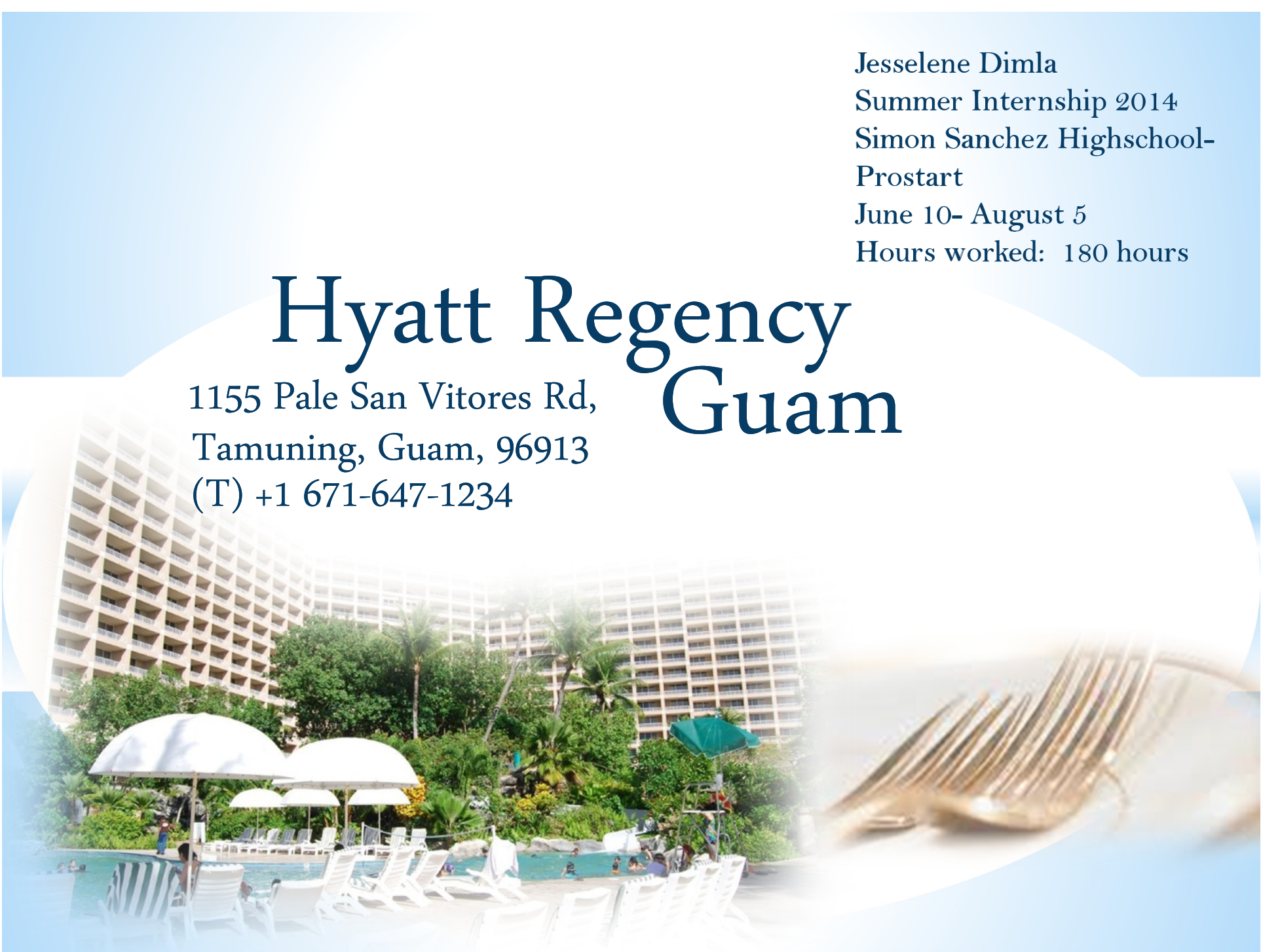


Jesselene Dimla  
Summer Internship 2014  
Simon Sanchez Highschool-  
Prostart  
June 10- August 5  
Hours worked: 180 hours

# Hyatt Regency Guam

1155 Pale San Vitores Rd,  
Tamuning, Guam, 96913  
(T) +1 671-647-1234



# About Hyatt:

❖ Hyatt Regency Guam is one of the many resort hotels around the world owned by Hyatt. This 5 star resort hotel was opened in 1993. It is located right along Tumon Bay. Hyatt Regency Guam's appointed General Manager is Sophia Chu. She is a dignified, respectable, and courteous woman.

