

INTERNSHIP REPORT

FAIRFIELD BY MARRIOTT



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

DASHA JOANITA COLACO

ROLL NO: 2109

AUGUST 2023



OFFER LETTER

I was not given an offer letter for my internship as the information was conveyed through telephone. However, attached below is my NOC from collage.



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GU/IMBA/Internship 2022-23/ 358

27th April 2023

No Objection Certificate

This is to certify that Ms. Dasha Joanita Colaco is pursuing Integrated MBA (Hospitality, Travel & Tourism) in the Goa Business School at Goa University. The Institute has no objection in her undergoing a summer internship program at Fairfield by Marriott, Benaulim, Goa, for the duration of 2 months from 8th May 2023 to 7th July 2023.

With best regards,

 

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

INTERNSHIP (COMPLETION) CERTIFICATE



07th July 2023

TO WHOM IT MAY CONCERN

This is to certify that **Ms. Dasha Joanita Colaco**, a student of **Integrated MBA (Hospitality, Travel & Tourism) Goa University**, has undergone her **Industrial Training in Human Resource** department with Fairfield by Marriott Goa Benaulim from May 08, 2023 to July 07, 2023.

During her training **Dasha**, was found to be **Excellent** with the tasks assigned to her.

Rating:	5. Excellent	4. Very good
	3. Satisfactory/ Good	2. Average
	1. Needs Improvement	

We wish her the very best in her future endeavors.

for Fairfield by Marriott Goa Benaulim

Priya Chandorkar

Human Resources Manager

ACKNOWLEDGMENTS

I take this opportunity to express my gratitude to General Manager Mr. Vinayak Patnekar, Operations Manager Mr. Sumit Gunturkar, HR Manager Ms. Priya Chandorkar and HR Associate Mr. Gaurav Bhandari for their never-ending support, encouragement and guidance for the successful completion of my internship.

I would like to extend my greatest appreciation to HOD's of all departments. Their support, and coordination every time has been invaluable to me. During these two months, I have also collaborated with many associates as well as trainees for whom I have great regard, and I wish to extend my warm thanks to all who have helped me with my work.

Nevertheless, I would like to thank Dr. Albino Thomson and Ma'am Shilpa Shirodkar for assisting me to get into the hotel and preparing me for the training. I would also like to thank my Professors PD. Mr. K.G. Shankarnarayanan, Mr. Kevin Dsouza, Dr. Poonam Sadekar, Ms. Sujal Naik, Mr. Sadanand Gaonkar, Dr. Paresh Lingadkar, and the administrative staff Mr. Kishor Nagvekar, Mr. Naresh Salgaonkar, Mr. Sarvesh Vaigankar for their help in some way or the other.

EXECUTIVE SUMMARY

This internship has been an excellent and rewarding experience. I have been able to communicate, network, and connect with so many people. One main thing that I have learned through this internship is time management skills as well as self-motivation. I organized my day and work so that I was not overlapping or wasting my hours so that I could make maximum use of my time.

The training enhanced my practical knowledge and also helped me understand better about how the hotel organization carries out its functions. The smooth functioning of a hotel depends to a large extent on the mutual cooperation among its different departments.

I learnt to deal with certain situations and help associates feel comfortable as it is the primary function of HR. I also learnt how to recruit associates for the hotel and go about with their documentation. I observed to do payrolls, salaries, stipend, provident fund, manage employee data.

Marriott celebrates Associate Appreciation Week in their hotels and I was lucky to be a part in hosting this for the associates. I did the tasks assigned to me and helped make the event a great success. At the end of the day the happiness on the associates faces was very rewarding.

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

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1. ORGANIZATION/COMPANY (Fairfield by Marriott)

1.1 BIRDS-EYE-VIEW

1.1.1 FAIRFIELD BY MARRIOTT

A branch of Marriott Bonvoy. In 1951, John Willard and Alice Marriott purchased the Fairfield Farm in the Blue Ridge mountains of Virginia and fell in love at first sight. Spending time at the farm, JW and Alice Marriott perfected their unique take on hospitality, treating their guests with warm, friendly service. The pure, found joy and natural ease of the farm inspired Marriott to create Fairfield by Marriott in 1987, a brand built on the principles of warmth, family, comfort, and simplicity. Today, more than 1,000 Fairfield by Marriott hotels around the world are rooted in the principles that began in just one place.

