

INTERNSHIP REPORT

DOUBLE TREE BY HILTON PANAJI, 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

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2123

AUGUST 2023





To Whomsoever It May Concern

This is to certify that Ms. Mcshea Mendes has been a part of Doubletree by Hilton Goa – Panaji as **Industrial Trainee** from **May 15, 2023** to **July 15, 2023**. During this tenure she has shown commendable learning abilities & completed assigned duties.

Her work performance was found to be good. We wish her all the best for her future endeavours towards professional goals.


Surojit Bodak
Assistant Training Manager



15/07/23

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INTERNSHIP (COMPLETION CERTIFICATE)

Hilton

CERTIFICATE OF INDUSTRIAL TRAINING COMPLETION

This is to certify that:
Ms. Ms. Mendes
 has completed ~~his~~her industrial training from 15th May to 15th July
 in F+B Services & Food Production Department
 at Doubletree by Hilton Goa – Panaji.

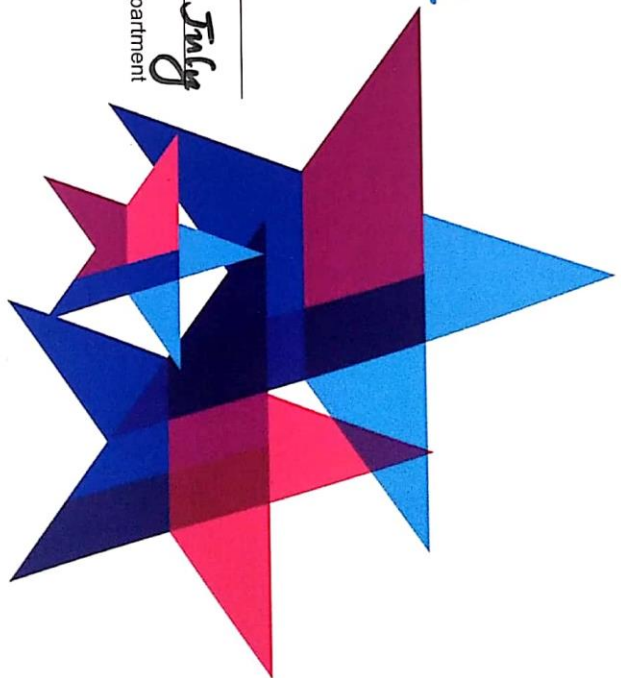
We Are HILTON We Are HOSPITALITY

[Signature]
Sherona Fernandes
 Director – Human Resources

[Signature]
Surojit Bodak
 Assistant Training Manager

Waldorf Astoria | LXR | Conrad | Canopy | Signia | Hilton | Curio | Tapestry | Motto | Hilton Garden Inn | Tapestry | Home2 Suites | Home2 Suites | Hilton Grand Vacations

Hilton
 HONORS



ACKNOWLEDGMENT

I am grateful to the almighty for giving me immense strength and hope for the completion of this dissertation. The outcome of this internship required ton of guidance and support from my well-wishers.

Apart from my efforts, the success of any internship depends largely on the encouragement of many others. I take this oppurtunity to express my gratitude to thte individualsa who have been instumental in the succesful completion of this internship.

An internship is incomplete without a guidance, hence I would like to express my sincere gratitude towards, Dr. Albino Thomson, for providing her valauable suggestions and necessary guidance and support for helping me in the completion of this internship.

Next, I would to thank my our Program Director – Prof. K. G. Sankarnarayanan, and the esteemed faculty Dr. Paresh Lingadkar, Dr. Kevin D’souza, Dr. Poonam Sadekar, Mr. Sadanand Gaonkar and Ms. Sujal Naik for all the guidance and support provided by them throughout this intenship period.

I am thankful to all the associations of Double Tree By Hilton Panaji, Goa who created amazing work environment which made working safe and enjoyable.

EXECUTIVE SUMMARY

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HILTON HOTELS & RESORTS

1.1 HISTORY OF THE HOTEL CHAIN

Conrad Hilton BIRDS founded the hotel chain in 1919, when he bought his first property, the Mobley Hotel, in Cisco, Texas.

The first hotel to bear the Hilton name was the Daltas Hilton, a high- rise that opened in Dallas, Texas, in 1925.

