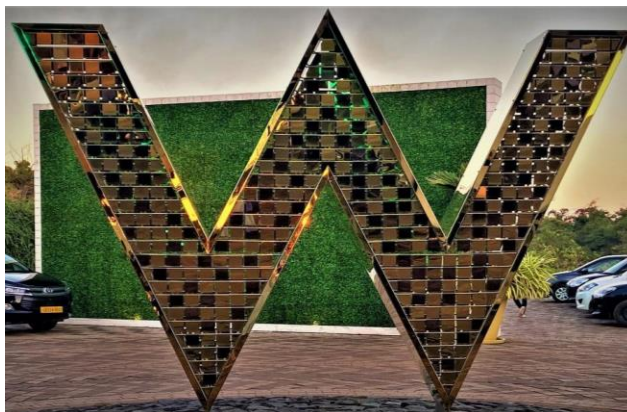


INTERNSHIP REPORT

W VAGATOR, GOA



SUBMITTED TO

DEPARTMENT OF MANAGEMENT STUDIES

[MBA-INTEGRATED]

IN PARTIAL FULFILLMENT FOR THE AWARD OF THE DEGREE OF MASTER OF BUSINESS
ADMINISTRATION

(INTEGRATED HOSPITALITY TRAVEL AND TOURISM)

BY

RAHUL GOVEKAR

2013

AUGUST 2023





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(Accredited by NAAC with Grade 'A')

GU/IMBA/Internship 2021-23/ 391

22nd May 2023

No Objection Certificate

This is to certify that Mr. Rahul Rajesh Govekar is pursuing Integrated MBA (Hospitality, Travel & Tourism) in the Goa Business School at Goa University. The Institute has no objection in his undergoing a summer internship program at W Goa, Vagator, Goa, for the duration of 2 months from 20th May 2023 to 20th July 2023.

With best regards,



Dr. K.G.S. Narayanan
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25th July, 2023

TO WHOM IT MAY CONCERN

This is to certify that Mr. Rahul Rajesh Govekar from Goa University has completed his Industrial Exposure Training in Beverage & Food and Welcome departments in our organization from 22nd May, 2023 to 22nd July, 2023 and has been present for 62 days during his training period.

We wish to place on record that Rahul has been a great support and has exhibited a keenness to learn.

We wish Rahul success in all his future endeavours




TRISHA D EDULJEE
Human Resources & Training Manager
W GOA

ACKNOWLEDGEMENT

I work in two department one is food and beverage and front office in w hotel in vagator first starting I did in food and beverage department during my internship help me ali sir which the restaurant manager and also amnish sir he also restaurant manager they both of us help me lot they given me different opportunity that help in my career like table set up napkin folding and also w hotel popular for events and all manager put me in different outlet like in w hotel have three restaurant the kitchen table ,spice trader, rock pool they put me in these restaurant and some time in banquet hall for example they giving duty for me pass the food to the guest during event happening that time and buffet setup after party get over than out the buffet wipe the plate for next set up amnish sir and ali sir help me during my work sometime they have staff less amnish sir and ali sir help me during my work plate wiping and also lot of thank for them during my internship I thought I permanent employee of w hotel collaborated many colleague next department I did in front office as in w hotel front office department called as welcome department in welcome department I have to report to laxmi maam which GRE manager and internal roaster she only looking and welcome manager name is arjun . first laxmi maam put me in wheels for 20 days wheels duty is handling luggage of the guest called the buggy escort the guest in wheels department one senior Shankar sir was very nice which he teach every part of the hotel he send me information of the hotel I ask her different type of question of a hotel he given every question answer and for 10 days laxmi maam put me gre laxmi maam help lot of and ashok sir assistant manager of welcome

I would like to thank all whose direct and in direct support helped me to complete my internship , without them support it would not have been possible for me

Nevertheless ,I would like to thank prof kgs narayan sir ,albino maam , Kevin sir , poonam maam ,Kevin sir,paresh sir and shilpa maam for assisting me to get into the hotel and preparing for me for the training.

