

INTERNSHIP REPORT

BIG DADDY CASINOS 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

VASUDEV KRISHNA WALKE

Rollno - 2018

AUGUST 2023



OFFER LETTER

GOLDENGLOBE HOTELS PRIVATE LIMITED

Corp. Office : First Floor, Kamala House, Opp. Magson Supermart, D.B. Marg, Campal Panjim - 403001
CIN: U55101DL2008PTC180878 Email: gghpl@bigdaddy.in

Ref: GGHPL/HR/2023/09800

Date: 03/05/2023

To,

Dr. Albino R. Thomson

Asst Professor & PTO

IMBA(Hospitality, Travel, & Tourism)

Goa Business School

Goa University

Ref: Request for Summer Placement- Apprenticeship

Respected Sir,

We are pleased to inform you that we are willing to accommodate your IMBA student **Mr. Vasudev Krishna Walke** for undergoing eight weeks training in our organization during the period of 16th May 2023 – 16th July 2023.

He will undergo training in our organization. He should contact the undersigned before starting the internship.

Yours Sincerely,

For, Golden Globe Hotels Private Limited



Aparna V Kalangutkar
Asst General Manager- HR

INTERNSHIP CERTIFICATE

GOLDENGLOBE HOTELS PRIVATE LIMITED

Corp. Office : First Floor, Kamala House, Opp. Magson Supermart, D.B. Marg, Campal Panjim - 403001
CIN: U55101DL2008PTC180878 Email: gghpl@bigdaddy.in

Ref: HR/Internship-Cert./2023/10859

Date: 16th July 2023

TO WHOMSOEVER IT MAY CONCERN

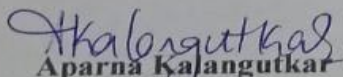
This is to certify that Mr. Vasudev Krishna Walke Third Year IMBA student from Goa Business School, Goa University, Taliegao Plateau, Goa, has successfully completed his 8-Weeks Internship during the month's May 2023 to July 2023 (16th May to 16th July 2022), under the Human Resource Department of this Organization.

During his tenure with us, we found him always very enthusiastic, sincere, hardworking & dedicated towards his professional assignments.

We wish him a successful career in his future endeavors.

This certificate is being issued to him on successful completion of his above Internship Programme.

For, Golden Globe Hotels Private Limited


Aparna Kalangutkar
Asst. General Manager



ACKNOWLEDGMENTS

This dissertation would not have been possible without the guidance and the help of several individuals who in one way or another contributed and extended their valuable assistance in the preparation and completion of this study.

I would like to express my gratitude to DEPARTMENT OF MANAGEMENT STUDIES (MBA-INTEGRATED) GOA BUSINESS SCHOOL, for including internship program as a (HOE MANY CREDIT) course which has provided an opportunity to gain practical working experience in the organization.

My sincere gratitude to **Mrs. Aparna Kalangutkar, Asst. General Manager Human Resource Development** for giving me a chance to do my internship in the HR Department of this organization, Big Daddy Casinos, Goa. I am thankful to Mr. Pritam Sangodkar, Mr. Mandar Rajadhyax , Executive from HRD for devoting time from their busy schedule and explaining how work is being done in HRD and assigning me with various tasks during these 8 weeks of internship period.

I would also like to extend special thanks to the entire staff for their full co-operation, guidance and support during my internship.

Lastly, I would like to thank Prof. K.G. Shankaranarayanan: Programme Director, Dr. Albino Thomson: Assistant Professor, Dr. Poonam Sadekar: Assistant Professor, Ms. Sujal Naik: Assistant Professor of Ace Institute of Management for their valuable Instructions and Guidance during the Internship program.

PERMANENT FACULTY MEMBERS

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

Administrative staff

Ms Shilpa Shirodkar

Mr Kishor Nagvekar

Mr Naresh Salgaonkar

Mr Sarvesh Vaigankar

EXECUTIVE SUMMARY

The core objective of the internship is to fulfill the requirement of MBA program as prescribed by the GOA UNIVERSITY(IMBA). An intern has to prepare project report at the end of the internship period but the main objective of the internship is to get the hands-on experience of the real world organization. The intership was completed with the objective of getting practical knowledge in the HR department of BIG DADDY CASINOS GOA.

