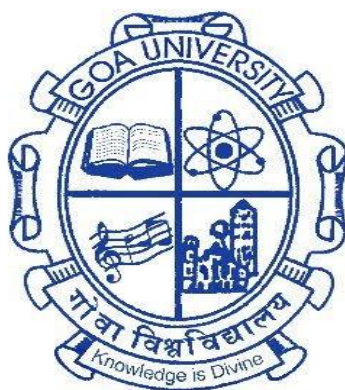


INTERNSHIP REPORT  
GRAN HYATT GOA



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  
DEVYANI NAIK  
2111  
AUGUST 2023



## OFFER LETTER

May 15, 2023

Ms. Devyani Naik  
Goa Business School, Goa University

Dear Devyani,

We are pleased to inform that you have been selected to undergo the Internship Programme starting from May 15<sup>th</sup> 2023 till July 14<sup>th</sup> 2023 at Grand Hyatt Goa in the Culinary and Front Office Departments.

This offer is subject to the following terms and conditions:

### **Uniform**

You will be wearing your own formals during the tenure of your training with Grand Hyatt Goa. You are required to arrange for your own shoes (Black shoes, plain black socks and black trouser).

### **Stipend**

You will be eligible for a monthly stipend of Rs. 1000/- (Rupees One Thousand only) 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 for complimentary duty meals at the Associate restaurant - 'Clube Nacional' and shall adhere to the timings and hotel policy.

### **Transportation**


You will be responsible for your own transportation.

### **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.

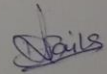
### **Attendance**

You will have to comply with a 90% attendance during the tenure of the training.

  
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GRAND HYATT GOA  
P.O. Goa University, Bambolim,  
Goa, India, 403206

T +91 832 664 1234  
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grandhyattgoa.com

  
Goan Hotels and Realty Private Ltd.  
Regd. Office - DB Central, Maulana Azad Road,  
Rangwala Compound, Jacob Circle, Mumbai- 400011  
CIN - U55101MH2004PTC149219  
GST 30AACCG4949F1ZV

### 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, 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 Grand Hyatt 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, Grand Hyatt 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. Grand Hyatt 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 Grand Hyatt 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 Director of Human Resources shall be final.

### Relationship

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

### Termination of Training

This agreement can be terminated by college or by either party by providing a written 7 days' notice period. You will be required to fulfil your professional duties for the entire duration of the stipulated notice period.

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**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.

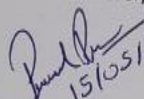
**Contact Information**

If you need any further assistance, please feel free to contact Mr. Prasad Prakash Prabhu, Learning Manager at the following address:

Grand Hyatt Goa  
P.O. Goa University  
Bambolim, Goa - 403206  
Phone: (0832) 3011324  
+91 7709004847

We look forward to welcoming you to Grand Hyatt Goa.

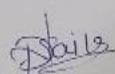
Yours sincerely,

  
15/05/2023

**Prasad Prakash Prabhu**  
Learning Manager

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

Accepted

  
\_\_\_\_\_  
Devyani Naik  
(Student)

Date

15/05/2023

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GST 30AACCG4949F1ZV

**INTERNSHIP (COMPLETION) CERTIFICATE**

July 15, 2023

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that Devyani Shrikant Naik, a student of Integrated MBA (HTT) Goa Business School, Goa university has undergone Internship with us in Front Office & Culinary Department from May 15, 2023 to July 14, 2023.

During her Internship tenure, she was present for 61 days out of 61 days.

We found her to be sincere and hardworking. We take this opportunity to wish her success in all her future endeavors.

For Grand Hyatt Goa

*Prasad Prakash Prabhu*  
15/07/2023

**Prasad Prakash Prabhu**  
Learning Manager

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GST 30AACCG4949F1ZV

## ACKNOWLEDGMENTS

I Devyani Naik acknowledge that I attended a training program conducted by Grand Hyatt Goa

By this report I'm using the opportunity to express my deep gratitude to the learning and development head of the hotel for giving me the opportunity to experience and grasp some knowledge by having me.

