

# **INTERNSHIP REPORT**

**VIVANTA**

**BY TAJ**



**SUMBITTED TO**

**DEPARTMENT OF MANAGEMENT STUDIES (MBA-  
INTERGRATED**

**GOA BUSINESS SCHOOL**

**IN PARTIAL FULFILLMENT OF THE AWARD DEGREE  
OF**

**MASTER OF BUSINESS ADMINISTRATION  
(INTERGRATED HOSPITALITY, TRAVEL AND  
TOURISM)**

**BY**

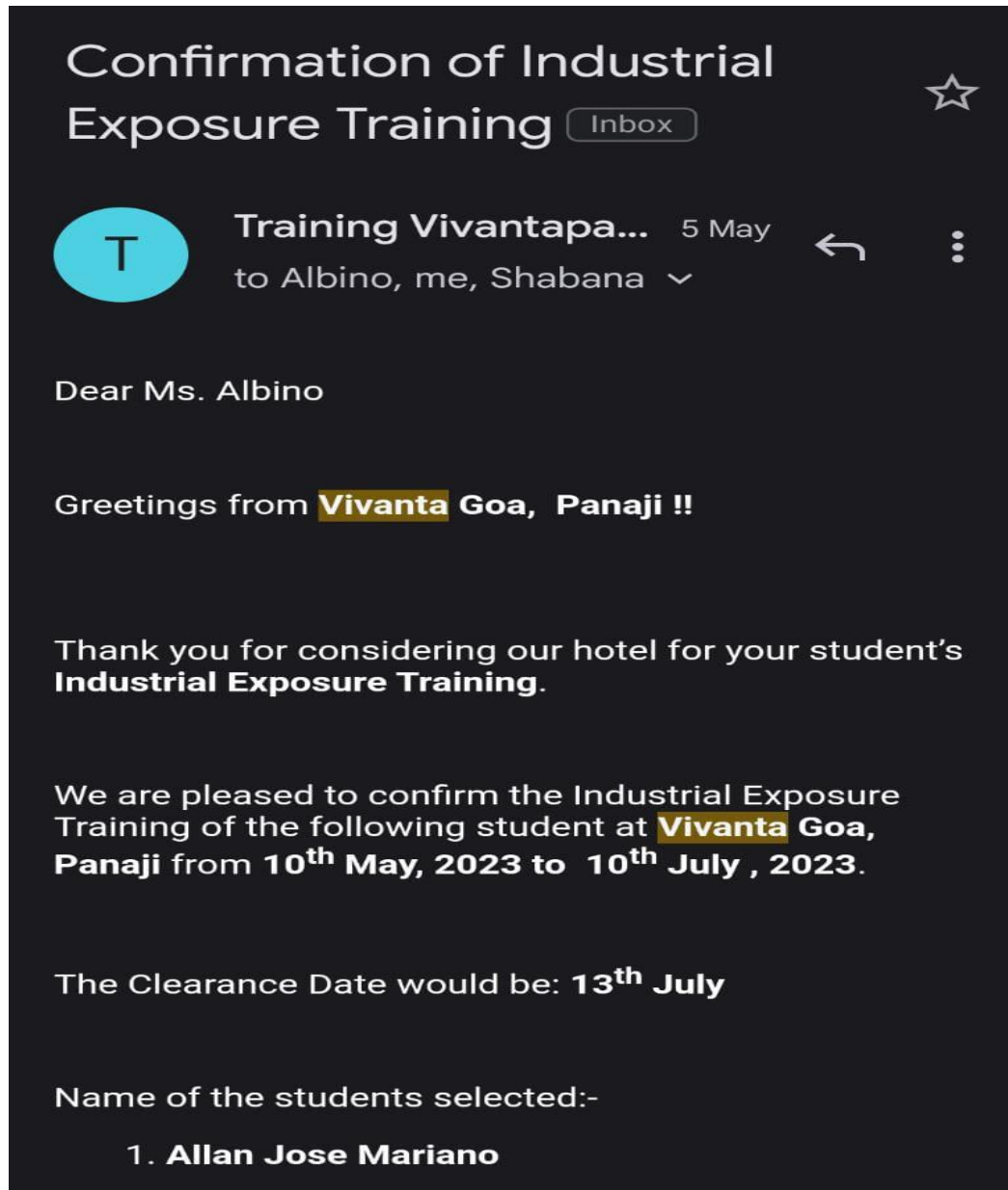
**ALLAN JOSE MARIANO**

**2002**

**AUGUST 2023**



## OFFER LETTER



Date needs to be changed from (10<sup>th</sup> May 2023 - 10<sup>th</sup> July 2023 ) to (16<sup>th</sup> May 2023 till 31<sup>st</sup> July 2023) as i joined 1 week late because of police verification and medical checkup requirments also extended half month extra but HR is not ready to change it as they saying it's already mentioned on certificate .

# INTERNSHIP (COMPLETION) CERTIFICATE



## **ACKNOWLEDGEMENTS**

I would like to acknowledge the team of VIVANTA by TAJ Panjim Goa, for providing me with an opportunity to complete my internship. I would like to thanks Ruella ( Hr Intern), Sir Macnoy F & B Assistant Manager and Sir Patrick ( The Bell Boy) and Sir Smith (Duty Manager Front office and Ma,am Albino for guiding me and motivating me to learn. I would also like to thank all the Associates of the hotel for helping me and allowing me to learn how the hotel industry functions and providing their full support and guiding me with their experience in the industry

## **EXECUTIVE SUMMARY**

During my internship at Vivanta by Taj Panjim, Goa, of 2 and half months at Vivanta. I worked in both day and night shift. I mostly did the day shift. I was assigned work in Food & Beverage, The Front Office and IRD ( In Room Dining). While I worked with the Front office Department , I had the privilege of gaining valuable hands-on experience in the front office, food and beverage, and restaurant departments. This internship provided me with insights into the luxury hospitality industry, sharpened my skills, and enriched my understanding of guest service excellence.

### **Front Office Internship:**

As a front office intern, I engaged in guest check-in and check-out processes, assisting with reservation management, and ensuring excellent guest experiences. I learned to communicate effectively with