Fairfield by Marriott initially named Fairfield Inn & Suites is a franchised economy to midscale hotel brand of Marriott International. The properties target guests willing to accept fewer amenities for lower prices. Cost-saving measures included standardized building architecture and bedding, and the absence of a full-service restaurant, but a complimentary hot breakfast.

Marriott International developed the concept for Fairfield Inn to compete with other economy limited-service (ELS) hotel chains (below \$45 a night) like Days Inn, Hampton Inn, and Red Roof Inn.

Management implemented scorecard terminals to allow guests to rate the hotels as either 'excellent', 'average', or 'poor'. Marriott was then able to track important metrics and provide superior customer service. Additionally, employee selection emphasized the appointment of friendly and positive staff, which also reduced turnover. This was achieved by providing higher wages than competitors.

The Fairfield heritage of warm hospitality inspires them to always provide an inviting and effortless experience. This is what they've always done, and what they will continue to do. And if you're not satisfied with your purchase, just let them know, and they'll make it right. It's that simple.

1.2 PRODUCTS/SERVICES

Fairfield by Marriott, part of Marriott Bonvoy's portfolio of 30 extraordinary brands falls under the select category. Fairfield by Marriott Goa Benaolim, owned by Dattaraj V. Salgaocar, Chairman, VMSalgaocar Corporation Pvt. Ltd. is the brand's second in the coastal state and is Marriott International's sixth property in the city. Located within walking distance from the immaculate sands of Benaolim Beach, the 144-room new hotel is set to welcome guests with the brand's signature warm service, friendly hospitality, and effortless experiences.

It marks the 19th Fairfield by Marriott hotel in the country, indicative of the market's appetite for the brand and its growing presence in key leisure and resort destinations in Asia Pacific

Fairfield by Marriott builds upon its strong heritage of warm hospitality and the belief in the beauty of simplicity, creating a place where every moment is an inviting and seamless experience for guests. The experience is backed by The Fairfield Promise, evident in the hotel's commitment to delivering reliable service and accommodations. If a guest is ever not satisfied with their stay, Fairfield will make it right.

Located 30 km away from Goa capital, Panjim, Fairfield by Marriott Benaolim allows guests to enjoy the local charms of the Benaolim village and picturesque beaches. The hotel offers 144 spacious, modern and well-equipped rooms with separate work and rest areas, as well as abundant sunlight in the room. Each guestroom features garden or pool views, with its own balcony and patio seating for guests to relax and unwind. The guestrooms display interiors

incorporating a blend of natural elements with clean, modern finishes. The property's public spaces feature the "modern calm" aesthetic of the Fairfield by Marriott brand, which encompasses open layouts, multifunctional spaces and natural light.

Fairfield by Marriott Goa Benaolim features two signature restaurants and a pool bar. Kava, the all-day dining restaurant, serving authentic Indian and Western cuisine from the restaurant's à-la-carte menu as well as a wide range of selections made available at the daily buffet. Another all-day-dining outlet, Kava Lounge, where guests can enjoy light bites, coffee and cocktails. For those who are looking to relax after a long day can enjoy sunset cocktails with live music by the poolside at Azul.

The hotel offers a versatile meeting space with over 10,000 sq. ft, featuring an outdoor lawn area which can accommodate over 300 guests, making it the perfect venue for weddings, special occasions, or business events.

Guests staying at Fairfield by Marriott Goa Benaolim have access to an array of amenities including a 6,500 sq. ft outdoor swimming pool and open-air pool bar. The advantage of the 24/7 fitness center to stay fit while on the road. Families and young guests can be entertained at the hotel's kids club with an array of fun activities.

