

VIVANTA

GOA
Panaji

INTERNSHIP REPORT

VIVANTA BY TAJ, PANAJI



SUBMITTED TO

GOA UNIVERSITY

DEPARTMENT OF MANAGEMENT STUDIES

INTEGRATED MASTER OF BUSINESS ADMINISTRATION
(HOSPITALITY, TRAVEL & TOURISM)

IN PARTIAL FULFILMENT FOR THE AWARD OF THE DEGREE OF
MASTER OF BUSINESS ADMINISTRATION (HOSPITALITY, TRAVEL
& TOURISM)

BY

SANKET BANDODKAR

ROLL NO.:2131

AUGUST 2023



OFFER LETTER

Confirmation for Hospitality Exposure Training | Goa Business School, Goa University | Mr. SANKET
BANDODKAR | Learning & Development Department

Training Vivanta panaji<Training.Vivantapanaji@tajhotels.com>

APRL 27, 2023,

2:07 PM

to albino@unigoa.ac.in, me, Ullas, Rainer, L& Dd

Dear Ms. Albino,

Greetings from Vivanta Goa, Panaji !!!

Thank you for considering our hotel for your student's Hospitality Exposure Training.

We are pleased to confirm the Hospitality Exposure Training of the following student at Vivanta Goa,
Panaji from May 5th , 2023 to 4th July, 2023 after a personal Interview.

Clearance Date would be 5th July, 2023.

Name of the student selected for Vivanta Goa, Panaji :-

1. Ms. SANKET BANDODKAR

Department: - Learning & Development

Please note the following details:

The student is requested to report at the staff entrance of the hotel (in a formal attire mentioned below) on the day of joining and arrive at the L&D Office at 09:30 L&Ds along with the following mentioned documents:

- A copy of updated Resume
- Attested Copies of Final Educational Certificates
- Photo ID Proof (Aadhaar Card /Passport / Election card / Driving License etc.)
- Birth Certificate copy
- 5 passport sized photographs
- No Objection Certificate (NOC) from the Institute
- Police verification from your home town police station
- Copy of this correspondence confirming your internship
- Covid Vaccination Certificate

- Valid Covid-19 negative test report from a recognized govt. approved laboratory (less than 72L&Ds from Date of Joining).
- Aarogya Setu App to be downloads and activated on individuals smart phones
- Fitness certificate from a medical practitioner.

The student must complete all joining formalities documentation and submit the same, at our hotel before the Joining Date.

Any delay at submitting required documents would lead to the revised joining date accordingly and would further extend the training End Date.

Please find the attached the Grooming Guidelines for your and as well the student's reference.

Grooming will not be compromised for whatsoever reason. Students must take all the precautionary measures recommended as per the directives of Hotel and Government Authorities pertaining to Covid – 19 pandemic while working at the hotel premises, while commuting and at their residence. The students would also need to follow and practice all the 'New Normal Practices and Standards' efficiently while being at the workplace.

During the training -

- The student will be paid a monthly stipend of Rs. 5,000/- (, Five Thousand Only).
- The student will need to arrange their own transport and accommodation.

- The student will be provided meals on duty.
- If the student fails to meet the required percentage of Attendance (90%), he /she will not be awarded a certificate.
- There will be no compromise on grooming standards for any reason. The student is requested to arrange their own sets of uniforms as mentioned below.
- Uniforms for Kitchen- Black Trousers, White Chef Coat, and Safety Shoes (Black) paired with full-sized black cotton socks.
- Uniform for operational departments (FO/HK/F & B/Admin) :- White Full Shirt, Black Trousers and Oxford Shoes (Black) paired with full-sized black cotton socks.

Kindly Note: The facility for training provided to students is solely done at his/her own request, risk and probability. The company will not be liable to pay any compensation for damages, or accidents one meets while undergoing training in the Company. During the training student would be subject to adhere to the organization's policies and are expected to follow the unit's discipline. The student would report to the supervisor in the departments on a day-to-day basis but will be overall responsible to the undersigned for their training. Kindly let us know the revised, or altered dates of the training period way in advance. Furthermore, kindly note that we do not encourage any student dropping out after he/she has been appointed by us. In case of any further clarifications, please feel free to contact us.

Thank you for your assistance.

Regards,

Ruella Fernandes

Team Learning & Development

T: +91 832 663 3690

training.vivantapanaji@tajhotels.com

VIVANTA GOA PANAJI

Off D B Bandodkar Road, Near St. Inez Junction,

Panaji, 403001 Goa, INDIA

www.vivantahotels.com

INTERNSHIP (COMPLETION) CERTIFICATE

CERTIFICATE OF EXCELLENCE

VIVANTA

GOA
Panaji

This certificate is proudly presented to

Mr. Shanket Bandothkar.

from Goa University.

in recognition of successfully completing the Industrial Exposure Training
in Learning & Development.

departments with an attendance of 100 %

The duration of this training was from 5/5/23 to 7/7/23.

[Signature]
GENERAL MANAGER

[Signature]
L & D MANAGER

IHCL

ACKNOWLEDGMENTS

I had an incredible opportunity to learn and advance my professional development during my internship with Vivanta by Taj. It certainly wouldn't have been possible without the generous assistance and encouragement of many great people and professionals who mentored me throughout my internship. I'd want to express my heartfelt gratitude to each of them.

I would like to take this opportunity to express my sincere gratitude and a special thanks to Mr. Vemulapalli Manikanta [L&D], who, despite his busy schedule, managed the time to pay attention as well as guide me throughout my internship. I want to offer my deep gratitude to Vivanta by Taj staff members who made time for me and shared their knowledge and experience. The amount of patience and the deep insight provided by them made my internship worthwhile.

I perceive this opportunity as a big milestone in my career development. It helped Me comprehend how a five-star hotel operates. It also enabled me to discover my potential. I will strive to use my gained skills and knowledge in the best possible way.