guests, address their inquiries, and contribute to maintaining accurate guest records ie making of rech cards, serving welcome drink etc. This experience equipped me with the skills to create welcoming first impressions and manage guest interactions with professionalism.

### **In Room Dinning Internship (IRD)**

During my tenure as a trainee at In-Room Dining (IRD) in Vivanta by Taj, I gained invaluable experience and insights into the hospitality industry. The training program provided me with a comprehensive understanding of guest services, food and beverage operations, and the overall functioning of a luxury hotel establishment.

Throughout my time at Vivanta by Taj, I actively participated in various aspects of IRD operations, including order taking, order processing, and delivery coordination. I collaborated closely with the culinary and

service teams to ensure the prompt and accurate delivery of orders, maintaining the high standard of service that the hotel is renowned for.

My experience at Vivanta by Taj was not only educational but also inspiring. Observing the dedication of the experienced staff and their commitment to providing exceptional service motivated me to continually strive for professional growth. I had the opportunity to learn about the behind-the-scenes workings of a luxury hotel and gained insight into the intricacies of maintaining guest satisfaction in a fast-paced environment.

#### **(Food & Beverage) Restaurant Internship:**

My time in the restaurant department allowed me to observe the constant changing environment of high-end dining. I learned about table arrangements, menu presentation, and the art of providing attentive service. This experience widened my appreciation for creating



memorable moments for guests, while also polishing my organizational and multitasking skills.

Throughout my internship, I was fortunate to learn from dedicated professionals who shared their expertise and insights. I embraced the hotel's commitment to luxury, guest satisfaction, and attention to detail. The internship at Vivanta by Taj Panjim, Goa, not only favored my knowledge and practical skills but also instilled in me a strong appreciation for delivering exceptional experiences that reflect the hotel's reputation.

