supervisor Trainings, TTT trainings and employee orientation & trainee orientation programs. Medical Insurance file is updated once in every year. SPPS (Staff Product Purchase Scheme) had its first ever commencement this year at my presence. In this scheme, employees with at least a complete year of tenure could purchase any products listed by the two dealers in an annual installment basis.

2.1.2 TTT – Train The Trainer

This training is provided to the selected head / supervisor / executive of all the departments. It is a three day workshop designed to teach each participant the effective methods and techniques of training. Each trainee is provided with a full day of team building games and lecture on how to train the employees / coworkers / subordinates. During this training, each individual has to prepare a training module and provide training to the co-trainees where they would share the ratings of their trainings. Day two

and day three are used for these individual practice trainings. Each trainee is required to provide three trainings to their subordinates of their department within a month in order to get the certificate of completion of "Train The Trainer" program. After the completion of this training, HR department monitors and ensures that the newly trained trainer provides his/her subordinates with the training on a regular basis. I was principally responsible only in arranging all the required resources for the trainings and assist the trainer. However, I also got an opportunity to attend the training in my own initiative. I had to prepare a training module and train the same to the co-trainees. I was graded with the best ratings amongst all the co-trainees, which came as a pleasant surprise to me and everyone, which also broke the stereotypical perception about an intern who is generally regarded as a mere learner who has got nothing to offer. However, the trainers open heartedly appreciated and recognized my efforts, which was remarkable.

2.1.3 Staff Product Purchase Scheme (SPPS)

This is an employee benefit program which started from this year, during my internship period. I was responsible to coordinate with the staff members in order to fulfill the preliminary requirements of those interested to sign up for the installment scheme. This program was initiated by the HR Department and Employee Welfare Committee for employees' benefit. SPPS is the best possible program for the employees who wish to buy any product listed by two dealers on an annual installment basis. The products varied from a small CFL tubes to 42" LED Television to 300L Refrigerators. The scheme received an overwhelming response from employees and was very keen to have more of such programs in future. There were however some basic requirements of the program. First, they had to be a full time employee without any prior loans. Second, they should be a year less than the retirement age. I was responsible in filling up the form for all the interested employees who wanted to buy the product. The two dealers were Triveni Trade Pvt. Ltd. and Sagtani Exim Pvt. Ltd. They had an array of products like Vacuum Cleaner, Washing Machine, Microwave Oven, CFL tubes, Gas Stoves, Gas Heater, Fan, TV, Cooler, Refrigerator, Mixer & Juicer, Radio FM etc. My role during the entire process was to make correct code entries of the products and correct price in the form. After all the forms were filled up, they were taken to the Finance Department for

verification. The Finance Officer checked all the validity of the employee data and signed the forms. The forms were forwarded to the Financial Controller for further approval. The forms were then taken to Welfare Committee for second signature of approval. At last the HR Managers signed the forms and completed the process of the first round of the program. One copy of the form from each employee was forwarded to the dealers which was the purchase order for them. Products were delivered to the Radisson Hotel within few days. The products were then distributed according to the signed form.

2.1.4 Medical Insurance Data Sheet Update

All the permanent employees are entitled for the Medical Insurance where an employee can claim Rs. 50,000/- to Rs. 125,000/- per year based upon the employees' position in the Organization. The medical insurance claim could be the reimbursement of the check up that an employee or family members of the employee undergo. The claim document should be attached with the claim form filled by the employee. The in-house doctor verifies all the documents for validity and signs the documents which are then processed for reimbursement. The documents are collected weekly and sent to the Finance Department for payment. The Medical Insurance Data Sheet is the record which contains all the information required by the Finance Department to re-check the document. Hence, all the update requests are collected and the data sheet is updated. I was responsible in updating the data sheet for all the employees. There were 404 employees in total where every data needed to be verified individually. The data contained Name of Employee, Date of Birth of Employee, Marital Status, Name of Spouse, Date of Birth of Spouse, Number of Children, Name of Children, Date of Birth of Children, Name of Father, Date of Birth of Father, Name of Mother, Date of Birth of Mother, Address and Contact Number.

2.1.5 Outcome

Based on my eight week term as an intern, I realized that I was successful to gather a lot of significant learning experiences which would be helpful in my future career. The HR department of Radisson offered me ample space and opportunities, not only to learn but also to exhibit my skills as a HR team member. My contributions were well recognized

by the organization. I successfully completed all the assigned duties and handed them over to the senior supervisor at the end of the internship. Medical Insurance Data Sheet Update was completed successfully where I tried to update the data to the best of my knowledge.