Nonetheless, I wish to extend my gratitude to Prof. K.G. Shankaranarayanan - Program Director; Dr Albino Thomson - Assistant Professor; Mr Kevin Dsouza - Assistant Professor; Dr Poonam Sadekar - Assistant Professor; Ms Sujal Naik - Assistant Professor; Mr Sadanand Goankar - Assistant Professor; Dr Paresh Lingadkar - Assistant Professor. Additionally, I'd like to express my appreciation to Ms Shilpa Shirodkar, Mr Kishor Nagvekar, Mr Naresh Salgaonkar, and Mr Sarvesh Vaigankar for their invaluable assistance in facilitating my hotel entry and preparing me for the training.

Lastly, I would like to thank my Parents for guiding and supporting me to pursue this degree and motivating me throughout.

Executive Summary

During my internship, I gained practical knowledge on how the L&D division of an organization operates and coordinates its activities to ensure the smooth functioning of the organization at all levels by ensuring the right numbers of people are available at the right time to do the right job. I have also gained insight into the organization's working culture and observed how Vivanta by TAJ handles its trainees with value and empowerment to ensure they are motivated to give their best to the organization.

The report starts with an organization profile of Vivanta by Taj giving its background, mission, vision, hierarchy and organogram of the organization.

The core objective of the internship is to fulfil the requirement of the BBA program as prescribed by Goa University. An intern has to prepare a project report at the end of the internship period but the main objective of the internship is to get hands-on experience of the real-world organization. The internship was completed with the objective of getting practical knowledge in the L&D department of Vivanta By Taj Panaji.

As an intern, I realized that I was successful to gather a lot of significant learning experiences which would be helpful in my future career. The L&D department of Vivanta by Taj offered me ample space and opportunities, not only to learn but also to exhibit my skills as an L&D team member. I also attempted to gather more information on the basic job functions of other departments to have a better understanding of the relationship I successfully completed all the assigned duties and handed them over to the senior supervisor at the end of the internship. I thoroughly enjoyed the challenges that came along every single day. I could also bring some minor improvisations during my internship which were able to leave their marks. These lessons that I have learned will be valuable for my future endeavours as well.

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1. Company Introduction – IHCL

The Indian Hotels Company Ltd. (IHCL) and its subsidiaries collectively known as Taj Hotels Resorts and Palaces and Safaris are recognized as one of Asia's largest and finest hotel companies.

Incorporated by the founder of the Tata Group, Mr Jamsetji N. Tata, the company opened its first property, The Taj Mahal Palace Hotel, Bombay in 1903. The Taj, a symbol of Indian hospitality, completed its centenary year in 2003.

Spanning the length and breadth of the country, gracing important industrial towns and cities, beaches, hill stations, historical and pilgrim centres and wildlife destinations, each Taj hotel offers the luxury of the service, the apogee of Indian hospitality, vantage location, modern amenities and business facilities.

The Indian Hotels Company Limited (IHCL) is an Indian hospitality company that manages a portfolio of hotels, resorts, jungle safaris, palaces, spas and in-flight catering services. The company is being managed as a subsidiary of India's Tata Group.

IHCL was founded in 1868 by Jamsetji Tata and is headquartered in Mumbai, Maharashtra. It has more than 196 hotels in 80 locations across 4 continents and in 12 countries, with over 20,000 rooms and 25,000 employees.

- Taj: Luxury hotels with 47 hotels in 34 locations. Its portfolio consists of luxury hotels, resorts, jungle safaris and palaces.
- Vivanta: Upscale hotels with 25 hotels in 20 locations.
- Ginger: Midscale hotels with 45 hotels in 32 locations.
- SeleQtions: Brand that includes hotels such as The Gateway Savoy in Ooty, Vivanta by Taj President in Mumbai, Vivanta by Taj-Blue Diamond in Pune and Vivanta by Taj-Ambassador in Delhi.
- The Gateway: Midscale hotels.



A curation of authentic living palaces, landmark hotels, resorts and safaris, Taj is the hallmark of iconic hospitality across the globe. The brand is recognized for its warm and intuitive service and is the undisputed leader in Indian hospitality.



A COMMITMENT RESTRENGTHENED

Trust Awareness Joy – tajness

True luxury is in the details. It's built with time and care, and an unparalleled vision. With years spent perfecting a craft. With decades spent acquiring a reputation. And with centuries spent building a culture. Luxury becomes real when it has a legacy. And Taj is built on a legacy. One that manifests itself in a feeling. One that has existed for over a hundred years. A feeling enriched with care, warmth, and a strong sense of nobility. A feeling steeped in tradition, etiquette, and expertise.

A feeling called Tajness

Ever since the grand doors of the Taj Mahal Palace, Mumbai first opened to the world on December 16, 1903, much was said about it being the finest hotel in India at the time, and nothing has changed since.

Tajness was born out of decades of dedication towards incredible hospitality, and centuries of building a culture like no other hospitality institution has.

1.1 At the heart of Tajness, are six pillars

Nobility, Sincere Care, Homage to Local Culture, Sensorial Journeys, Pioneering Spirit, and Authenticity that hold this unique concept of hospitality higher than all others.

Nobility

The founder of Taj—Jamsetji Nusserwanji Tata, also known as the 'Father of Indian Industry,' was an ardent believer in honest and straightforward business principles and a visionary who foresaw today's India a century ago. Nobility is a key element in Tajness, which is quintessentially Indian and world-class in its refinement. Inspired from the inherent nobility of India and her traditions, the story of Taj flows parallel to that of the Freedom Movement of what is now the biggest democracy in the world.

Sincere Care

Hospitality in India has its roots in the ancient and medieval ages. From the Kings, Queens, their Kingdoms and their Palaces, Taj revives these traditions with a master touch of modern, world-class sophistication. Driven by emotion rather than logic, Tajness means taking care of the tiniest of your everyday needs and addressing the simplest of queries in a unique, never-before-experienced way.

Homage to Local Culture

Taj sincerely believes in giving back to the local landscape, its culture, its people, and its communities. The essence of a Taj property lies in the art, craft, stories, and folklore of the land.

While preserving India's heritage, Taj has also been called the inventor of heritage tourism. At Taj, we follow a tradition that cares for its people by providing jobs, medical cover, education for our staff's children, and involvement in planning their future.