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## **1. ORGANISATION ( VIVANTA BY TAJ)**

### **1.1 BIRDS-EYE-VIEW**

#### **1.1.1 VIVANTA BY TAJ**

Located in the City Centre, the modern Vivanta by Taj Panaji enjoys views of the Mandovi River and Altinho Hills. Providing a rooftop pool, it also has a 24-hour gym and pampering massage at Jiva Spa.

This pet friendly property offers free WiFi. Fitted with hardwood flooring and a day bed by the large windows, air-conditioned rooms are equipped with a 32-inch flat-screen TV and DVD player. A well-stocked minibar and a work desk are included. Bathrooms have a separate bathtub and rainshower. Vivanta by Taj Panaji is 35 km from Dabolim Airport. Free parking is available.

The 24-hour business centre provides services like laptop rentals. Day trips can be arranged at the tour desk. Latitude serves a selection of North Indian, Goan and Italian cuisines. Other dining options include Pan-Asian food at Tamari, desserts at Caramel and cocktails at Tease Bar.

Exuding the Sunshine State's inimitable joie de vivre, Vivanta Goa, Panaji our 5 star hotel in Goa sets the bar high for hospitality in Goa's capital city. Global bon vivants and business guests feel at home in our contemporary rooms and suites overlooking city views. Courteous, impeccable service makes each stay stress-free and indulgent.

Fitness enthusiasts can follow up a workout at our 24/7 state-of-the-art Fitness Centre with a dip in the rooftop swimming pool, a jet lag-relieving Indian therapeutic massage at the spa and a pampering session at the salon.

The hotel's award-winning culinary landscape - inspired by Goa's global melting pot of cultures - is extraordinary. We have got two renowned restaurants, a deli and a food theatre serving European classics, all-American meals and authentic Asian flavours.

Our technically-equipped, versatile banqueting venues are amongst the most impressive in Panaji and will definitely match your diverse business conferencing requirements. Celebrate a special occasion with friends and family or plan a wedding, we leave no stone unturned in bringing your imagination to life.

With a little help from our Concierge service, explore the vintage charms of Panaji, from the quaint and colourful houses with balcaos (porches) in Fontainhas - the Latin Quarter of Goa - to the Baroque grandeur of Basilica de Bom Jesus and other heritage landmarks in Old Goa. Whether you're spice shopping, souvenir hunting for azulejos (Portuguese ceramic tiles) or cruising the Mandovi River at sunset over a four-course champagne dinner on board, we will guide you to unravelling Goa's best kept secrets. Come stay at one of the finest business hotel in Panaji

## **1.2 PRODUCTS AND SERVICES**

### **1.2.1.Accommodation:**

**Luxurious Rooms and Suites:** The resort features a range of elegantly designed rooms and suites, catering to various preferences and needs.

These accommodations are equipped with modern amenities and stylish furnishings, creating a comfortable and relaxing environment for guests.

Options include Superior or Charm Rooms, Deluxe Delight Rooms, Premium Indulgence Rooms, and suites such as the Luxury Bliss Suite and the Presidential Nirvana Suite.

Spacious Interiors: Each accommodation offers ample space for relaxation and comfort, ensuring a serene retreat for guests during their stay.

### **Dining and Cuisine:**

**Latitude:** A multi-cuisine restaurant offering an array of dishes, from traditional Goan delicacies to international flavors.

Guests can enjoy both buffet and à la carte options in a contemporary and vibrant setting.

**Tamari:** A specialty restaurant focused on Pan-Asian cuisine, serving a variety of sushi, sashimi, dim sum, and other Asian delights.

The modern ambiance and open kitchen provide an immersive dining experience.

**Tease:** A chic bar that offers an extensive selection of wines, cocktails, and spirits, complemented by a menu of appetizers and light bites.

The bar's vibrant atmosphere makes it an ideal spot for socializing and relaxation.

