

INTEGRATED MBA IN HOSPITALITY AND TOURISM

GOA UNIVERSITY

INTERNSHIP REPORT



HUMAN RESOURCE MANAGEMENT

NAME: VERNON FABIO FERNANDES

ROLL NO: 2019

HYATT CENTRIC™

April 26 , 2023

Vernon Fernandes

**House No - 17/118/1, Galli-Waddo Taleigao
Goa**

We are pleased to inform you that you have been selected to undergo the Internship Training Program at Hyatt Centric Candolim Goa from May 15 , 2023 to November 15, 2023.

This offer is subject to the following terms and conditions:

Uniform

You are required to make arrangements for your own shoes (black oxford shoes for men and closed black shoes for women) and trousers. You will take care of the uniform provided to you and at all times strictly adhere to the Hyatt Centric Candolim Goa grooming and etiquette standards. The hotel will not provide support for laundering the uniform.

Stipend

You will be eligible for a monthly stipend of Rs.1500/- (One thousand five hundred) 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 to complimentary duty meals at the Associate restaurant - 'C²' and shall adhere to C² timings and hotel policy.

Transportation

You will be responsible for your own transportation arrangements to and from the hotel irrespective of training timings. The hotel has no liability whatsoever in this regard.

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 & Project Submission

You will have to comply with a 100% attendance, failing which your training may be terminated.

You will have to submit your project report within one week of completion of training failing which your training would be deemed void and the certificate of completion withheld.

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,

Hyatt Centric Candolim Goa

R&H Spaces Pvt. Ltd.

HYATT CENTRIC™

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 Hyatt Centric Candolim 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, Hyatt Centric Candolim 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. Hyatt Centric Candolim 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 Hyatt Centric Candolim 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 Human Resources Manager shall be final.

Relationship

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

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. Should we not receive confirmation of your acceptance by May 03, 2023, this offer of training would be withdrawn and cancelled.



Hyatt Centric Candolim Goa

R&H Spaces Pvt. Ltd.

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Contact Information

If you need any further assistance, please feel free to contact Human Resources at the following address:

Hyatt Centric Candolim Goa
Anna Waddo, Main Candolim Road
Candolim, Bardez Goa - 403515

Phone: (0832) 7161260/1261

We look forward to welcoming you to Hyatt Centric Candolim Goa.

Yours sincerely,

Amitabh Chakraborty
Director Of Operations

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

Accepted


Principal



Institution Seal


Vernon Fernandes

Student

03/05/2023

Date



Hyatt Centric Candolim Goa

R&H Spaces Pvt. Ltd.



August 01, 2023

CERTIFICATION

This is to certify that Mr.Vernon Fernandes, student of Goa Business School, Goa University has done his Internship with Hyatt Centric Candolim Goa effective from May 15, 2023 until August 01, 2023.

During his time at Hyatt Centric Candolim, Goa he was trained in the Human Resources department.

We wish him all the best in his future endeavours.

For Hyatt Centric Candolim Goa,



Sandhya Naik
Learning Manager

Acknowledgement

With great pleasure, I would like to extend my sincere gratitude to my parents, managers & colleagues for their constant support they have given me.

I would also like to thank the college, The Program Director for the opportunity to be a part of this knowledgeable internship at Hyatt Centric Candolim, Goa.

A big thank you to my HR Manager Delina Figueredo, Learning Manager Sanisha Rashmi, HR Officer Denzil D'souza and Learning Co-ordinator Akash Naik, for the guidance through all the hardships for the constant support, the ideas in making this successful internship report, for the good corporation with me during the training at this internship.

Last but not the least a grateful thank you to Hyatt Centric Candolim, Goa for the opportunity of selecting me to intern with your company, for a learning opportunity and an industrial exposure at your firm.

Executive summary

I completed my internship at Hyatt Centric Candolim, Goa. The 7-week internship program has proven to be very helpful and practical as well. The Managers & staff were very kind to share their valuable knowledge and time with me. During my internship, I accumulated information about the functioning of a hospitality industry.



Hyatt was founded by Jay Pritzker in 1957 when he purchased the Hyatt House.

The Hyatt House—named after the original owner, Hyatt von Dehn— was a small motel near the Los Angeles International Airport.

