

# INTERNSHIP REPORT

Grand 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

Saniya Tukaram Bhanage

2130

AUGUST 2023



## OFFER LETTER

May 15, 2023

Ms. Saniya Tukaram Bhanage  
Goa Business School, Goa University

Dear Saniya,

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 Front Office and Human Resource 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  
F +91 832 663 4199  
[grandhyattgoa.com](http://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.

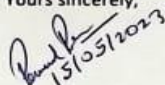
**Contact Information**

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

  
\_\_\_\_\_  
**Saniya Tukaram Bhanage**  
(Student)

Date

15/05/2023

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## INTERNSHIP (COMPLETION) CERTIFICATE

July 15, 2023

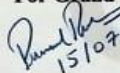
### TO WHOMSOEVER IT MAY CONCERN

This is to certify that Saniya Tukaram Bhanage, a student of Integrated MBA (HTT) Goa Business School, Goa university has undergone Internship with us in Front Office & Human Resource 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

  
15/07/2023  
**Prasad Prakash Prabhu**  
Learning Manager

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## **ACKNOWLEDGEMENT**

I am saniya Bhanage. I would like to express my heart felt gratitude towards the Training manager of Grand Hyatt Goa for granting me the permission to carry out my internship project at their esteemed organization

I would also like to thank all the managers and 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 industry

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 Grand Hyatt Goa was very good and memorable. I did my 2 months of internship in grand Hyatt Goa from 15<sup>th</sup> may to 15th July . I completed my internship in two different departments that is front office and human resources department. I really had a great time in the department where I worked in as staff were very good over there, I learned a lot of thing which I never knew about. I learnt that whatever happens you have to always smile. I learnt how important is the communication skill also I improved my communication skill during my internship period. Training at the Grand Hyatt Goa has been a wonderful experience for me. Getting a chance to work at this 5 star property has helped me improve my knowledge about this industry and its functioning. Throughout my training I have met many people in form of guests and associates who have helped me learn something more about the industry. Overall the training experience was fantastic and I would look forward to my next training. I would always remember the things I have learned when I was working an utilize all the knowledge that I gained for this internship for the future.

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## **Grand Hyatt Goa**

### **1.1 INTRODUCTION**

As one of the world's 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.

With more than 130,000 colleagues across more than 70 countries, we embrace all cultures, races, ethnicities, genders, sexual orientations, ages, abilities, perspectives, and ways of thinking. Our culture is one that empowers every individual to be his or her best, and such authentic connection inspires the way we care for each other and for our guests.

## **WE care FOR PEOPLE SO THEY CAN BE THEIR best.**

As we continue to grow, we don't lose sight of what's most important—people. Hyatt is a company that was built by family. It's a workplace where coworkers become friends. Every day we *care* for our guests. Care is at the heart of our business, and it's this distinct guest experience that makes Hyatt one of the world's best hospitality brands.

Meet World of Care, our Environmental, Social and Governance (ESG) platform. As the Hyatt footprint expands to meet the needs of a more connected and traveled world, we know we have an incredible opportunity – and responsibility – to create meaningful solutions for some of the hospitality industry's biggest challenges. Backed by measurable goals and actionable commitments, we are Caring for the Planet, Caring for People and Caring for Responsible Business, every single day.

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 Hyatt Centric  
 Park Hyatt  
 Miraval

Grand Hyatt  
 Hyatt Regency  
 Hyatt Zilara/Hyatt Ziva  
 Hyatt Place  
 Hyatt House  
 The Unbound Collection by Hyatt  
 Destination Hotels  
 Joie de Vivre

Grand Hyatt Goa is a five-star deluxe hotel located by [Bambolim](#) Bay in [Goa](#). Grand Hyatt Goa overlooks the visually stunning waters of the Bambolim Bay. This hotel in Goa spreads across 28 acres of colourful, tropical gardens and lush lawns that roll down to the water's edge of the Bambolim Bay. Set along the calm waters of Bambolim Bay centrally located between North and South Goa the resort is conveniently located seven km from Panaji, the capital city and 25,km from Dabolim airport. there was a palatial property that expanded over a vast expanse of lush green lawns and beautiful blue waters that threatened to invade upon the property. Fast forward to today, and this property is in step with all modern amenities and will literally cocoon you in its vast lap of luxury. Not Udaipur or Jaipur, but you will find this property in none other than the party capital of India – Goa. This Grand Hyatt property aims at pleasing and nothing less than that.

property seems to have had a lot of planning and detailing involved from conceptualisation to its completion, from the stones used in the construction to the fencing of the property. The hotel comprises a main building that houses four of the main restaurants and the bar: The Dining Room, The Verandah, Chula and Capiz Bar as well as the Bay View Lounge and the deli, Confetaria. Don't miss the 16th century chapel that has been left untouched, adding that ancient heritage touch to the property.

you drive into the palatial estate's main house, you are welcomed by a symbol of protection and healing, with a sculpture of a mother and child in deep copper and bronze to welcome each

guest. As you walk into the main hotel reception, you are greeted with tall urns in four niches. Each urn is made with 800 pieces of wood joined together and then carved with intricate floral patterns.

Walking through the hotel, the first thing that greets the eye is the way every corner of the hotel has been moulded with the right mix of Indo-Portuguese and contemporary architecture, to give its guests a memorable experience with this one-of-a-kind structure they can call home. The hotel has been built in a baroque style, hence the high roof consisting of approximately 1,000,000 roof tiles!