Recruitment is defined as, "a process to discover the source of manpower meet the requirements of the staffing schedule and to employ effective measures for attracting that manpower in adequate numbers to facilitate effective selection of an efficient workforce."

As usual primary data and secondary data were used to prepare this report. Primary data came from day to day observations and interviewing employees. Secondary data was collected by organization employee handbook, website, and relevant books. I tried to minimize to bias and produce an unbiased report.

Finally, the report allows focusing on theories and concepts used in BIG DADDY CASINOS GOA to relate with academic purpose.

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1. BIG DADDY CASINOS GOA

1.1 BIRDS-EYE-VIEW

1.1.1 BIG DADDY CASINOS GOA

Big Daddy Casino in Panjim, Goa is a reliable name in the industry as they aim to deliver the best experience to their customers. This has helped them build up a loyal customer base. They started their journey in 2018 and ever since, they have ensured that the customer remains at the centre of their business operations and philosophy. As they are located in a favourable neighbourhood, exactly at Kamala House, Patto Colony, , Dayanand Bandodkar Road, Panjim-403001, it is easy to locate Big Daddy Casino on the map. For any kind of assistance or questions, it is best to contact them directly during their business hours.

Feel Alive onboard Asia's largest floating gaming and entertainment destination, Big Daddy. Its all about living it up in the Big League here in Goa. An extensive collection of live and electronic games coupled with 75+ unique entertainment acts every night and custom-made packages including unlimited food and drinks makes Big Daddy the king of 24*7 unrivaled winning experience

1.2 PRODUCTS/SERVICES OFFERED

Setting a benchmark for itself, Big Daddy Casino boasts a specially commissioned vessel 70 meters long. The gaming and entertainment destination will offer a regal ambience to professional and amateur players keen to try their luck at the jackpot. It will offer round-

the-clock hospitality services. Anchored off the River Mandovi with a stunning view of the city and the Arabian Sea, several boats will ferry patrons to the offshore casino.

1.2.1 The luxury ship is home to 110 gaming tables, 900 gaming positions and various automated machines, spread across three decks with an outdoor sundeck area of 1,700 square meters. Making it the largest gaming destination with a total gaming area of approx. 5,000 square meters, hosting lavish gourmet restaurants offering international cuisines, live bars, and a fantastic sundeck for entertainment programs during high season.

1.2.2 The 11-day extravaganza from May 9th-19th is not just about gaming. It's an extravaganza that offers a once-in-a-lifetime experience with the year's biggest parties, dazzling Bollywood celebrities, entertainment acts, world-class gourmet cuisine and unlimited premium alcoholic and non-alcoholic beverages, with several other surprises.

1.2.3 Big Daddy Casino is managed by Golden Globe Hotels Private Limited (GGHPL) having its registered office in Delhi.

1.3 SECTIONS WITHIN THE ORGANISATION

1.3.1 PURCHASE DEPARTMENT

Purchasing departments are at the centre of successful supply chain management. Typically, they help other departments identify their needs, manage the requisition

process and source competitive prices, and generally act as controllers to ensure adherence to budgets.

1.3.2 IT DEPARTMENT

IT departments are responsible for maintaining the hardware and software systems within an organization. This includes configuring and updating software applications, employee devices, servers, databases, and other IT infrastructure

1.3.3 MARKETING DEPARTMENT

A marketing department is a group of marketing specialists responsible for planning, creating, and monitoring marketing activities within a company. The primary goal of the marketing department is to help the company generate as many sales as possible.

1.3.4 HUMAN RESOURCE DEPARTMENT

Human resources (HR) is the division of a business responsible for finding, recruiting, screening, and training job applicants. HR departments also handle employee compensation, benefits, and terminations. A narrower concept is human capital, the knowledge and skills which the individuals command. Similar terms include manpower, labor, personnel, associates or simply: people.

1.3.5 VIP SERVICES

VIP (very important person) program is a customer loyalty program where a business offers benefits—discounts or access to exclusive goods, content, and other rewards—to a specific group

of customers preferential or special treatment, as or as if given to famous or rich people. You will get the VIP treatment, which includes a champagne reception and a slap-up meal.

1.3.6 F&B DEPARTMENT

Food & Beverage (F&B) Management is a segment of the hospitality industry that focuses on operations in restaurants, hotels, resorts, catering companies, hospitals, hotels, and more. It includes the business side of food, like ordering and inventory, managing budgets, and planning and costing menus. Alongside Rooms Division and Front Office, Food and Beverage (F&B) is one of the core operational departments within a hotel. Its purpose is to professionally manage food and drinks.