In 1954, at the Caribe Hilton Hotel's Beachcomber Bar in San Juan, Puerto Rico, Raman "Monchito" Marrero reportedly created the Piña Colado.

In June 1955, Hilton opened the first post- World War **II**

Property in Istanbul, turkey, and its longest operating Hilton Hotel outside the United States.

The Conrad Hilton Hotel in Chicago figured prominently in the 1968 Democratic Convention police riot that occurred on Michigan Avenue and across the street in Grant Park on August 28. During the riot the demonstrators took up the chant "The whole world watching" and the hotel's doors were locked for the first time in its history. The hotel suffered minor damage as a result of the violence, and the couple of street level windows gave way under the weight of dozens of protestors being pushed up against them by the police.

John Lennon and Yoko Ono held their first Bed-In for Peace between March 25 and 31, 1969, at the Amsterdam Hilton, in Room 902 (renumbered to Room 702 during renovation). The room became a popular tourist destination.

In the London Hilton bombing of September 1975, a bomb exploded in the lobby of the London Hilton on Park Lane killing two people and injuring 63.

With constructing on the Beirut Hilton finished, the hotel was scheduled to open on April 14, 1975, but the Lebanese Civil War erupted exactly one day before the April 13 Grand opening date. The hotel never opened and was severely damaged during the war, and the building was demolished in the late 1990s. However, a different hotel was established later, under the name "Hilton Beirut Grand Habtoor" in the nearby eastern suburb. Later on, the Hilton Chain bought the Metropolitan hotel directly facing the Grand Habtoor and renamed it "Hilton Metropolitan".

On February 13, 1978, the Sydney Hilton Hotel was the site of one of the few terrorist incidents on Australian soil,

when a bomb blast killed three people (two council people and a policeman).

The Hilton Nicosia Cyprus, was the scene of the assassination of Youssef Sebai, an Egyptian newspaper editor and friend of Egyptian President Anwar El Sadat, on February 19, 1978. The assassination and hijacking of a Cyprus Airways DC-8 at Larnaca Airport led to the Egyptian raid on Larnaca International Airport by Egyptian forces. The intervention by the Egyptians led to the deterioration of relations between Cyprus and Egypt.

In 1989, Hilton established the Hilton Honors program, Hilton's guest loyalty program.

A commercial space station project known as Space Islands was proposed by Hilton International in 1999 to be constructed from used space Shuttle fuel tanks. When completed, it was to be called the Hilton Orbital Hotel.

The tanks were to be connected together to form a ring, resulting in a space station similar to that pictured in the film 2001: A Space Odyssey. Plans were also drawn up for a 5000-room hotel on the Moon, through Steve Hilton noted in 2009 that both these plans were more symbolic than practical at this stage.

On October 24, 1999, the four double columns of the left hand side of the then modern Barbados Hilton in Needham's Point, St. Michael, was collapsed and imploded inwards in just ten to fifteen seconds when the earthquake had rocked Barbados. It was later demolished in May 2005 after they constructed the new Barbados Hilton in January 2005.

In 2004, Hilton Hotels, opened their new Kuala Lumpur property in KL Sentral, directly opposite in the main entrance to the Sentral Terminal, as the replacement for

their former premises in Jalan Sultan Ismail. The latter was the first internationally-run hotel in the city when opening in 1973, and changed management in 2002 (renamed Crowne Plaza Murtiara) before being demolished in 2015 for a (currently on hold) mixed-use development.

In 2009, the company relocated its global headquarters from Beverly Hills, California, to McLean, Virginia.

In 2009 Hilton opened Canada's tallest hotel at 58 stories, in Niagara Falls, Ontario.

In late 2010, Hilton announced a name change of the Hilton Hotels brand to Hilton Hotels & Resorts along with a new logo design, as a part of rebranding effort for the flagship brand.

In March 2013, Hilton announced that it would be entering Burma for the first time with the construction of a

300-room hotel in Yangon.

In 2015, approximately 20 Hilton Hotels & Resorts properties were introduced into the Historic Hotels of America organization. Among these hotels were Hilton Fort Worth, which hosted John F. Kennedy's final speech, and Hilton Hawaiian Village Waikiki Beach Resort, the setting of the film Blue Hawaii.

In 2016, Hilton N'Djamena opened in Chad. It was the brand's first property in the Historic country and the 100th country Hilton began operations in worldwide.