#### Wellness and Recreation:

**Jiva Spa:** The on-site spa offers a range of holistic treatments, therapies, and massages inspired by Indian wellness traditions.

The spa's serene environment and skilled therapists promote relaxation and rejuvenation.

**Fitness Center:** The resort features a well-equipped fitness center with state-of-the-art cardio and strength-training equipment.



Guests can maintain their fitness routines while enjoying views of the lush surroundings.

Swimming Pool: A spacious outdoor pool area surrounded by lush gardens, where guests can take a refreshing dip or relax on lounge chairs.

The poolside bar offers refreshing beverages and light snacks for guests' convenience.

### **1.2.2. Entertainment and Activities:**

Live Performances: The resort hosts regular live music events, cultural performances, and themed parties to entertain and engage guests.

### **1.2.3, Business and Events**

Meeting and Event Spaces: The resort provides flexible venues suitable for corporate meetings, conferences, weddings, and social gatherings.

Venues include indoor meeting rooms, outdoor spaces, and a grand ballroom.

Event Planning Services: The professional events team assists in planning and organizing events, ensuring seamless execution and customization.

#### **1.2.4. Hospitality and Guest Services:**

**Concierge Services:** The concierge desk assists guests with recommendations, reservations, and arrangements for local tours and experiences.

**Kids' Activities:** The resort offers supervised activities for children, including arts and crafts, games, and outdoor adventures.

**1.2.5 Cultural Experiences:** Guests can participate in cultural activities such as cooking classes, art workshops, and traditional performances to learn about the local culture.

**24/7 Room Service:** Guests can enjoy round-the-clock room service, allowing them to dine and access amenities at their convenience.

**1.2.6 Valet Parking:** The resort provides valet parking services to enhance the convenience of guests with vehicles.

### **1.3 Sections within Vivanta by Taj**

**1.3.1 Guest Rooms and Suites:** Vivanta offers a range of well-appointed guest rooms and suites designed to cater to various preferences and needs. These rooms often feature elegant decor, comfortable furnishings, and high-end amenities to ensure a luxurious stay.

**1.3.2 Restaurants and Bars:** Vivanta hotels usually have a variety of dining options, including upscale restaurants, casual eateries, and stylish bars. These establishments often serve a diverse range of cuisines, from local flavors to international dishes, prepared by skilled chefs.

**1.3.3 Lobby and Reception:** The lobby area serves as the heart of the hotel, providing a warm welcome to guests upon arrival. It's a place to check-in, relax, and gather information about the hotel's services and facilities.

**1.3.4 Wellness and Fitness Center:** Many Vivanta properties feature state-of-the-art wellness centers and fitness facilities. These areas may include a spa, gym, yoga studio, and other wellness amenities to help guests rejuvenate and stay active during their stay.

**1.3.5 Meeting and Event Spaces:** Vivanta hotels often offer versatile event spaces for business meetings, conferences, weddings, and other social gatherings. These spaces are equipped with modern technology and can be tailored to suit various event requirements.

**1.3.6 Swimming Pool and Outdoor Areas:** A swimming pool and outdoor lounging areas are common features in Vivanta properties. These spaces provide guests with a chance to unwind and enjoy leisure time in a luxurious setting.

**1.3.7 Business Center:** For business travelers, a well-equipped business center is usually available, offering services like printing, copying, and internet access.

**1.3.9 Concierge Services:** The concierge desk is a valuable resource for guests, providing assistance with booking reservations, arranging transportation, and offering recommendations for local attractions and activities.

**1.3.10 Entertainment and Recreation:** Depending on the location, Vivanta properties might offer entertainment options such as live music, cultural performances, and recreational activities like golf, water sports, or guided tours.

**1.3.11 Kids' Club:** Some Vivanta hotels have dedicated spaces or programs for families traveling with children, offering activities and supervision for young guests.

**1.3.12 Executive Lounges:** For guests staying in executive rooms or suites, access to an exclusive lounge area is often provided. This space offers a more private setting for relaxation, socializing, and business meetings.