Sensorial Journeys

An integral part of Tajness, is the journey our guests take throughout the day. Ceremonially marked by a welcome we call the 'Arrival.' Followed by a 'Wake-Up' with Yoga to give your day a harmonious beginning, only to precede the 'Afternoon Tea' chosen from a selection of the world's finest teas. The 'Sunset' at Taj is honoured by lighting hundreds of traditional diyas as the day passes into the night. And later, we pay homage to the local culture as we bring to you 'Music' of the land, and to conclude, the unique 'Fragrance' of Taj is precisely the one that will be etched into your memory.

Pioneering Spirit

Born out of a restless ambition to transform the face of Bombay, and eventually the world of hospitality; Taj, ever since its inception has been a catalogue of firsts. From the city's first licensed bar to the country's first discotheque, the spirit of innovation and pioneering is apparent in Taj's vision to be the best in its class. Just like the vision of its founder, Jamsetji Tata.

Authenticity

At Taj, authenticity is at the root of everything. Each property, experience, dish, suite, or service bears originality. Balancing the glory of the past with the conveniences of the modern, at Taj, curated experiences take the form of desires without one ever having to spell them out.

- Taj Hotels is a chain of luxury hotels and a subsidiary of the Indian Hotels Company Limited, headquartered at Express Towers, Nariman Point, Mumbai. Incorporated by Jamsetji Tata in 1903, the company is a part of the Tata Group, one of India's largest business conglomerates. The company employed over 20,000 people in the year 2010.
- As of 2020, the company operates a total of 100 plus hotels and hotel-resorts, with 84 across India and 16 in other countries, including Bhutan, Malaysia, Maldives, Nepal, South Africa, Sri Lanka, UAE, UK, USA and Zambia.

1.1.1 Brand Architecture

The brand architecture is designed to honor the 100+ year legacy of the Taj and to realign Taj's vision of building a globally-reputable chain of world-class hotels. The brand identity is a reflection of guest insight and research with all stakeholders including associates, owners and partners, all of whom indicated a stronger emotional connect and affinity for brand Taj.

The hotels are grouped under: Taj Hotels; Taj Palaces; Taj Resorts; and Taj Safaris respectively. All hotels have carefully designed product and service attributes leading to a distinct guest experience.

Taj Hotels include in-room check-ins, lobbies as cozy living rooms, world-class concierge service, 24/7 services including breakfast, fitness centre's, spas and an exceptional sleep experience apart from all-day dining, comfort food, and the world of Taj cuisine.

All Taj Palaces have a rich regal history and lineage and offer royal experiences that include themed suites that can be completely person-alized to guest preferences, unique dining experiences and dedicated butler service for suites.

Taj Resorts have distinct architecture and design that brings out the natural beauty of the locations where they operate. Resorts will offer complete personalized for suites, sustainable food menus and signa- ture Jiva Spas which are inspired by the ancient healing traditions of India.

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Taj Safaris located in or near National Parks have sustainability at their core. They will operate with lighter carbon footprints and will champion local community engagement. Highly trained naturalist will be key to these safaris; experiences will include adventure trails, breakfast in the woods and other unique dining experiences with farm-to-fork concepts for guests.

Leadership Team - IHCL



Mr. Puneet Chhatwal
MD & CEO



1.2 Introduction to Vivanta by Taj Panaji

Vivanta is an Indian hotel chain established in September 2009. The brand is a part of the Indian Hotels Company Limited, a subsidiary of the TATA Group.

Vivanta represents a collection of sophisticated upscale hotels. The brand promises to deliver experiences that are dynamic, spirited and unique with a dash of uniqueness and an unexpected twist – a perfect fit for contemporary travellers.

Vivanta is the upscale hotels brand of the company with 25 hotels in 20 locations. It has properties mostly in tier 2 and tier 3 cities of India like Coimbatore, Vadodara and Bhubaneswar to promote tourism over there.

Exuding the Sunshine State's inimitable joie de vivre, Vivanta Goa, Panaji is a 5 star hotel in Goa that sets the bar high for hospitality in Goa's capital city. Global bon vivant and business guests feel at home in their contemporary rooms and suites overlooking city views. Courteous, impeccable service makes each stay stress-free and indulgent.

Fitness enthusiasts can follow up a workout at their 24/7 state-of-the-art Fitness Centre with a dip in the rooftop swimming pool, a jet lag-relieving Indian therapeutic massage at the spa and a pampering session at the salon.

The hotel's award-winning culinary landscape - inspired by Goa's global melting pot of cultures - is extraordinary. It's got two renowned restaurants, a deli and a food theatre serving European classics, all-American meals and authentic Asian flavours.

The technically-equipped, versatile banqueting venues are amongst the most impressive in Panaji and will definitely match diverse business conferencing requirements. Celebrate a special occasion with friends and family or plan a wedding, there is no stone left unturned in bringing the guests' imagination to life.

With a little help from their Concierge service, one explores the vintage charms of Panaji, from the quaint and colourful houses with balcaos (porches) in Fontain - the Latin Quarter of Goa - to the Baroque grandeur of Basilica de Bom Jesus and other heritage landmarks in Old Goa. Whether you're spice shopping, souvenir hunting for azulejos (Portuguese ceramic tiles) or cruising the Mandovi River at sunset over a four-course champagne dinner on board, they will guide the guests to unravel Goa's best-kept secrets. It is one of the finest business hotels in Panaji