The internship opportunity I had at Grand Hyatt was a great chance for learning and professional development. Therefore, I consider myself as a very lucky individual as I was provided with an opportunity to be a part of it. I am also grateful for having a chance to meet so many wonderful people and professionals who led me through this internship period.

I would also like to thank the entire team of Grand Hyatt Goa for their continuous support and guidance throughout my training

Last but not the least would like to thank all my professor for helping me prepare for the same

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

Mr Sarvesh Vaigankar

It was a great learning experience and it wouldn't have been possible without the help of my mentor.

### **EXECUTIVE SUMMARY**

My training at was good. I did my 2 month of internship in Grand Hyatt Goa from 15<sup>th</sup> may to 15<sup>th</sup> July. I completed my internship in two different department that is kitchen and front office department. I really had great time in both the department I worked in as the employees were very good and working environment were also good. I learned lots of new thing like importance of communication , importance of team work, etc. I also build my confidence by communicating to other people like staff and also the guest they both help me to build my confidence. I was very lucky to get chance to worked in such 5 star property and this internship help me to improve my knowledge about the hotel industry how it works and how it functions. My overall training period was awesome and I learned lots of new thing and also some good manners that will help me in my future career. And what I learned through this internship I will utilise and make best use of that knowledge.

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## GRAND HYATT GOA

### 1.1 Bird eye view

#### 1.1.1 Introduction

As one of the worlds top hospitality companies, Hyatt remains committed to caring for the people so they can be their best. when entrepreneur Jay Pritzker purchased the original Hyatt House motel. Pritzker and his brother, Donald, worked to grow the Hyatt brand, powered by their belief in the importance of family and care. As of December 31, 2021, Hyatt's portfolio included more than 1,150 hotel and all-inclusive properties in 70 countries across six continents.

Grand Hyatt Goa, a truly enchanting destination resort and spa, is set along the calm waters of Bambolim Bay in North Goa. It is conveniently located 7 kilometres from the capital of Panaji, 38 kilometres from Mopa airport and 25 kilometres from Dabolim airport. An architecture marvel, the resort is inspired by a 17 th century indo- Portuguese place ,spread across 28 acres of lush landscapes and tropical gardens. The property even showcases a mysterious 16<sup>th</sup> century chapel nestled on its lawn. This contemporary palace features 313 rooms and suites. All accommodation enjoyed private balconies.

Brands Of Hyatt

Andaz

Alila

Caption by Hyatt

Thompson Hotels

Hyatt Centric

Park Hyatt

Miraval

Grand Hyatt

## 1.2 products/services

All suites rooms have jacuzzi . Most rooms offer bay, pool, or garden view. Room features such as hyatt grand bed, luxury bathroom with walk-in shower and bathtub, work desk 37'' flat-screen television, Cable/satellite TV channels, Individually controlled heat and air-conditioning, Hairdryer, Branded bath toiletries, Coffeemaker, Iron and ironing board, In-room safe, Rollaway upon request, 24-hour room service, Bathrobes.

### 1.2.1 Services offer

- 24-hour room service
- Car rentals and excursions upon request
- Complimentary WiFi
- 24-hour concierge
- Safe - deposit facilities
- Left luggage room
- Multilingual staff
- Dry cleaning and laundry
- Currency exchange

### 1.2.2 Amenities offer

Free Internet Access, Free Parking , On-Site Restaurant, Room Service, Fitness Center , Pool, Spa, Digital Check-In, Business Services, Resort Property, Laundry, Concierge, Meeting Facilities.

## **SECTION WITH IN THE ORGANIZATION**

I had done 2 months of internship in grand hyatt goa in 2 different department. First month I worked in kitchen that is chulha restaurant kitchen which serves authentic Indian cuisine and second month I worked in front office in two different section that was bell desk and guest service.

