



**In Partial Fulfillment of the award of the degree of Bachelors of Business Administration (IMBA)**

By  
Miss. Stefani Pelentir Dias Pereira  
Roll No: 2015

**DECLARATION**

This is to certify that this report which is submitted by me in partial fulfillment of the requirement for the award of a Bachelor's degree in Management of Hospitality Travel and Tourism at Goa University Panaji, Goa comprises only my original work and due acknowledgment has been made in the text to all other material used.

Date:  
Place: Goa Business School, Goa University,  
Taleigao, Goa

Stefani Pelentir Dias Pereira  
Roll no: 2015

Batch :2020  
IMBA 2020-2023

Snowkon & Debbie Gonsalves

# Skylark resort

Colva Beach, Colva Salcete - Goa 403708  
Tel.: 0091 - 832 - 2788052. Res.: 0091 - 832 - 2788167  
Mob.: 9823285517 / 9823403965  
E-mail: skylark\_goa@sancharnet.in

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## 'TO WHOMSOEVER IT MAY CONCERN

This is to certify that Miss **Stefani Pelentir** of Goa University public university in Taleigao has undergone industrial in our organisation from 28<sup>th</sup> May 2023 until 1<sup>st</sup> August 2023.

She trained in two major departments namely front office and food production.

During her training we found her to be hardworking, eager to learn and had received great appraisal from staff she worked under.

We wish her the best for her future endeavours.

For Skylark Resort Goa,



Snowkon Gonsalves

Executive – Human Resource



www.skylarkresortgoa.com

## Acknowledgment

I am grateful to the almighty who has given me immense strength and hope for the completion of this dissertation. The outcome of this internship required a lot of guidance and support from my well-wishers; I am grateful to them.

An internship is incomplete without a Guidance, hence I would like to express my sincere gratitude to my guide, Dr. Albino Thomson and Dr Poonam Sadekar: Assistant Professor for providing her valuable suggestions, and necessary guidance and for being moral support for encouraging and helping me in the completion of this internship.

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I would also like to thank the proprietor of Skylark resort ,Snowkon Gonsalves, Rowan Gonsalves, Deborah Jane, for allowing me to Intern with part of Skylark resort & Baytree Café.

A special gratitude to my colleagues from college for supporting me during this period with information regarding college and other assessments.

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### Introduction

Skylark resort offers you a unique experience in Goa. From the moment you step inside you will see the difference..... and feel the difference.

Just a 5 minute walk from Colva beach, you will be pleasantly surprised by the calm and peaceful surroundings. Run by Snowkon and Debbie - a blend of Goan and English hospitality,

along with a team of friendly and willing staff, their aim is to make you feel very much at home.

Recently awarded the 'Bravo' badge by trip advisor, Skylark is recommended as the No.1 place to stay in Colva. The prestigious award reflects the success of this small family run hotel which continues to grow from strength to strength.

### **SALIENT FEATURES OF THE PROPERTY**

#### **LOCATION**

- Skylark Resort Goa is located in Colva , South Goa
- The nearest airport to the hotel is Goa International Airport, Dabolim Goa.

#### **DESIGN & ARCHITECTURE**

- Indo-Portuguese styled architecture that accommodate rooms.
- Traditional Goan design elements used like palanquin, wide windows with pearl shells and welcoming balcaos resembling typical Goan homes.

#### **ROOMS**

- 32 rooms, spread over 2 courts. **RECREATIONS**

- 1 common swimming pool along with a common game room and library .

### **FOOD & BEVERAGE OUTLETS**

- Baytree Café opened for walk-ins and guests 7 days a week ( operation hours may vary during season and off season time )
  - Outdoor pagoda court .







## SERVICES & AMENITIES

Following is the list of services & amenities offered by Skylark  
Resort , Goa

- Concierge Desk

- Lobby seating
- Wheelchair
- Luggage assistance
- Safe deposit boxes in room
- Swimming pool
- Baby crib (on request)
- Laundry (chargeable)
- First aid supplies
- Iron
- Emergency alarms
- Umbrella
- Smoke detectors
- Public restrooms
- Hangers & laundry bags
- Telephone assistance

## **CLIENTELE MIX**

Different clientele of Skylark Resort , Goa include leisure travelers, business travelers, group travelers, families, event attendees, etc. Following is the hotel clientele by season:

#### Summer (March – June)

During these months the hotel sees more of leisure travelers who come down to Goa for summer vacation or road trips. The months of March & April see a peak of wedding guests as most weddings at the resort take place between these months.