1.3.7 FRONT OFFICE DEPARTMENT

The front office layout includes the following areas of the department: lobby, reservations, reception, information, cash and bills, travel desk, communication, and uniformed services like bell desk and concierge. Traditional Front Office functions include reservation, registration, room and rate assignment, guest services, room status, maintenance and settlement of the guest account, and creation of guest history records.

1.3.8 SECURITY DEPARTMENT

Security management covers all aspects of protecting an organization's assets – including computers, people, buildings, and other assets – against risk. A Department responsible for the security of the institution's property and workers. synonyms: security. type of: department, section. a specialized division of a large organization. ORGANISATION CHART (REF. FIG. 3.1)

2. TASK(s) HANDLED

2.1 JOINING

On every month of 1st and 17th there would be joining done of new employees where I had to make ID cards, joining kits, name tags with the help of name printing machine. In joining kit we would give a company name mug, with id card, joining kit book, and a company SOP book. Used to also attach relevant documents to the joining form of employees such as Adhaar Card, Education details, Bank passbook, Pan card, and after attached all documents used to send them to induction

2.2. FILING

There were files of joined employees, left employees, Absconded employees, On work death employees, those files were piled up in more numbers, as I was alone intern in HR Department almost filed 400 files a day and sorted it with employee ID's in file cupboard.

2.3. ARRANGING INTERVIEW

I used to receive the phone numbers from HR executive, and then with the company mobile I used to call the candidates and fix a time and date for an interview.

2.4 DEPOSIT COMPANY CHEQUE

Would receive and employees cheque from accounts department, and the I would go to deposit the cheque in respected bank, and after depositing all the cheques, I would take the following receipts

of deposits and submit it back to accounts dept. following with 2 copies one for accounts and the other for HR dept for future reference.

2.5. PRINTING OF NECCESARY FORMS

Used to print all the necessary forms required in hr department, and make sure that the forms do not fall short when required, such as interview assessment sheets, employee information form, clearance form, employee joining form.

2.6 MADE CONTRACTS

Used to make contracts for contractual staffs such as freshers or New joiners in company for eg. F&B staff will have 1 year of contract so after making all this terms clear to candidate on joining date we make them sign the contract and one copy is given to candidate and one is kept with company for future reference. Also these contracts are printed in bulk and so these process taked 3 days to complete.

2.7. PLACEMENT DRIVE

On 28th june we had conducted a placement drive in shram Shakti bhavan where all people from goa had applied for various job positions. And during that placement where I 1st got chance to take an interview, where the common questions were family background, previous job role, reson for leaving previous job , experience in required field etc.

2.8 Typed Absenteesm Letter

Typed almost 60 absenteeism letter for employees who were absent for long time and didn't turn up for work. Then the typed letter were made REGD-AD and were post by me in post office

3. LEARNINGS

3.1. HRIS (HUMAN RESOURCE INFORMATION SYSTEM)

HRIS also known as HRMS where all the employee details, their salary, their attendance is being updated in the hris software, even if the employee wants to apply for leave or for half day he can raise the request on HRIS and then the HOD used to accept or decline the request.

3.2. PAYROLL

I also learned how the payroll system works where in they firstly pull out the attendance from all the biometric machines next they prepare an individual salary slot with the basic salary etc then they make the necessary deductions from the basic salary like PF deductions, esic deductions if salary is less then 21000. Then the final amount of salary is uploaded to systems then the company transfers the amount in the 2nd account and then after 2 or 3 days the salary gets credited in employee accounts. Pay roll is usually done end of each month.

3.3. EXIT FORMALITIES

If the employee wants to exit the firm he should follow the guidelines laid by the organization for the same the process is followed such as if the employee is an confirmed employee he should submit 1 month notice period, if employee is on probation period then he have to submit 15 days notice period, if the employee is an HOD or an Asst. post then he should provide 2 months notice period.

3.4 EXIT PROCESS

Exit process will be as follows such as where employee come with an resignation letter to HR, HR then looks at the resignation letter asks the reason for resign, then HR sends the resignation to the respected HOD of the Department, then the HOD looks at the resignation and accepts the resignation and send the scanned copy signed to HR again, after receiving the scanned copy HR then informs the notice period for employee as per guidelines of employee, after the notice period the employee is called again in HR and then provide the clearance form for final submission of uniform, tags etc. .