### **2.1.1 Chulha Restaurant Kitchen**

Chulha is an Indian 'Home Style' restaurant that features interactive kitchens and live stations. Favorites include chaats, kebabs and jalebi. Guests dining at Chula will be able to experience the flavours of unrivaled Indian cuisine while enjoying the warmth of colonial architecture, accented by authentic rural touches. The food is simple, with a selection of tandoor-grilled meats, seafood and vegetables prepared live to perfection, and served in clay pots and copper pans, evoking the ambience of a rural setting. The kitchen aromas rich in spices , colour and warmth takes you on an Indian tour.

### 2.2.2 Front Office (Bell Desk)

Bell Desk is responsible for handling and delivering the guest luggage to their respective room. They are responsible to escort guests into their rooms while carrying luggage or help to move any baggage if a guest needs it. Bell desk is a prolonged arm of the front office department.

### 2.2.3 Guest service

Guest service is responsible for handling mails, message & keys. They are also responsible for resolving complaints of the guest, left luggage handling & wakeup call service on time. They are also responsible for guest room change, issuing safe deposit locker, procedure for guest paging etc. During guest stay in the hotel guest requires many things such extra keys, medicines, scissor etc. so guest service is responsible to fulfil the needs of each and every guest before time. They are also responsible maintaining records of wakeup call, lost & found etc.

## **TASKS HANDLED**

### 2.1 kitchen department

#### 2.1.1 Buffet handling

This was my first task in the morning. My shift was at morning 7 o clock till evening 5:30. In the morning my work was to set up both the breakfast buffet hot and cold. In the cold buffet there was frits bar in that they place four different types of cut fruits , whole fruits, farfey class , coconut slices , lemon. And there was other cold dishes like curd, muesli, hummus , flavored yogurt, lassi plan and sweet. In the Salad section there was sliced tomato, onions, cucumber, carrots, sprouts , and lettuce. There was also a cold juices like watermelon, pineapple juice. In the other side of the cold buffet there was dry fruits section where they placed most of the dry fruits and nuts. Meat dishes like pork pepperoni and chicken pepperoni. There was also different

types of cheeses place 2 hard cheeses and 1 soft cheese brie, cheddar, and emulsion.

There was separate whole cut fruit section where I worked if the guest want fresh cut fruits like apple, pear etc. Then I have to cut and serve accordingly. Also my work use to refill all the cut fruits ,juices and other items placed in the buffet. And I also use to refill hot buffet where in the continental breakfast break beans , sauted vegetables , different types of eggs preparation like scrambled, porridge, sunny Side up, hash brown, boiled eggs, bread toast, waffles and pancake and also chicken and pork sausages etc. And also there was Indian dishes like idli sambhar, poha, puri, chana bhaji etc and also live dosa and paratha counter.

Mostly I used to Handle cold buffet and also the hot buffet. There was bakery items that also I used to refill. After the buffet closes than I have to clear counters and get all the remaining items to kitchen back area and if the fruits and bakery products are remaining than take all the remaining fruits to the commissary section and all the remaining bakery product to the bakery kitchen. ( Please refere to figure no 1,2,3,4)

### 2.1.2 Set up all mise en place trays

My second task was to set up all miza trays and kitchen set up also. There was different types of trays garnishing tray, separate tandoor miza tray and the ingredient required for making Indian dishes that tray was separate in that there was lemon sliced, chopped onion, tomato, green chillies, coriander, capsicum, garlic, julienne cut ginger, mint leaves, slit green chilies. Then I also used to peel onion.

( Please refere to figure no 5 and 6

### 2.1.3 Store Pick-up

My third task was to pick up all the store that is required in the kitchen. The different types of store that was dry store, dairy and vegetables pickup, butchery pickup like fish, seafood, meat. First job was to collect sheets from main office where all the ingredients and their quantity was given. All the sheets was having executive chef and sous chef signature. I used to collect all the required store with the given quantity. After collecting that there was separate freezers for each of



them like for vegetable, fish, meat and seafood so they have to settle it in a respected freezer. ( Please refer to figure no.9)

#### 2.1.4. Making Breakfast miza

Before my end of shift I used to do breakfast miza. All the different types of chopped ingredients required at the egg counter that I used to make like onion, tomato, mushroom, chillies, coriander, spinach, grated cheese, ham, chicken sausage etc. And also use to break eggs and separate the egg white and egg yolk and then beat them and strain it in another container and put it in the freezer. And also I used to clean all the freezers and put label on all the container which is there inside the freezer with the dish name and both dates. So that the chef know when the dish is made or when that item is kept in the freezer.