#### Monsoon (July – September)

Hotel is occupied by leisure travelers mostly coming from Delhi & Gujarat to escape the scorching heat from their residence and reside within lush greenery & soothing rains in Goa. Business traveler percentage is high during this time with many conferences & meetings taking place. The monsoon is the hotel's lean season with occupancy ranging from 70% to 85%.

#### Winter (October – February)

Winter sees the highest number of travelers (group, leisure) from India & overseas. During the months of December & January the hotel occupancy status stands overbooked owing to Goa's Christmas & New Year celebrations. The winter is the peak season

of the hotel. Weddings start taking place from February and continue till the summer season.

– October to Mid May (especially high during Nov/Dec/Jan) –  
Mid May to September

### **HIERARCHY OF THE HOTEL**

GENERAL MANAGER

HEAD OF DEPARTMENTS (FRONT OFFICE, ACCOMMODATION,  
EXECUTIVE CHEF, F&B, UNIT FINANCIAL CONTROLLER, CHIEF  
ENGINEER, SALES & MARKETING, HR & L&D, LOSS  
PREVENTION)

ASSISTANT MANAGERS

EXECUTIVES/SECRETARY

ASSOCIATES

Hierarchy in different hotels may differ as per manning requirements. Contract labors, apprentices & trainees are not bound by hotel employment contract hence not included in hotel hierarchy.

## **GROOMING AND HYGIENE STANDARDS**

### **FEMALE GROOMING STANDARDS**

- Long hair to be neatly tied into a bun or French roll
- Short hair to be neatly styled
- Mandatory make up, lipstick, black eye liner, blush, kajal must be applied
- Stud type pearl earrings must be worn
- Nail polish (white) must be applied
- Simple watch may be worn
- One ring on each hand may be worn.

### **MALE GROOMING STANDARDS**

- Hair short and neat
- Nape hair should be well trimmed
- Sideburn till mid ear lobe
- Clean shaved
- Moustache well-trimmed
- Simple watch may be worn

### **HYGIENE STANDARDS**

- Body odour must be controlled
- Bad breath must be controlled
- Foot odour has be prevented. Sun the shoes once in two days and wear clean socks ✓ Shaving before coming to work is mandatory
- Daily shower is necessary
- Anti-perspirant/ deodorant must be used
- Strong fragrances are not allowed
- Perfume should be worn on skin and not uniform to avoid stains

- Brush and floss teeth regularly
- Use tongue cleaner after brushing
- Breath fresheners must be used after meals or smoking
- No pungent foods such as onion or garlic must be consumed during duty hours
- Eating gutka, paan or chewing gum is not permitted
- Regular dental check-up is must

### **DEPARTMENTS OF THE HOTEL OPERATIONS**

- Front Office
- Housekeeping
- F&B Production
- F&B Service

### **BACK OF THE HOUSE**

- Human Resource
- Finance/Purchase
- Engineering
- Loss Prevention
- Sales & Marketing

## **TYPES OF ROOMS**

Different room categories the guests can choose from include the following:

Inspiration has been taken from the local Portuguese influence in the state and a great deal of emphasis has been put into traditional style and architectural details.

Every room is tastefully finished in a simple but stylish manner. All modern facilities are available alongside handmade teak wood furniture (made by local craftsmen on site)

We offer 4 room categories:-

- Poolside air conditioned large double/family rooms with television, fridge, attached bathroom (with shower and bath tub) and balcony.
- Poolside air conditioned double room with television, fridge, attached bathroom (with shower) and balcony.
- Small air conditioned twin bed rooms with attached bathroom (with shower) and balcony
- Small non-air conditional twin bed rooms, with ceiling fan only, attached bathroom (with shower) and balcony.

All rooms are provided with tea and coffee making facilities and a complementary bottle of drinking water when checking in.







## **DUTIES & RESPONSIBILITIES**

### **1) FRONT OFFICE MANAGER**

- The FOM has to report daily to the General Manager about the department with respect to VIP guests in-house, occupancy, arrivals, departure, guest complaints and resolutions, present revenue reports and other suggestions.
- Detect need for training in the department and accordingly train the staff.
- Prepare duty roster for duty managers.
- Maintain master key control.
- Verifies that room status is updated.
- Enable working in the department within the allocated budget.
- Enforces all cash handling policies.
- Prepare performance reports related to the department.
- Receives information from previous shift duty managers.
- Prepare occupancy forecast report.
- Monitor VIP and special guests.
- Review incident report and ratings on a daily basis.
- Interviewing new front office personnel.