EXECUTIVE SUMMARY

The most I did my internship in to department one is BNF and welcome I start my training in bnf w hotel they called bnf which is called as food and beverage service first day they given me to wipe the plate, cutlery and bowls and every day for intern person they giving same work how to wipe the plate how handle the cloth in hand first day they teach me these first day I came at 10am from next day onwards they told me to come 2pm till 12pm than we are four in back area every day supervisor contribute are work some one wipe glass other person can wipe plate and also morning setup like juice glasses and coffee mugs that have to set in evening time than night time 8pm to 12pm I am alone plates glasses and cutlery I alone wiping also night time less crowd also associate helping me for wiping of misa after 11 buffay close so that also I am doing out like buffet cutlery after that I am giving for washing than after that and wiping and keep it ready some time they give me allocation in rock pool which is beach side that is restaurant with pool that start at 3pm and 11pm closed during sunset time it full there for work given just pass the food to associate these much work they giving in bnf also I lot of enjoyed in bnf

Than one month I did training in front office which is called in w hotel welcome department .for days GRE manager put me in wheels which is functioning for buggy service luggage pickup luggage drop of the guest open the guest car door and wish the guest and remove guest luggage from the car and giving for scanning than put guest luggage which is provided room to the guest if any event there in w hotel they taking me to the airport in for 10 days laxmi maam put me in gre for greetings gre functioning like wish the guest escort the guest ask them for welcome drink or beer if guest doing check than ask for them id and give it in counter if some are wow arrival if some vip or anniversary or birthday there of a guest set a wow arrival cake variety are chocolate flavor and keep champagne ready and sign of the hotel w small board and two cold pyrose before guest arrive these have to set in lobby than we do a cake form which is we have to give in bakery so next day we get the order and two form we have to give extra if some guest request for wow arrival I done in welcome I lot of have fun in these two department specially I made lot of friend in w hotel also they lot of help to learning and all.

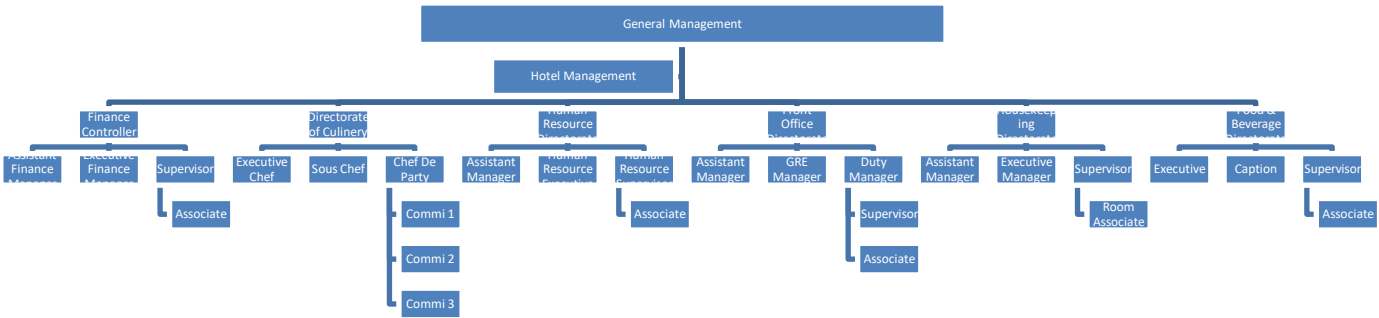
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ORGANIZATION/COMPANY

W HOTEL have many department such as welcome,BNF,house keeping ,maintenance,pool attendive,marketing ,finance,human resource gardening and wedding department these are work all to gather such as without house keeping department welcome department cannot function some time like example have pressure on other department they helping each other and also general manager tanveer watra he looking department if something not well with particular department he tell director of that particular department that's why w hotel giving proper service in goa and its top in india and also they have buggy services in hotel mostly w hotel function on interns and they have strict timing regarding interns

ORGANIZATION CHART



INTRODUCTION

W Goa which opens this September. W Hotels' first property in India is located in the tropical paradise of North Goa's coast, with secluded beaches, pristine sands and coconut palms, lined with dramatic red cliffs and scenic views.

