

INTERNSHIP REPORT

TAJ FORT AGUADA RESORT AND SPA 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



ANISHA UMESH KUDALKAR

2103

AUGUST 2023



## OFFER LETTER

	<b>गोंय विद्यापीठ</b> ताळगांव पठार, गोंय - ४०३ २०६ फोन : +९१-८६६९६०९०४८ फॅक्स : +०९१-८३२-२४५११८४/२४५२८८९		<b>Goa University</b> Taleigao Plateau, Goa-403 206 Tel : +91-8669609048 Fax : +91-832-2451184/2452895 E-mail : registrar@unigoa.ac.in Website : www.unigoa.ac.in
(Accredited by NAAC with Grade 'A')			

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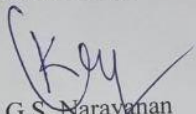
GU/IMBA/Internship 2022-23/345


18<sup>th</sup> April 2023

**TO WHOMSOEVER IT MAY CONCERN**

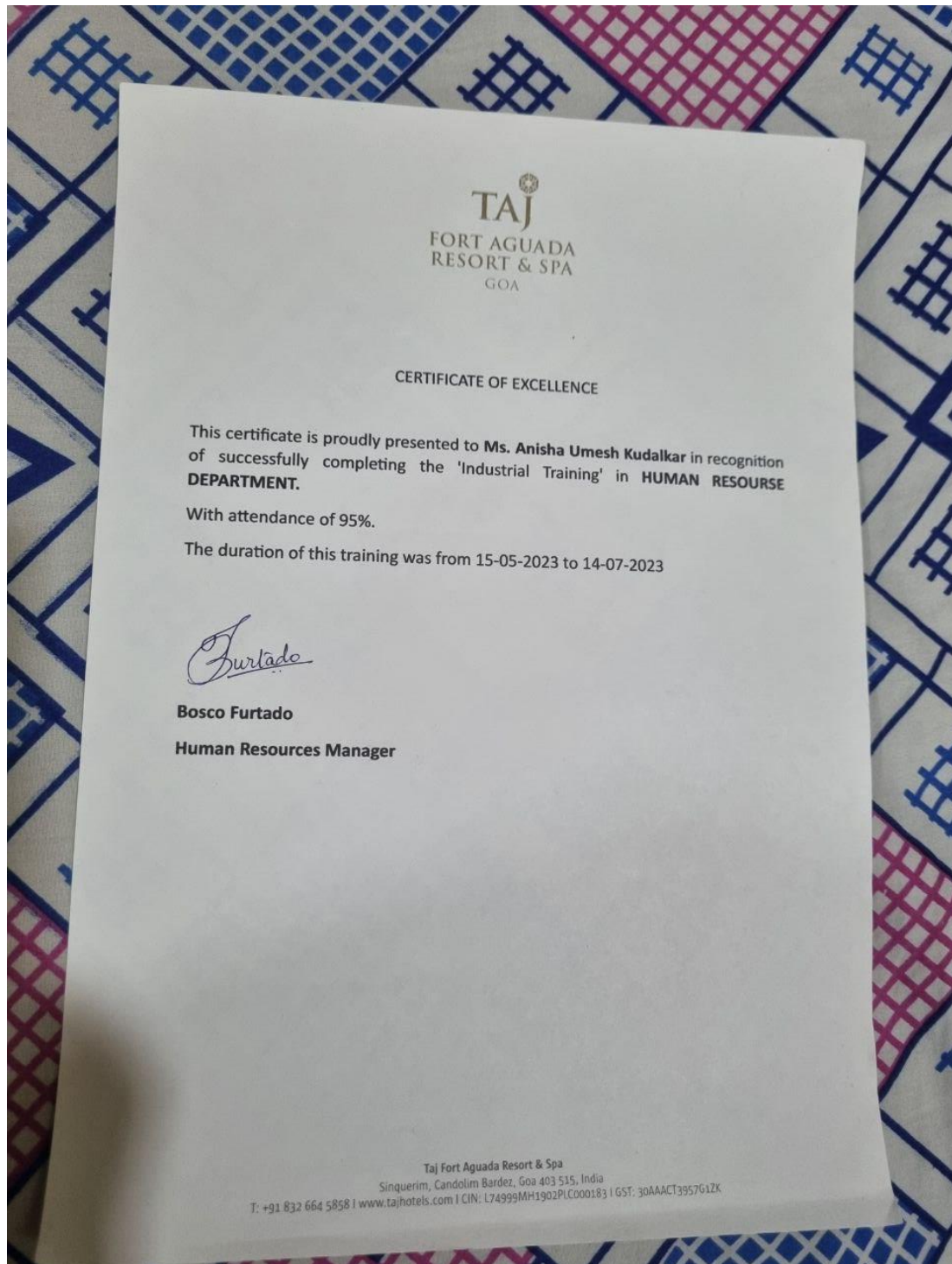
This is to certify that Ms. Anisha Umesh Kudalkar is pursuing Integrated MBA (Hospitality, Travel & Tourism) at the Goa Business School, Goa University. The Institute has no objection in his undergoing 2 months' Summer Internship program for the duration from 16th May 2023 to 15<sup>th</sup> July 2023. at your organisation.