❖ Hyatt Regency offers 450 guest rooms and suites with climate control. Rooms open unto balconies with ocean view. Hyatt Regency Guam has 5 restaurants, 1 lounge, 3 swimming pools, and many activities for children and adults. Hyatt Regency also has a Regency club along with many shopping arcades and signature boutiques.



# ❖ Hyatt Facilities:

## ➤ La Mirenda

- Located on the lobby level, LaMirenda Restaurant features international breakfast buffets, a popular Champagne Sunday brunch and nightly themed dinner buffets.

(Offers room service.)

-Breakfast: 7am-10am

-Dinner: 6-10pm

-Sunday brunch 11am-2pm



LA MIRENDA



## ➤ Niji

- Niji Japanese Restaurant offers both traditional and contemporary Japanese cuisine. Guests can enjoy a bountiful daily lunch buffet highlighted by live sushi, teppanyaki, tempura stations, and more.

-Lunch: 11:30 am to 2:00 pm

-Dinner: 6:00 pm to 10:00 pm



## R I S T O R A N T E A L D E N T E



### ➤ Aldente Ristorante

-A modern Italian restaurant featuring a range of menu items, from antipasti, pizzas and pastas to main dishes. Serving an antipasti lunch buffet.

-Lunch: Monday-Friday 11:30 am to 2pm

-Dinner: Daily 6:00 pm to 10:00 pm

### ➤ Breezus Sunset BBQ

- Enjoy a selection of steak, lobster, prawns, and much more, hot off the live grill along with a buffet of fresh salads, appetizers and condiments.

An exciting cultural island dance and fire show with a backdrop of stunning views of Guam's sunset over Tumon Bay.

- Dinner: 6:00pm - 9:00pm

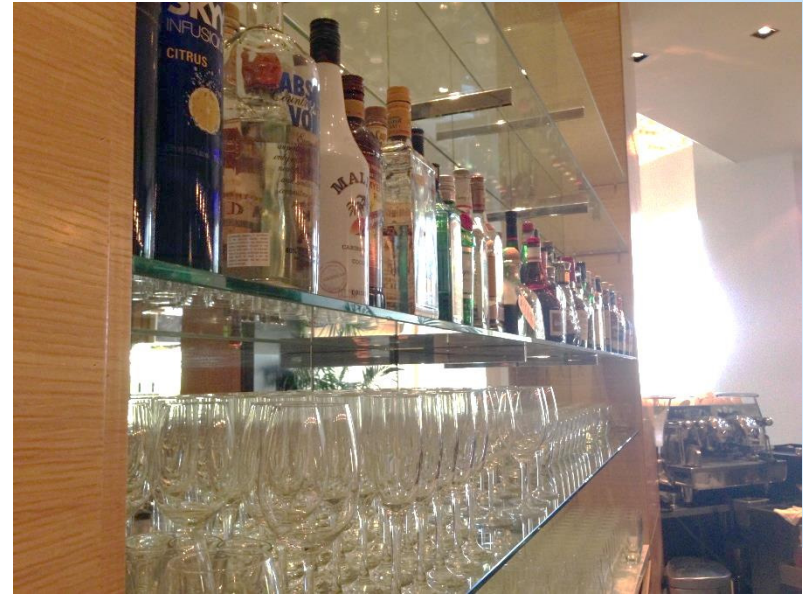
- Show: from 7:00pm



## ➤ The Deli

- the deli serves gourmet coffee to go and freshly baked pastries, breads and sandwiches

- Open 24 hours



## ➤ The lounge

- Offers all day-dining and afternoon tea with a view.

- All day

## ➤ Camp Hyatt

- Camp Hyatt is focused on children exploring, experiencing, creating and playing.

-Age 4 to14 years old.

-Fee: \*Call +1 671 647 1234  
for information on rates.



## ➤ Bon Voyage

A duty-free shop offering a variety of brand name items, conveniently located in the lobby.

Open: 8:00 a.m. to 10:30 p.m.



## ➤ Arluis Bridal Salon

Providing upscale services for wedding and reception arrangements.

## ➤ Fitness centre

Regency Guam offers a brand new, state-of-the-art Guam fitness facility that ensures your exercise routine will never be compromised.

Hyatt's complimentary 24-hour StayFit gym features the latest high-tech cardio and strength-training equipment

- complete with flat screen televisions
- from industry leader Life Fitness.