A step further from the entrance of the main hotel, take a look and appreciate the stone work on the columns in the atrium, which were worked on in China before being transported here. The interiors of the hotel are calm and inviting with open spaces (that offer an abode of tranquillity) and clean elements. Impressively massive, you will feel that you are in a palace – yours actually, while the staff makes you feel like royalty.

The property is said to offer the largest banquet facilities in Goa. Take a tour of the property before you check in and don't miss the Grand Ballroom that is decorated with Kaala Khata marble imported all the way from Israel. Don't miss the Tarazzo style of tiling employed at Grand Hyatt Goa (which is a unique system of tiling used in ancient India). Collectors will absolutely love the beautiful Capiz shells that feature prominently in the interiors of the resort. The opaque flat shell, also known as mother of pearls, is commonly associated with Goa. A striking piece of art made from strings of cascading Capiz shells greets guests on entering the lobby, Shamana Spa, Capiz Bar and The Veranda.

The 314 rooms and suites at Grand Hyatt offer panoramic views of Bambolim Bay. They are perfectly designed for a leisure guest to unwind in the comfort of a large bed or watch the magical sunset from the oversized balcony. Pick from an option of three different views: the bay, the pool or the garden. The bathrooms are very spacious and highly appreciated are the separate dry and wet areas. The rooms are fully equipped with everything you need to make your stay complete including an iPod docking station, fruit basket and mini bar. A word of caution: keep a second set of keys close (or even a house phone) as their locks are becoming a little too shy. They won't accept your keys and will only respond to the Security's master key. After facing this problem more than once, we learned our lesson finally. Transport around the property is usually through buggies, but I would recommend making friends with your walking shoes, as there is a big chance that your buggy will take over thirty minutes to reach you.

No visit to Goa is complete without at least an hour for yourself. If you are looking to relax, the Shamana Spa has a variety of treatments that will pamper you and will elevate your wellbeing with personalized Balinese, Thai and Indian therapies, using luxurious products like diamond, pearl and seaweed. The property also has an outdoor free form swimming pool for guests to be able to unwind and enjoy the sea breeze and literally soak in the Goan experience. You can use a spacious fitness center, a world-renowned beauty salon, water sports and a sailing club too. Children can enjoy the entertaining Camp Hyatt facilities at the hotel, presenting a complete recreational and wellness experience for couples, friends and the entire family all year round.

Grand Hyatt Goa, with its seven restaurants and bars, offers guests a wide selection of authentic cuisines from different parts of the world, but served with the traditional warmth of a Goan

residence.

You will probably spend most of your time in the Dining Room, which as the name suggests, depicts the dining room of the palace. Ideally a buffet restaurant serving breakfast and dinner, you also have an a la carte option for lunch in a contemporary setting. The restaurant is a warm, lively and casual dining venue featuring five interactive buffet stations serving various cuisines along with international Western favourites with a balanced variety of both vegetarian and non-vegetarian dishes. You will feel like you are in your personal kitchen as you help yourself to bits and pieces in a gastronomical world tour with Thai, Indian, Italian and Middle Eastern delicacies making their way inside you. The outlet introduces the concept of eating out of the pan, grill or oven, where food is cooked fresh for the guest to take back to their table.

Breakfast here is quite a grand affair. A must have for chocolate lovers is the Hot Chocolate that is freshly prepared and steaming (will wake you up) but you can also opt for fresh fruit or vegetable juices (they even have flavoured lassis). Health lovers will clap their hands as this place also offers Celery Juice and Tomato and spinach juice! Pair these beverages with a platter of seasonal fresh fruits and yoghurts or opt for more sinful options like pancakes with butter. Though delicious, be sure to top it up with maple syrup as it may get a little dry. A cheese platter with brie, camembert, emmental and cheddar will also delight. Strongly recommended is a visit to the Lebanese counter with Hummos, labnah and fresh and hot pita bread. Available throughout the day, don't sweat if you miss it at breakfast. Dig into a whole wheat croissant that is absolutely fabulous and you will not be able to tell that it is a relatively healthy option! The Tomato and Mozzarella Croissant is a must have, even if only a bit, and watch as it simply melts in your mouth. Avoid mushrooms as they are tasteless and a little chewy. The usual egg

station features here as well. The dosa can be slightly dry so keep your eyes on the stove and request it to be cooked in butter. Besides all this, the usual milk, cereals, cold cuts and salads are also available.

Lunch is an equally grand affair at the Dining Room, so ensure you have digested breakfast to make place for this meal! Beat the summer heat with the Italian Smooch, a Mojito inspired fresh mocktail, formulated with mint, lime, sugar, salt, crushed ice and topped with coke and brown sugar. Sample the Cauliflower soup with cheese croutons, which is light and delectable. A live pasta station will fulfil your Italian quota for the day as you sample small portions made to order. You can add bits of chicken if you please. The sautéed market vegetables cooked with Italian herbs and butter will open up your palate. The Asian section practically calls out your name with savoury dishes like wok fried noodles and stir fried vegetables but I went with a red vegetable thai curry with rice and paneer in black bean sauce (from their a la carte menu) which I promise you will devour till the last drop. Perfect hint of flavour with the right mix of spices and herbs, your ticket to South East Asia can now be pushed to a later date.