1.3 SECTIONS WITHIN THE ORGANIZATION

- General & Administration: -

The General Manager and the operations manager of the hotel look after the hotel overall and ensure smooth functioning. They provide great leadership.

- Front Office: -

They make direct contact with guests. The main function of this department is Reservation, Guest service, Check-in, Check-out, Telephone, Finance & Cashiering, Foreign Exchange, Room Assignment, Inquiry etc. If guests have any problems or require to appreciate or comment, they would normally go directly to the Front Office, because it is convenient to contact and converse with other departments. Therefore, this department is the direct delegate to link the work and report the consequence to other departments.

- Food and Beverage Service: -

The F&B Services are responsible to create the exact experience the guests wish for. They have to ensuring profit margins are achieved in each financial period from each department of F&B service and also get more ways to make revenue. They keep set ups ready for events and functions along with serving.

- Housekeeping: –

A guest feels good when they enter a fresh and clean room after a tiring journey, the housekeeping department makes it happen and keeps up the standards of the hotel keeping all areas clean and also providing linen to departments as and when the need be.

- Kitchen: -

They provide mouth watering and nutritious delicacies to the guests which makes the stay even more memorable. Many a times guests may decide to come back to the same hotel just because the experience and specially the food is simply amazing.

- Finance: -

They are the main department which provides all the budgets for the organization. The accounts team manages transactions and salaries to the staff. This department also includes purchase as they provide all the raw material for all operations of the hotel.

- Loss Prevention: -

They are responsible for the security of the hotel, they also assure that code and conduct and certain decorum is maintained by the associates while on duty with each other and also with guests and look after the lost and found items and prevent potential hazards.

- Human Resources: -

This department hires and fires staff. They look after the salaries compensation and benefits of the staff. They also handle staff grievances and help them if they need any assistance in any way and also give training as and when required.

- Sales & Marketing: -

The sales team are the ones who bring revenue to the hotel, they sell rooms and bring events for the hotel. The marketing team advertises the hotel through all means in order to get more sales.

- IT Systems: -

He manages the technological infrastructure of the full hotel. He makes sure all the systems are in good condition and operating well for smooth and secure functioning.

- Engineering: -

They take care of all repair work and renovations that need to be done in the property so that the hotel is presentable and safe from any hazards and can function smoothly.

2.TASKS HANDLED

During the two months of my internship, I worked in Human Resource department as a trainee. I was lucky to handle tasks with the supervision of my manager, associate and some independently.

My work shift was from 9am to 6pm from Monday to Saturday. However, many a times I would have to be flexible with the timings as tasks for the day needed to be completed.

2.1 DAILY PACKET

Every day, I would do the 'Daily Packet' which was like a news bulletin for the employees which contained:

- Birthdays
- Associate Joining Anniversaries
- Guest Voice Scores
- Service reminder cards
- Local Area Knowledge and Expertise (a local attraction for the day)
- Health tip for the day
- Any other announcements to be made and about any other important things going on in the hotel
- I would also fill the HR Briefing book.

2.2 AAW

Marriott International Hotel chains celebrate "Associate Appreciation Week" an annual weekly celebration for all its associates. I was lucky to be a part in helping host this fun week for the employees. Each day had a welcome theme followed by work and lunch by groups made and later the we would organize an activity for the associates. I had helped in planning

and organizing a relay game and in buying prizes and gifts for the employees. Planning the programme in a systematic manner with the Operations Manager and HR manager was a really great exposure.

2.3 DESIGNING

I designed and prepared posters and flyers for many programmes or events held for the employees. I also designed the AAW invite card which was given to all the employees individually. I made the brochure for AAW of all the days.

2.4 ASSOCIATE JOINING

I would take calls that came for job positions, trainings and interns. I would take an informal interview of preferred candidates and give my manager a brief summary about them. Following the instructions of my manager after their interview on their date of joining I would help them with their joining documents, uniforms, nametags etc.

2.5 LOCKER CHECKING

We would do surprise checking of the lockers along with Loss Prevention Department Occasionally. Any unauthorized item would be confiscated and the associates would be counselled about the same.