With best regards,

  
Dr. K.G.S. Narayanan  
Professor & Program Director,  
Integrated MBA (HTT)  
Goa Business School,  
Goa University, Goa.



## INTERNSHIP (COMPLETION) CERTIFICATE



## ACKNOWLEDGMENTS

Apart from my efforts, the success of any internship depends largely on the encouragement of seniors and many others. 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 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 Paresch Lingadkar: Assistant Professor

Administrative staff

Ms Shilpa Shirodkar

Mr Kishor Nagvekar

Mr Naresh Salgaonkar

Mr Sarvesh Vaigankar

## EXECUTIVE SUMMARY

The most rewarding part of this internship was being able to meet new friends. I am extremely grateful and excited for whatever comes my way.

This internship has been an excellent and rewarding experience. I have been able to communicate and connect with so many people. This also enhanced my team work skills while interacting with them.

One main thing that I have learned through this internship is time management skills as well as self-motivation. In the beginning, I was extremely clueless and unsure but as the time went by most things fell into perspective.

The training enhanced my practical knowledge.

Nevertheless, I did enjoy the training to the fullest and am very sure that this training will help me in my future endeavors.

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## 1. ORGANIZATION/COMPANY (NAME)

### 1.1 BIRDS-EYE-VIEW

Refer fig

### 1.2 PRODUCTS/SERVICES

#### 1.2.1

Hotel Policies

Check-in time: 2:00 PM

Check-out time: 12:00 Noon

Early check-in and late check-out on request.

We accept American Express, Diner's Club, Master Card, Visa and JCB International.

Explore Taj Kids, a kids program based on adventure, discovery, questing all the while keeping in mind fun while learning. Choose from a range of activities at the hotel during your stay.

Pet (cat or dog under 30 kgs) could be accommodated in Hermitage Villa at an additional charge of INR 5,000 + tax per pet, per night.

\*Right of refusal remains at hotel's discretion.

#### 1.2.2

Guest Rooms at Taj Fort Aguada Resort & Spa, Goa

Taj Fort Aguada Resort & Spa, Goa, our luxury resort in North Goa at Candolim Beach, offers 143 rooms, suites and villas in North Goa across an emerald and turquoise-washed paradise with splendid views of the Arabian Sea, and the twin luxury of hillside and sea-facing residences.

### 1.2.3

#### Restaurants at Taj Fort Aguada Resort & Spa, Goa

It's all about the food... Enjoy meals that celebrate the spirit of Goa! Taj Fort Aguada Resort & Spa, Goa has some of the best restaurants in Goa near Candolim beach. You can enjoy Goan cuisine in the perfect surrounding. The flavours and aromas, the live cooking experience –



## 1.3 SECTIONS WITHIN THE ORGANIZATION

### 1.3.1

#### Taj Fort Aguada Resort and Spa, Goa

Romantic, Charming, Vibrant. It has history woven in its walls. This is where royalty, heads of government agencies and the biggest celebrities are known to frequent. The first luxury hotel in Goa. The picturesque settings at our resort in North Goa create a fantastic backdrop for the entire experience along with the nouvelle restaurants and the J Wellness Circle. Soak in a space that showcases the spirit of Goa. Explore the horizon as you look over the waters of the pool, beyond the 16th century ramparts of the Portuguese Fort, and wave back to the tide as it works its way across the Arabian Sea, to greet the Sinquerim beach. Expect the best in world cuisine. The nouvelle restaurants showcase the master craftsmanship of our seasoned Chefs who would tease your palate with their epicurean delight.

### 1.3.2

#### History

The hotel opened in 1974 as the Taj Fort Aguada Beach Resort & Spa at the site of the historic Portuguese Fort Aguada. For many years, it was the sole first-class hotel in Goa