### 2.2 Front Office

Front office is my second department where I worked for 1 month. I worked in 2 sections one is Bell desk for 15 days and another is Guest service for 15 days.

#### 2.2.1 Bell Desk

### 2.2.1.a) Putting arrival tags on arrival bags

My shift on bell desk was 9am to 6pm. On the bell desk my work used to welcome the arrival guest by greeting them according to the day time and escorting them at the reception. Then I also used to collect arrival bags and put arrival tag. There was 2 tag attached with the same number on both. So one has to give to the guest and one has to put on bag, so that after the room number is confirm receptionist use to put room number on that tag and send that tag at the bell desk. Then my work used to match the tag with bag tag and put the room number.

Please refere to figure no. 10

### 2.2.1.b) Filling of arrival tracking sheet

After I wrote the room number the bags has to send to the room, so there was 2 tempos from which the bags was send to the room one tempo is for guest house 1,2,and 3 and second is for 4,5,6 and 7. After it goes to the room I have to fill one arrival tracking sheet in that there was room number, no. of bags, and tag number. This sheet is useful when if there is a problem like misplacement of bags

or if the bag is lost etc. than the manager can directly look at the sheet and understand or he can easily solve the issue rather than searching the room number on all arrival tags.

Please refer to figure no.8

Before the bags are sent to the room I used to reconfirm the room number and the bag has to be scanned and stamped by security, so all these I have to ensure before sending the bag to the guest house. After all I used to put a message on a group saying that the room number and the number of the bag sent to the respective guest houses, so that the bell boy at the guest house will know that he has to place the bags.

### 2.2.2 Guest service

In the guest service section I had different shift timings. I had done 7am to 4pm then 9am to 6pm and also the afternoon shift that is 12 noon to 9pm. My work in the guest service was to place all the requests that come from the guest through call. The request can be like request for scissor, medicine, room key

request etc. But if there is medicine request then they used to give one medical form to guest to fill with their signature for the hotel note.

In the guest service they also put me in front desk to welcome the guest and give the cold towels and welcome drink, so I used to make and serve them and used to give tender coconut to every guest.

Then I have done room checking. One staff from guest service use to give me list of room number to check after the departure time to check if the guest is left or not. They used to give me master key to check the room if the guest is there in the room then I have to ask their departure timing and if guest is not there then I used open the door with master key with the use of correct process. Then check fir guest luggage and if there is no luggage means the guest left the room and the same have to inform to the respected person, so that the room can clean by housekeeping staff.

I used to stand at the place called urli to direct the guest if there is group checking. I used to direct guest to the guest houses and also used to gave relevant information of hotel where is their lunch at which restaurant. And also direct or

show them where is spa, fitness centre, kits room, ball rooms, galleria the shopping centre, confeteria etc.

At the end of the shift I use to fill erron card In that I have to write what all work I had done and signature of the department staff under whom u worked. And place it in the file.

Please refere to figure no.7

## **LEARNING**

### 3.1 Punctuality

Punctuality is important because it makes us disciplined. It also gives us the chance to become successful in life. It teaches us the essence of time and makes us aware of its value. Punctuality can make us very successful and achieve our goals faster than ever.

### 3.2 Team work

Teamwork is essential for the smooth operation and success of any hotel. I learned how to work in team and cooperate with other people to achieve the goals.

### 3.3 Adaptability

In my training I learned to expect new things. Adaptability will help to deal with the rapid changes and new issues that I will face during a career in hospitality management.

