

INTERNSHIP REPORT

TAJ EXOTICA RESORT AND SPA



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

SHANIA SHNELLE MARIA D'SILVA

2134

AUGUST 2023



CONFIRMATION LETTER

Confirmation of Internship - Goa University

1

Dear Ms. Thomson,

Greetings from Taj Exotica Resort And Spa, Goa!

This is further to your request for Industrial Exposure training at the Taj Group of hotels. You, have been selected to undergo industrial internship at Taj Exotica Resort & Spa, Goa from 15th May 2023 to 14th July 2023.

Hotel Name	Student Name	Training Period DD-MM-YYYY	Training Period DD – MM - YYYY
Taj Exotica Resort & Spa, Goa	Selvina Fernandes	15/05/2023	14/07/2023
Taj Exotica Resort & Spa, Goa	Sifa Penny Fernandes	15/05/2023	14/07/2023
Taj Exotica Resort & Spa, Goa	Shania D'silva	15/05/2023	14/07/2023
Taj Exotica Resort & Spa, Goa	Astrid Colaço	15/05/2023	14/07/2023
Taj Exotica Resort & Spa, Goa	Kunal Sharma	15/05/2023	14/07/2023

Please note the following:

- You will be entitled to meals at the staff restaurant while on duty.
- You are required to make own arrangements for uniform and accommodation.
- If the student fails to meet the required percentage of **Attendance (90%)**, he/she will **not** be awarded a certificate.
- Any Indiscipline/ Misbehaviour from the student will not be accepted.

You should report to the Human Resources office of the hotel at 09:30 am in formal attire. Interns need to carry their Black Trousers, White shirt (no college logo's), Black shoes / Safety Shoes, Black socks, Black Belt.

- Copy of Birth Certificate

INTERNSHIP CERTIFICATE

CERTIFICATE OF EXCELLENCE



EXOTICA RESORT & SPA
GOA

This certificate is proudly presented to

Ms. SHANTA D'SILVA

in recognition of successfully completing the 'Industrial Training'
in Food & BEVERAGE PRODUCTION DEPARTMENT
with attendance of 98%

The duration of this training was from 15-05-2023 to 14-07-2023

GENERAL MANAGER



LEARNING & DEVELOPMENT MANAGER

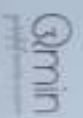


SELECTIONS

VIVANTA

GINGER

amā



TAJ



IHCL

ACKNOWLEDGMENTS

I take this opportunity to express my gratitude to the individuals who have been instrumental in the successful completion of this internship. I would like to thank the Learning and Development Manager of Taj Exotica Resort and Spa Sir Gail Ferrao for his support at all times.

I would like to extend my greatest appreciation to my supervisors. Their tremendous support, encouragement and motivation every time has been invaluable to me, during these two months, I have also collaborated with many colleagues for whom I have great regard, and I wish to extend my warm thanks to all who have helped me with my work.

I would like to thank all whose direct and indirect support helped me to complete my internship, without their support it would not have been possible.

Nevertheless, I would like to thank Ma'am Albino for assisting me to get into the hotel and preparing me for the training. I would also like to thank our Program Director Mr. KGS Narayan and Mr. Kevin Dsouza our class coordinator, Dr Poonam Sadekar (Assistant Professor), Ms Sujal Naik (Assistant Professor), Mr Sadanand Gaonkar (Assistant Professor), Dr Paresh Lingadkar (Assistant Professor). Our administrative staff Ms Shilpa Shirodkar, Mr Kishor Nagvekar, Mr Naresh Salgaonkar and Mr Sarvesh Vaigankar for not only being teachers but mentors in preparing and guiding me during the internship and would also like to thank the other faculty and non-teaching staff of Goa university for their extended support.

Lastly I want to thank my parents who have supported me during my two months of training.

EXECUTIVE SUMMARY

This is an overview of a two-month internship in Food Production Department. I worked in bakery and Italian section at Taj Exotica Resort and Spa in Benaulim. The internship aimed to provide hands-on experience in the culinary industry, specifically in bakery and Italian cuisine. During the internship, extensive training was provided in various aspects of bakery and Italian cooking. The key focus areas included learning the art of making different types of bread, pastries, cakes, and desserts while also gaining expertise in preparing authentic Italian dishes. The internship started with an introduction to the basics of baking, such as understanding the different ingredients and their ratios, techniques for kneading dough, and essential baking equipment. Practical sessions were conducted to ensure proficiency in creating a range of bakery items, including bread rolls, croissants, muffins, and tarts. Emphasis was placed on precision, consistency, and presentation.