W Goa is spread over 25 acres overlooking Vagator beach in North Goa. Once home to the hippies, this laid back beach has evolved into one of the most exciting and vibrant destinations within Goa. From trendy cafes serving a host of international and local flavors to fashionable boutiques and eclectic music clubs, to the historic treasures of Old Goa, Hindu temples, flea markets and local fishermen landing their daily catch, there is an aura of creativity and cultural mix.

With a private coastal setting and breathtaking views of the sea and the Chapora Fort, W Goa will offer Dining options include the Pan Asian restaurant, Spice Traders with sumptuous sea views and the all-day dining, The Kitchen Table which will serve modern interpretations of local and international flavors. The bar along the WET Deck is ideal for sipping cocktails or healthy smoothies. The Rock Pool, a unique venue carved out of the rocky mountain, is the ideal place to savour the Goa sunsets. The FIT gym and Spa by Clarins will ensure guests are feeling refuelled and ready for a calendar of W Happenings showcasing what's new and next in fashion, music and design. Guests will also experience the brand's iconic Whatever/Whenever® service that delivers whatever they want, whenever they want and they have 121 rooms and 27 villas and three restaurants: the Kitchen Table, Rock Pool, and Spice Trader. They have given names for villa: Wow Villa, Garden Villa, Shelley Villa, and property surround garden. There are too many plantations in property and hotel banquet hall outside the hotel gate and in W hotel they have buggy services also. Guests have to dial 0 than calls go to whatever whenever than they request to wheels than they send buggy to the guest. This is how W hotel functioning.

CHAPTER 2 TASK HANDLING

FOOD AND BEVERAGE

1. PLATE WIPEPING

Every day in fnb they giving to wipe the plate and replenished in the restaurant mostly during breakfast time juice glasses half plate these are getting fast empty so supervisor giving us task these person will do that these person can do that like so misa place faster specially in breakfast time .

2.Back area set

After breakfast get over we have to set lunch plate after that all set for lunch than than keep everything from back area back from where is taken keep empty plate trolley to the washing area wipeping cloth give it to the laundry and bring new wipeping cloth.

3. Buffay closed

During buffay out we take fnb trolley and we take to the buffay counter and remove the buffay cutlery from the counter like underliner, spoon, bread knife, laddle than these giving to the washing area after washing wipe it and set up for lunch.

4. Pass the food

Pass the food like when event happening in the hotel like wedding ,business conference and anniversary they told topas food in party like again and again ask the guest for snack room with a snack in party and keep asking for guest for snacks.

5. Table set up

Table set up like they told me to keep up fork keep left hand side and water goblet keep left hand side and knife and spoon keep right hand side and keep pocket fold napkin middle.

FRONT OFFICE

Wheels

1. Luggage handling

Luggage handling like during check out time pick up the guest luggage and keep to the check out section and check in time pick luggage from the check in section and first check the luggage tag if that luggage correct or not and collect one run card from the counter write date my name than room number than what you going for pick up or luggage drop and write timing when you in and out if guest not there if he requested in a counter that place their luggage in room than take master key and place it.

2. Welcoming guest

When guest come open the car door and wish them and show them checking entrance and remove them luggage from the car.

3.airport welcome

When wedding other business conference there associate take us to the airport for welcome the guest and escort the guest to them car and arrange for them car and who ever arrive than tick them name from the name sheet also provide them water.

4.Luggage checking

When luggage remove from the car and put luggage tack and put to the scanning machine.

GRE

1.Welcoming guest

Welcome the guest like wish them good morning ,good afternoon and good evening like these and ask them how are than afterwords take guest for setting than ask them for beer or juice than collect the guest identity addhar card or licence and give it to check in reception to check cross the reservation details.

2.cake form

Cake form we have to fill for wow arrival or for birthday before one day arrival of guest we have to fill we have to 3 copies one for us one give to in room dining and another one for bakery.

3.WOW arrival setup

Wow arrival set up like we have to set one table at the lobby keep sign board atantic glasses champaign glasses than keep champaign with ice and cake and keep to cold pyroes before arriving of guest it should be ready.

4.hand over

We taking juice glasses from the kitchen table that we have to written it back that we have to write on long book and sign it and from food and

beverage we taking anything that we have to write on log book and show it .to gre manager and sign it.

