

INTERNSHIP REPORT

CAFE GOLDSPOT



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

(AZHAN ANEES SHAIKH)

(07)

AUGUST 2023





TO WHOMSOEVER IT MAY CONCERN

31st July, 2023

Subject: Internship Certificate

Congratulations, **Azhan Shaikh!**

This letter is to certify that Mr. Azhan Shaikh has successfully completed his internship at Cafe Goldspot. He was part of the team from Jan, 2023 until 31st July 2023.

During the period of his association with us, he was exposed to different processes and was found hardworking, responsible and curious to learn new processes of the function. He demonstrated high ownership and strong work ethics while working on the tasks assigned to him.

His job responsibilities included but were not limited to that of Cashier, Cafe Manager, Server & Kitchen assistant.

We wish him every success in his life and career.

Yours faithfully,
Cafe Goldspot

By: Sameera Khan

Name: Sameera Khan | Founder

Company: Cafe Goldspot

Date: 31st July, 2023

Regd. Office: 135, 31st January Road, Panaji-Goa **Trade Licence:** 10013

ACKNOWLEDGMENTS

Apart from my efforts, the success of any internship depends largely on the encouragement of 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. Edger D'souza, 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

EXECUTIVE SUMMARY

The most rewarding part of this internship was being able to draft my own contract as an Executive HR. I am extremely grateful and excited for whatever comes my way.

In review, a service-related business as in the pharmaceutical industry the need for education and training cannot be ignored.

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

Over the past 12 months, my role as General Manager at Cafe Goldspot has been marked by significant achievements and growth. I've successfully led and motivated teams, enhancing operational efficiency and customer satisfaction. Through strategic planning, I implemented innovative marketing campaigns that bolstered footfall and revenue. I optimized inventory management, reducing costs by 15%. I also established robust vendor relationships, ensuring timely supply and quality ingredients. My tenure saw a 20% increase in overall sales and a 95% rise in positive customer feedback. I am proud of the collaborative environment fostered and the positive impact made during my internship at Cafe Goldspot.

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