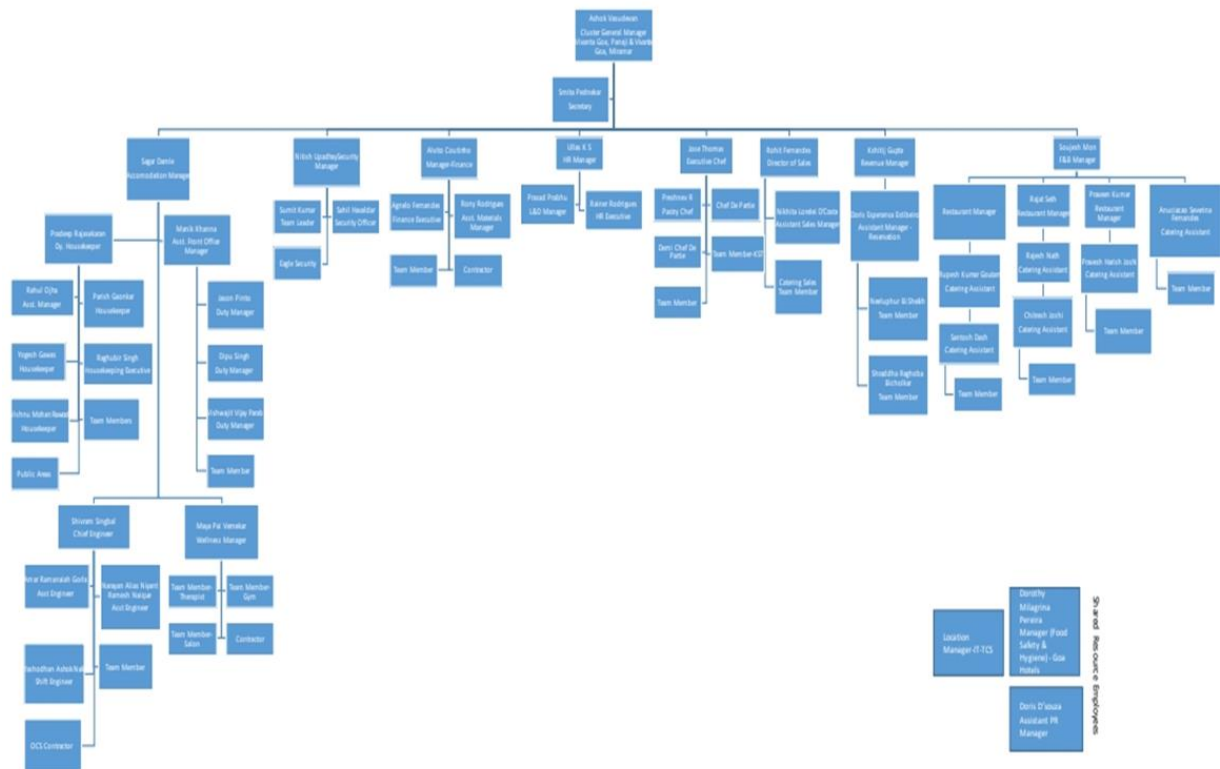
It currently has a total of 170 employees, 26 contractual employees and is supposed to have 17 trainees.

VISION STATEMENT- A perfect balance of our Indian heritage & world-class hospitality to create unique experiences and lifelong memories.

MISSION STATEMENT- To improve the quality of life of the communities we serve globally through long-term stakeholder value creation based on Leadership with Trust.

Nestled in the heart of Goa's charming and quaint capital, Panaji, Vivanta Panaji's convenient location makes it the ideal place to stay. Whether for business or for pleasure, the hotel offers easy connectivity to various tourist spots including the Centre of Goa's art and culture—The Kala Academy, the oldest fort in Goa, the Reis Magos Fort, or the four-hundred-year-old Braganza House featuring priceless antiques and Vintage Gems. Having the best luxury rooms and suites in Goa, the hotel offers guests a comfortable stay. Soak in the Panoramic views of the Altinho hillside or the serene Mandovi River.

1.3 organisational structure



1.4 Products of hotel

Rooms and Suites: The hotel features 170 luxurious rooms and suites with modern amenities like free Wi-Fi, Flat-screen TVs, minibars, and 24-hour room service. The rooms are available in different categories, including Superior Rooms, Deluxe Rooms, Premium Rooms, Suites, and Presidential Suites.

-Superior room city view with queen / twin bed

Our sunlit Superior Rooms are stylish and comfortable, ideal for both business and leisure travellers. Immaculate round-the clock service makes your stay here a breeze.

-Deluxe room city view with queen/twin bed

Our Deluxe Rooms offer splendid views of the city with all the comforts of a modern den. Our courteous, round-the-clock service ensures that your stay is pleasant and comfortable.

-Premium room city view with queen/twin bed

These rooms come with pleasant city views, designed for couples or small families. Courteous and prompt round the-clock service keeps you relaxed during your stay.

- Deluxe suite city view with queen bed

Serene and spacious, the Deluxe Suites has a separate living room, bedroom and a well-equipped bathroom. Impeccable in-room dining and housekeeping services are the cherry on the cake.

-Premium suite city view queen bed

Guests at our Premium Suite spend considerable time at the perfect spot to savor breakfast or afternoon tea while enjoying panoramic views of Panaji.

Dining Options: The hotel offers several dining options, including Latitude, a multi-cuisine restaurant that serves Indian and international cuisine, Tamari, a speciality restaurant that serves Chinese and Thai cuisine, Caramel, a patisserie that offers desserts and coffee, and Tease, a bar that serves cocktails and mocktails.

Latitude

All Day Dining Multi Cuisine Timings 24 Hours **Ambiance** Located at the Atrium, the restaurant's theatre-style design is the perfect showcase for sumptuous and lavish buffets **Specialty Pastas, Risottos, Burgers, Kebabs, North Indian Curries, Biryani and Desserts**

Tamari

Pan-Asian Fine dining Cuisine Japanese, Chinese & Thai Timings Lunch – 12:30 to 15:00 Dinner – 19:00 to 23:30 **Ambiance** The cherry blossom and lotus-themed interiors are crafted for the memorable dining experience. **Specialty Fresh Sushi and Dim Sums. Delectable preparations from the live Teppanyaki counter. An extensive selection of Teas.**

Tease bar

Lounge Bar Cuisine Bar, Snacks Timings 12:30 to 23:30 **Ambiance** A virtual wine rack at the entrance leads into chic interiors that set the tempo for an unforgettable night **Specialty International and premium spirits, beers and cocktails, innovative concoctions made using local ingredients such as feni and kokum**