### 3.4 Different types of marination in tandoor

In tandoor I learned different types of marination for paneer and chicken. There were three different types of marination white, yellow and green. White is made of hung curd, salt black pepper, etc. And yellow is made of adding turmeric powder and green is made of palak and mint paste.

### 3.5 Different types of vegetables cutting

I learned how to use the knife and also the various cutting like julienne, slicing, baton, batonnette and also the basic fruit cuts.

## **CHALLENGES**

The challenge I faced in kitchen was it was completely new environment for me because it was my first day in kitchen and to fit in that busy environment for me was challenge because everything was new and I was not knowing that how is kitchen department works and how big was there work load and to know and to learn things faster was challenge for me. But also because of my interest in learning culinary I adapt that working environment in less time and also I was learning new things everyday.

The second challenge I faced in the kitchen was there was no proper freezers to kept backups of cut fruits for the breakfast. When it get over from the buffet I use to go down in the comesary to get the fruit backup and when the restaurant was busy due to group breakfast it was difficult for me to go and get the fruits again and again because I also have to refill other thing from the buffet.

The third challenge I faced that was in guest service because sometime there was too many room request from different guest houses at the same time. And the guest houses was also far from each other, so to place each request I



used to go by walk. And when it was too many request I used to get delay in placing them and the standard time was 10 min to place the request. So it was difficult for me to place all the request on time.