Non-vegetarians can have the Grilled Fish, which they generally make with Snapper, but being unavailable, they used the local fish which tends to be slightly dry, but the taste absolutely made up for it. The Fish Pie is a continental lover's delight as it is creamy and has a buttery fish filling that overcomes the slightly chewy pie, If you want to have Grilled Chicken, ask them to freshly prepare this dish to avoid cold and undercooked pieces, and flavour it with some herbs before eating it. An absolute must have are the Shwarmas (vegetarian with paneer made on request) which will bring the Middle East right to your plate

and fill your stomach. Coming to the best part, make sure you keep some place for their in-house prepared ice cream that comes in four flavours - strawberry, chocolate, vanilla and coffee. You can also add a variety of toppings, but I would recommend them as is since they really are good! In second place comes the chocolate fondue that you can pair up with fruits or marshmallows (on request). Other desserts fall flat either because of the heat and climate (as they put it) or because the tags are a tad bit mixed up so you are quite unsure of what you are eating.

Dinner at this venue is quite reminiscent of lunch, so you can make up for what you left out. The live grill offered freshly prepared corn and vegetable patties which almost immediately melted in the mouth and was paired up with a cucumber raita. The non-vegetarian alternative to this was grilled chicken, fish and beef in a yoghurt and garlic marination (as available for lunch). Go for the lamb seekh which is quite full of masalas and will tickle your taste buds (ensure that it's well done else you will find it very chewy). It is not too spicy as they cater to a lot of international guests too. The Jacket potato was a little tasteless, so you will need to add some salt, pepper and herbs to it before you can actually eat it. A winner at this dinner was the pizza with onions, bell peppers and corn – absolutely delectable and stays true to its authentic roots. Desserts will fail to impress so fill your stomach with the food instead. A small wish that they pick up their socks with regard to their sweet nothings. Desserts that are meant to be served hot are cold. The rotation of the empty platters is slow, with the desserts not being refilled quickly, so you are left staring at just the name tag imagining yourself to be sampling the dessert.

An option at this grand hotel is The Verandah which is their signature restaurant. It is a must visit purely for the design and layout of the outlet, which will definitely enhance any dining



experience, adding a refined touch with its posh setting (only open for dinner). A Western-style grill that predominantly serves meat and seafood in season with Middle Eastern and Asian influences, the show kitchen is an impressive addition to this restaurant.

During your stay at the Grand Hyatt, if home-style Indian cooking is what you crave, then ensure a reservation at their very popular Chulha restaurant. An informal, fun, local, home-style food restaurant offering a five-star environment, you will not fail to notice the rural type table setting. This is where you can satiate all your ‘*chaat*’ and Indian food cravings. Worry not, as the food items served will be in small portions, encouraging the guest to order a larger variety. The open show kitchen manages to set the tone for a fun meal and preps the appetite for a tasteful experience. An absolute must have is the *Palak Papri Chaat* which has batter fried pieces of spinach leaves with yoghurt, tamarind sauce, mint sauce and coriander sauce. Of course, your ‘chaatful’ journey doesn’t end here, so have the *aloo padi chaat*, *samosa chaat* and the *dahi padi chaat* which are equally mouth watering.

From their grills, have the *Paneer tikka*, which is so delicious that it practically melts in your mouth. Highly commendable is their quality of paneer. The Lentil *seekh kebab* is crunchy because of the lentils, but is a little too oily. The *Tandoori Jhinga* and the mutton *seekh kebab*, though delicious, can be a little too spicy for the usual palate, so request them to tone it down a bit. The main course offers a variety of fulfilling dishes that you will find at any normal Indian restaurant, but the taste of Chulha’s creations are a definite victor. The *Dal Makhni* (very heavy and a little tangy) can be paired with the *Palak Methi Paneer*, which is quite innovative.

Putting a big bucketful of water over all this praise, watch out for foreign particles in your

meal. The *paneer makhnwala*, however tasteful, came with a special topping in the form of a white thread inside! However good the meal was, it was an instant dampener, and completely marred the entire experience. For the sweet tooth, try the *Jalebi* or the *Kulfi* (very powdery and settles down on the tongue) if you can recover from the ‘thread paneer’. Watch out for the mosquitoes though (get a coil or a repellent put next to your table). The food surpasses all expectations and happens to be the best Indian food one can get around India if they take cleanliness seriously.

For a quiet and lazy evening, visit the Pool Bar and Grill as they serve refreshing and innovative cocktails, comfort food, all-day delicious grilled dishes, light salads and home-made ice-cream! Their brownie point is the proximity from the beach and the pool, so you can feast your eyes on the beautiful sunset while an atmosphere of relaxation surrounds you. The property also houses a bakery/patisserie for fresh bakery items, pastries, chocolates and specialty coffees and teas along with retail items throughout the day. A visit to The Confeitaria, therefore, is a must for all those with a sweet tooth!

If you are looking for an entertainment spot to hit over the weekend or just sip on a drink with your partner, Capiz Bar at this property is the place to be with its in-house DJ playing lounge music. Open from 4:00 pm until late, pick between a bar seating, lounge seating or even a large outdoor terrace - though not advisable because the mosquitoes may just kill you. Music, signature cocktails, mocktails and bar bites – what else can you ask for in Goa? A perfect place to enjoy a sun downer!

What makes this property is their warm, friendly and caring staff whose dictionary does not contain the negation 'no'. You will feel at home while they try their very best to ensure that your stay with them is pleasant and comfortable. The housekeeping staff, however, needs to pull up its socks slightly, and ensure that it implements its basic standards correctly. We hope that there is no "The End" to this beautiful palace and that many will want to be a part of this palatial journey.