In June 2016, Hilton opened their first hotel in Estonia and in Baltic States.

In 2017, Hilton announced that it would remain the sponsor for McLaren until 2021.

Hilton was one of the oldest sponsors of F1 series and sponsored McLaren since 2005.

In October 2017, Hilton announced it had committed a total of \$50m (£37.8m) over five years to its Hilton Africa Growth Initiative to support the continued expansion of its Sub-Saharan African portfolio.

In March 2018, Hilton opened their first hotel in Sebia. It is a four- star hotel located in Belgrade.

In late 2019, Hilton opened their first hotel in Gulshan, Dhaka, Bangaldesh. It was designed by Mustapha Khalid Palash.

Planned before the pandemic and to open in 2020 the Hilton Hotels & Resorts under the brand Hampton Inn opened a hotel and mixed use apartments in Downtown Salem, Massachusetts.

1.2 BIRDS- EYE VIEW

1.2.1 DOUBLE TREE BY HILTON (INTRODUCTION)

DoubleTree By Hilton is an American Hotel Chain managed by Hilton Worldwide. DoubleTree has been the fastest growing Hilton brand by number of properties since 2007, and by number of rooms from 2007 to 2015. As of December 31, 2019, it has 587 properties with 135,745 rooms in 47 countries and territories, including 122 that are managed with 35,122 rooms.



Type Susidiary

Type

Subsidiary

Industry	Hotel
Founded	January 1969; 53 years ago in Scottsdale, Arizona
Headquarters	McLean, Virginia, United States
Number of locations	587 (December 31, 2019)
Area served	Worldwide
Parent	Hilton Worldwide
Website	https://www.hilton.com

1.2.2 HISTORY

The first DoubleTree hotel opened in Scottsdale, Arizona in 1969. It was located on the grounds of Scottsdale Fashion Square and was built by Sam Kitchell. The DoubleTree Corporation merged with Promus Hotel Corporation in December 1997, bringing together the DoubleTree, Red Lion, Hampton Hotel Corporation which brought DoubleTree Hotels and other Promus hotel brands under the umbrella of the newly renamed Hilton Worldwide. In early 2011, Hilton Worldwide launched a logo and name rebranding for the chain, replacing the name “DoubleTree” with “ DoubleTree By Hilton”.

DoubleTree’s strategy to grow the brand has been to convince operators of other brands to switch flags. This is in contrast to brands like Marriott or Sheraton which rely on new

constructions to grow their new footprint. DoubleTree also provides lower cost options to improve properties, which help operators remain in the brand system.

On November 2, 2019, DoubleTree Cookie became the first cookie baked in space as ISS Commander Luca Parmitano of the European Space Agency baked the brand's cookie dough inside the prototype oven.

1.2.3 DOUBLETREE BY HILTON HOTELS LOCATIONS ALL OVER INDIA

LOCATION	ADDRESS
Goa- Panaji	Near Mandovi River Kadamba Plateau Panjim Old Goa, Bypass Road, Panaji, Goa 403006
Arpora- Baga	Ximer, Arpora, Goa 403518
Agra	B/H 1 &2, Taj Nagri Phase 2, Uttar Pradesh 282001
Ahmedabad	Ambli RD, Vikram Nagar, Ahmedabad, Gujarat 380058
Jaipur Amer	935 Kulkas, Delhi Road, Jaipur, Rajasthan 302028
Pune-Chinchwad	C-32, MIDC Tata Motors Rd, Chinchwad, Pune, Maharashtra 411019
Banglore	Iblur Gate Dr. Puneeth Rajkumar Road, Sarjapur- Marathahalli Rd, Bengaluru, Karnataka 560102
Gurgaon- New Delhi	Golf Course Rd, Sector Gurugam, Haryana 122011
Gurugam Baani Square	Baani Square, Sector50, Gurugram, Haryana 122002

1.2.3 FACTSHEET OF HOTEL

Overlooking the Mandovi River, this upscale hillside hotel is 8km from Panjim, 10 km from Miramar Beach and 28km from Goa International Airport.

In here, the accommodations range from relaxed room with balconies to a 2-bedroom suite with a living area, terrace and hot tub. All offer flat-screen TV'S and Wi-Fi access as well as tea and coffee making facilities, mini-fridges and safes.