**APPENDIX I | ( sample of the work)**







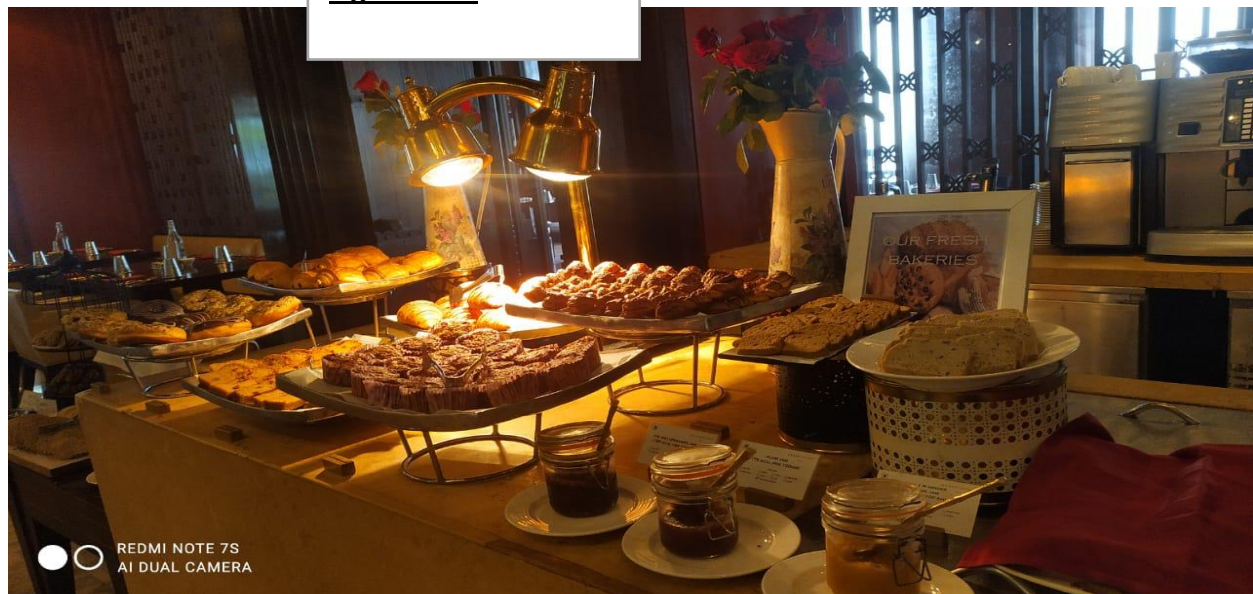
**Figure no.1**



**Figure no.2**



**Figure no.3**





**Figure no.4**



**Figure no.5**



**Figure no.6**



**Figure no.9**

*** ACQUISITION REPORT ***										13/02/2017 14:32:59 From	
										7201a/PC121/16	
										RQ=1208	
CLIENT	SI	FIN	NAME	DESCRIPTION	UNIT	QUANTITY	PRICE	TOTAL	DATE	TIME	
ACQUISITION	REP	CONF	NAME	DESCRIPTION	UNIT	QUANTITY	PRICE	TOTAL	DATE	TIME	
00030380	R23	K1000a	Chalka	350423 18.03 140423 09.00 181	Commodity	KLICHA	4				
STOCK	CONF <td>DESCRIPTION</td> <td>REP</td> <td>CONF</td> <td>NAME</td> <td>QUANTITY</td> <td>PRICE</td> <td>TOTAL</td> <td>DATE</td> <td>TIME</td>	DESCRIPTION	REP	CONF	NAME	QUANTITY	PRICE	TOTAL	DATE	TIME	
482.105					1.00 KG	182	0	1	36.50	180	
Veg Cherry Balsam Kg											
482.104					1.00 KG	180	0	0	40.00	180	
Veg Chilly Green Kg											
482.143					4.00 Each	182	0	0	150.40	180	
Veg Coconut Grated Kg											
482.145					1.00 KG	182	0	0	82.43	180	
Veg Corn Baby Half Long Kg											
482.158					2.00 KG	181	0	0	28.00	180	
Veg Cucumber Kg											
482.191					1.00 KG	182	0	0	115.50	180	
Veg Garlic Roasted Peeled Kg											
482.245					1.00 KG	182	0	0	36.75	180	
Veg Lady Finger Cube (RM) Kg											
482.255					0.50 KG	182	0	0	60.00	180	
Veg Lime Juice Kg											
482.280					3.00 KG	182	0	0	152.25	180	
Veg Mushroom Sliced 1/1 Kg											
482.301					10.00 KG	182	0	0	20.70	180	
Veg Onion Red Clo Kg											
482.380					2.00 KG	182	0	0	18.00	180	
Veg Potato Kg											
482.406					3.00 KG	182	0	0	37.50	180	
Veg Spinach Clo Kg											
482.423					17.00 KG	182	0	0	30.00	180	
Veg Tomato Kg											
482.428					0.80 KG	182	0	0	30.00	180	
Veg Tomato Half Kg											
482.471					1.00 KG	182	0	0	49.00	180	
Veg Carrot diamond Kg											
482.472					1.00 KG	182	0	0	38.40	180	
Veg Beans Diamond Kg											
482.477					2.00 KG	182	0	0	55.00	180	
Veg Herb Chives Kg											
482.485					2.00 KG	182	0	0			
Veg Herb Mix Kg											
482.590					10.00 KG	182	0	0	30.00	180	
Fruit Sugar Cane Kg											
482.598					1.00 KG	182	0	0	21.40	180	
veg onion chop hand											
482.597					1.00 KG	182	0	0	16.50	180	
veg tomato chop hand											
482.599					1.00 KG	182	0	0	48.00	180	
veg chilli green chop hand											
482.593					1.00 KG	182	0	0	81.00	180	
veg coriander chop hand											
482.574					1.00 KG	182	0	0	41.40	180	
veg beans french cube 1/2											
482.575					0.50 KG	182	0	0			
veg Broccoli florets hand											
482.576					2.00 KG	182	0	0	31.00	180	