## **2) DUTY MANAGER/ASSISTANT FRONT OFFICE MANAGER**

- Maintaining communication between different departments.
- Monitoring trends in reservations.
- Meeting guests and resolving issues & problems empathetically.
- Reporting to FOM about employee or guest service issues.
- Taking requests for late/early check-out/check-in.
- Train staff.
- Electronic key card handling.
- Monitoring master key movement.
- Preparing duty rosters for the department.
- Responsible for group arrivals & departures.
- Preparing daily arrival & departure reports.
- Take charge of operations in absence of FOM.
- Ensure all associates are groomed well.

- Develop high quality relations with the guests throughout their stay.
- Responsible for upselling rooms.
- Prepare incident report on a daily basis.
- Sign the handover register daily.

#### **4) CONCIERGE MANAGER/ASSISTANT FRONT OFFICE MANAGER**

- Curate special events & experiences for the guests and get them approved from the FOM.
- Be responsible for guest's luggage movement and pick-up & drop of luggage to rooms.
- Update all taxi rates as and when required.
- Allocate personnel for airport pick-up and drop-up a week prior as per bookings.
- Assist guests with travel and provide information about local attractions and restaurants.
- Prepare duty rosters for concierge team.
- Make sure at all times that guest luggage is safe.

#### **5) GUEST RELATIONS**

- Welcoming the guests during arrival.
- Assist the guests with check-in process.
- Once check-in is done, assist the guest with luggage.
- Explain resort features and restaurant details to the guest.
- Develop a high quality relationship with the guest throughout stay and assist them personally as and when needed to provide them with personalised experiences.
- Assist guests with smooth check-out and gather feedback.

## **6)RECEPTION AGENTS**

- Perform check-in and check-out tasks.
  - Verify payment methods & credit card data.
- Manual updating of registration cards.
- Provide information about the plan to the guest.
- Collect and verify ID cards.
- Upsell additional services.
- Announce room number discreetly and assign room key card.
- Confirm all details with the guest regarding duration of stay, rates, check-out time, meal plan, etc.
- Prepare and verify bills before handing it over to guests.
- Collect the payment and deposit in the safety locker.
- Sign the handover register daily.

**7)TRAINEE** – Assist all sections as needed.

## **FUNCTIONS OF THE DEPARTMENT**

1) Guest Service – One of the prime functions of the department is providing guests with the best & services, which makes a difference for the hotel.

2) Guest Registration – All formalities of the guest done during check-in, announcing room rates, rooms assignment.

3) Guest Profile – Creation & maintenance of guest profile is of high importance which helps to know the history and details about the guest.

4) Reservations – The reservation section is responsible for registering room reservations from various sources of bookings, filling reservation records and revise with the duty managers at

appropriate time to ensure that the guests would have their rooms ready at the time of arrival.

5) Parcels & Post – This section helps to facilitate guests pertaining to posting of letters or parcels.

6) Telephone Assistance – This section is responsible for handling both internal & external calls in the hotel to resolve queries & grievances.

7) Night Audit – To prepare daily reports to management like revenue report & occupancy report.

8) Bell Desk & Concierge – To facilitate luggage and travel handling for guests

### **My role in front office**

- Welcoming guests in a friendly and professional way was one of the tasks I had as an intern.
- Addressing and escalating customer complaints and solve them to the best of my ability until it had to be moved up to a higher authority or different department.
- Providing information about facilities, programs and other services and activities or leisure activities in the area with suggestions to places , restaurants and touristic attractions near by or in general.
- Anticipate guest needs and build rapport with customers , since I've been working there till before the internship I got to meet a lot of new people and interact with some on a more personal level , that has helped me anticipate there requirements in case of need.

- Offer assistance with certain tasks (e.g. confirming travel arrangements, taking messages)

**Food production**  
**Food & Beverage**

**Food outlet( Baytree café @baytreecafe )**

Baytree café was originally founded in 2015 as a café outlet for Skylark Resort, Goa. The main proprietor Deborah Jane , of English nationality founded this café introducing a variety of desserts and pastries loved by all .









The café since has earned an impeccable reputation for their desserts and various other dishes offered , and attracting a lot of English and other nationalities foreign customers.

With a rating of 4.5 on Google reviews and a 97 percent rating , Baytree café is one of the best cafés in Colva .



### Kitchen Operations

This includes all operations required to run the efficiency of the kitchen. It includes prep production, finishing tasks, packaging, proper allotment of staff , storage , inventory, maintenance and cleaning of the kitchen, and quality control.

