

Shahid Hamid pioneering BD's hospitality industry with vision, experience, heart

- A Monitor Special

Date: 16 September, 2025



Dhaka : With a career spanning over four decades, Shahid Hamid, Acting Managing Director of Dhaka Regency Hotel and Resorts, has earned the affectionate title of the "Father of Hospitality" in Bangladesh. From starting as a Liaison Officer at Pan Pacific Sonargaon Hotel in 1978 to leading landmark projects and mentoring the next generation of hoteliers, Hamid has played a central role in shaping the country's hospitality landscape.

When Hamid entered the industry, the concept of professional hotel management in Bangladesh was in its infancy. "We had very few internationally recognized properties, and professional hotel management was just beginning to take root," he recalled while talking to The Bangladesh Monitor in an exclusive interview.

"What drew me in was the opportunity to introduce global standards

while celebrating our local warmth." That vision has guided his career, which has included leadership roles across major hotels, founding SH'otel Hospitality Management and Consultancy, and serving as Executive Director of Dhaka Regency and then its Acting Managing Director.

Over the years, Hamid has overseen some of Bangladesh's most significant hospitality projects and has contributed to raising service standards nationwide. He has held leadership positions in organizations such as the Pacific Asia Travel Association (PATA), including serving as Chairman of its Bangladesh Chapter, and represented Bangladesh on international platforms like the UNWTO World Committee on Tourism Ethics. Yet, he emphasized that his proudest achievement remains mentoring young hoteliers. "Seeing them rise to leadership roles across Bangladesh and abroad is deeply rewarding," he said.

For Hamid, hospitality is about relationships rather than transactions. "I encourage young professionals to master both the art and science of hospitality: the technical skills that ensure efficiency, and the empathy that creates memorable experiences," he explained. His global experience, from working with international hotel chains to consulting for PATA, has reinforced the importance of blending international best practices with Bangladesh's unique cultural identity.



Leading Dhaka Regency into future

As Acting Managing Director of Dhaka Regency Hotel, Hamid's immediate priorities focus on strengthening market presence through exceptional service, innovation, and strategic partnerships. His long-term vision is to establish Dhaka Regency as a premier hub for both business and leisure travelers - a property that exemplifies the best of Bangladeshi hospitality while competing confidently with international brands.

Dhaka Regency is known for its combination of world-class facilities and genuine personal care. "Facilities can be built anywhere, but genuine warmth and personal care cannot be duplicated," Hamid noted. Signature experiences, from the Sky Lounge dining to tailored event

planning, are designed to leave guests with lasting memories rather than just receipts.

The hotel has also adapted to challenges in recent years, including the Covid-19 pandemic. Hamid emphasized that maintaining trust was critical. "We enhanced safety protocols, invested in technology for contactless services, and introduced creative staycation and event packages," he explained. Even as the industry grows more competitive, Dhaka Regency focuses on consistency, personalization, and guest loyalty. Staff are empowered to make real-time service decisions and remember returning guests' preferences, ensuring each stay feels like coming home.

Technology plays an increasingly central role, according to Hamid. Digital booking systems, smart guest services, and data-driven marketing are all being integrated at the hotel - but always with the philosophy that technology should enhance human interaction, not replace it.



Opportunities, challenges in hospitality

Looking at the broader industry, Hamid identifies infrastructure, service consistency, and talent retention as key challenges. "There's also a need for a unified national strategy to market Bangla-desh effectively on the global stage," he said. At the same time, he is optimistic about the sector's growth potential, citing improved connectivity, infrastructure projects, and rising domestic tourism. "If we combine these with coordinated marketing and quality training, Bangladesh could see a significant boost in international tourism," he noted.

Hamid also underscores the role of industry publications like The Bangladesh Monitor in connecting stakeholders, highlighting achievements, and addressing challenges. "They are the storytellers of

our industry," he said.

Vision for Bangladesh tourism

Reflecting on his long career, Hamid envisions Bangladesh as a premier destination in Asia, admired for its natural beauty and the warmth of its people. He hopes that the country's hotels and resorts will continue to welcome the world while producing world-class professionals who proudly represent Bangla-desh globally.

"Hospitality is not just a profession - it's a legacy," he said. "I hope my journey inspires others to believe in the value of service, leadership, and mentorship. If we nurture both our people and our culture, the future of Bangladesh tourism will be bright."