



INTERNSHIP REPORT

Baker's Street Goa



Karen Vaz

Roll No: 2120



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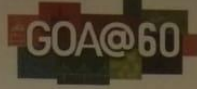
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GU/IMBA/Internship 2022-23/362

8th May 2023

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Ms. Karen Vaz 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 Bakers Street, Porvorim, Goa, for the duration of 2 months from 15th May 2023 to 15th July 2023.

With best regards,



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

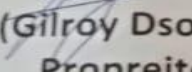
**BAKERS
STREET**
GOA

CERTIFICATE

This is to certify that
Ms. Karen Viola Vaz
has been training in our Pantry department
From **15/05/2023** to **15/07/2023**

During her tenure of training with us she has
been hardworking, sincere and honest.

We wish her all the very best in her future
career.


(Gilroy Dsouza)
Propreitor

Date: 15/07/2023

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📱 BakersStreetGoa

ACKNOWLEDGEMENT

This dissertation would not have been possible without guidance and help of several individuals who in one way or another contributed and extended their valuable assistance in the preparation and completion of this IT.

I would like to express my gratitude to Goa Business School, Goa university. For including internship programs as a credit course which provides an opportunity to gain practical working experience in the organization.

My sincere gratitude to **Mr. Gilroy Dsouza** for giving me the opportunity to do my training at **BAKERS STREET, GOA** and being my mentors and guiding me throughout my training period from 15th may till 15th July 2023.

I am grateful to all the staff at the **Bakers Street, GOA** for their excellent support guidance during my training their cooperation and interest in my training was extremely beneficial to me and made my training an illuminating experience.

Lastly, I would like to thank our Program Director **Mr. KGS Narayan and Mr. Kevin Dsouza** our class coordinator, **Miss Sujal Naik, Mr. Paresh Lingadkar, Mr. Sadanand, Mrs. Poonam sadeakar** for not only being teachers but mentors in preparing and guiding me during the internship and would also like to thank the other faculty and non-teaching staff of Goa university for their extended support.

**A Training Report Submitted in Partial
Fulfillment of The Requirements for The
Completion of Semester III of
Integrated master of business administration
(HTT) of The Goa business school, Goa university
Academic year
2023– 2024**

DECLARATION

I, Karen Vaz student of Goa Business School, Goa University hereby declare that I have completed my 2 months industrial training in **Baker's Street Goa** from 15th of May till 15th of July 2023. I hereby declare that I have also completed my internship report for the academic year 2023-2024.

The information submitted by me in this report is true and original to the best of my knowledge.



(Signature)

Karen Vaz

Seat No. 2120

Class: Third Year 2021 Batch

Date

Exective summary

Goa university had given us an opportunity to experience the work in the hotel industries. I have completed my 2 months. I had started my internship from 15th May 2023. I have completed my internship in Bakers street Goa Porvorim. I have worked in the pantry department. The working hours were 8hrs. I handled the snacks department. I was helping in making sandwich, drinks and snacks. I finished my internship on 15th July 2023.

I have learned to make the different types of sandwiches and snacks. The experience was very helpful. Starting many mistakes I had done will preparing. The workings hours were never told clearly. Travelling issues I was facing will the timing were changed suddenly.

Introduction of the Bakery

Bakers Street is established in the year 2011 May 17th. It is operates from Chogm Rd, Porvorim, Sangolda, Goa.

The bakery opens at 9.30am and closed around 10.00pm. It has a rustic charm where one can sit outdoor and indoor. They sell various types foods which include snacks and take-a-way items.

Their also provide customized caked . It provides various types of drinks. They get a good reviews for the products sold. They maintain a friendly environment with the guest and works.

- **1.2 : products and services**

snacks served are:

1. Chicken and cheese balls
2. Rissois
3. Beef chops

Sandwiches served are:

1. Mutton seekh kabab
2. Peri peri chicken sandwich
3. Egg salad sandwich

4. Smoked salmon
5. Mexican chicken wrap
6. Smoked chicken
7. Chorizo ham & salami
8. Chicken salad
9. Pesto & mushroom grilled chicken
10. Tuna and corn
11. Middle eastern chicken sandwich
12. Smoked beef
13. Beef burger
14. Chicken & cheese croissant
15. Ricotta & ham
16. Paprika chicken sandwich

Veg sandwiches are:

1. Veg burger
2. Roast veg & cheese
3. Grilled mushroom
4. Sundries tomato and olive sandwich

Drinks served are:

- Hot drinks
1. Hot coffee

2. Hot chocolate

3. Latte

4. Hot milk

5. Cappuccino

6. Espresso

- Cold drink

1. Iced tea

2. Watermelon juice

3. Lime water/soda

4. Iced caffe Americano

5. Mango passion blast

- Milkshakes

1. Cold coffee

2. Cold chocolate

3. Orea shake

4. Mango shake

Breads served are:

1. Donut

2. French bread/ baguette

3. Croissant

4. Burger bun

5. White bread
6. Wheat bread
7. Sourdough

Cakes served are:

1. Chocolate truffle
2. Hazelnut fudge cake
3. Belgian nutty crunch
4. Belgian chocolate
5. Dark devils chocolate
6. Rice chocolate caramel
7. biscott
8. White chocolate
9. Red velvet

Section within the organization

There are 5 department

- chocolate department

it handles the decoration for the cakes and donuts. There are 8 people handling the department.

- bread baking department

they make different types of breads which will be served on the counter. There are 15 people working. some do break shift and some do whole day.

- counter department

the counter department does the selling of snacks, breads, cakes, pastries and drinks. The cash is handled side by side while buying the product. There are 8 people handling the counter one is for the selling, one to take orders, one handling the drinks, and one to do the billing. The remaining are based on their shift time.

- Pantry

The pantry handle making of sandwiches, frying of snacks and snacks for breakfast. There 5 people working in the pantry department. One handles the frying, one handles the juice counter, 2 of them handles the making of sandwiches and one for snacks.

- cookie department

The cookie department handle the making of biscuits and chocolate cookies. There are 4 people handling it. From the ingredient mixing to the final product.

2. task handled

When I started with my internship, I was interduce to the different sections in the baker. I was put in the pantry department where they showed the different types of snacks like different types of sandwiches, reciosse , beef chops and chicken &

cheese ball. Then they showed the different types of fillings and cutting for the sandwiches and wrap.

My timing were from 7.15am onwards. I used to do the frying of snacks and preparation of the sandwiches. Then at 12 noon I used to start with the different types of snacks preparation of chicken & cheese balls, beef chops and ressoise.

On special day like the donut day which was celebrated from 2nd June to 4th June 2023, my timing were starting from 7.00 am onwards. We made Chipotle chicken with mango salad. We had to prepare around 100 to 150 pieces. I was told to handle the snacks making like ressoise , beef chops and chicken & cheese balls.

The 2nd month they taught me how to do the different type of marinations of the chicken like what spices are going for the marination, if the chicken had to get baked or smoked. And the work which was allotted for me.

3.Learning

I have learned to make

- Peri peri chicken sandwich

It's a filling of chicken with peri peri sauce and thousand island dressing

- Egg salad sandwich

It's a filling of egg, spring onion and gherkins with muster mayo and rocket leaves

- Mutton seekh kabab

It's a filling of cabbage, corranider, salt, mint and lime and mutton kebab

- Smoked chicken
- Mexican chicken wrap

The base is the wrap and its filling is lettuce, corn, jalapeno and crispy chicken with seasoning sauce.

- Chorizo ham & salami
- Chicken salad
- Pesto & mushroom grilled chicken

Pesto sauce ,

- Tuna & corn
- Middle east chicken sandwich

It's a filling of cabbage, carrot, salt, Jalapeno water and chicken

- Smoked beef
- Beef burger
- Chicken & cheese croissant
- Ricotta & ham
- Peprika chicken

Veg sandwich:

- Veg burger
- Roast veg & cheese
- Grilled mushroom
- Chutney sandwich
- Sundries tomato and olive sandwich

4.CHALLENGES

The challenges faced during internship was the timing on reaching to work. The work load as work had to be done on time. Some misunderstanding.

Appendix:



















Appendix 2:





Pintu Baker's Street



22 June 2023

🔒 Messages and calls are end-to-end encrypted. No one outside of this chat, not even WhatsApp, can read or listen to them. Tap to learn more.



This message was deleted

17:18



Forwarded

65 veg puff
65 chicken and cheese ball
For 23rd at 1pm

17:19



Forwarded

18 chicken and cheese balls
18 beef chops
Tomorrow at 7.00pm

17:19



Forwarded

Snacks boxes order for tomorrow 40 at
3pm(36 non veg and 4 veg)
36 Smoked chicken pavzins
36 chicken and cheese balls
36 mini chocolate donuts
#10 Chutney and cheese sandwich (1×4)
4 veg puff
4 eggless chocolate and chip muffin
(cupcakes size)
50 Tropicana juice (40 in box and 10 give
separately

17:20