

CONSERVATOIRE NATIONAL DES ARTS ET METIERS

MASTER IN MANAGEMENT

le cnam

INTERNSHIP REPORT

On

**MAINTENANCE AND IMPROVEMENT OF CARE
AT HYATT REGENCY DANANG RESORT & SPA**

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Academic tutor : PIERIC COUTEAUD HORRUT

Company name : Hyatt Regency Danang Resort & Spa

Enterprise tutor : THI THANH THAO LUONG

Paris, 9th November 2018

REQUEST FOR INTERNSHIP

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6. N° Sécurité Sociale - *Social Security N°*: **8 75 16 11 367 390 04**
7. Adresse de la CPAM (Caisse Primaire d'Assurance Maladie) : **5 rue du Facteur-Cheval, 91000 Évry**
8. Assurance de responsabilité civile (nom / n°) – Civil Responsibility Cover (name/n°):
SMEREP
9. Nom de l'entreprise ou de l'organisme et adresse - *Name and Address of the Company/Enterprise*:
Nom : **Hyatt Regency Danang Resort and Spa**
Adresse : **5 Truong Sa St, Danang, 550000, Vietnam**
N° de SIRET (l'entreprise française) : _____
10. Nom du Directeur (ou délégation) - *Name of the Director (or delegated person)*:
Ms. LUONG Thi Thanh Thao Fonction: **Learning Manager**
11. Nom du responsable pour le stage dans l'entreprise (tuteur d'entreprise) -
Name of the person who is directly in charge of the intern (enterprise tutor):
M. Nguyen Thi Kim Hue Fonction/position: **Human Resources Coordinator**
Tel: **+84 236 398 1234** E-mail: **hue.nguyen@hyatt.com**
12. Période - *Period of internship*: Du - **From 2/7/2018** Au - **To 2/10/2018**
13. Lieu de travail (si différent de l'adresse de l'organisme)- *Place of work (if different from the address of the organization)*: **5 Truong Sa St, Danang, 550000, Vietnam**
14. L'intitulé de la mission - *Internship position*: **Learning and Development**
15. Congés – Day off: **2 days per week**
16. Volume horaire – weekly working hours: **44 hour**

JOB DESCRIPTION

3-month internship at Learning and Development Division – Human Resource Department at Hyatt Regency Danang Resort & Spa with responsibilities below:

- Ensures that all employee-training records are kept up to date.
- Administrates & coordinates training programs.
- Responsible for the timely completion and submittal of training records and reports.
- Supports the hotel's focus on service excellence by training and assisting others to train people to provide exceptional service to the hotel's external customers.
- Provides the appropriate level of professional, courteous and caring service to other colleagues (internal customers) and other visitors to the division.
- Markets the need for training programs to others, identifying and communicating the value of training, exhibiting how training affects the bottom line.
- Assists the progress of the hotel's Training Plan and make recommendations where necessary.
- Assists to co-ordinate the hotel's monthly HR Calendar and Learning Menu
- Advises the Learning Manager of any new support materials that would be beneficial to the hotel.
- Pro-actively supports in HR and Learning activities for hotel colleagues: be creative, thinking out of the box, walk the talk when planning and developing activities
- Assists to implement and monitor the company's training materials and other e-learning initiatives.
- Supports to bring Hyatt's Purpose to life, demonstrating and reinforcing Hyatt's Values and Brand promise.
- Ensures high standards of personal presentation and grooming.
- Maintains strong, professional relationships with relevant representatives from competitor hotels, business partners and other organizations, including local schools, hotel schools and universities.

ACKNOWLEDGEMENT

To begin with, I would like to acknowledge and extend my heartfelt gratitude to supervisor Pieric COUTEAUD HORRUT, my Internship Supervisor for providing me this great opportunity to work on this Report concerning “The Importance Of Care At Hyatt Regency Danang Resort & Spa”. I am grateful to his for guiding me and showing his best interest in helping me prepare this report. Without his patience, sincere guidance and suggestion I would not have been able to finish this report properly.

Secondly, I heartily thank all the officials of Hyatt Resort for their supporting as well as cooperating me as an intern in their organization. After that, I would like to convey my sincere gratitude to the Director of Human Resource, Mrs. Sang Tran and my supervisor - Learning Manager – Mrs. Thao Luong of Hyatt Resort for providing their valuable time and cooperate with me. Moreover, I am also thankful to them for providing necessary and valuable information regarding this company and also for being kind to me. Without their help this Internship report would not have been easy to prepare.

Thirdly, I want to express special thanks to all the employees of Hyatt Regency Danang Resort & Spa help me create an official behavior on me and also for co-operating me to learn. I wish to take this opportunity to extend gratitude to all those who supported me to complete this report.

Finally, I want to mention the working environment that has taught me to be confident and dealing of corporate life that will help me in the future career.

ABSTRACT

The core objective of the internship is to fulfill the requirement of the Master in Management program as prescribed by the CNAM. An intern has to prepare a 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. My internship was completed with the objective of getting practical knowledge in the Learning Division – Human Resource Department at Hyatt Regency Danang Resort & Spa.

During my internship I gained practical knowledge on how the human resource division of an organization operates and coordinates its activities to ensure smooth functioning of the organization. Not only that I have also gained insight into the working culture of the organization and observed how Hyatt handles its employees with value and empowerment to ensure they are motivated to give their best to the organization.

The report starts with an organization profile of Hyatt Regency Danang Resort & Spa giving its background information, mission, vision, its products and services, the hierarchy of the organization. In the second part, I would like to emphasize the importance of customer care at Hyatt hotel and especially the differences of care between Hyatt and other hotels, which is the heart and also the orientated operating purpose of Hyatt business with its slogan “We care for people so they be their best”, so that the readers could have the overall look and knowledge on Hyatt’s successful operating strategies. Furthermore, besides the description of every daily task I was in charged during my internship, I would like to focus more on the necessary skills for an HR person, in the way how I achieved my internship successfully. At the end of my report, with all knowledge I learned from CNAM, I gave my opinions and action plans for Hyatt in order to improve its customer care ability to its customers while more and more hospitality competitors are investing and appearing in the market nowadays.

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