## 1.2 Product/services

- Airport transfers
- Car park and valet services
- Baby Sitting (by prior arrangement)/ Camp Hyatt ® - kids Club
- Currency exchange
- Hair and beauty salon
- Multilingual staff
- Dry-cleaning and laundry services
- In-room dining
- Luxury car, car rentals and excursions on request
- Resort Centre
- Business Centre
- The Galleria - Shopping Experience

### All Accommodations Facilities:

- Room sizes range from 50 square metres to 250 square metres
- (540 square feet to 2691 square feet)

- Multi-channel satellite television
- High speed internet
- Multi-line telephone
- Electronic safe
- Individual climate control
- Over-sized bathroom with separate tub and walk in rain-shower
- Cotton linens and goose down duvet
- In-room tea and coffee-making facilities
- Iron and ironing board

### RECREATIONAL FACILITIES

- The Shamana Spa features 19 treatment rooms including six couple suites with
- a private plunge pool, one Ayurveda suite and single suites
- Goa's only 25-metre indoor lap pool
- Outdoor free-form swimming pool
- Fitness Centre
- Aquasail sailing centre
- Recreational Centre and dedicated team
- Adventure Park featuring wall climbing, zip-line, sky cycle, rope course and more
- Kids Playground
- Casino

### MEETING & EVENT SPACE

- The 1,150 square metres (12,400 square feet) pillar-free Grand Ballroom is
- divisible into three sections
- 680 square metres (7,400 square feet) of flexible meeting rooms and
- boardrooms
- Indoor and outdoor function areas
- High-speed wireless and broadband access

## RESTAURANTS & BARS

- The Dining Room - Five interactive kitchens and daily changing cuisines
- Chulha - Our Indian restaurant featuring interactive kitchens and live stations
- The Verandah - Serving authentic Italian food
- Confeitaria Coffee Bar - Freshly brewed coffee, home-made bakeries,
- pastries, takeaway snacks & souvenirs
- The Asian Wok @ Pool Bar & Grill - Comfort food and Asian specialities,
- also focusing on sushi & dim sums during evenings
- Capiz Bar - Handcrafed cocktails, sheesha, tapas, happy hour, fireplace and live music.
- Bay View Lounge - Central meeting point

## 1.3Section within the organisation

In order to run the hotel As a functional unit ,there are several departments in the hotel which work and coordinate together. Food and beverage service, Front office, Housekeeping,food production are some of the core departments of the hotel. Other then these, the hotel also has department like Engineering,Human Resource, Finance, security etc. And each department is

equally important. I got an opportunity to work in two major departments that are Front office and Human Resource.

### 1.3.1 Front office

There are various sections in the front office from which I have worked in two departments that are:

#### 1.3.1.a) Bell Desk:

Bell desk is an extended arm of front desk. There are many activities at the time of arrival, during the stay and at the time of departure of the guest which cannot be carried out from the front desk but are to be carried out essentially, in order to provide services to the guest.

Function:

The bell desk's function is also to handle and distribute mail and message received by the front desk in the absence of the guests to their respective rooms. Also distribution of newspaper and magazines etc. to various rooms and the areas of the hotel and keeping a record of the same is done by the bell desk.

#### 1.3.1.b) Grand club:

This is a concept of hotel within the hotel. Grand club is situated in the guest house seven. Which is open from morning 9:00 am to 11:30 pm. All the VIP reservation where done in grand club. Grand club had afternoon buffet and evening buffet. Afternoon buffet where known as high tea where light snack are served and then there was evening buffet from 6 to 8 pm. There was also a live counter during evening buffet. There was bar use to open during the evening buffet for the guest. There were different hot and cold beverages where served like tea, coffee, then sprite, fanta, cocacola, soda water, etc. Also fresh juice and food was served on guest request.

### 1.3.2) Human Resource Department:

Human resources (HR) is the division of a business that is charged with finding, recruiting, screening, and training job applicants. It also administers employee benefit programs.

#### Function:

- The main functions of human resource management (HRM) are HR planning, recruitment, workplace safety, training, development, compensation, labor law compliance, managerial relations and employee and labor relations.
- Human resource planning
- Recruitment and hiring.
- Onboarding as well as ongoing training and development
- Performance management in hiring
- Managing employee and employer relationships
- Information sharing
- Developing a rewarding company culture
- Compensation and benefits
- Industrial relations
- Administrative responsibilities
- Overseeing disciplinary action



## **2. Task(s) Handled**

As a trainee certain jobs were assigned to me in the departments I worked which are as follows:

### **2.1 Bell Desk**

- Escorting guests

During the time of guest arrival I used to welcome the guest and escort them to the reception for there further procedure.

- Tagging luggage

There was luggage tags for the bags. The arrival tags where used for the check -guests and departure tags where used for check - out guests. I use to put tag for the bags.once the tagging is done half tag use to go to the reception and half tag were kept on the bell desk for record .

(Please refere to figure no. 01)

- Taxi Billings

Guest use to book taxi for the pickup and drop to the hotel and also to go on different places to visit. Different places had different taxi charges according to kilometres. So at the end of the guest stay when guest is checking out the bill has to be made and handed over to the guest .

(Please refere to figure no. 02)

- Valley parking tags

If guest is coming by their own car for some type of function or for lunch and dinner then for the parking of car tag was given to the guest which had two parts half of it were handed over to the guest and half of it were kept at the bell desk with attached to the key

- Entry of tagging

After the tagging of every luggage I use to fill the sheet in which all the tag number of every bag were noted for the security and the record of luggage.