Club-level rooms provide access to private lounge. Room service is available. Parking is free.

There are 2 restaurants, one with outdoor-only seating and open all day, besides a lobby lounge, a spa, a gym and outdoor pool. Other amenities include a kids club and event space.

Check-in time 15:00

Check-out time 12:00

1.2.4 ACCOMODATIONS

1.2.4. A GUEST ROOMS

- KING DELUXE ROOM GARDEN VIEW WITH BALCONY

34 sq.m., private balcony, spacious, safe, work station. Unwind in this spacious room with a Goan touch and modern amenities. Take in a view of nature from your private balcony and enjoy the comfort of the king bed. This room also features a safe. Sleeps 3 adults or 2 adults and 2 children with rollaway beds.

- TWIN DELUXE ROOM GARDEN VIEW WITH BALCONY

34. sq.m., private balcony, safe, work station. Unwind in this spacious room with a Goan touch and modern amenities. Take a view of nature from your private balcony and enjoy the comfort of the twin beds. This room

also features a safe. Sleeps 3 adults or 2 adults and 2 children with rollaway beds.

- **TWIN DELUXE ROOM RIVER VIEW WITH BALCONY**

34 sq.m., private balcony, spacious, safe, work station. Unwind in this spacious room with a Goan touch and modern amenities. Take in a view of nature from your private balcony and enjoy the comfort of the twin beds. This room also features a safe. Sleeps 3 adults or 2 adults and 2 children with rollaway beds.

1.2.4. B SUITES

- **DELUXE SUITE RIVER VIEW WITH BALCONY**

68 sq.m., separate living room, Lounge benefits, Mandovi River view. Admire stunning views of Mandovi River View from the Private Balcony of this spacious suite. This suite, is decorated in Goan style, has a separate living room and private bedroom with one king bed. During your stay enjoy a range of benefits including complimentary breakfast, evening light snacks and soft beverages. Amenities include a work station and a safe. Sleeps 3 adults or 3 adults and 2 children with rollaway beds.

- **PREMIUM SUITE ROOM**

102 sq.m., higher floor, living room, lounge benefits, river view. Set on a high floor of the hotel, this spacious suite boasts stunning views of Mandovi River. Decorated in a Goan style, enjoy the access to the executive lounge with

a range of benefits including complimentary breakfast, evening light snacks and soft beverages. Amenities include a work station and a safe. Sleeps 3 adults or 2 adults and 2 children with rollaway beds.

- **PRESIDENTIAL SUITE ROOM**

136 sq.m., terrace, jetted-tub, living room, lounge benefits, river-view. Experience an unforgettable stay in the presidential suite, a modern retreat inspired by Goan elements. Take in stunning views of Mndovi River from the private terrace with jetted-tub or from the comfort of the king-bed. This suite features a spacious separate living room and two-private bedrooms. During your stay enjoy access to the Executive Lounge with a range of benefits including complimentary breakfast, evening light snacks and soft beverages. Amenities include a work

station and a safe. Sleeps 4 adults and 2 children with rollaway beds.

1.2.4.C. EXECUTIVE

- **KING EXECUTIVE RIVER VIEW WITH BALCONY**

34 sq.m., Lounge benefits, higher floor, Mandovi River view, private balcony, work station. Set on a higher floor of the hotel, this spacious room offers beautiful views of Mandovi River from the private balcony. During your stay, enjoy evening light snacks and soft beverages. Decorated in a Goan style, this room has modern amenities including one king size bed, a work station, and a safe. Sleeps 3 adults or 2 adults and 2 children with rollaway beds.

- **TWIN EXECUTIVE RIVER VIEW WITH BALCONY**

34 sq.m., Lounge benefits, higher floor, Mandovi River view, private balcony, work station.

Set on a higher floor of the hotel, this spacious room offers beautiful views of Mandovi River from the private balcony.

During your stay, enjoy evening light snacks and soft beverages. Decorated in a Goan style, this room has modern amenities including twin beds, a work station, and a safe.

Sleeps 3 adults or 2 adults and 2 children with rollaway beds.