The \$2.1-million-dollar deal was actually signed on the back of a napkin, which marked the birth of the Hyatt we know today.

In 1967, Hyatt Regency Atlanta became the first Hyatt Regency property.

The opening also marked our shift from motels to hotels.

The 21-story atrium tower lobby at Hyatt Regency Atlanta helped shape a new image for Hyatt and changed the design course of the lodging industry

The property became known as the “Hotel of Hope” for the U.S. Civil Rights movement.

In November 1969, Hyatt opened the first international hotel, Hyatt Regency Hong Kong

It was the first Hyatt hotel established outside the United States. Since then, we have expanded significantly in the Asia Pacific region.

Today we operate in 63 countries and have over 130,000 global colleagues who make up the Hyatt family.

We recently celebrated 50 years of going global and operating in Greater China in November 2019.

A modern logo introduces the crescent shape symbolizing our sunrise-to-sunset service.

1990 – Hyatt Logo and Meaning



The House of Hyatt is our company **strategy**.

At the top of the house is our **vision** of a world of understanding and care.

We accomplish this through our **mission** – to deliver distinctive experiences for our guests.

When we execute well, we build on our **purpose** and get closer to bringing our vision and mission to life.

Our Purpose of care

We **care** for people so they can be their best.

We are connected across time and geography by our purpose: We care for people so they can be their best.

It's the foundation underlying everything we do.

It's what unifies us.

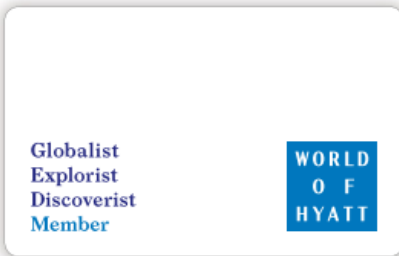
It's what sets us apart.

And it's what helps us compete in our industry.

Portfolio of Brands

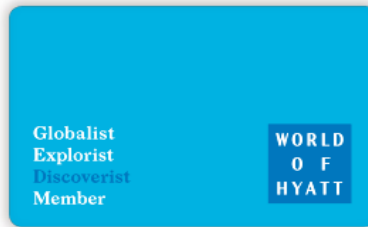






5 Base Points earned for every eligible US dollar spent

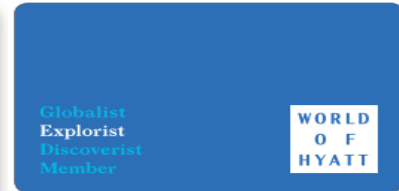
25+ Travel Partners to convert World of Hyatt points into miles for travel



10 Tier-Qualifying Nights each calendar year required

25K Base Points each calendar year required

3 Qualifying Meetings each calendar year

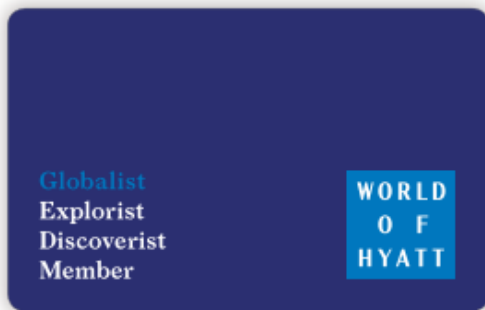


30 Tier-Qualifying Nights each calendar year required

50K Base Points each calendar year required

10 Qualifying Meetings each calendar year

50K USD spend on Hyatt Credit Card



60 Tier-Qualifying Nights each calendar year required

100K Base Points each calendar year required

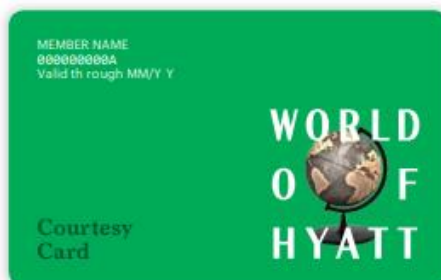
20 Qualifying Meeting each calendar year



Globalist
Explorerist
Discoverist
Member

WORLD
OF
HYATT

1M Base points Required



Courtesy Card

Courtesy Card is an exclusive and unpublished membership that can only be obtained through invitation.

