

INTERNSHIP REPORT

GRAND HYATT - GOA



SUBMITTED TO

DEPARTMENT OF MANAGEMENT STUDIES (MBA-INTEGRATED)

GOA BUSINESS SCHOOL

IN PARTIAL FULFILMENT FOR THE AWARD OF THE DEGREE OF  
MASTER OF BUSINESS ADMINISTRATION (INTEGRATED: HOSPITALITY, TRAVEL  
AND TOURISM)

BY

ALGAN VALANKO RODRIGUES

2001

AUGUST 2023



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## OFFER LETTTER

May 15, 2023

Mr. Algan Valanko Rodrigues  
Goa Business School, Goa University

Dear Algan,

We are pleased to inform that you have been selected to undergo the Internship Programme starting from May 15<sup>th</sup> 2023 till July 14<sup>th</sup> 2023 at Grand Hyatt Goa in the Food & Beverage Department.

This offer is subject to the following terms and conditions:

**Uniform**

You will be wearing your own formals during the tenure of your training with Grand Hyatt Goa. You are required to arrange for your own shoes (Black shoes, plain black socks and black trouser).

**Stipend**

You will be eligible for a monthly stipend of Rs. 1000/- (Rupees One Thousand only) all inclusive. The hotel is not liable to pay any other compensation whatsoever.

**Accommodation**

You will be responsible for your own accommodation.

**Duty Meals**

You are entitled for complimentary duty meals at the Associate restaurant - 'Clube Nacional' and shall adhere to the timings and hotel policy.

**Transportation**

You will be responsible for your own transportation.

**Training hours**

The normal training hours per week are 48 hours over six (6) days. The responsibilities of training may require additional levels of commitment. You may undergo training even during off days.

**Attendance**

You will have to comply with a 90% attendance during the tenure of the training.

GRAND | HYATT

GRAND HYATT GOA  
P.O. Goa University, Bambolim,  
Goa, India, 403206

T +91 832 664 1234  
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grandhyattgoa.com

Goan Hotels and Realty Private Ltd.  
Regd. Office - DB Central, Maulana Azad Road,  
Rangwala Compound, Jacob Circle, Mumbai- 400011  
CIN - U55101MH2004PTC149219  
GST 30AACC64949F1ZV

### Proprietary Materials

All training manuals, operations manuals, business data, business plans, financial projections and results, sales and marketing information, marketing strategies, customer information, computer programmes and other business, commercial or technical information or data concerning the business prospects, strategies, business objectives, business transactions, financial arrangements, operations, systems and organization, methods, standards, specifications, concepts, ideas, plans, projects, programmes, procedures and knowhow of Hyatt Hotels Corporation, made available to you during the course of your training, in any tangible medium of expression, including any discoveries, inventions or derivative works of the same that you create or conceptualize during the course of your internship training (collectively referred to herein as the "Confidential Information"), are the sole and exclusive property of Hyatt Hotels Corporation.

The Confidential Information made available to you during the course of your training may include valuable trade secrets belonging to Hyatt Hotels Corporation. You must hold all Confidential Information in strictest confidence, and not share or disclose it to any third parties or use it except in routine course of performance of their duties at the Hotel. You must return all Confidential Information, including any copies, summaries or compilations of any Confidential Information, to Grand Hyatt Goa upon the termination or completion of the training. Any violation of these obligations will subject you to appropriate action, which may include immediate termination of your training. Your obligations under this paragraph will continue in effect beyond the termination of your training.

### Accident while on duty

In case of any accident while on duty, Grand Hyatt Goa will not be responsible for any compensation whatsoever to you.

### Conflict of Interest

You are expected to carry out your tasks diligently, and shall at all times safeguard the interest of the company. Grand Hyatt Goa regards conflict of interest as a severe offence that may lead to dismissal.

### General Conditions

During the training period, you will be bound by the policies of Grand Hyatt Goa that may be framed and enforced from time to time. The Hotel reserves the right to amend or alter these at its discretion without any notice thereof, and these will be deemed as the terms and conditions governing your training.

In case of any dispute arising in respect of the interpretation of the terms and conditions of the training at the Hotel, the decision of the Director of Human Resources shall be final.

### Relationship

The relationship between you and the Hotel, is only that of Pupil and Institute.

### Termination of Training

This agreement can be terminated by college or by either party by providing a written 7 days' notice period. You will be required to fulfil your professional duties for the entire duration of the stipulated notice period.

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**Acceptance**

If the foregoing concurs with your understanding of the terms and conditions of training, please sign, stamp and return one copy of this letter as a token of your acceptance.