(Please refer to figure no. 03)

- Attending calls

As I was the trainee I was not allowed to attend the reservation calls but I use to attend the in house calls. I use to attend the call for the buggy request or any other guest requests.

- Dispatch luggage

Once the guest get their room I use to identify their luggage by the luggage tags and sent the guest luggage by buggy to the guest house.

- Filling of errand card

Errand card is entry card where entry of every luggage was done. Daily I had to fill the errand card in which I had to fill the number of bags and time of luggage arrived and at the end of my shift I use to submit it to the team leader.

(Please refer to figure no. 04)

- Left luggage handling

Left luggage is a guest luggage which is kept by the guest after check out from the hotel. Which is a light luggage. After check out if guest wants to still visit some place but does not want to carry his all the luggage than he keep that luggage as left luggage and take it after returning.

## 2.2 Grand club

- Wiping of crockery & cutlery

I used to do the wiping of all the crockery and cutlery which was used in the grand club.

- Order taking & serving

Grand club access was only to the people who had included grand club in their plan.

Grand club is mostly included in the VIP's plans. Other guest had to extra charges to have access to the grand club. I used to take order of the guest as per their request and serve them.

- Buffet setup

I use to do the afternoon buffet setup which is high tea setup where light snacks where served and another buffet setup which was evening buffet where their was live counter and also bar setup where done.

- Stacking of plates in buffet

Once the buffet setup is done then I used to do the stacking of plates in the buffet counter.

- Clearance of table

I use to do the clearance of table and wiping of table

- Table setup

There was no table setup as such but in the evening we had to keep a candle bowl on the table

- Napkin folds

I used to do the napkin folds. There was a particular napkin fold that was book fold which I had to do everyday and stack it in the cupboard

- Cleaning of table

In the morning on my duty the first thing I used to do is wiping and cleaning of all the tables in the grand club

- Arranging buffet tags

Once the buffet setup is done then I used to identify the dishes and put the tag accordingly

- Pickup & drop of napkins

I used to count the dirty napkins and give it to the laundry and keep the record of it in the book and get the fresh napking. With napkins I used to also get coasters and salwar mats.

- Stacking of beverages

I used to stack the cans of softdrink in the that is sprite, fanta, cocacola, soda water, tonic water etc

- Refilling of sugar cady

I use to fill the sugar cady after and before buffet and in the morning time in which their was brown sugar, white sugar, zero calorie sugar etc.

- Cutting fruits

Their was variety of fruits in the grand club like dragon fruit , chickoo, banana, apple, kiwi, orange,palm etc. I use to cut the fruits and serve the guest as per their order.

- Answer internal calls

I use to receive the calls which were within the hotel. The calls which were done from different departements in the organization.

### 2.3Human Resource Department

- Updating of present – absent sheet

I use to update present absent sheet after every 15 days to keep the track of trainees attendance.

(Please refer to figure no. 05)

- Update percentage sheet

Percentage sheet is the overall attendance percentage of the trainee which is also updated after every 15 days which makes easy to know the overall attendance of the trainee at the end.

- Joining formalities of trainees

Once the new trainee is selected for the training in the hotel there are some formalities which has to be done. All the required documents has to be collected etc.

(Please refer to figure no. 06)

- Allocating trainees

Once all the joining formalities are done then they are given allocation to the specific department accordingly and it was my job to drop trainees to their allocated department

- Clearance of trainees

Once the training period of trainee got over then there are some forms which an intern has to fill at their clearance procedure where in he has to fill a feedback form

(Please refer to figure no. 07)

- Making I.O.A

My job was to print the letter of appointment to give to the trainees. After some days of joining as an intern letter of appointment was given and sign was taken on the register as the proof

(Please refer to figure no. 08)

- Making certificate

I use to make the certificate for interns .

- Update feedback forms

After the clearance the feedback form which was given to fill to the interns my job was to update in online in the system.

(Please refer to figure no. 09)

- Making calls

I had to make calls to the new joiners to tell them about the date of their joining at about the document

- Filing

I use to file each and every document of joinings and clearance forms in the file according to the arranged specific files

- Making stipend

At the end of the month I had to give the record to the finance department of how many trainees has to given stipend of that particular month

(Please refere to figure no.10)

- Making of trainee register

After every month I had to make a new register for the interns for the record of their attendance in which I have to check the recent trainees and left trainees record and update accordingly.

- Training sheet

During every training session in the hotel every department use to take the training sheet on which the session name when it was conducted everything was mentioned. Which then I had to update in the Xcel.

(Please refere to figure no.11)



### 3.Learning

As a trainee I got an opportunity to work in the hotel grand hyatt goa. I did my 2 month of internship dated from 15<sup>th</sup> June to 15<sup>th</sup> may 2023 in two different dipartments that is front office and human resource department.

#### 3.1 Bell desk

First in the front office I was allocated on the bell desk their my first lerning was how communication.i learnt how to communicate with the employees and the guest. I learnt how to be polite and handle the situation silently. I also learnt that u should be alert at the time of luggage dispatch so that if any luggage gets misplaced than you can identify.i lernt that whatever happens you have to always have smile on your face in front of guests.

#### 3.2 Grand club

When I was in the grand club I learnt and observed many new things. I got introduced to the many new types of crockery and cutlery. I learnt how to do sevice to the guest. I learnt how to make different types of fruit cuts and plating. I learnt that you should have a good communication skills because you meet or interact many of the VIP's or different people where communication is very important.