## 2.TASK(S) HANDLED

Organizing papers

Arranging documents

Filing papers

Printing documents

Answering calls

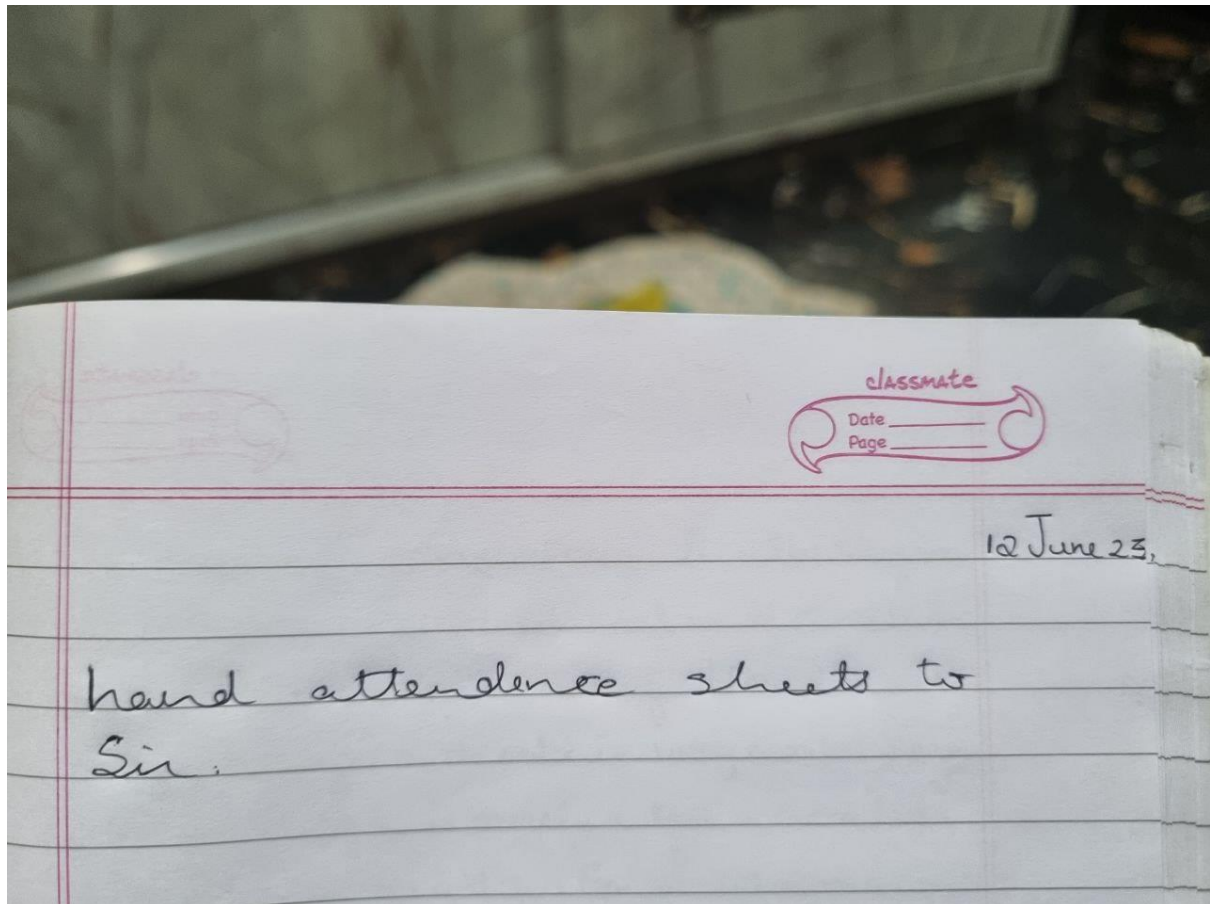
### 3.LEARNING

- Handling of the Switchboard.
- Familiarized with Extensions
- Familiarized with Departments/HOD's
- Handling of Telephone calls(External/Admin and guest calls)
- Familiarized with the telephone Etiquettes
- Familiarized with using a printer
- Familiarized with word and excel
- Familiarized with filing

#### 4. CHALLENGES

One of the challenges I faced was speaking my mind out in the beginning but my seniors would involve me in conversations.

## APPENDIX I: SAMPLES OF THE WORK DONE



## APPENDIX II: PHOTOS WHILE YOU ARE AT WORK





## APPENDIX III: FIGURES AND TABLES

### 1.1 BIRDS-EYE-VIEW

Figure no 1:



Figure no 2:



## 1.2 Products/services

















# Tajness

## A COMMITMENT RESTRENGTHENED



### GETTING BETTER WITH BEST PRACTICES

The renewed and heightened safety protocols have been developed in accordance with the norms laid down by World Health Organization (WHO), Food Safety and Standards Authority of India (FSSAI) and the Government of India.



### TRAINING TO DELIGHT, SAFELY

Associates at IHCL are extensively trained on safety, hygiene and physical distancing norms to ensure guests' wellbeing and delight, every time.



### FROM TOUCH TO TECHNOLOGY

Technology is used for seamless, yet personalized check-ins, check-outs and dining experiences. With digital payments and non-invasive thermal screening, the touch of care replaces the physical one.



### ADDED ROOM..

Layouts for seating and guest / associate movement have been altered to enable physical distancing in vehicles, lobbies, elevators, banquets, restaurants, service areas and common areas.