Repaht  
B/MS

CONTRACT 01 FIN YEAR 23		ACQUISITION REPORT				15/02/2023 16:33:33 Page 1			
ACQUISITION REF CODE/NAME		ORDAT	EXTDTE	DELAY	PICKUP	WAREHOUSE/NAME	SCALE/FCU/R1/6		
0000330N/1 KCH Kitchen - Chulha		15/02/23	15/02/23	00:00	182	Commissary Kitchn	4		
STOCK CODE/DESCRIPTION	0000330N/1	QTY	UNIT	QUANTITY	PRICE/UM	NET TTYE	TOTAL		
494.002 Butter White kg		3.00	KG	182	0	4	446.00	446.00	
494.004 Butter Portion 120g/Kg kg		0.50	KG	182	0	4	406.70	203.35	
494.007 Butter Unsalted Randini kg		1.00	KG	182	0	4	406.70	406.70	
494.041 Milk Fresh Cow Lit		10.00	Litre	182	0	4	45.00	850.00	
494.043 Milk Fresh Buffalo Lit		10.00	Litre	182	0	4	40.00	400.00	
494.101 Pepper Salai Special kg		3.00	KG	182	0	4	350.00	1,050.00	
494.120 Bread Toast White Ea		1.00	Each	182	0	4	30.00	30.00	
494.121 Bread Toast Brown Ea		1.00	KG	182	0	4	29.00	29.00	
494.130 Curry kg		8.00	KG	182	0	4	50.00	400.00	
494.153 Egg Fresh each		100.00	Each	182	0	4	6.50	450.00	
494.250 Pot Green Peas kg		1.00	KG	182	0	4	87.00	87.00	
TOTAL FOR REQ#0000330821							182	4,152.05	

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ISSUED BY: ..... RECEIVED BY: .....  
DATE: ..... DATE: .....