3.5. PROCESS FROM TRAINEE TO CONFIRM EMPLOYEE

Candidate after joining are sent for training period for 6 months. On 5th month of training, the appraisal letter is to be sent to respected HOD of the Department, the HOD will fill the appraisal letter of the employee based on their performance. Next the trainees who have filled the trainee period it will extend more to 3/6 months. Next the employee are put for probation period for more 6/3 months (during this phase the employee gets sick leave and casual leave), during this phase the probation is being typed by HR and submit to employees and other copy is kept with company for future reference. After 6 months of probation period the employee are then made confirmed employee and same the HR has to type the confirmation letter and send to respected HOD. After the probation period based on employees performance the HOD then decides to confirm the employee or discontinue his services. After the employee gets confirmed he gets various benefits such as paid leave, sick leave, casual leave, bonus, gratuity, leave and travel allowance.

3.6. RECRUITMENT PROCESS

In recruiting the candidates there is process that everyone should follow such as interview, shortlist, selection, induction, training & evaluation

3.7. STATUTORY COMPLIANCES

3.7.1 PF

As per law a company having more than 10 employees should have pf account for their employees. Provident fund works where the 12% of the basic salary of employee goes for PF & employer gives 13%

From 12% 8.33% of basic salary goes to PF and remaining goes to pension fund. Whereas employer its completely opposite here the employer gives 8.33% to pension fund and remaining to PF

3.7.2 ESIC (Employees State Insurance Corporation.)

In ESIC 0.75% is given by employee and 3.25% by employer and as per company regulation ESIC will be benefitted for only those who have salary less than 21000 for employees who have salary above 21000 health cover insurance is given by the company.

3.8 LETTER MANAGEMENT

There are various letters but what I learned was offer letter which is before joining appointment letter after joining, appraisal letter, confirmation letter ,warning letter, termination letter, suspension letter.

3.9. EMPLOYEE ENGAGEMENT

3.9.1 Star of the month where anyone one employee from each department is given the award of star of the month to motivate them and they give their best in their work anmd all other employees will try to work hard and achieve at greater heights

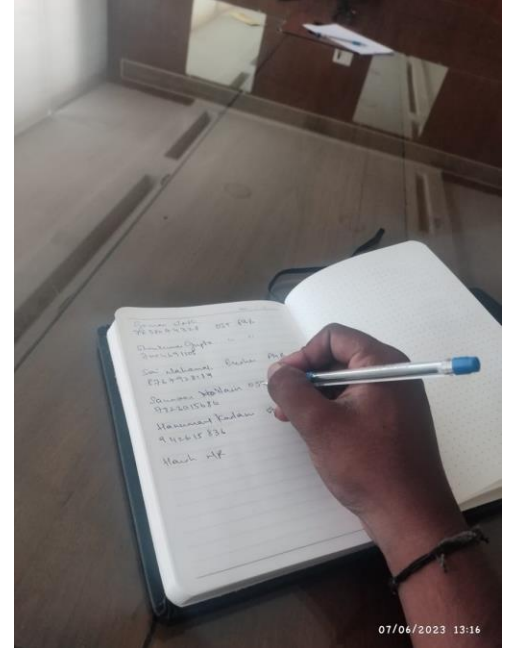
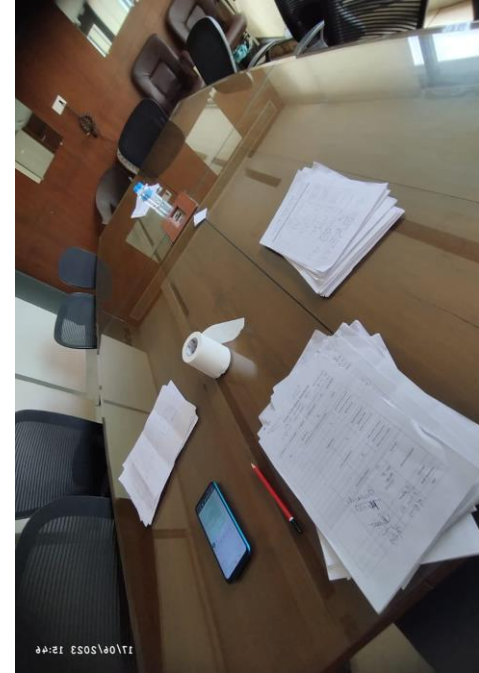
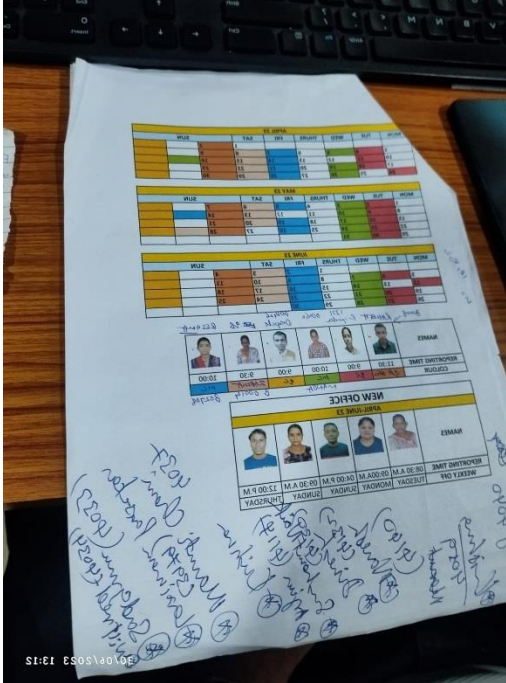
3.9.2 BIRTHDAY CELEBRATION