THE HYATT CENTRIC NAME

Our Name

The Hyatt Centric name speaks to two things: it is both “in the middle of the action” and “in the know.” It’s about shopping and dining with locals, being in the heart of the action, having the inside-scoop on the best places to go and always feeling like a welcome visitor, not a tourist.



Our Local Market

Calangute Market Square

The popular Calangute beach in Goa is lined with innumerable shacks and stalls making it one of the top markets of this shopping paradise. Buy sarongs and trinkets made of sea shells as souvenirs or treat yourself to fried prawns and beer at one of these stalls

Saturday Night Bazaar at Arpora

There is no better way to spend a Saturday evening in Goa than by visiting the Night Bazaar at Arpora. The market is filled with plentiful kiosks offering spices, carpets, embroidered textiles, hammocks, clothes and accessories

Mackie's Night Bazaar

Mamckie's night bazaar is simply a must- do, there are about a hundred stalls that proffer multiple cuisines, eco-friendly items, a wide range of handicrafts, live music and a dance floor that makes this market a very unique experience. Held from November to April at the banks of River Baga,

Anjuna Flea Market

The liveliest of all markets in Goa, it is held every Wednesday in the beach town of Anjuna in North Goa. Anjuna Flea Market experiences greater footfalls because of it's location near the famous Anjuna beach of Goa. Anjuna Flea Market offers an abundance of local handicrafts, spices, clothes, footwear, beach wear, artificial jewellery and accessories.

Mapusa Market

A good way to absorb the true flavour of Goa is to take a walk through the bustling Mapusa Market. This market attracts local vendors and traders from all over Goa, locals come here to haggle for clothes and everyday items. If you're in luck you may chance upon unique textiles, antiques and souvenirs to take back home. Come here for antiques, textiles, traditional handicrafts, Goan pottery, spices, fruits, homemade pickles, sausages and more.

Hyatt Policies

Doing

What's

Right!

We Care Enough to Speak Up

We ask questions when we need guidance. We speak up if we think something is wrong.

- Supervisor/Department Head
- Another Manager You Trust/ Leader You Trust
- Human Resources
- General Manager

Hyatt has a way for you to report anonymously, if you prefer.

Contact:

Ethics website:
www.hyattethics.com Email
the Ethics Hotline at
ethics@hyatt.com

Visit www.hyattethics.com.
Click “yes,” enter the country
in which you are located, and
then follow the instructions.

How We Treat One Another

• Mutual Respect

Treat everyone around you the way you would hope to be treated.

• Diversity & Inclusion

Treat everyone with kindness and professionalism, no matter how they look, where they come from, or how their ideas differ from your own

• Safe Workplace

Report any concerns of violence or threats of violence immediately

• Human Rights

Draw on your training to watch for potential signs of sex or labor trafficking. If you see suspicious activity, report it to hotel management.

How we protect Information and Assets

• Confidential Information

Protect the confidential information of our Company, our colleagues, our guests, and our business partners. • Never discuss business information in public that might include Hyatt’s trade secrets or confidential plans.

• Protection and Proper use of assets

As members of the Hyatt team, we need to be conscientious and responsible with Company assets – which include everything from physical property, like phones, food, or office supplies, to Company funds and even your time at work.

How we act as Responsible Professionals

- **Conflicts of Interest and Corporate opportunities**

This means we don't pursue private interests that interfere or appear to interfere with the interests of Hyatt or that restrict our ability to perform our jobs. If you are concerned about a conflict or potential conflict of interest, disclose it to a compliance resource as soon as you become aware of it.

- **Insider Trading**

We comply with all laws related to insider trading and the Hyatt Insider Trading Policy. We don't trade in the stocks or securities of Hyatt or provide tips to trade based on material, non-public information. Violations of insider trading laws can result in serious fines and charges for individuals

- **Political Involvement**

Hyatt respects individual political participation, but political participation needs to remain separate from Company business.

How we Demonstrate Integrity in our Business Dealings

- **Gifts and Entertainment**

At Hyatt, we understand that appropriate gifts and entertainment can help build business relationships. When we exchange gifts and entertainment, we use good judgment. We also ensure we never allow gifts or entertainment to compromise our ability to make objective and fair decisions – or even make it look like we might have been compromised. .