Qmin

Bakery & Delicatessen, Patisserie Cuisine Freshly baked, Designer cakes, Savouries & Desserts Timings 10:00 to 22:00 **Ambiance** Contemporary décor adorns the Deli's interiors and an extensive display of cakes and snacks, catches the eye and appetite **Specialty A variety of breads, gateaux, salads, sandwiches, burgers, quiches, cupcakes, muffins, wraps, pastries and chocolates**

Meeting and Event Spaces

Vivanta Goa, Panaji is efficiently equipped to handle multiple events of many types, from business meetings to large conferences or social soirées to grand wedding receptions. Corporate guests are

spoilt for choice with our three sunlit, pillar-less boardrooms, Strategy & Analysis, Agenda and Debate. Accommodating up to 40 people each with additional pre-function areas, they are equipped with state-of-the-art audio-visual equipment including drop-down screens and pre-set lighting. For larger conferences, sit-down dinners and parties, the Tango 1 and Tango 2 ballrooms – at 1455 sq. ft. and 1062 sq. ft. respectively - offer tall, elegant, pillar-less space with pre-function areas. Both ballrooms can be combined into a single 2517 sq. ft. hall, which makes it perfect for wedding receptions as well as new product launches.

Spa and Fitness

Jiva Spa

A luxurious spa awaits you at Vivanta Goa, Panaji. Jiva spa offers a beautiful blend of signature treatments inspired by time tested Indian wellness rituals which will energize you immediately.

Fitness Centre

Open 24 hours a day. Instructor available from 0600 L&Ds. to 2100 L&Ds.

Rooftop pool

The hotel has a rooftop swimming pool that offers stunning views of the Mandovi River and the city.

1.5 Departments in hotel

Finance

Credit involves every charge from the rooms, often referred to as PMS folio. which are referred to as the "City Ledger, "Credit/Cash," and "Cashion" (cs). The invoices are then verified, transferred through the original window, and the cl and cc are patched. The transfer of NCS occurs, however, patching occurs only after receiving a cash payment. Following receipts being made, cash is subsequently given to the cashier. Every order for the purchase of products has a PO number. Upon obtaining an invoice from every department, this order is placed. Here, products are all analyzed to determine which is better. When receiving, the things are then delivered. Receiving takes the supply while taking all the parameters into consideration, including quality, quantity, after receiving the items, expiration etc. and completes the receiving report (rr). After that, stocks are moved to the store. What's next the goods are nicely organized and conform to departmental indent. Now that the business is establishing itself and a letter of agreement is ready for the concerned receiver to sign, the invoices are sent to payables where the voucher number is obtained and they are prepared for payment. Then, on a certain day, the checks are produced and kept in Alvito Sir's cabin for signature. Next, in fnb... The check the alcohol and other items there are fundamentally controlled, including how much is issued, its price, how much is in stock, when it will expire, and other factors. Cashiers are last. The money is taken from FO and tallied. Returns to FO are being paid out. Cash entries are posted, and bank reconciliation is also completed. Then the salary, stipend, and other payments are deducted.

Sales

sales are crucial in bringing guests or revenue into the hotel. They inquire about availability, provide bids, haggle over rates, etc. Typically, we host residential gatherings at Taj. In order to coordinate with all the departments that will be engaged in the event, such as food and beverage, security, etc., they interact with all the departments. The promotion of tourism both inside and outside of India is handled by the sales division at. In Goa, Mumbai, Delhi, Bangalore, Hyderabad, and Ahmedabad, they have sales outlet offices. The social media, exhibits, conferences, social events, and hotel sales are all handled by this division. The director of sales, who is in charge of the division, manages the social media. The senior sales manager and the as have a variety of responsibilities, including closing the deal, following up with clients, and handling both external and internal reporting. The executive from the events team organises the whole event between the sales department and the client. Together with the events team, he or she oversees the time, locations, and all other needs for the event's operation. The steps involved in holding an event at Taj Vivanta. The aforementioned procedure is carried out whenever a client requests to have an event at Taj vivanta, whether it be for their birthday, wedding, or any special occasion. The first step is to arrange the event's or occasion's needs with the sales department, such as the expected attendance, whether an indoor or outdoor location is needed, the event's dates, etc. The sales staff then presents clients with proposals that contain information such as venue costs, venue types, date availability, etc. The negotiating procedure then follows, during which the clients haggle over rates as well as other issues including venue capacity and décor style. Following this, the agreement is sealed through a closing procedure. Following closure, the customer gets in touch with the executive on the events team, who then organises the entire event between the client and the sales department. The executive is in charge of handling all the specifics of the event, including finalising the time, from this point on. suggestions for requirements sharing closing the negotiating process and contacting the events team Senior Sales Manager ASM Executive - Events team Coordinators Director of Sales

HUMAN RESOURCE

There is an urgent need to monitor and regulate them because there are numerous employees working in various positions across several fields in five-star hotels and five-star luxury hotels. Undoubtedly, several department leaders are there to oversee their staff members, but L&DD is a location where these heads can be properly supervised and communicated with, as well as with the top management. Therefore, compared to the leaders of other departments, their role is highly broad and varied.

The L&D division is in charge of hiring new staff, providing training, and assisting with induction and orientation. In addition to being in charge of their salary and compensation, they are also in charge of keeping their staff members motivated.

In addition to providing uniforms to new workers, addressing employee grievances, providing counselling, and overseeing interdepartmental activities, they also have additional responsibilities. The L&D department is responsible for handling promotions, honours, and recognition that also takes the form of awards. Also performed by them are statutory payments. The L&D Manager oversees employee data management, retention strategies, remuneration and benefit programmes, etc. All workers' salaries are calculated by the assistant L&D manager, who also registers them for ESI and PF benefits and approves their time off. The Senior L&D Associate also calculates employee

salaries, adds new hires to the system, processes leave requests for employees, determines employee attendance, and deals with issues related to employee attendance, such as when employees forget their punch cards or fail to mark their attendance, etc.