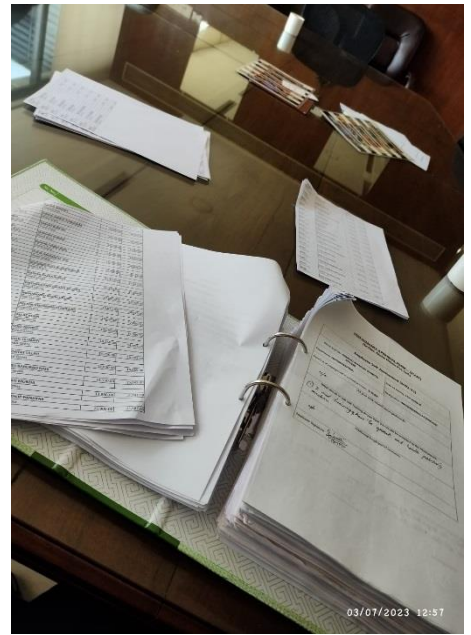
Where all employees having birthday in a same month will be celebrated on the same month at any date.

4. CHALLENGES FACED

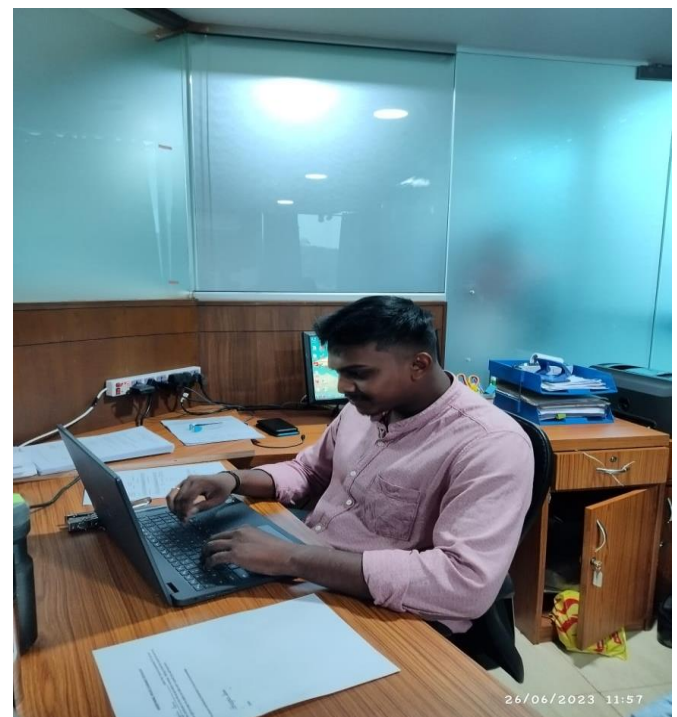
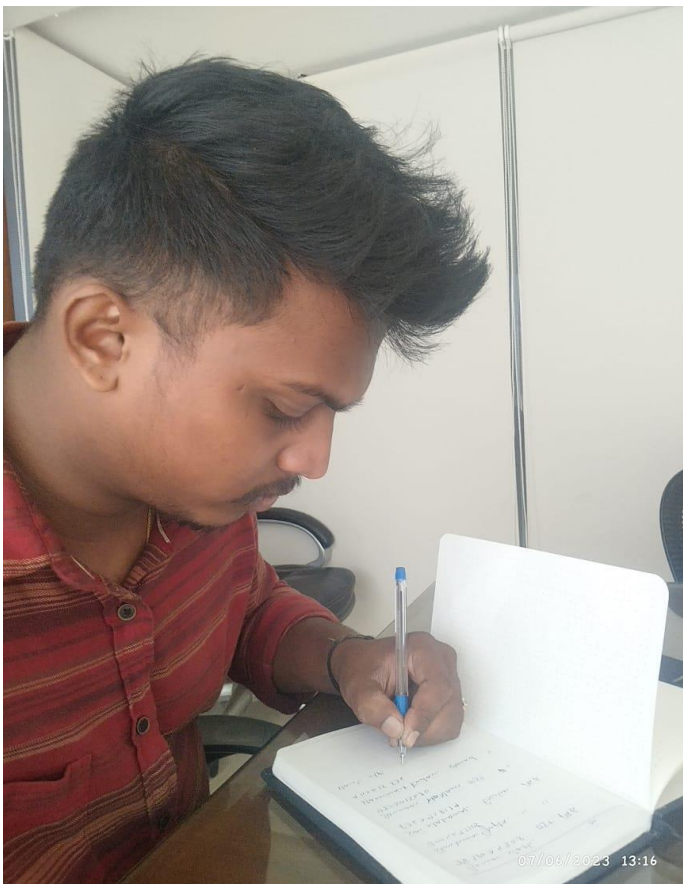
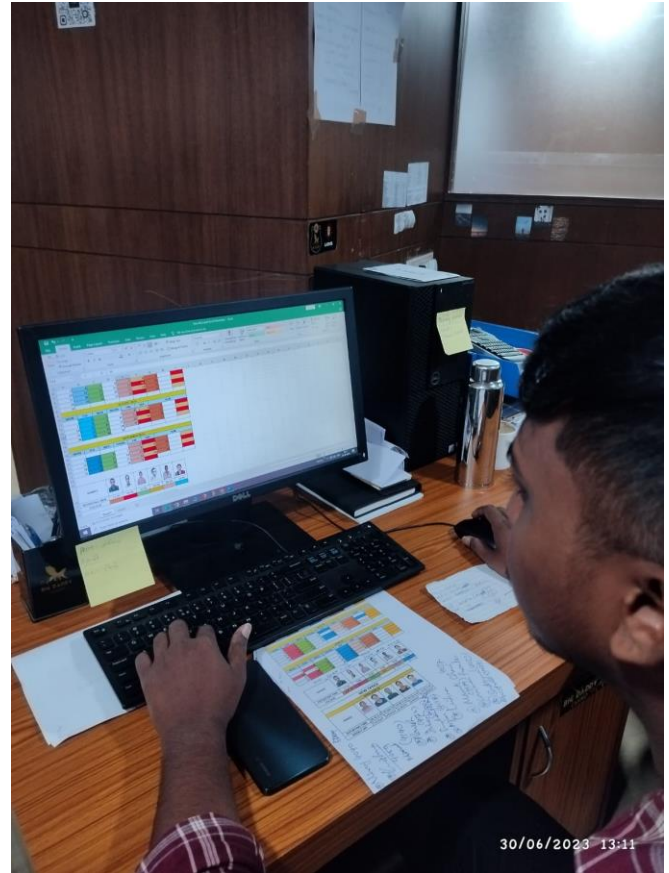
Challenges are made to overcome so there are some challenges which were very difficult for me but later I overcome I such as 600+ papers to file and sorting in order as per employee id in the cupboard . taking joining documents of 35+ joiners per day, but after this challenges I overcame my fear of speaking to new people, learned to manage my time and also learned to complete my work on time.

APPENDIX 1: SAMPLES WORK DONE





APPENDIX 2: PHOTOS WHILE YOU ARE AT WORK





APPENDIX 3: FIGURES AND CHARTS

FIGURE 3.1 ORGANISATIONAL CHART