1.2.4.D ACCESSIBLE

- KING ACCESSIBLE ROOM

34 sq.m., wheelchair accessible, Mandovi River View, private balcony, safe work station. Unwind in this spacious room with a Goan touch and wheelchair accessible amenities. Take in the beautiful view of

Mandovi River from your private balcony and enjoy the comfort of the king bed. This room also provides a safe.

Sleeps 2 adults.

1.3 PRODUCTS/ SERVICES

1.3.1 RESTURANT & BAR

- **COMIDA**

This modern all day dining resturant is inspired by Portuguese architecture and Goan lifestyle, offering live cooking stations with Western, Indian and Asian fare, and the very best of the local procedure. This is located on the lower ground floor, the resturant boasts a large outdoor terrace and an adjacent bar, “COMIDA” (Refer fig 1.1) which comes alive in the evening and is perfect for drinks. The resturant serves a varied breakfast buffet and delicious

' A La Carte ' options for lunch and dinner (Refer fig 1.2). The menus are a combination of all the elements world cuisines and local specialities represented in a truly international way, with innovative live cooking elements to give a creative atmosphere and focus on fresh products and innovative presentation of the meals.

HOURS

Monday	12:00 AM – 12:00 AM
Tuesday	12:00 AM – 12:00 AM
Wednesday	12:00 AM – 12:00 AM
Thursay	12:00 AM – 12:00 AM
Friday	12:00 AM -12:00 AM
Saturday	12:00 AM- 12:00 AM

- COMIDA BAR

Comida bar (Refer fig 2) with its picturesque view is an ideal spot to meet friends and colleagues for cocktails, conversations and much more. Comida Bar offers a fine selection of wine, beer, liquors and hand- crafted cocktails, along with delectable snack menu.

Relax over with a pint of beer or a sip on single malts and wines of the world that can be enjoyed by the glass with delicious nibbles. It's a great location to sit down and enjoy retro beats along with a delicious beverage during the evenings. Comida Bar features an adjoining alfresco desk with views of the river and the lush surroundings.

COMIDA BAR TIMINGS

Monday 11:30 AM -11:30 PM

Tuesday 11:30 AM – 11:30 PM

Wednesday 11:30 AM – 11:30 PM

Thursday 11:30 AM – 11:30 PM

Friday 11: 30 AM – 11:30 PM

Saturday 11:30 AM – 11:30 PM

- FELIZ

Resonating the essence of Goa, Feliz provides a relaxed ambiance with outdoor-only seating overlooking the picturesque Mandovi River. Feliz (Refer fig 3) serves a fine and handcrafted selection of Goan and Coastal cuisines and showcases a wide range of unique cocktails and fine wines to create memorable dining experiences across Lunch and Dinner. The artisanal menu curated by celebrated Chef Vidhya Gawas, offers authentic home-cooked Goan cuisines and gourmet delights. An open air ambience and trendy music.

FELIZ TIMINGS

Monday 12:30 PM – 11:00 PM

Tuesday 12:30 PM – 11:00 PM

Wednesday 12:30 PM – 11:00 PM

Thursday 12:30 PM – 11:00 PM

Friday 12:30 PM – 11:00 PM

Saturday 12:30 PM – 11:00 PM

- RIO SALAO

Relax with a book and a cup of tea or coffee during the day in Rio Salao , and by the evening wind down with a chill beverage and enjoy the breeze with a splendid view of the Mndovi River, the lobby lounge is also a great meeting for socializing and enjoying a traditional afternoon tea (Refer fig 4).

With a focus on local aswell as international teas and coffees as well as a wide selection of non-alcoholic beverages , the lounge offers an assortment of sandwiches, fresh confectionery and a small bites menu for lunch and dinner

(Refer fig 4.2).

Rio Salao is the perfect oasis to relax over drinks while taking in Goa's magnificent sunset views.

RIO SALAO TIMINGS

Monday	10:00 AM- 10:00 PM
Tuesday	10:00 AM – 10:00 PM
Wednesday	10:00 AM – 10:00 PM
Thursday	10:00 AM – 10:00 PM
Friday	10:00 AM – 10:00 PM
Saturday	10:00 AM – 10:00 PM

1.3.2 ELLE SPA

DoubleTree by Hilton Goa Panaji has launched the ELLE Spa & Salon, (Refer fig 5) with a series of Spa treatments for the travellers and residents of Goa. Enveloped within the rich greenery of the hotel and a serene location near the flowing Mandovi River.