- **Bribes and Kickbacks**

We comply with all laws that prohibit bribery, and we do not make promises or grant favors in exchange for a business advantage. Because Hyatt can be viewed as responsible for any unlawful actions by third parties who work on our behalf, we demonstrate diligence when employing and overseeing all third parties.

How we Communicate Honestly and Transparently

- **Responsible Communication**

Honest and straightforward communications enable our colleagues, guests, owners, and shareholders to trust us. To ensure that we are always communicating truthfully, accurately, and consistently about the Company, we only authorize certain individuals within the Company to speak on the Company's behalf. We take seriously our responsibility to protect the Company's confidential information and never reveal it inappropriately.. .

- **Accurate and Transparent Records and Financial Report**

At Hyatt, we maintain correct and complete financial accounts and have internal controls in place to provide accurate and reliable financial reporting. We create records responsibly, ensuring that they correctly represent our intentions, actions, and decisions, and we retain them in accordance with Company policies and the laws.

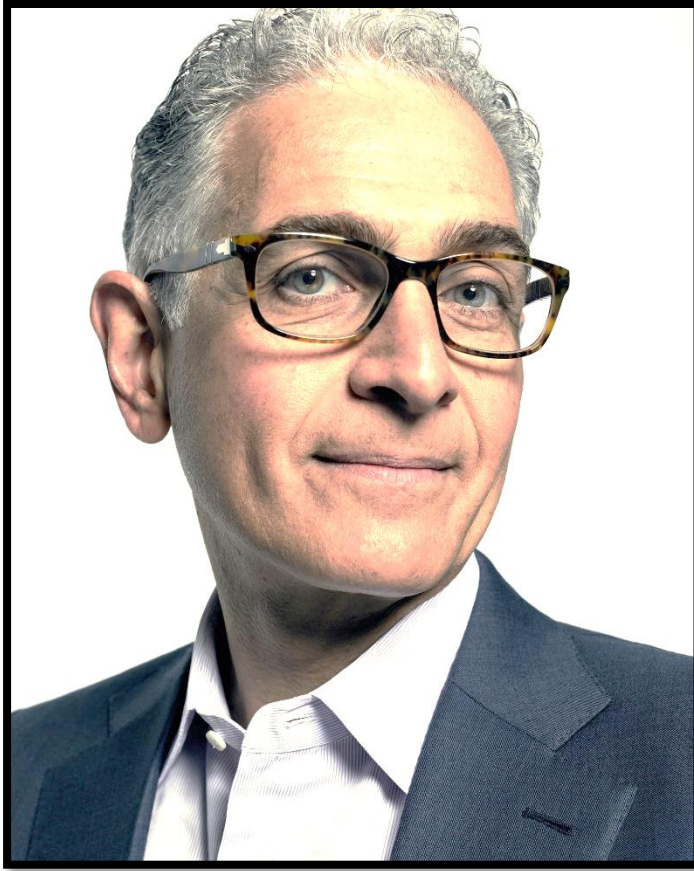
Hyatt Management Team

**Hyatt
Leadership
Committee**



Thomas J. Pritzker

**Executive Chairman of the Board of
Directors**



Mark S. Hoplamazian

President and Chief Executive Officer

OWNERSHIP



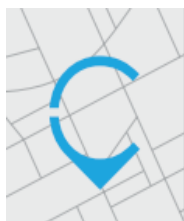
RASESH B. KANAKIA

Chairman



HIMANSHU B. KANAKIA

Managing Director



HYATT CENTRIC™
CANDOLIM GOA

Anna Waddo, Main Candolim Road,
Bardez, Goa - 403515
T: +91 832 7161234

candolimgoa.centric.hyatt.com

No. of Rooms : 168

- Room Number for Deluxe Suite - 415
- Room Number for Suite King -411
- Room Number for Terrace Rooms 426, 427
- (438,439 work in progress)
- Accessible Rooms Number 109,112

SERVICES & FACILITIES

- 24-hour in-room dining
- Valet parking facilities
- Currency exchange
- Multilingual staff
- Laundry/dry cleaning
- 24-hour business center
- Airport transfers on request

RECREATIONAL FACILITIES

- Fitness Centre - featuring state-of-the-art cardio and resistance machines
- Swimming pool - rejuvenate in the stunning outdoor pool
- Kids play area
- Immersive locally inspired experiences

RESTAURANT, BAR & LOUNGE

GROK, our signature restaurant & bar has comfortable indoor and alfresco seating with flooding natural light, three communal tables and aesthetics that carry the laidback Goan vibe. It is the perfect venue for casual get-togethers with friends and family. A cosy private dining room is available for a minimum of 20 guests.