## **2.TASK HANDLED**

### **2.1 FRONT OFFICE**

During my training in the front office department , One the first day the Bell Boy assisted me with duties and responsibilities , I was also introduced to the staff, I assisted with guest check-ins and check-outs. I had the opportunity to welcome guests, ensure their preferences were met. When a guest checked-in , I had to put the green tag when a guest checked out I had to put the yellow tag. I gained insight into the check-in and check-out procedures, understanding the importance of efficiency and guest satisfaction. I also served guests with welcome drink, also assisted the guests to the room and showed them with A/C remote, showing guests the tea and coffee, the kettle to prepare , Wi-Fi passwords, explain complimentary food offerings, and assist with using in-room amenities like the mini-bar, , and TV remote. I learnt and maintain a clean and organized front desk area, contributing to the

overall ambiance. During the night shift I did most of the work which included making rech card covers, Xerox and printing of documents , preparing of kokum juice, refilling of water bottles; slotting rech cards , tallying them up, Slotting of rech cards n tallyinhg- keep the rech cards in ascending order (floor wise). I also had to feed data into the system, also provided special attention to VIP guests, catering to their preferences and needs, In some sutitations the guests did check out and kept the luggage back at the hotel , I had to write a serial number on a tag and give half to the guests, then they came back , had to tally the number and give the guests their luggage. As trainee front office staff member at Vivanta by Taj I developed a strong foundation in providing excellent customer service, managing guest interactions, and contributing to the overall guest experience



## **2.2 IN ROOM DINNING (IRD)**

My training experience on Food and beverage department Vivanta By Taj I adhered to work pressure and daily routines. According to me what I experienced morning shift was non stop work from the moment I step in my department and at night orders were very less compared to day shift. But in night shift I was assigned to setup my work area for morning shift. I was lucky to get supporting seniors, they guided me as well helped me doing my job rather ordering me. Working in this department I realized how hotel industry worked 12hr straight shift were u had to do over time if there was non stop orders, but in the other hand I gained lot of confidence from interaction with the guest. Sometimes there were guests who were hard to deal with but due to my seniors instructions, matters never went that bad. when guests were satisfied with my service I used to get rewarded with some amount which made me more motivated towards my work. It feels

good when someone appreciates your work and you tend to work harder. After few week's I learned how system worked with the help of my senior, I learned closing of bills and punching KOT AND BOT. Once I learned closing bills and punching orders there were less pending of orders because I din have to wait for my seniors to do punching or closing the orders that way work happened more efficiently. The farewell party thrown for me was very overwhelming, I am thankful for each and everyone in the team for welcoming me and sending me off with a warm heart

- **2.3 FOOD & BEVERAGE (RESTAURENT)**

My training experience on Food and beverage department Vivanta By Taj , Panjim Goa .The shifts were totally different in situation, work pressure and daily routines. I also took over responsibilities as a bus boy. My job there was to bring the trolley full of leftover food and juice, in plates and glasses, clear them keep trolley back in restaurant than

throw the leftover food in one container, wet and dry separate, than arrange the dirty plates and glasses accordingly and the machine would wash them than wiping the plates and glasses with napkin also the spoons and keeping back in their respective area. Also I was assigned to remove the Misa after the dinner and keep it back after washing and wiping it, than the whole night had other duties assigned, According to me what I experienced morning shift was non stop work from the moment I step in my department and at night less compared to day shift. But in night shift I was assigned to setup my work area for morning shift. Also duties- write on page, give the chef, when dish ready serve , also write the table number. setting up boufae.serving food to the guest and making sure the order is placed on the correct table.