#### 3.3 Human resource department

Human resource department is one department where you have to be very alert while doing your work. I learnt that you should be a good and quick listener while doing your work. I learnt that you can not do a work alone in human resource team work is one very important thing. Always to carry

out any activity or event in the hotel team work is one important thing. I learnt one most important that is time management you should always have one skill of managing time as in human resource department there are many meetings schedule and there are other important task for the business. Managing time ensures that every item receives right amount of attention. One more think I learnt is empathy which is a crucial skill in any work place which can help employee to understand one another which may lead to the stronger relationship. Creating strong professional relationships can help you advance in your career and create a positive workplace.

## 4. Challenges

- Confidentiality

Some information in the human resources department was confidential which we had to take care of not exposing it out. I had to always move around with keeping in that every information that was one big challenge for me.

- Work load

As a trainee I was given many tasks at a time by not only one employee but by different employees so I had to do time management and complete all the targets on time where I learnt how to do a time management.

- Employee Engagement

Finding ways to engage with the employees knowing the fact that hotel is always busy was very challenging . specially during training people could not attain the training sessions, activities, games because of work

- Lack of knowledge

For instance when we are put into a section we are directly ask to do the task without proper training & instructions so I felt lost during 1<sup>st</sup> few day



Figure no. 05

Dear Mr. Sandeep,

Greetings from Grand Hyatt Goa !

As discussed earlier, Please find below the Attendance of students month wise. Please let us know if we should do their clearance on 21 June.

Yash Panwar			Pranjal Gandhi		
Month	Present Days	Total days in a month	Month	Present Days	Total days in a month
January	1	1	January	1	1
February	10	14	February	25	28
March	8	8	March	29	31
April	23	25	April	26	30
May	31	31	May	23	31
June	5	9	June	8	9
	78	88		112	122

Konika Tyagi			Gautam Batra		
Month	Present Days	Total days in a month	Month	Present Days	Total days in a month
January	1	1	January	1	1
February	28	28	February	11	13
March	31	31	March	31	31
April	30	30	April	28	30
May	30	31	May	28	31
June	8	9	June	8	9


PERSONAL DETAILS	
	
FULL NAME (As appearing on birth certificate)	
RESIDENTIAL ADDRESS :	
CONTACT NO. (Cell no.) (Mandatory):	
CONTACT NO. (In case of emergency):	
DATE OF BIRTH / AGE	
FATHER'S NAME:	
MOTHER'S NAME:	
EMAIL ID (Mandatory):	
START & END DATE OF TRAINING :	
NAME OF COLLEGE/NGO	
ADDRESS OF COLLEGE:	
NAME & NO. OF COLLEGE COORDINATOR:	
<p><i>In Brief and in point format please write down</i></p> <p>1. What do you expect from Grand Hyatt Goa during your training period?</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>2. What will your inputs be to achieve the above?</p> <p>_____</p> <p>_____</p> <p>_____</p>	
<p>Signature: _____</p> <p>Date: _____</p>	

Figure no. 06

Figure no. 07

**GRAND HYATT**

**INTERNS CLEARANCE FORM**

NAME : \_\_\_\_\_

INSTITUTE / COLLEGE : \_\_\_\_\_

TRAINING – START DATE : \_\_\_\_\_

TRAINING – END DATE : \_\_\_\_\_

DEPARTMENTS TRAINED : \_\_\_\_\_

There is nothing due against the above-mentioned trainee with us.

Department	Particulars	Signature
Housekeeping	Uniform	
Training	Name Badge (if provided)	
	Locker Key & Locker No.	
	ID Card	
	Certificate (Signature by Intern)	

**Supervisor Remarks:** \_\_\_\_\_

Trainee Signature with Date \_\_\_\_\_ Training Manager \_\_\_\_\_

Revised on January 11, 2022

Figure no. 08

**GRAND HYATT**

May 15, 2023

Ms. Sonali Dhara  
Goa Business School, Goa University

Dear Sonali,

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 Front Office and Housekeeping 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.

**GRAND HYATT**

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Goa Hotels and Realty Private Ltd.  
Regd. Office - D3 Central, Haveli Area Road,  
Bomende-Comorand, Zonal Circle, Marlim - 403001  
DN - 109691900017C49299  
GST: 36AACCG69P57Y

Figure no. 09

**GRAND HYATT**

**Internship Feedback Form**

Thank you for taking part in the Internship Program at Grand Hyatt Goa. Please answer the questions as honestly as possible. The information you provide us will assist with future decisions. All of the information that you provide will be confidential.

The following questions pertain to your internship experience. Please circle Yes or No for questions 1-5:

1. Did your internship turn out to be as you expected? YES \ NO

2. Did you receive enough training to do your job effectively? YES \ NO

3. Did you receive sufficient feedback on your performance? YES \ NO

4. Would you consider working for the host organization? YES \ NO

5. Would you recommend this hotel for Internship Program to others? YES \ NO

On a scale from 1-5 please rate your experience in the Internship Program with 5 meaning that you strongly agree and 1 meaning that you strongly disagree. Please circle the number to indicate your responses:

1. The Internship Program has helped me to develop skills to solve problems. 1 2 3 4 5

2. The Internship Program has helped me to develop skills I need to learn to grow in my career. 1 2 3 4 5

3. The Internship Program has helped me to improve my understanding towards hotel operations. 1 2 3 4 5

4. The Internship Program has helped me to develop professional competence. 1 2 3 4 5

5. I anticipate career advancement as a result of completing the Internship Program. 1 2 3 4 5

Please provide a brief answer:

1. What was most satisfying about your internship experience?  
\_\_\_\_\_  
\_\_\_\_\_

2. What was least satisfying about your internship experience?  
\_\_\_\_\_  
\_\_\_\_\_

3. Is there something you think you could have done to improve your experience?  
\_\_\_\_\_  
\_\_\_\_\_

4. Your valuable suggestions to help us improve the overall program and experience.  
\_\_\_\_\_  
\_\_\_\_\_

We wish you a great success in your future endeavors!