Monday - Friday: 7:00 am - 10:00 am, Saturday & Sunday: 7:00 am - 11:00 am - Toast to a delicious morning with our wholesome breakfast buffet. Fill up on a variety of hot breakfast items, juices, fresh fruit and more.

11:00 am - 5:00 pm - We serve Goan, Indian and modern global specialties that are made with only the freshest ingredients, most of which are locally sourced.

5:00 pm - 11:00 pm - Every evening our Chefs will offer a unique dining experience in the alfresco section, serving a range of global flavours through a kebaberie, an international bread and salad bar.

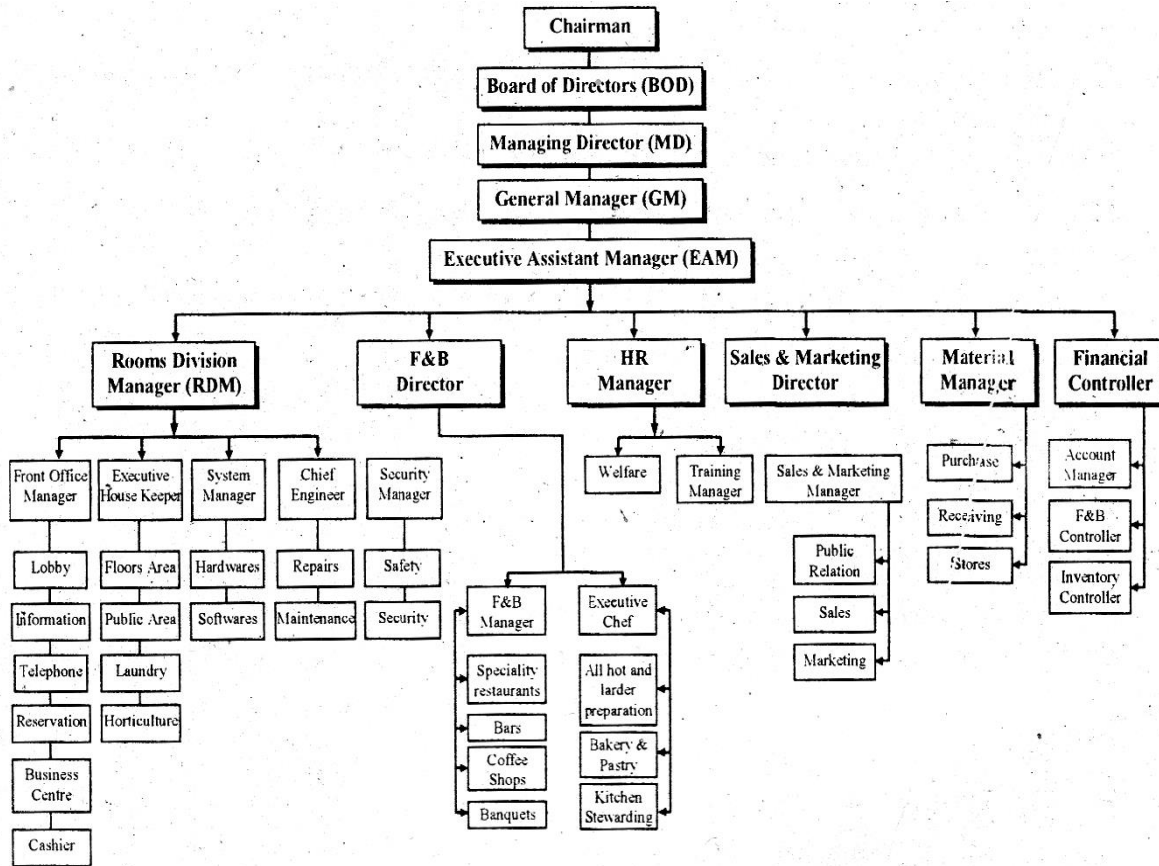
11:00 pm - 7:00 am - Our night menu features Pastas, Biryanis, Curries, desserts and more.