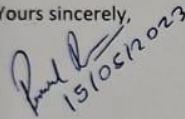
**Contact Information**

If you need any further assistance, please feel free to contact Mr. Prasad Prakash Prabhu, Learning Manager at the following address:

Grand Hyatt Goa  
P.O. Goa University  
Bambolim, Goa - 403206  
Phone: (0832) 3011324  
+91 7709004847

We look forward to welcoming you to Grand Hyatt Goa.

Yours sincerely,



Prasad Prakash Prabhu  
Learning Manager

I have read and fully understood the terms and conditions of the Internship Programme at Grand Hyatt Goa.

Accepted



Algan Valanko Rodrigues  
(Student)

Date

15/05/2023

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CERTIFICATE ON COMPLETION

July 17, 2023

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that Algan Valanko Rodrigues, a student of Integrated MBA (HTT) Goa Business School, Goa university has undergone Internship with us in Food & Beverages Department from May 15, 2023 to July 16, 2023.

During his Internship tenure, he was present for 63 days out of 63 days.

We found him to be sincere and hardworking. We take this opportunity to wish him success in all his future endeavors.

For Grand Hyatt Goa

*Prasad Prakash Prabhu*  
17/07/2023

**Prasad Prakash Prabhu**  
Learning Manager

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INTERN OF THE MONTH AWARD



## ACKNOWLEDGMENTS

A big thank you to Mr. Prasad Prabhu for giving me an opportunity of interning at Grand Hyatt Goa. I take this opportunity to express my gratitude to the individuals who have been instrumental in the successful completion of this internship. I would like to extend my greatest appreciation to my supervisors. Their tremendous support, encouragement and motivation every time has been invaluable to me. During these two months, I have also collaborated with many colleagues for whom I have great regard, and I wish to extend my warm thanks to all who have helped me with my work. I would like to thank all whose direct and indirect support helped me to complete my internship, without their support it would not have been possible.

Nevertheless, I would like to thank Dr Albino Thomson for assisting me to get into the hotel and preparing me for the training.

Prof. K.G. Shankaranarayanan  
(Program Director)

Dr. Albino Thomson  
(Assistant Professor)

Mr. Kevin D'Souza  
(Assistant Professor)

Dr. Poonam Sadekar  
(Assistant Professor)

Ms. Sujal Naik  
(Assistant Professor)

Mr. Sadanand Gaonkar  
(Assistant Professor)

Dr. Paresh Lingadkar  
(Assistant Professor)

Ms Shilpa Shirodkar, Mr Kishor Nagvekar, Mr Naresh Salgoankar, Mr Sarvesh  
Vaingankar  
(Administration Staff)



## EXECUTIVE SUMMARY

It was a good experience of doing my industrial training at Grand Hyatt Goa. I have done my internship in Food and Beverage Department. During my internship I understood various theory and practical teachings done in my course. I understood the importance of coordination between different departments for the smooth functioning of the hotel. Also the importance of communication skills, leadership skills, the ability to do multitasking so that all works are being completed well in time.

I worked in the Indian restaurant 'The Chulha'.

The first thing I was made to do table setup of the restaurant and keep it ready for the operation, setting up the pass counter, doing the bar mise of preparing fresh lime juice, sugar syrups, refilling ice, linen exchange, Napkin folds, Welcoming the resident guest by serving welcome drink in the bay view lounge, getting items from the receiving area. Here I performed duties like managing the back area and keeping the mise-en-place ready at all times, doing clearance from all sections of the restaurant, getting all the mise-en-place washed, wiped and kept ready, refilling the pass counter and bar glasses. Receiving items from purchase department for smooth functioning of the day's operation. As I gained experience, I was put on the pass counter. Here I learnt to read KOTs, coordinate with the section holders to reach the food on the guest table on time. I was responsible for getting orders ready from different kitchen as per the KOT. I learnt how to manage the pass counter effectively and getting all the condiments or accompaniments of various foods right. The importance of menu knowledge so that you can be confident in front of the guest and fulfilling their requests.

So overall it was a good experience working at Grand Hyatt being appreciated for my hard work by being awarded the intern of the month among 60 other interns was truly an achievement for me.