Figure no. 10

Interns - June 2023					
S.No	Trainee Name	College/Programme	Stipend per day	No of Days	Total
1	Niraj Dattatray Harsale	Dr. Babaji Salunkhe of Hotel Management, Kolhapur	33	35	1000
2	Shruti Mukesh Hajra *	Lord's Institute of Management, Surat, Gujarat	33	28	918
3	Vyast Dhvani	Lord's Institute of Management, Surat, Gujarat	33	35	1000
4	Yash Minakshi Shreevijay	Lord's Institute of Management, Surat, Gujarat	33	18	600
5	Das Gautam Vijay	Lord's Institute of Management, Surat, Gujarat	33	21	700
6	Pravin Pawan Jaiswal	Lord's Institute of Management, Surat, Gujarat	33	22	733
7	Parthiban Muhammed Akramkhan Tazimkhan	Lord's Institute of Management, Surat, Gujarat	33	30	1000
8	Parantap Pathak	NDIM Knowledge Campus, Kolkata	33	25	800
9	Sushil Singh Rawat	Kulrta Institute of Hotel Management & Catering Technology, Dehradun	33	30	1000
10	Stancho Anthony Das	The Guest Institute of Hotel & Cruise Hospitality Management, Pillar	33	2	67
Total					7531

Prepared by: *[Signature]* 27/6/2023

Director of HR: *[Signature]* 27/6/2023

Director of Finance: *[Signature]* 27/6/2023

Figure no. 11

HYATT

Training Attendance Sheet

Session: Basic & Booking

Date: 31/06/2023 Location: CHR

From: 9:00 PM To: 9:45 PM Total Hours: 45 min

Trainer: Hishol Taley Employee ID: 4725 Signature: *[Signature]*

Sr. No.	Emp. ID	Name	Department	Global ID	Signature
01	4638	Himel	Events	4635202	<i>[Signature]</i>
02	4284	Sourav Jann	Events	4696765	<i>[Signature]</i>
03	4754	Anshu Rai	Events	4748665	<i>[Signature]</i>
04	3984	Shikhar Vaidya	Events	4642533	<i>[Signature]</i>
05	4150	Nishal S. Sarej	Events	4635905	<i>[Signature]</i>
06	4768	Ranjan Kher	Events	4748724	<i>[Signature]</i>
07	4770	Satish M. Singh	Events	4748736	<i>[Signature]</i>
08					
09					
10					
11					
12					
13					
14					
15					

Please rate the session in the scale of 1-4 (For each of the attributes, please put your rating on the box as per your Sr. No.)

4 - Strongly Agree      3 - Agree      2 - Disagree      1 - Strongly Disagree

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Trainer got all of us involved in the session							4								
Trainer answered all our questions							4								
Trainer was very knowledgeable							4								
I really enjoyed the session							4								
The session will help me performed my job better							4								

Trainer's Feedback: Explained properly in kind as well.

To be updated by Learning: LMS Updated: \_\_\_\_\_ Excel Updated: 1/6

GHG/PM/HR/001  
VERSION 2.1

HYATT

Training Attendance Sheet

Session: \_\_\_\_\_

Date: \_\_\_\_\_ Location: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_ Total Hours: \_\_\_\_\_

Trainer: \_\_\_\_\_ Employee ID: \_\_\_\_\_ Signature: \_\_\_\_\_

Sr. No.	Emp. ID	Name	Department	Global ID	Signature
01					
02					
03					
04					
05					
06					
07					
08					
09					
10					
11					
12					
13					
14					
15					

Please rate the session in the scale of 1-4 (For each of the attributes, please put your rating on the box as per your Sr. No.)

4 - Strongly Agree      3 - Agree      2 - Disagree      1 - Strongly Disagree

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Trainer got all of us involved in the session															
Trainer answered all our questions															
Trainer was very knowledgeable															
I really enjoyed the session															
The session will help me performed my job better															