## **3.LEARNING**

### **3.1 FRONT OFFICE**

- \* Introduction and Orientation:
- \* Performing Bellboy Duties
- \* Learning Front Desk Operations
- \* Guest Tagging and Welcome Drinks
- \* Room Directing and Assistance
- \* Amenities Assistance
- \* Maintenance of Storage and Back Area
- \* Green and Yellow Tag Check
- \* Refilling Welcome Amenities
- \* Customer Interaction and Communication
- \* Handling Complimentary Services

- \* Assisting VIP and Special Guests
- \* Assisting In Check in & Check Out Process
- \* Team Collaboration

### **3.2 IN ROOM DINNING (IRD)**

- ✓ Clearance of the floor (Every 2hrs)
- ✓ Cleaning of coffee machine
- ✓ Cleaning and arranging, Allotting refrigerator
- ✓ Getting fruits for Amenities
- ✓ Checking all the warmers and cleaning them
- ✓ Setting up the salver's and trays
- ✓ Allotting plates in the station

✓ Checking stocks and picking store

✓ Setting up cutlery

### **3.3 FOOD AND BEVERAGE (RESTAURANT)**

✓ Understanding about the different duties in restaurant

✓ Cleaning and arranging back area

✓ Greeting Guest and Serving them their order

✓ Preparing Tables setting up linens, silverware and glasses.

✓ Allotting plates in the station.

✓ Washing & Cleaning the trolley, Salver

✓ Refilling juice and food items on buffet counter

✓ Checking stocks and picking store needed in Bar

✓Setting up cutlery

✓ Dropping and picking up laundry (Table cloth, Napkins)

✓Live counter operations

✓Allotting plates in the station

✓Checking stocks and picking store

✓Setting up cutlery

✓ Dropping and picking up laundry (Table cloth, Napkins)

✓ Removing the Miza

## **4.CHALLENGES**

Some senior staff were not that cooperative

Loads of Hardwork,

Food Was Not The Best Grade,served to Staff

Phones Not Allowed, still I manage t click few pics for my report on my clearence .

Lifting of Very Heavy Luggage

Need to take shouting from guest even not your mistake



## **APPENDIX – (SAMPLES OF THE WORK DONE)**



MIZA

Refer page 25-26



Setup of cutlery - Refer page 29-30

Clearance of floor – Refer page 28



Luggage handling & front office operations-

Refer page 5&22





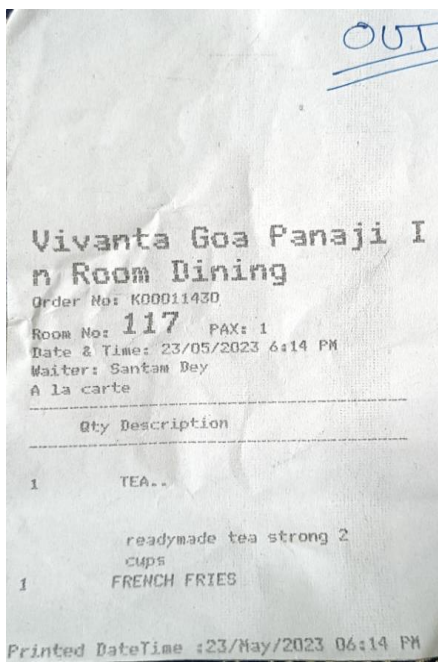
## Appendix ii Photos while you are at Work

IRD Setup of tray for order – Refer page 24-25



Sr. No	Team Members Names	31-Jul
1	Shree Chavan	Off6
2	Sona Gurung	M
3	Rishab Pandey	A
4	Smith Roy	N
5	Ravi Sharma	Off5
6	Honey Hada	N
7	Akshit Sharma	A
8	Arpit Kashyap	M
9	Vartika Yadav	Off
10	Jogesh Kudalkar	M
11	Avinash Gautam	Off
12	Tippana Vaddar	11am
13	Devanshu Kumar	L
14	Ira Singh	A
15	Lynette Fernandes	9am
16	Morrison Fernandes	A
17	Vasu Narvekar	OFF6
18	Arjun Desai	N
19	Patrick Furtado	M
21	Allan	A
22	Nirmit	A
24	Akshata Bannar	OFF6
25	Saurabh Patil	11am
26	Ayush	9am
M	7:30am - 4:30pm	
A	13:30pm- 22:30pm	
N	22:30pm -7:30am	