SPPS was also successfully conducted and the satisfied employees ordered more products than anticipated to fulfill their requirements. They also looked forward and requested for more of such schemes. I also well assisted the TTT which gave my work a lot of appreciations. As HRD is the department that connects all the departments of any organization, I was introduced to many department heads and seniors who gave me a wider spectrum of the organization. My assistance to some of the presenters using slideshows and PowerPoint proved to be a crucial support in many presentations.

2.1.6 Recommendations

There are few recommendations based upon my understanding and knowledge. They are:

1. TTT program should be a regular exercise in the Organization where other supervisor should also get the opportunity to enhance their skills.
2. More team building and cross departmental exercises should be introduced so that the departments can interact and come up with a better package product to fascinate the guests.
3. Medical Insurance Data Sheet lacks the correct format for recording dates. There has to be one format either Nepali (BS) or English (AD) to record the dates. Current practice confuses the recipient of the data. For E.g.: It is difficult to understand if 4/1/2010 is 4th January, 2010 or 1st April, 2010.
4. SPPS delivers products to the Hotels, however it might be costly to be brought home to those who live far from the Hotel. They are entitled to bear the expenses to take the product to their homes. Therefore, a provision like a (purchase) token or so can be introduced where an employee can get their deliveries done from the nearest dealer without having to bear the possible hassles. This will allow the employee to select and test the items, choose the color and save a lot on transportation. This also helps to reduce the work load on the HRD.

2.1.7 Conclusion

My two years of working experience in organizations such as Standard Chartered Bank as Senior Assistant, Central Operations, Head Office, New Baneshwor, gave me a solid foundation to understand hardcore corporate culture. Therefore, I was quite prepared to blend in the department that carried huge responsibilities. And this eight week internship in HRD of Radisson Hotel has honed by understanding of HR in practice. It gave me an important exposure and an insider look of such a big organization. I could use my theoretical knowledge of HR in real practice while participating in many discussions. I was actively involved in the department meetings where I shared my knowledge and views regarding the performance in HRD of Radisson Hotel Kathmandu.

CHAPTER III: PROGRAM WORKPLACE RELATIONSHIP

The internship program was a truly rewarding experience. I encountered with real life HR activities and also received the opportunity to perform in those activities. My knowledge of HR was helpful to add new perspective while we gathered for department meetings. I witnessed the execution of all the HR functions in real life however I only had the theoretical knowledge about them which answered many "whys" of mine. It was commendable to see how wholeheartedly they welcomed, acknowledged and appreciated new ideas and knowledge. I also attempted to gather more information on basic job functions of other departments to have better understanding of the relation between them and the HR department.

The hotel offered a friendly and cooperative environment. Everyone in the HRD was occupied with their own routine work which I believe limited my learning possibilities. However, this internship has helped me to bridge the gap bet real life practice. My primary objective was to observe, evaluate and compare the relationship between the knowledge that I have gained in my MBA and workplace. This eight week internship has certainly helped me learn how tasks are performed in a workplace. However, some of the practices of the HR department during my internship raised my concerns.

If I am to highlight on the most significant aspect of my internship learning, then it would be the importance of communication. Good communication is crucial in any organization and it holds more importance in bigger organization with significant number of workers. It was quite surprising to see how the HR department of a hotel employing 404 workers lacked effective communication procedures. It was the biggest flaw the department had, so to say and I did learn a lot from the errors committed by the others. The junior HR personnel lagged tremendously behind when it came to effective communication. In this regard, it was hard to put my freshly acquired, updated academic knowledge into practice, yet I succeeded in learning many new things from this experience as well.

As proverb goes, "a book cannot be judged by its cover", it is difficult to tell where an organization stands just by looking at its physical infrastructure unless you get into it.

And this experience has given me a rare opportunity to take a closer look at a workplace and understand the differences between the classroom knowledge and real corporate world. Naturally, in a country like ours, we certainly have a big gap between the bookish knowledge and the one earned from experience. It is extremely difficult for those to understand the real world without any prior working experience.

Our curriculum has provided us with an extremely relevant academic knowledge. All the academic learning may have not been applied in practice, I could still see the need of its implementation and how it could bring about positive changes to the HR department.

A. Organizational Behavior

Organizational Behavior (OB) is the study and application of knowledge about how people, individuals, and groups act in organizations. It interprets people-organization relationships in terms of the whole person, whole group, whole organization, and whole social system. Its purpose is to build better relationships by achieving human objectives, organizational objectives, and social objectives.

My previous work experiences had prepared me well to fit in an organization and understand their organizational cultures. So, I was prepared and started performing the very day I joined as it didn't take me too long to understand my responsibilities. I was impressed by the nice, welcoming ambience and even more with the friendly behavior of the coordinators which demonstrated that the HR department was successful in keeping a stress free working environment. They explained and fully assisted me to learn the different systems of the recording information of the employees. They were very patient with me; I needed to improvise because of which I made almost mistakes at all. The HR Development and Training Manager was very motivating and appreciative. My ideas, efforts and work were always acknowledged and appreciated. I was able to make an impression on the HR seniors by my technological knowledge which at times solved even some of the complex problems.