In line with the calming influence of the Mandovi River, the premium spa has six healing rooms in total inclusive of two couple rooms, a separate relaxation room and a dedicated salon to host you.

Elle Salon & Spa welcomes guests into a sophisticated environment as they immerse in deep relaxation and luxury grooming.

1.3.3 KIDS ZONE

DoubleTree By Hilton Panaji Goa is the perfect destination for a family holiday. The resort features dedicated spaces for our young guests, where they can play and learn under the affectionate of the trained staff.

This is the kids own domian (Refer fig 6) , where they will find arts and crafts, pottery classes, cooking lessons, movie rooms and much more. Parents can explore the endless possibilities of luxurious experiences.

In here, they provide various facilities are provided to the guests like:
“ Doctor On Call ” “ Hi-speed Wi-Fi ”

“ Welcome Drink On Arrival “ “ Pick Up- Drop Facility”.

1.3.4 SWIMMING POOL

DoubleTree By Hilton Panaji Goa has redefined leisure with its sublime offering of an outdoor wellness pool that poses a rejuvenating. Dive into pure bliss and pure and relax on the sundeck for a surreal experience. With the lawn hosting its own naturist zone featuring a stunning pool bar that gives you the perfect reason to indulge. Our outdoor pool

(Refer fig 7) area provides a blissful locale for swimming, relaxing and socializing.

- No lifeguard on duty
- Towels provided
- Kids pool – 1 ft
- Adult pool-4 ft
- Swimming attire available on sale
- Open 24 hrs

1.4 SECTIONS WITHIN THE ORGANISATION

1.4.1 FOOD & BEVERAGE SERVICE DEPARTMENT

FOOD AND BEVERAGE DEPARTMENT occupies an integral place in any hotel which plays a vital role in the profitable in the hotel business by providing varieties of F&B in the hospitable manner to the house and outside guests.

This department has three main operations, they say

- 1) Restaurant (F&B Service)
- 2) BAR (Beverage Service)
- 3) Food Production (Live Kitchen / Bakery)

To be successful in food and beverage service requires the blending of four key things:

- Sound knowledge of product
- Well- developed interpersonal skills
- Technical Skills
- Ability to work as a part of a team.

Working in food and beverage service offers with a wealth of opportunity for professional development and advancement for those committed to the hospitality industry and so working in the food & beverage service, a fulfilling, an exciting and enjoyable career awaits.

Food & Beverage service is a business that provides food and drinks products, as well as related service to customers. Food & beverage service includes establishments such as restaurants, fast food enterprises, coffee shops and bars.

Now a days Food & Beverage training is also in trend and technology has also helped in it. People are using online apps where managers are connected to their subordinates through an app and ease of communication prevails. As Food & Beverage business is a lucrative business, there are several players in this market. This industry has seen the entrance of large companies like McDonald's in India. F&B service sector in India is expected to grow at over 10% in the coming years.

1.4.2 HIERARCHY OF THE F&B DEPARTMENT

(Refer fig 1.3)

1.4.3 FUNCTIONS OF THE FOOD & BEVERAGE DEPARTMENT IN A HOTEL :

A Food and Beverage department is responsible for supplying food and drinks to the members of an organization and its guests, Food and beverage departments have employees with multiple

dining-related roles including Bartender, Barista, Server, Cook, Chef, Hostess, Dining Room Server, Attendant and Dishwasher.

In general, a food & beverage department is an umbrella group overseeing employees who work in multiple restaurants and shops that are united in providing a single, consistent dining

Experience within an organization. Food & Beverage department may also be either a single, cohesive business unit with one management team or group of smaller divisions with

individual management reporting to the higher- level managers and executives.

Related Food & Beverage Departments/ Aspects in a hotel:

- Kitchen
- Restaurants
- Catering
- Banqueting
- Room Service (In-Room Dining)
- Minibars
- Lounge Bars
- Stewarding
- Staff Cafeteria

- **COMIDA**

Comida Restaurants, our all- day dining destination, features a variety of delicious cuisines. The restaurant also offers an outdoor setting. (

Refer fig 1.1)

BREAKFAST (07:30 AM-10:30 AM)

ALL DAY DINING (12:00 AM-12:00 PM)

LATE NIGHT DINING (11:00 PM-06:00 AM)