Both hiring managers they produce the joining report for newly picked candidates, their record files with all their documentation, and their health cards. They also assist with other office tasks including handling employee difficulties, whether they relate to their name tag or uniform. Food handlers get routine medical examinations, which are also handled by L&D, particularly the recruiters. When a candidate arrives on the site, they are required to complete an application before being directed to the appropriate HOD for an interview. If chosen, a joining report is completed, the employee is informed of the necessary paperwork, and he or she is also sent for uniform measurements. The candidate must get all necessary documentation by the D.O.J. (day of joining), as previously mentioned. After the paperwork are obtained, the candidate is sent to pick up their uniform before getting a tour of the premises. The Assistant Training Manager who does the briefing is then introduced to the candidate. The candidate then joins the relevant department. On daily basis also the L&D department makes sure everyone follows covid-19 safety protocols of mask wearing, maintaining social distancing in common areas like locker rooms, cafeteria etc.

Housekeeping

When a visitor wants something, the cleaning crew calls them at the front desk and then gets in touch with them.

When rooms are checked out, they are inspected for missing, damaged, and broken things. Before the arrival of a new visitor, they must also make sure that all the supplies, such as the bathroom supplies like toiletries, the room supplies, such as perhaps some snacks or tea supplies, water, etc., are updated and stored. The cleaning staff replaces the bed linens, towels, and other items after the last person leaves the room, making sure that everything is fresh—that is, washed and cleaned—for the incoming guests who will be staying in the same space. Before they pay for their stay and check out of the hotel, they tell the front desk and the other guests. This is verified in 5 minutes. They then collect these charges from the visitors if there is any damage or if anything is discovered to be missing. The front desk bills the visitor for any broken, damaged, or lost things. They observe that the room has been thoroughly set up in accordance with the hotel's standards prior to the entry of new guests to ensure that they enjoy a trouble-free stay.

Once a new guest has checked in, staff members must communicate with them to ensure that they are satisfied and to address any issues that may have arisen. They will enlist the assistance of the relevant department as well. If an issue happens while the visitors are there, they often call housekeeping and room service, which the department then needs to fix.

Before they collect this feedback from you at check-out, the hotel will ask you about your stay. They value input from their visitors since it can help them figure out whether there are any issues with that particular guest or if they can make any modifications to the accommodation.

Front office

The front desk handles pick-up and drop-off for guests at the airport or anyplace else, as well as their travel needs while they are staying at the hotel (concierge). They handle both the hotel's guest

registration and the assignment of rooms to visitors. The activity zone is managed by the front office division. Games, glass painting, and other activities are conducted in the activity zone. They provide a variety of games and activities for the visitors, such as plate painting and karaoke. Even hobby workshops are planned for visitors. We ensure that visitors of all ages may enjoy themselves. Due to its frequent contact with guests, the front desk is an essential aspect of a hotel. Reservation, guest service, check-in, check-out, telephone, finance & cashiering, foreign exchange, room assignment, inquiry, and so forth are this department's main responsibilities.

The hub of the hotel is sometimes referred to as the front office. It is a housing department front that is situated in and around a hotel or restaurant's entryway and lobby. This section is referred to as the "Front Office" since it is situated close to the hotel's entrance and is open to guests, clients, and outsiders.

Food and beverage

The food and beverage service department, or F&B service department, is in charge of providing customer service at all of their locations. At all of their outlets, they are also in charge of placing food and drink orders. They must ensure that the restaurants and other leisure spaces are operated ethically and methodically. All of their food and beverage locations provide alcohol.

Director of Food and Beverage Services, Senior Food and Beverage Manager, Assistant Food and Beverage Manager, and Banquet Operations Manager.

1.6 VIVANTA SWOT ANALYSIS

The study has resulted in a very in-depth view of the strengths, weaknesses, opportunities, and threats in the sector, which are presented in detail in the report. At a broad level, the following findings emerge: -

STRENGTH:-

- **Location:** Vivanta Panjim is located in the heart of Panaji, the capital city of Goa, which is a popular tourist destination. The hotel is easily accessible from major attractions, business districts, and the airport.
- **Brand Reputation:** Vivanta is a well-known luxury hotel brand that is part of the Taj Group, which has a strong reputation for offering high-quality services and amenities.

- **Luxury Amenities:** The hotel offers luxurious amenities, including a rooftop pool, fitness centre, spa, and multiple dining options, which provide guests with a memorable and comfortable stay.

WEAKNESS: -

- **High Prices:** As a luxury hotel, Vivanta Panjim has higher prices compared to other hotels in the area. This may limit its appeal to budget-conscious travellers.
- **Limited Market:** Goa is primarily a leisure destination, which may limit the hotel's market to only tourists and not business travellers.
- **Competition:** There are several other luxury hotels in Goa that offer similar amenities and services, which may make it difficult for Vivanta Panjim to stand out from the competition.

OPPORTUNITIES: -

- **Tourism Growth:** Goa is a popular tourist destination and has seen an increase in the number of tourists in recent years. This presents an opportunity for Vivanta Panjim to attract more guests and increase revenue.
- **Expansion:** The hotel can expand its offerings by adding new amenities, such as a business centre or a larger event space, to attract more business travellers.
- **Brand Development:** The Taj Group can develop the Vivanta brand further and expand its reach by opening more hotels in other locations.