B. Managerial Communication

Effective communication is one of the key components of the HR in any organization, especially the hospitality business. And it becomes particularly more important for a five star hotel to have a good communication between the management and the staff will be passed down the line in the form of good communication between the staff and the customers. Also, it brings a more open and professionally relaxing working environment transforming employees into loyal and more competent staff members. Making sure that staff has all the 'tools of their trade' to do their job to the highest standards is however a two-way thing - employees have to communicate clearly and on time what they need, and management should listen and make sure they are well informed of all their staff's requirements and needs. So, if this exists in a workplace, then it creates a positive atmosphere and both the ends can communicate with each other with clarity perfectly which will encourage staff to give their best and always a little extra than they are capable of.

Working closely as a part of HR Department for eight weeks provided me with an opportunity to see the relevance of my academic knowledge and its practical implementation. Almost everything that we were covered in our curriculum, about verbal and non-verbal communication, customer services, telephone handling etc. were all extremely supportive during my internship. Likewise, I found myself more confident and better prepared to give presentations due to regular presentation we are supposed to do in our course. Thus, the various subjects taught by AIM by highly experienced faculty members proved unparalleled and advantageous. This internship also helped me understand the level of my knowledge and its use in real life.

As the nature of internship is not to fill a position and function like an employee but is to make the best of the opportunity and gather as much as professional experience and knowledge as one can. And I believe, I did succeed to a great level to broaden my understanding, hone my skills and understand the practical relevance of my academic knowledge. It did create a lot of difficulty for me to comprehend the approach of the staff unions due to their limited or no interaction with the trainees and interns. Also, it

was undesired to ask or express curiosity about the internal issues in their presence in the HR department. So, I could only gather information based on my observation. And I felt that the HR department of Radisson hotel very much needed an atmosphere where they could have good communication with each other without being scrutinized. If it continues, then there might be a huge gap between the staff and the management affecting performances a whole.

I truly appreciate the support I received from my college throughout the internship period. I was put in a constant touch with the college supervisor and was observing closely all my activities which encouraged me to put more hard work every day, as I mentioned earlier, it did reflect in my duties which got noticed by the seniors of the HR. And working in diverse and multicultural environment had me an opportunity to utilize and improvise my communication skills by interacting with employees of various hierarchy, nationality and cultural background. In conclusion, I am able to state that this internship program gave me a platform to apply my theoretical knowledge in practical life. And this practical implementation of my academic knowledge has helped me to understand the complexities, challenges and prospects that lie in a real corporate world. Much as I enjoyed my eight weeks term, I certainly did learn a lot from each day of work and everyone I had a chance to interact with.

CHAPTER IV: CONCLUSION

It was an absolute worthwhile experience working at the Radisson Hotel. The friendly welcoming staff and the space they have created for a trainee/intern allowed me with ample opportunities to learn and know myself as a worker. This experience brought out my strength and also the areas I needed to improvise. It added more confidence to my professional approach, built a stronger positive attitude and taught me how to work in team as a player. The primary objective of an internship is to gather a real life working experience and put their theoretical knowledge in practice. I am grateful to the entire team of HRD of the hotel for their unprecedented support to make my working experience truly rewarding. Especially working in this department made me realize my competencies and level of understanding regarding the human resources. On completion of this internship period, I came to know about the importance of human resources and the role of HR manager, Training Executive, HR Senior Supervisor and HR Senior Assistant in an organization.

As an intern, though I had a limited space to work, I still managed to grab plentiful of experiences. I made the best of every opportunity I was given and made the utmost use of my abilities and knowledge to fulfill all my responsibilities. I could implement my academic skills into practice and my efforts were highly acknowledged. There is however some gap between our theoretical knowledge and real life practice, yet the managerial level staff members is quite open towards upgrading current approach, which was extremely motivating.

Hence, I can sum up by saying that my internship experience was a milestone to my academic and professional experience. I thoroughly enjoyed the challenges that came along every single day. I could also bring some minor improvisations during my internship which were able to leave their marks. These lessons that I have learned will be a valuable one for my future endeavors as well.

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APPENDIX

APPENDIX 1: Weekly Log Sheet 1

APPENDIX 2: Weekly Log Sheet 2

APPENDIX 3: Weekly Log Sheet 3

APPENDIX 4: Weekly Log Sheet 4

APPENDIX 5: Weekly Log Sheet 5

APPENDIX 6: Weekly Log Sheet 6

APPENDIX 7: Weekly Log Sheet 7

APPENDIX 8: Weekly Log Sheet 8

APPENDIX 9: Weekly Log Sheet 9