Trainer's Feedback: \_\_\_\_\_

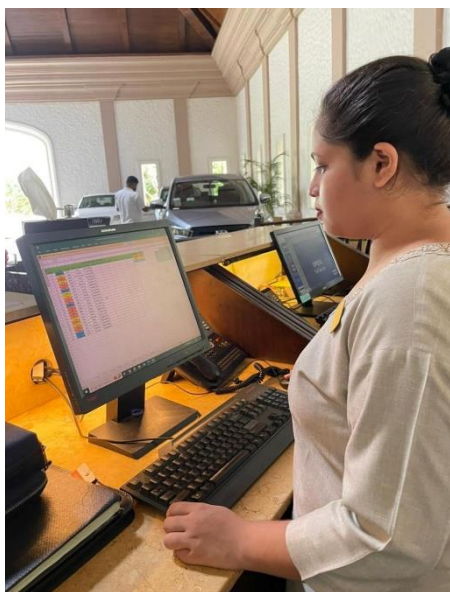
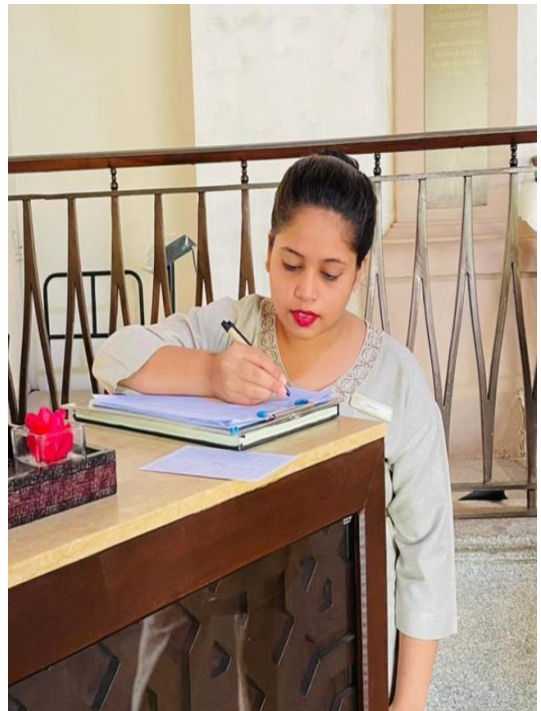
To be updated by Learning: LMS Updated: \_\_\_\_\_ Excel Updated: \_\_\_\_\_

GHG/PM/HR/001  
VERSION 2.1

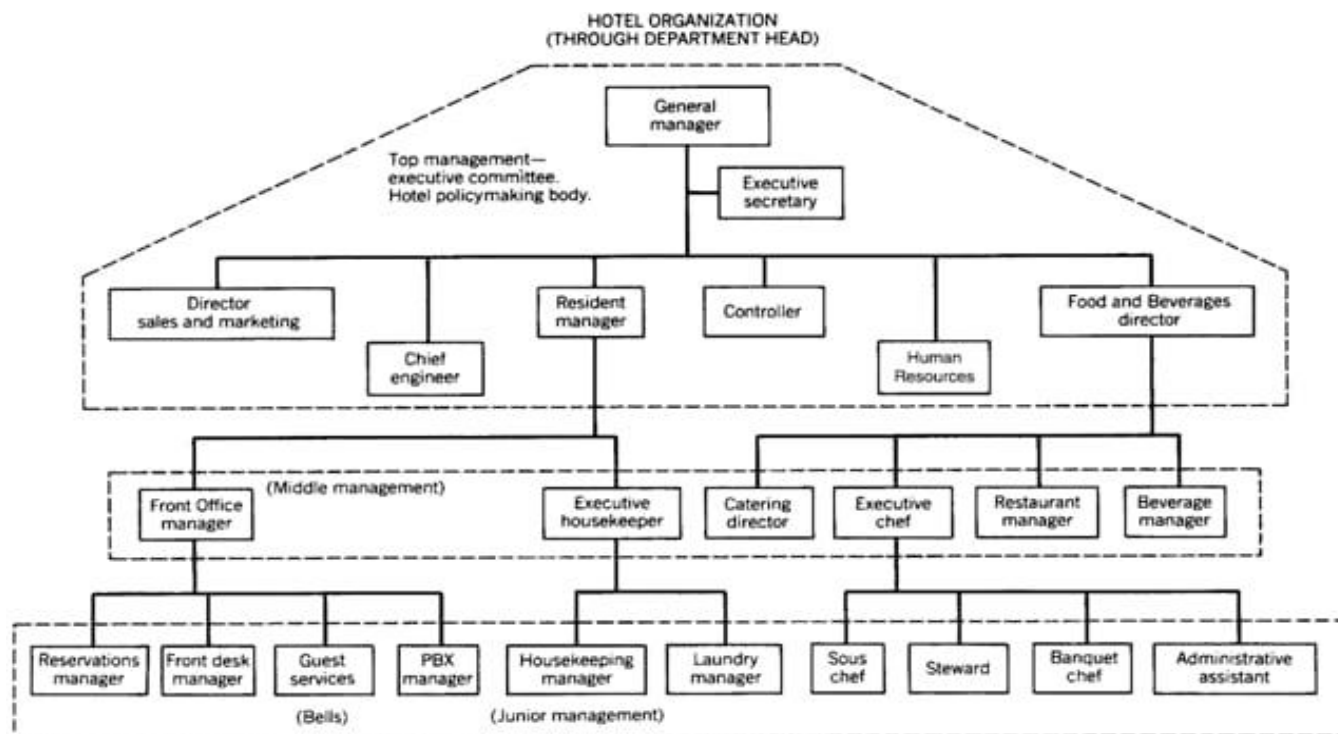
Figure no. 12



Appendix II : (photo while at work)



## Appendix III: (organization)



**OUR VALUES** guide our behaviors to bring our purpose to life

<b>Empathy</b> Truly listen Walk in the shoes of others Respond with compassion	<b>Integrity</b> Tell and accept the truth Honor your commitments Take ownership and act with pride	<b>Respect</b> Be open and honest Treat others with appreciation Collaborate and work as a team
<b>Inclusion</b> Seek to understand Encourage diverse viewpoints Support each other to thrive	<b>Experimentation</b> Be curious and continuously learn Experiment & generate new ideas Make things happen	<b>Wellbeing</b> Prioritize self care Use fun as fuel Build connections within your community

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THANK YOU