### BREAKFAST

The bakery plays an important role for breakfast as one entire section of service is dedicated to bakery items. The following are



some of our breakfast items

## BREAKFAST MENU

9-11.30 am

- Toast, butter & jam/marmalade (2 pcs) ₹100
- Pão, butter & jam/marmalade (2 pcs) ₹90
- Yoghurt: plain, banana & honey, strawberry ₹100/140
- Homemade Granola with milk/yoghurt ₹140/160
- Porridge : plain, banana & honey ₹100/130
- Baked beans on toast ₹130
- Eggs on toast: fried, scrambled or poached ₹120
- Omelette + pão: plain, masala/cheese ₹120/140
- Bacon roll ₹180
- French Toast with banana & honey ₹140
- American pancakes with syrup/nutella ₹150/170

## LUNCH

Lunch operations started from 11:30 onwards . Items available were not conventional lunch items but a more of an European approach serving a variety of salads and sandwiches.

## SALADS

- 
- CHICKEN CAESER ₹250
  - 4 BEAN SALAD ₹220
  - EGG, BACON & POTATO ₹240
  - GREEK SALAD ₹240
  - PLOUGHMANS ₹220

## SANDWICHES

- BLT (bacon, lettuce & tomato)  
White or wholegrain bread ₹200/220
- TUNA CRUNCH (contains nuts)  
White or wholegrain bread ₹180/200
- CHICKEN PESTO  
White or wholegrain ₹200/220
- CHARGRILLED VEG (V)  
- with hummus (V)  
White or wholegrain bread ₹180/200
- CHEESE & ONION JAM (V)  
White or wholegrain bread ₹180/200
- HAM & CHEESE TOASTIE ₹200

## DESSERT ITEMS

Baytree café has a renowned reputation for their desserts and pastries such as cupcakes , tiramisu, stuffed croissants, pain au chocolate ,pastéis de nata etc.







## My role

### 1st week

During the initial part of my training in the food production sector , I tried to grasp as much information and knowledge I could while given tasks that I could perform while learning such as pot wash, cleaning segregation and I expressed an interest in art and renewing the chalk art in their sign board and beverage board, to which I was later made responsible of.









### 2nd week

By the second week I was introduced to all the equipment and had seen most of the workings as a barista and as a cook . I requested for more challenging roles and I was then assigned to the barista counter and prep work.

### **Tasks Performed**

- 1) Picking up produce and segregating the raw products into the proper areas.
- 2) Preparing meats, cutting them into sections
- 3) Sanitizing areas before and after use
- 4) Chopping vegetables
- 5) Preparing mise en place for the next day's use
- 6) Assembling food items
- 7) Checking supplies
- 8) Making requisitions for new produce
- 9) Making & and serving drinks

### **3rd week**

During the café operations I handled making all of the drinks in the menu and was also in charge of service and in making a few selected pastries under the guidance of my supervisor.







Some of their beverage items:-

## DRINKS

- TEA (English Breakfast) ₹80
- Masala chai, Mint, Green, Lemon, mixed berry fruit ₹100

### COFFEE :

- Americano, Espresso, Cafetière/French press ₹100
- Cappuccino, Cortado ₹120
- Caffè Latte ₹120  
(add shot of caramel, vanilla, hazelnut) ₹30
- Iced coffee ₹120
- Cold coffee ₹140
- 
- HOT CHOCOLATE (add marshmallows) ₹120/140
- French Hot Chocolate ₹100
- 
- FRESH JUICE (pineapple, orange, apple & watermelon) ₹120
- Lemon soda (plain, sweet/salt) ₹50

- Limbu pani (plain, sweet/salt) ₹40
- Lassi, plain, sweet, lemon ₹80/90
- Strawberry slush (seasonal) ₹120
- Blue lemon mint crush ₹120
- Peach/Lemon Iced tea ₹120
- Pink lemonade ₹120
- Coke float ₹100

- MILKSHAKES :

- Chocolate milkshake ₹140
- Oreo nutella milkshake ₹160
- Strawberry milkshake (seasonal) ₹140
- Banana milkshake ₹120

Selection of cold drinks.

#### 4th week

The fourth week of my training I was learning under the guidance of Rowan Gonsalves to learn and perfect latte art

**Latte art** is a method of preparing coffee created by pouring microfoam into a shot of espresso and resulting in a pattern or design on the surface of the latte. It can also be created or embellished by simply drawing the top layer of foam. Latte art is particularly difficult to create consistently, due to the demanding conditions required of both the espresso shot and milk.











### **Conclusion**

Training in front office department can be improved as trainees are not allowed to operate the system, which makes training in this core department a little inefficient. The busy schedules of F&B department and the motivation provided by the F&B staff was excellent and hence made F&B department one of the most enjoyable department of all. Food production department always gave routine tasks, and there was usually no difference in the tasks assigned on a daily basis, however was a great learning experience from my superiors and colleagues in both the departments I have chosen.