Open 24 hours

### *Fitness centre features:*

- ✓ Treadmills
- ✓ Exercise bike
- ✓ Free weights
- ✓ Strength pieces
- ✓ Stability balls
- ✓ Stretching mats
- ✓ Resistance tubing
- ✓ Jump ropes
- ✓ Weighted bars



# Skills I have learned:

## ○ How to set up tables:

Banquet and La Mirenda have very similar table set up, but there are still differences.

I have learnt both Banquet and La Mirenda's proper table setup.

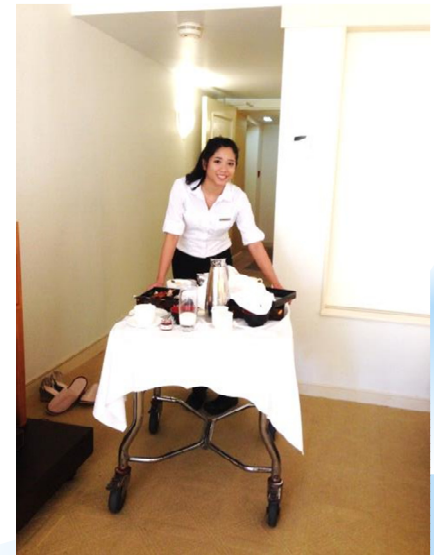
## ○ Making different types of coffees and juices at the lounge.

The lounge has certain machines that make certain drinks, and each drink has a way to be put together.

I learnt to make coffee and juices that meet guests' satisfaction.

## ○ Room Service

I learnt to set up the trolley and the food that is brought to the room.

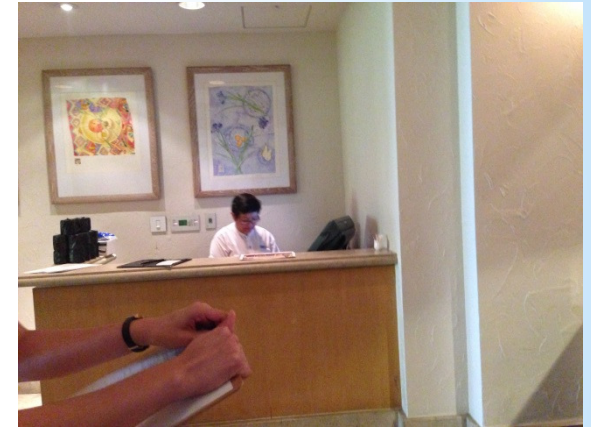




# ❖ How I have grown:

## ○ Courtesy:

Before the internship, I never cared about treating others kindly for no reason, but I've learned to put others first with a kind and caring personality.



## ○ Confidence:

I, now, smile and greet everyone that passes by me. Before this internship, I would avoid eye contact with anyone who passes by me by looking down. I can now gladly and confidently look into people's eyes and greet them, or converse .

## ○ Adjusting

I can now adjust to problems and solve them without asking for unnecessary help. Even when not necessary, I used to always ask others for help to solve something simple.



# Competitors:



**Hilton**

Guam Resort & Spa

202 Hilton Road, Tumon Bay, Guam 96913

Tel: +1 671-646-1835

General Manager:

Makoto Yasuhara





627 B Pale San Vitores Rd, Tumon, 96913, Guam

Phone: +1 671-649-7827

General Manager:

Roy Abraham





**WESTIN**  
HOTELS & RESORTS

105, Tamuning, 96913, Guam

Phone:+1 671-647-1020

General Manager:

Toshiro Doi

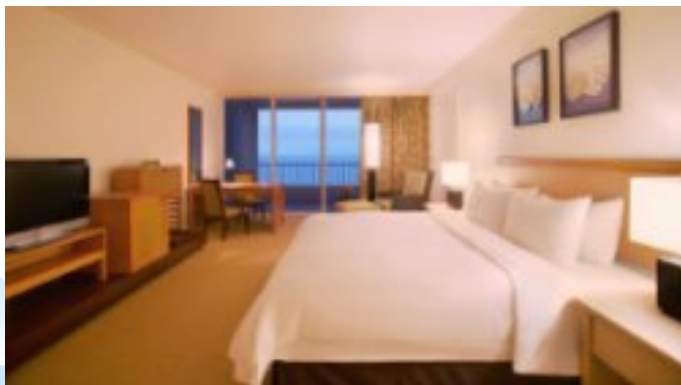


➤ Standard Ocean View Rooms

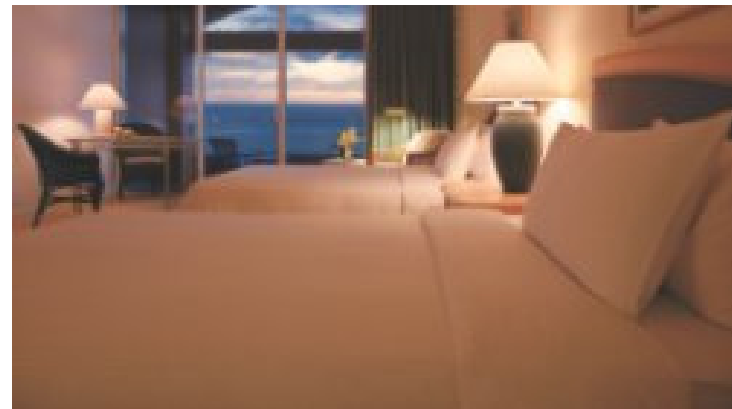


➤ Regency Club Rooms

*Club King:*



*Club Twin:*



➤ Suites:

*Regency Suite King*



*Regency Suite Twin*



*Regency Executive Suite Twin*



*Regency executive suite king*



*Presidential Suite:*



# ❖ Hyatt Features:

## ➤ Regency Club



## ➤ Swimming Pools:



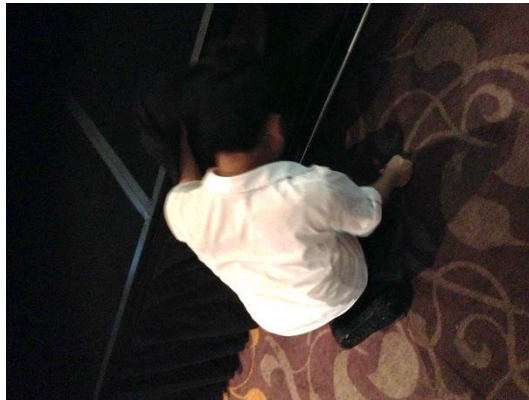
## ➤ Hyatt Grand Ballroom





# On The Job:

(Banquet/Events)



-Setting up for an Event in  
the Grand Ballroom



-The events kitchen







# On The Job: (La Mirenda)

-Setting up Tables



G-etting some ice for  
guests in room service



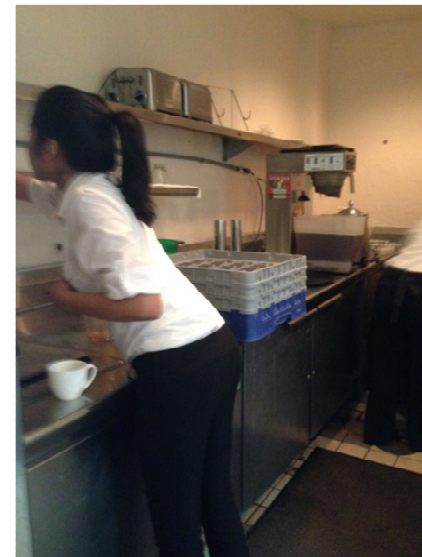
-Folding Napkins



-Polishing cutlery/silverware



-Doing side duties





# On The Job: (Room Service & The Lounge)

-Setting up VIP complementary

wine and fruits before guests arrive with Mary Jane



-After picking dirty dishes up.



-Picking up  
dirty dishes



-Making coffee for  
guests at The lounge.



# ❖ What I Would Change:

- ❑ I would like to have the *Air-conditioner* fixed or changed in the lobby. It's hot and hard to work with the heat. It's also an inconvenience to guests.
- ❑ It would be nice for La Mirenda to be refurbished and given more supplies. Some supplies are very hard to gain access of at La Mirenda. La Mirenda is always busy and that would help.





# My most memorable Experience

HYATT.

My most memorable experience happens to be meeting the guests and employees. Everyone in Hyatt has treated me with the utmost kindness. It makes me really happy when I walk in during the morning, and I'm attacked by good morning greetings. They'd ask if I were alright tons of times. It'd made me feel appreciated. It takes away my morning fatigue. The guests were so kind even though they had no need to. They always thanked me and converse with me. They always complimented me even though it had no gain towards them. It made my experience with Hyatt a great one. I cannot explain how great it was to work with everyone in La Mirinda, Banquet, and etc.



Thank You!

Enjoy the rest of your day!