2.6 ASSOCIATES JOINING DOCUMENTS

I would line up the joining documents of the associates and keep them in a systematic manner. Any additional paperwork of the associate is filed in their individual files itself.

3.LEARNING

The HR Department is responsible for recruiting employees and looking after their needs.

3.1 TRAINEE INTERVIEWS

Initially I just observe what work was being done and asked questions, later I learnt how to take interviews and practically took a few interviews for trainees. Collages would send mails or students used to personally contact us for trainings. We would see the staffing requirement and accordingly see the number of trainees required. Students were called in for interviews and after that the best students were taken for training. This could be for:

- Internships: - These students come from collages to work in the hotel for a brief period of time to get a practical knowledge about the industry.
- On Job Trainees: - These students would come and train in a specific department as they have decided to work in the future. They get hands on experience and if they are really good after their training, they are offered a job.

3.2 HIRING ASSOCIATES

I learnt the proper recruitment process and formalities and documentation required for hiring employees. First we would upload the positions that are open on MHub, and other recruitment websites. After receiving CV's of many candidates we would see which candidate is best suitable for us keeping in mind the qualification and experience. I would call the candidate and take a basic telephonic interview to know the background of the person, salary expectations, etc. and would report it to my manager. Once she selected the best from those the candidates were called to the hotel and a physical interview is conducted by the HR manager and the respective department head and the suitable candidate was selected. Followed by which they would require to provide us a contact of reference check.

3.3 ASSOCIATE JOINING

On the date of joining we would welcome the associates and do the necessary paperwork. I would align the documents of the associates and maintain their files. The following documents were required:

- Aadhar card
- Pan card
- HDFC bank details
- Educational Certificates
- Experience Certificates
- Photographs
- Police Verification

Each New Joinee had a separate file that would maintain which consisted of their personal documents and joining documents which consisted of:

- Personal details
- Employee Perfoma verification
- FADV (background verification form)
- Employee Provident Fund
- Medical Insurance
- Statutory Rules of the organization
- Marriott Brand standards
- Issue of locker key and uniform
- Commitment to correct

- Cash Handling from
- Cash Transactions form
- Cash over short form
- Incredible India Tourism form
- Harassment Form

The new joiner would be given a property tour and is given a locker, uniforms and nametag after the associate is sent for medicals.

3.4 OTHERS

- I learnt how to use few functions of Marriott Global Site and observed opening and closing of various positions of associates and also learnt how to use the software in a more efficient way.
- I learnt how to deal with certain situations while handling staff grievances.
- I learnt how to manage events better.
- I learnt how to process interns stipend.

4. CHALLENGES

4.1 ASSOCIATE APPRECIATION WEEK

Just a week after my joining was the AAW event during this time the HR associate was on leave. Though he would come to help sometimes a lot of work needed to be done. It was challenging as I was still not very familiar with many things in the hotel and the Benaulim area however, I tried my best and did all the tasks assigned to me and helped my manager in whatever way I could.

4.2 ASSOCIATE MEDICAL EMERGENCY

Once an associate had a fall and twisted her ankle very bad, I had gone with her to the doctor and had to settle her ESIC. I had never done something like that before and it was a challenge as I was new to it but I comforted the associate and helped her the full way and also with her paperwork.

4.3 NO BIN DAY

In our hotel we had started the concept of “Every day is a no bin day”, as many associates were used to wasting food in the cafeteria. I was appointed to monitor the employees during the lunch break and see to it that they finished their food. It was a challenge as it was awkward to tell associates to finish their food. But I would convince them in a nice way. After a week the associates started taking how much they needed and we saved on food cost for staff meals as there was no wastage

APPENDIX I: SAMPLES OF THE WORK DONE

AAW Event organized final winners.



Winners of Volleyball Game organized



Donation To Nityaseva Niketan NGO



Vending Machine installed for associates



APPENDIX II: PHOTOS WHILE YOU ARE AT WORK

Distribution of AAW invites



Beach Cleanliness Drive



Last Day of Internship