## HYATT HOTEL'S CORPORATION

### 1.1. Birds eye view

Hyatt Hotels Corporation, commonly known as Hyatt Hotels & Resorts, is an American multinational hospitality company headquartered in the Riverside Plaza area of Chicago that manages and franchises luxury and business hotels, resorts, and vacation properties. Hyatt Hotels & Resorts is one of the businesses managed by the Pritzker family. The Hyatt Corporation came into being upon purchase of the Hyatt House, at Los Angeles International Airport, on September 27, 1957

Hyatt categorizes its brands under four categories:

#### Timeless Collection

- ✓ Park Hyatt – top-tier luxury brand, offering residential-style luxury
- ✓ ***Grand Hyatt – large luxury hotels with fine dining and expansive meeting facilities***
- ✓ Hyatt Regency – Hyatt's signature brand
- ✓ Hyatt Place – mid-tier brand offering large rooms
- ✓ Hyatt House – extended-stay properties
- ✓ Hyatt – Hyatt's brand of modern hotels
- ✓ UrCove by Hyatt – Hyatt's new brand targeted to Chinese travelers, co-developed with Home Inn.
- ✓ Hyatt Residence Club – timeshare and vacation rental resorts

#### Boundless Collection

- ✓ Miraval – luxury wellness resorts
- ✓ Alila Hotels and Resorts – luxury boutique hotels built around sustainable practices
- ✓ Andaz – art-and-design-focused luxury lifestyle hotels
- ✓ Thompson Hotels – luxury boutique hotels
- ✓ Dream Hotels - market-making design and experiential hospitality
- ✓ Hyatt Centric – upscale lifestyle properties
- ✓ Caption by Hyatt – select-service lifestyle brand with smaller rooms and lively public spaces

#### Independent Collection

- ✓ The Unbound Collection by Hyatt – a collection of independent, upper-upscale and luxury hotels

- ✓ Destination by Hyatt – formerly Destination Hotels, luxury independent properties
- ✓ JdV by Hyatt – formerly Joie de Vivre Hotels, a collection of independent properties designed around their immediate neighborhoods
- Inclusive Collection
  - ✓ Impression by secrets - all-inclusive adults-only resorts
  - ✓ Hyatt Ziva – all-inclusive family resorts
  - ✓ Hyatt Zilara – all-inclusive adults-only resorts
  - ✓ Zoetry Wellness and Spa Resorts
  - ✓ Secrets Resorts and Spas - All-inclusive adult only beachfront resorts targeted at couples looking for romantic getaways
  - ✓ Breathless Resorts and Spas - Adult only all-inclusive beachfront resorts
  - ✓ Dreams Resorts and Spas - Beachfront all-inclusive resorts targeted at couples and families
  - ✓ Hyatt Vivid Hotels and Resorts - Adult only all-inclusive beachfront resorts
  - ✓ Alua Hotels and Resorts - European seaside resorts and hotels
  - ✓ Sunscape Resorts and Spas - Beachfront Resorts targeted at families

## 1.2. Products/Services

- Accommodation: 313 guestrooms across categories: 238 Grand Rooms, Pool View and Bay View Rooms, 59 Grand Club Rooms, 12 Grand Suites, 3 Grand Executive Suites and 1 Presidential Suite.
- Restaurants and Bars:
  - The dining room: Multi-cuisine Restaurant.
  - Chulha: Indian Restaurant
  - The verandah: Italian Restaurant
  - Confeiteria coffee bar: Coffee shop
  - Asian wok and poolbar: Asian cuisine
  - Capiz bar
  - Bay view lounge
- Meeting and event space
  - Grand ballroom: 1510 square metres of pillar free Area
  - Ballroom 1: 680 square metres
  - Ballroom 2: 680 square metres
  - Ballroom 3: 680 square metres
  - Outdoor event space
- Recreational Facilities

- The Shamana Spa features 19 treatment room including six couple suites, with private room lounge, Ayurveda suite and single suites.
- Fitness centre
- Aquasail sailing centre
- Adventure park featuring wall climbing, zipline, sky cycle, rope course and more
- Kids playground
- Casino
- Swimming pool
- Other services
  - In room dining
  - Shopping centre

### 1.3. Sections within the organization

- Finance Department
- F&B Service Department
- Purchase Department
- Laundry Department
- Spa & Recreation Department
- Housekeeping Department
- Front Office Department
- Culinary
- Security Department
- Maintenance Department
- Kitchen Stewarding Team
- Recreation Team

## 2. Tasks handled

Mise-en-place: This included keeping the plates ready by wiping, wiping the cutlery (AP forks, AP knives, AP spoons, dessert spoons), folding napkins, wiping other miniature bowls (small katoris, debris, butter dishes), idli bowls, B&B plates, fruit plates, cups, saucers, water goblets, juice glasses, and other miscellaneous works. Also the bar mise-en-place like the glasses, juices, garnishes, ice.