5.closing

When arrival finish than closing lock the gre fridge keep it everything back in gre locker and lock it and give it key to the gre manager.

BIRD EYE VIEW

Wgoa boasts an enviable location set against backdrop of the 500 year old chapora fort the resort is spread across acres upon acres of tree shaded grounds .a leisurely stroll around the property made me aware in wonder pairing of rustic tropical charm with cosmopolitan sophistication .the resort eclectic character borrows heavily from goa rich heritage evident in the flamboyant and art installation throughout the property.

The heart of this design aesthetic ,however is the living room the expansive lobby bar where hundred of fishing robe gear hang from the ceiling to create a tented seafaring tradition and carnivalesque atmosphere of state breezy conversation during the day , the place transforms into a party hotspot come evening ,with the bar mixologists hard at work and music.

Accommodation options here include stylish well appointed guestroom and fort view as well as sea front villas and chalets set a mind .the kitchen table every Sunday happening there Sunday brunch and there breakfast famous in goa .

PRODUCT/SERVICES

W hotel have buggy services and they served buggy services in there 25 acres in the property and w hotel mostly famous for rock pool restaurant and also have beach view and also in w hotel mostly happen event party and all guest get more enjoy in lavish breakfast a goan cocktail experience .

The rock pool bar for pioneering food invigorating cocktail and unforgettable vistas presenting panoramas of the Arabian sea vagator beach and chapora fort with its dramatic red cliffs this spectangular venue welcomes you to while the day away admire an unbelievable sunset.

In room they set up a mini bar which is chareable during check out time if any think required guest has to call on 0 than they provide whatever guest want services and in the the kitchen table restaurant have buffay that in breakfast ,lunch and dinner evertday there its depend on hotel occupancy.and its special of the hotel its they have surround the hotel have garden that's why hotel w its famous in india.and also its beach touch hotel and easily access to the beach

Services offered

Buggy services

Taxi services

Proper standard

What guest want they get in whatever and whenever

HOTEL MAP



LEARNINGS

I completed my internship in w hotel vagator goa of Marriott group the 2 month program was very successful and very helpful as well as practical . I was esteemed by the department which I worked in which was the the food and beverage one month and second month in front office .during this month I gathered so much information of the company .

My internship program was began on the 23 may 2023 where I given my documentation for entry in w hotel also I started my training in same day

Than hr put me for first month in food and beverage services in the kitchen table restaurant in w hotel where I was wipeping a plate where I was taught about how to wipe a plate and how clear the clearance and how handle salver and American tray I learnt about how talk with guest and our senior and how give answer of the guest question and how to explain them about food and they keeping everyday target today these become these much tomorrow will increase the sale and main thing they doing everything on planning like on supervisor ,employee and interns according to hotel full they keeping shift in these I learnt that without planning your work not going to success if you want to become success than required planning.

2 month I did my internship in front office which is called in w hotel welcome department in welcome for 20 days they put me in wheels when I gone there I come to know responsibility because in wheels their work is luggage drop and pick up of the guest because if any guest luggage missing that going to come on our head because we handling guest luggage also I learnt how to talk with guest tell them good things which are happening in goa and also suggest them good places and keep guest happy and front office which is the first department which is interact with guest first on these guest come to know how was entire hotel and they told me that always keep smile on your face because your are the first person which guest see your face.

Than for 10 days they put me in gre which are stand for greetings to wish the guest here I learnt there in confidence how to start talking with guest and do the cake foam that also I learnt how to behave with guest my English are little bad I am talking everyday with guest in English that my English improve if guest have some issue how to face and how to handle that issue that I learnt in these I completed my internship of 2months.

CHALLENGES

Challenges that I faced in hotel everything do you own work don't depend on others and take responsibility of your work after some days in food and beverage services they given me some work that like in event they told to make tea for a guest for it and all set up going to do me nobody can help me that time in last I completed. that I shown that manager that work I can do that challenge I faced in the hotel also in welcome department that they given me responsibility to handle buggy services in am doing work to call the buggy in walky talky if buggy gets late than lot of guest shouting at me. These challenges I faced in two months.

Samples of work done

Food and beverage service



Welcome

wheels