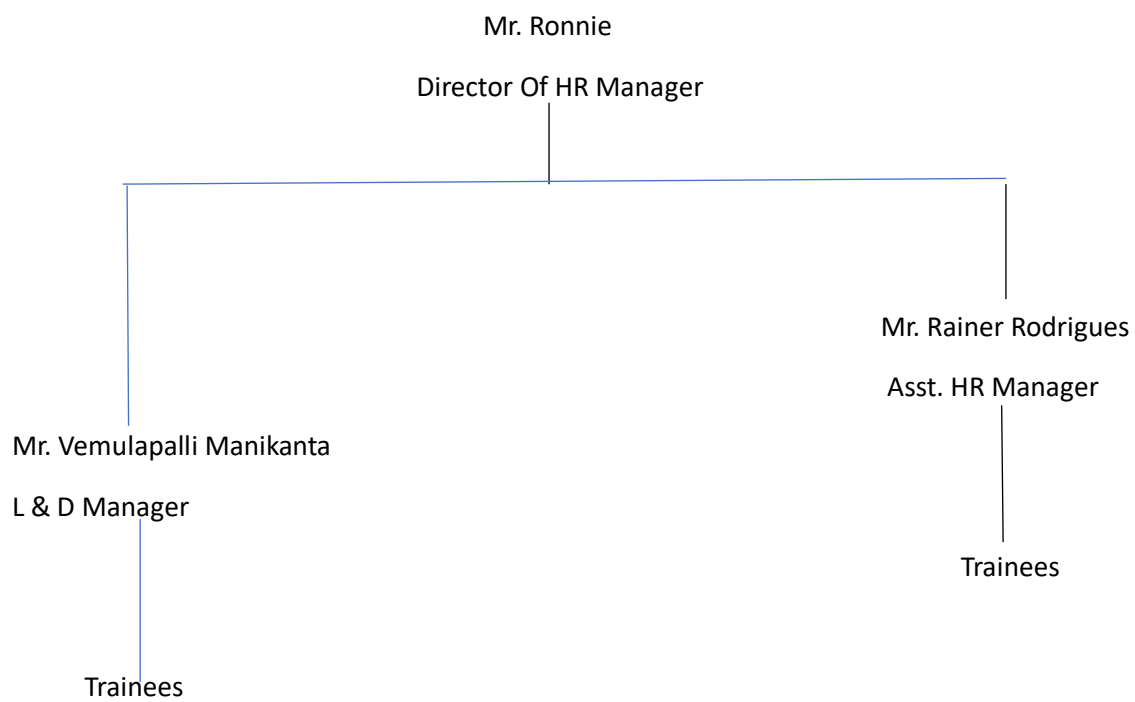
TL&DEAT: -

- **Economic Factors:** Economic fluctuations and instability can affect the hotel industry, including Vivanta Panjim, by reducing demand and revenue.

- Political Instability: Political instability, such as changes in regulations and laws, can impact the hotel's operations and profitability.
- Pandemics: As seen during the COVID-19 pandemic, outbreaks can significantly impact the hotel industry, including travel restrictions, reduced demand, and health and safety concerns.

2 .Task Handled

Learning & Development Department



2.1 Task undertaken

2.1.1

Confirmation mail for the manger joiner in the hotel which includes details like full name, designation of the new joiner, reporting manager, Past experience names of the organisation worked in and number of years, hobbies, family details includes name of the family member and marital status, education qualification and contact details email and phone number.

2.1.2

Setting up of Training room for morning HOD meeting

2.1.3

IET Joining Procedure including collection of document like Photo id Like Aadhaar card, NOC form collect, Passport size photo, medical report, IET form which is filled inform of L&D manager. Issue of locker keys, name tag.

2.1.4

IET Clearance Procedure during the course of internship IETs collect appraisal from department head and are kept in IET file which are handed over to them when IET complete their internship,

withdraw of locker keys, name tag, room keys and uniform, take filled IET feedback form and issue of training completion certificate

2.1.5

Department wise allocation of IET Planning of monthly department change of IET according to the requirement of the departments.

2.1.6

Town Halls

Town hall arrangement was my favourite task. I enjoyed a lot during this activity.

Townhalls conducted at Taj is an important avenue for leaders of the organization to connect and engage with all the employees. The employees are given an opportunity to interact with the leaders and understand the business prospects and how the company aims at reaching the objectives set out in the beginning of every year which boosts trust within the system. At Taj, the town halls take's place every month and are held in banquets which are booked way prior to the actual date. A presentation deck is designed by the Human Resources team which contains the most important financials such as ARR (Average Room Revenue), Occupancy rates, Revenue, etc. The financials are collated and shared by the Finance/Accounts Department and the same is incorporated into the presentation. The Town halls are usually led by the Director of Human Resources who addresses everyone present and disseminates information to all. The General Manager also speaks to all the employees and talks about the monthly performance of the hotel and how every employee has contributed to the success of the organization. The essential news pertaining to the signing of new hotels, new projects/projects being undertaken by the organization, etc. are also shared during the town hall. It usually begins with a welcome speech by the L&D Head followed by the Finance Head sharing information about the financials of the company and how we are performing against the

targets that were set month-on-month during the beginning of the year. This gives an employee a clear picture of what's going well and what can be improved so that they are able to contribute to the bigger picture in a much-enhanced manner. It is then followed by the General Manager addressing the employees and hearing out their grievances in a public forum. The avenue is kept open for all employees to raise their concerns and get the appropriate solutions for the same. It is a basic Questions and Answers session taken up by the General Manager wherein concerns are addressed with proper timelines for solutions and follow-up on the same. Post this, the rewards and recognition activities begin wherein employees and teams are recognized for their noteworthy contribution in creating a wow experience for guests. The winners of STARS are usually recognized in this forum. This is how Taj has embraced the huge change by ensuring that the employees do not feel disengaged at any given point in time.

2.1.7

Trainee Stipend Processing

This is one of the crucial responsibilities I have faced Processing trainee stipends at Vivanta by Taj Hotel, effective communication with various departments, and a comprehensive understanding of payroll procedures. I played a vital role in ensuring that trainees received their stipends accurately and on time, contributing to their motivation and overall experience. The primary objective was to oversee the accurate and timely processing of stipends for trainees, ensuring their financial compensation was managed efficiently. This experience aimed to develop my organizational skills, communication abilities, and familiarity with payroll systems.

Role and Responsibilities:

As a trainee responsible for stipend processing, my responsibilities included:

- Collecting accurate and up-to-date attendance and performance records of trainees.
- Coordinating with the manager to verify trainees' eligibility for stipends.
- Collaborating with the finance department to ensure the accurate calculation and timely disbursement of stipends.
- Addressing any queries or concerns trainees had regarding their stipends.
- Maintaining organized records of stipend processing and documenting any adjustments or changes.