Receiving goods from the purchase area or the stores according to the order placed on the SCALLA which was a requisition system in the Hotel. Items such as juice boxes, liquor boxes, fresh ingredients for the bar such as mint, thyme, basil, lime, tangerine, pineapple, etc

Bar setup: This included stocking up the beverages into the fridge by doing FIFO, checking for expiry dates on juices, alcohol bottles, beers, etc. Preparing sugar syrup and lime juice. Also preparing garnishes and keeping it ready for the day's operation,

Section setup: In setting up the section these would include the side board setup and setup of all tables in the section. In table setup all the tables which include wiping the tables using a B&B plate and a wiping cloth so that the food debris can be transferred into the B&B plate after wiping. Then putting the table numbers in the center of the table along with a water dispenser, cruet sets, water goblets and cutlery boards. A neatly folded napkin to be kept on the B&B plate in the centre of a cover

In setting up the side board there should be sufficient amount of cutlery which is AP spoons, AP knives, AP forks, service gears, tea spoons in the drawers and folded napkins

Buffet setup: For the buffet setup the duties were basically getting the wiped plates from the back areas which include the dinner plates, fruit plates, half plates, quarter plates, miniature bowls, cereal bowls, soup bowls, idli bowls, all the juice glasses, buffet cutlery which include ladles, soup ladles, service spoons, tongs on the buffet etc.

Putting the boards in the right place, buffet tags. Also giving required juice dispensers in the pantry, tea urns in the kitchen, some other utensils for the chefs to keep the food ready to be placed on the buffet. Doing the food pick up on time that is going to the kitchen to get all food & beverages. Making sure that the buffet is clean at all times, make sure that there are sufficient plates, cups on the buffet. Also, to refill the chaffing dishes if the food is less in it

Silver service: During this internship was told to serve the guests sometimes which was done using a Service Fork and Spoon. Serving beverages to the guest

in a proper procedure which is needed to be followed. Receiving food from the pass counter along with the KOT and then handing it over to the waiter to be served to the guests

Party setup: If there is a large booking for a party in the restaurant. Making the table setup ready for the party doing decorations, passing around starter trays for the guests,etc

Passcounter: Handling the passcounter by getting the orders ready by the Chefs and getting the food ready with condiments and other accompaniments to be handed over to the runner or the waiter and keeping in mind the courses delivered. Also getting the food ready from other kitchen if suppose guest has ordered from the menu of other restaurant. That has to be taken care by the waiter on the passcounter.

Serving welcome drinks to the in the bay view lounge and keeping the area clean at all times

Helping banquets when there is a event on the instruction of my Restaurant Manager.



### 3. learnings

The learnings I got from this internship is of many things for example

- The importance of mise en place.
- Table setup
- The clearance aspect. The importance of segregating the wastes.
- How interact with the guest.
- The SOPs followed by the hotel and their policy.
- Indian inspired cocktails
- The buffet setup for breakfast, lunch and dinner operations.
- KOT reading
- Menu
- Helping other food and beverage departments as and when they require help on the order of your manager.
- Being punctual and come well-groomed on duty and respecting superiors.

#### 4. Challenges

- Heaving works of lifting buffet tables.
- Break shifts
- Whole internship was a challenge

## Appendix 1



- Welcome drink, poolside, main block view



- Chulha Restaurant





- PDR 1 in Chulha Restaurant



Chulha Restaurant





- Bay View Lounge



- Bay View lounge back area



- Polished Show plate, coasters, cups and cutlery for setup

4207413  
COMPANY 01 FIN.YEAR 23-----

REQUISITION REP.CODE/NAME-----

060723 13:47 070723 00:00 500 General Store 5

STOCK CODE/DESCRIPTION----- SUPPL.CODE/NAME QUANTITY DESCZ/UM WH----- AUT TYPE

526.043 100229 5.00 Each 500 0 5

Gloves Nitrile Blue 100nos per pkt, Each

100069 100.00 Each 500 0 5

ECO EARTH

544.301 8 Pack 500 0 5

Bag - Beach 14.5x13x4" 120gsm, Each

200255 800.00 Each 500 0 5

ARTICOLO INDIA

544.329 100067 3.00 Each 500 0 5

Straw White 22cm Plain Corn Starch, 100 nos pkt

GOLDEN GLOW

544.730 700002 4.00 Each 500 0 5

Candles Tea Light Each

LAXMI BROTHERS

550.206 4.00 Each 500 0 5

Register Plain 100 Pgs EACH

550.700 4.00 Each 500 0 5

Cartridge Micros Printer ERC 27, Each

550.701 100.00 Each 500 0 5

Cartridge Micros Printer ERC 38, Each

100361 LAXMI HOSPITALITY SERVIC

554.813 29.00 Each 500 0 5

Container Parcel W/Lid 750 ml, Each

573.058

Pad NOT Each

TOTAL FOR REQ#0607231347 7,363.07

5  
100  
8  
800  
3  
4  
4  
100  
MA

Scaler de 4102

- SCALLA





- Chulha Bar



- View of the Hyatt landscape from Chulha



- Farewell

THANK  
YOU