Our bar is stocked with artisanal spirits, craft beers, twisted mixology, fiery cocktails and global and local wines. Try our original cocktails that feature Goa's own Feni and Beers. Time: 11:00 am - 11:00 pm.

The Corner - An intriguing space to work, play, read or socialize.

CONFERENCES & BANQUETS

- **Jade Vine** - a 2991 square feet modern ballroom with state-of-the-art facilities
- **Isle de Sol** - a 663 square feet contemporary flexible space
- **Jardim** - a 2411 square feet outdoor banquet space that can be used during the non-monsoon months of the year
- High-speed wired and wireless internet
- Audio-visual services



TASK(S) HANDLED
HUMAN RESOURCES
JOINING FORMALITIES OF ASSOCIATES/INTERNS
HANDLING LOCKERS
POLICE VERIFICATIONS
INTERNS ROSTER
ATTENDANCE
STIPEND PROCESSING
PF & ESIC CHALLANS
ORGANIZING ACTIVITIES
FILING DOCUMENTS SEQUENCE WISE
CHARGESHEETS
ENROLLING FACE RECOGNITION
PROPERTY LIST
SERVICE COMPLETION LIST
BIRTHDAY LIST
MEDALLIA
EXPENSE CLAIM FORMS
ISSUING NAME BADGES
RAISING PR
MAINTAINING MEDICALS
TRAINING SHEET RECORDS
TRAINING MAN HOURS RECORDS
SENDING EMAILS TO INTERNAL STAFF
FOSTAC TRAINING RECORD
ROGERS REPORT
CLEARANCE & EXIT INTERVIEWS OF INTERNS

CHAPTER 3: LEARNINGS

With respect to my two month internship, I acquired knowledge about the working at Hyatt Centric Candolim, Goa in the Human Resource Management Department.

During this internship which began on 15th May 2023 and ended on 1st August 2023, I was assigned duties to work with confidential employee information including medical files and interview rating sheets which helped me maintain confidential information in a professional manner.

Communication with the Human Resource Manager and executive present in the department helped me improve on building my communication skills amongst my employee, gave me a rough idea about the problem solving skill required at my workplace, it helped me better understand employee working, their department, their preferences in terms of engagement of employees in the workplace and their satisfaction in the organization.

I was even assigned duties such as introduction of new employees, helping them fill their first day application, bring all the documents required for reference checks and other such documents. Locker allocation to new trainees and allocation of departments to new joiners.

I was made to organize games and activities for auspicious days in the organization such as for Earth day I conducted an activity using recycled plastic bottles to make plant based and organize games by preparing posters and taking an initiative to conduct these sports such as cricket, foosball, table tennis, carrom and other such sports for all the employees, trainees and interns in the organization.

The organization conducted quarterly audits for 5 star rating, for safety week and other such audits whilst I was in the organization, there were other engagement activities such as a presentation by the police department on Road safety week which made to wonder as to why was safety of employees important.

I was also made to prepare employees to start practicing and taking up roles to be a part of the General Associate Meeting and Townhall by taking nomination for the same. I prepared presentations for employees who were present in the organization for number of years to be awarded for the same.

Being on time, getting work done on time was mandatory and following this routine everyday helped me learn about the excellence of time management and learning the importance of following orders and a routine.

I got the opportunity to apply theoretical acquired knowledge to real world experiences. I got an insight on the functioning of the Human resource at Hyatt Centric Candolim, Goa. it was a great learning experience and a successful internship to me.

Conclusion

I learnt a lot during my internship, which was amazing. During my summer internship with Hyatt, I gained a lot of knowledge about the hospitality sector. I discovered via observation and personal experience how to interact with individuals of diverse backgrounds and cultures.

I am really grateful for the amazing experience and the chance to interact with individuals from many fields of knowledge, which were made possible by the management's help and coordination of its employees.

In conclusion, the information and skills I picked up throughout my internship period have helped me in my work and will continue to do so. I can be sure that this will help me in the future and as I gain more expertise. This internship experience has given me a variety of opportunity to use what I've learned in class.