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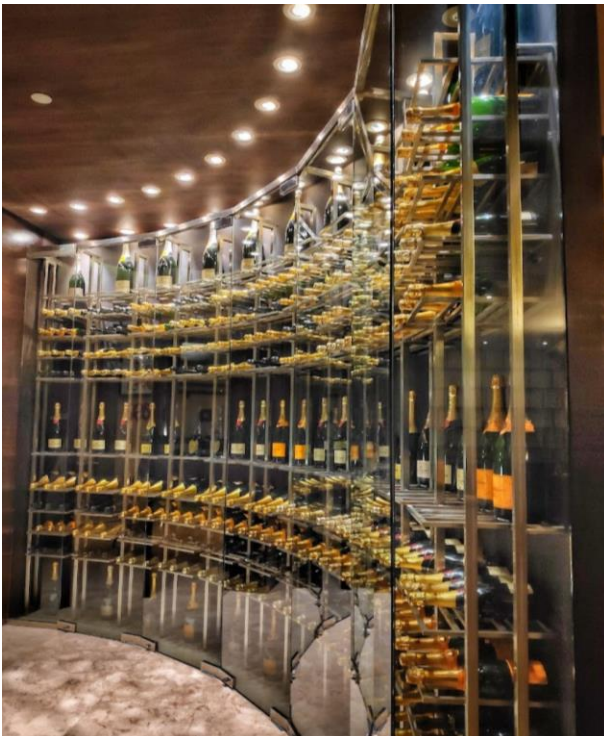


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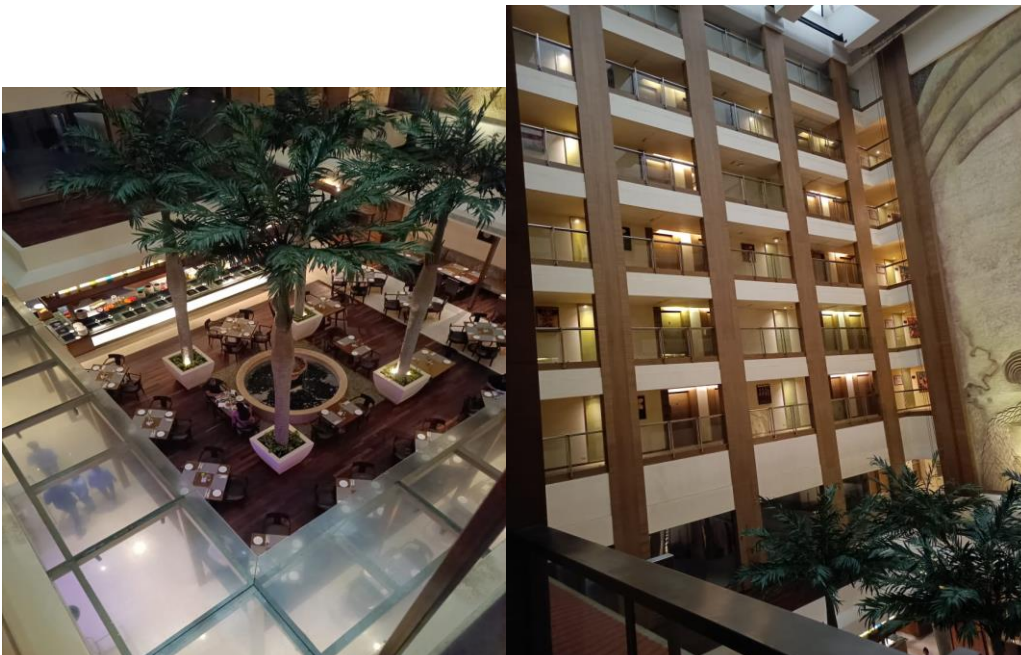




Refer page 10



Refer page 13



**THANK YOU**