2.2 Working schedule

I was very much fortunate to get working hours of general shift that is 9:00am to 6:00 pm from Monday to Saturday. In the modern workplace, the 9 to 6 work schedule and Sunday off remains a conventional choice. Adhering to the 9 to 6 schedule offers benefits like communication with colleagues. The 9 to 6 work schedule remains a valuable structure for balancing work and personal life. Its impact on productivity, work-life balance. And collaboration is notable, making it a viable choice for the modern professional. To optimize the 9 to 6 schedules, consider implementing regular short breaks to maintain focus and energy levels.

3. Learning

I am very much happy to be associated with VBT which will help to enhance my career. I was dealing with 2 properties. Though there were 2 properties L&D department was only 1.

The L&D team comprises of 3 members, Mr Vemulapalli Manikanta, Miss Ruella Fernandes & myself. Mr Ronnie Varghese is the Director of L&D manager, having huge experience in the L&D dept. I was under sir Mr Vemulapalli Manikanta he is the Assistant L&D manager. He indulged in Vivanta by Taj for the last 6 years. Vemulapali sir was very much talented & expert in his profession. He guided me throughout my tenure. Mr Vemulapalli Manikanta is the Learning & development manager & Miss Ruella is working as a trainee under him and myself as a trainee.

On the occasion of the anniversary celebration of Vivanta by Taj, I decorated the recreational area along with the cafeteria..

One of the tasks I was responsible for during my internship was maintaining attendance records and assisting in stipend processing for interns. This exposed me to the administrative side of the hotel's operations tracking attendance accurately and ensuring that stipends are processed correctly and on time. By working with the L&D team.

4. Challenges

Processing trainee stipends presented challenges related to coordinating with multiple departments, ensuring accurate record-keeping, and addressing potential discrepancies in stipend calculations. Overcoming these challenges required a methodical approach and effective communication skills.

While managing Trainees registrations, I encountered challenges related to coordinating with various departments and addressing individual concerns. Balancing the needs of the incoming Trainees with the hotel's operational requirements required effective multitasking and problem-solving skills.

"Until recently, my boss would often ask me to decorate the cafeterias of both hotels with just a day's notice. Within a short time frame, I would efficiently handle all the arrangements. Similarly, I would also be tasked with organizing games for the employees."

Although I faced challenges in implementing some initiatives, such as scheduling conflicts and time constraints, I overcame these obstacles by involving department heads and coordinating activities during less busy periods. Regular communication and feedback also helped us address any concerns and tailor our initiatives accordingly.

Appendix 1

Attendance of Trainees

Vivanta by Taj - Panaji, Goa																							
FromDate : 01/06/2023																							
ToDate : 11/06/2023																							
d	Name	Dept	Desig	FromDate	ToDate	1	2	3	4	5	6	7	8	9	10	11	Date	TotalFLO	present	absent	holiday	we	
539600015	shreyat naik	eaning & Development	Trainee	01-06-2023	11-06-2023	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Day	73:08	8	3	0		
						11:19:00	11:50:00	11:02:00	11:57:00	12:04:00	12:11:00	9:00:00	12:20:00				In	73:08					
						20:20:00	20:56:00	20:58:00	20:08:00	21:02:00	22:00:00	18:00:00	21:31:00				Out	73:08					
						9:00:00	9:06:00	9:55:00	8:10:00	8:58:00	9:48:00	9:00:00	9:11:00				Total	73:08					
						P	P	P	P	P	P	P	P	P	A	A	A	Status	73:08				
539600016	Spoorti Medar	eaning & Development	Trainee	01-06-2023	11-06-2023	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Day	88:39	9.5	1.5	0		
						9:38:00	8:36:00	8:40:00	8:20:00	8:36:00	9:00:00	8:37:00	8:41:00	8:15:00	8:32:00		In	88:39					
						17:24:00	17:18:00	17:42:00	17:08:00	17:58:00	18:00:00	17:32:00	17:22:00	17:29:00	17:45:00		Out	88:39					
						7:46:00	8:42:00	9:01:00	8:48:00	9:22:00	9:00:00	8:55:00	8:40:00	9:13:00	9:12:00		Total	88:39					
						P*	P	P	P	P	P	P	P	P	P	A	Status	88:39					
539600017	Prajakta Mardolkar	eaning & Development	Trainee	01-06-2023	11-06-2023	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Day	61:31	6.5	0.5	0		
								9:39:00		7:36:00	9:00:00	9:05:00	9:14:00	9:12:00	10:15:00		In	61:31					
								18:01:00		16:36:00	18:15:00	18:15:00	18:12:00	18:02:00	18:14:00		Out	61:31					
						0:00:00	0:00:00	8:21:00	0:00:00	9:00:00	9:15:00	9:10:00	8:57:00	8:50:00	7:58:00	0:00:00	Total	61:31					
						W	W	P	W	P	P	P	P	P	P*	W	Status	61:31					
539600019	Ruella Fernandes	eaning & Development	Trainee	01-06-2023	11-06-2023	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Day	63:04	6.5	2.5	0		
						8:58:00	8:50:00			8:02:00	9:00:00	9:15:00	10:19:00	9:00:00	9:06:00		In	63:04					
						18:04:00	18:21:00			17:37:00	18:00:00	18:20:00	18:07:00	18:01:00	?		Out	63:04					
						9:05:00	9:30:00		0:00:00	9:35:00	9:00:00	9:05:00	7:48:00	9:01:00	?	0:00:00	Total	63:04					
						P	P	A	W	P	P	P	P*	P	A	W	Status	63:04					
539600023	Stanley Fernandes	eaning & Development	Trainee	01-06-2023	11-06-2023	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Day		0	11	0		
																		In					
																		Out					
																		Total					
						A	A	A	A	A	A	A	A	A	A	A	A	Status					
539600028	Harsh Kutre	eaning & Development	Trainee	01-06-2023	11-06-2023	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Day	90:59	10	1	0		
						10:34:00	9:08:00	13:12:00	13:26:00	13:18:00	13:00:00	11:00:00	13:24:00	13:11:00	13:11:00		In	90:59					
						19:30:00	18:00:00	22:47:00	22:07:00	22:21:00	22:00:00	20:00:00	22:51:00	22:00:00	22:51:00		Out	90:59					

Appendix 2

World environment day celebration



Cleanliness drive



Games for employees