**APPENDIX II ( photo while working)**

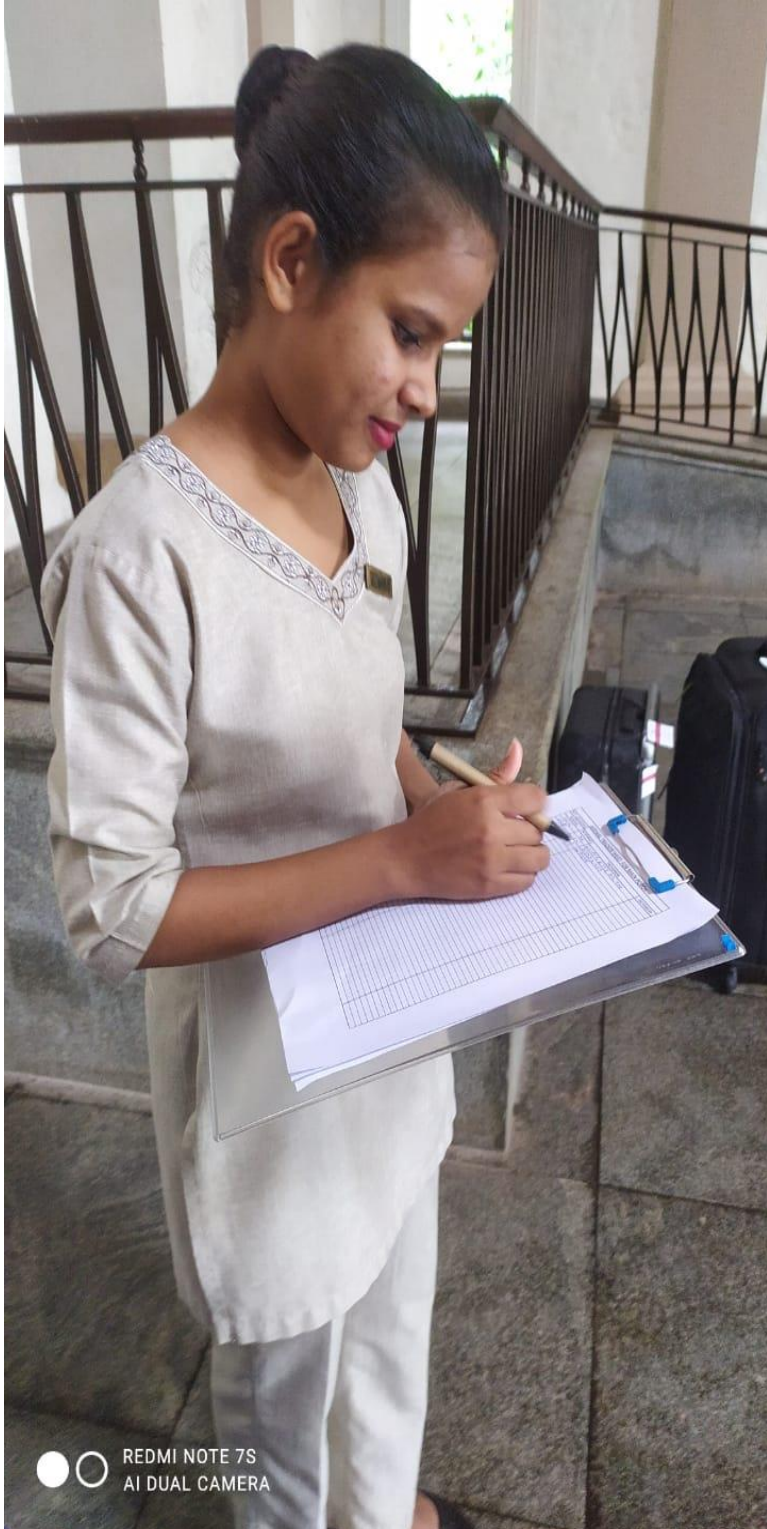


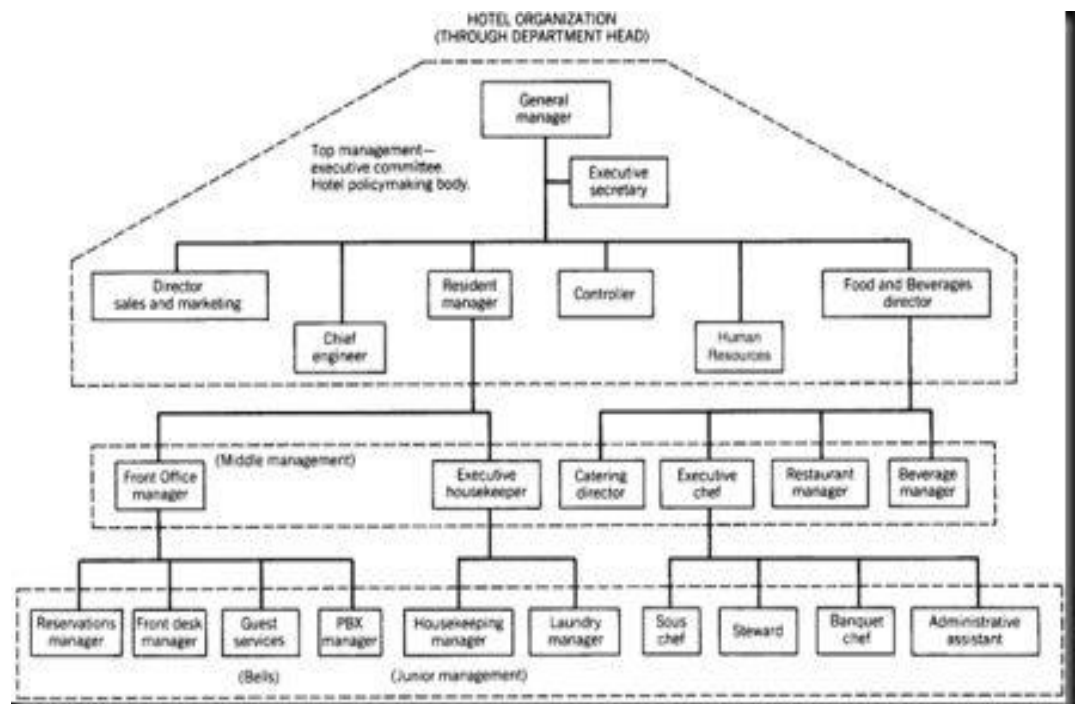


figure no. 10





## APPENDIX I ||| (organization)



**THANK YOU**