In the Italian section, I was exposed to the rich and diverse culinary traditions of Italy. This included learning about traditional Italian ingredients, sauces, and cooking methods. Practical demonstrations were provided for making popular Italian dishes like pasta, risotto, gnocchi, pizzas, and regional specialties. I also had the opportunity to explore authentic Italian flavors by experimenting with various herbs, spices, and condiments.

Throughout the internship, I acquired essential culinary skills such as knife handling, kitchen safety, hygiene practices, time management, and teamwork. They were immersed in a professional kitchen environment that prioritized efficiency and excellence.

Moreover, I gained real-world experience by working closely with experienced chefs, actively participating in the food preparation process, and assisting with daily kitchen operations. This included tasks such as ingredient preparation, plating, garnishing, and even suggesting improvements to existing recipes. To assess my progress and competence, periodic evaluations

were conducted by the supervising chefs. I demonstrated a high level of dedication, adaptability, and eagerness to learn. They effectively incorporated feedback and adapted to the fast-paced nature of the kitchen, consistently striving for excellence.

In conclusion, the two-month internship in the bakery and Italian section at Taj Exotica Resort and Spa Benaulim offered a comprehensive learning experience in the culinary field. I was able to develop a strong foundation in bakery techniques and acquire a diverse skill set in Italian cuisine. The internship provided a valuable opportunity to learn from industry professionals and gain practical knowledge in a real-world kitchen setting. Overall, my performance and dedication throughout the internship were commendable and indicative of their potential as a future culinary professional.

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1.0 INTRODUCTION TO TAJ HOTELS

Jamsetji Nusserwanji Tata, founder of the Tata Group, opened the Taj Mahal Palace, a hotel in Mumbai (formerly called Bombay) overlooking the Arabian Sea, on 16 December 1903. It was the first Taj property and the first Taj hotel. There are several anecdotal stories about why Tata opened the Taj hotel. According to a story, he decided to open the hotel after an incident involving racial discrimination at the Watson's Hotel in Mumbai, where he was refused entry as the hotel permitted only Europeans. Hotels that accepted only European guests were very common across British India then. According to another story, he opened the hotel when one of his friends expressed disgust over the hotels that were present in Bombay then. But a more plausible reason was advanced by Lovat Fraser, a close friend of the Tata and one of the early directors of the IHCL group, that the idea had long been in his mind and that he had made a study on the subject. He did not have any desire to own a hotel but he wanted to attract people to India and to improve Bombay. It is said that Jamsetji Tata had travelled to places like London, Paris, Berlin, and Düsseldorf to arrange for materials and pieces of art, furniture and other interior décor for his hotel.

(Please refer figure number 1)

Taj Exotica, Goa – Indian Hotels Company Ltd was founded in 1903 by Mrs Rahul Batra. It's was built on 4th November 1999 and was renovated in 2004.

1.1 BRIEF DISCRIPTION ON TAJ EXOTICA RESORT AND SPA

In luxury's own lap at Taj Exotica Resort & Spa, Goa, embrace the languid and laid-back life that is so characteristic of this sunny beach state. Located in Benaulim on the southwest coast of Goa and overlooking the Arabian Sea, this Mediterranean-inspired resort.

(PLEASE REFER FIGURE NUMBER 2)

Forty minutes away from the airport, our beach resort in Goa sprawls over 56 acres of lush greenery, and is divided into the main hotel building with large deluxe and luxury suites having 40 rooms, and villa rooms which consist of 100 rooms. In the 56 acres area there are about 1000 coconut trees. All this space coupled with old-world architecture, flower-lined patios and a sunshine-laden atrium make for a perfect romantic or family holiday.

Taj exotica is a pet friendly hotel. Taj Exotica has a fee of 5000 applicable for taxes for per stay per pet will be charged per room. A maximum of 2 pets are allowed in the room. The pet should be less than 15 pounds. Taj accepts both cats and dogs. Housekeeping will provide proper facilities in the room. In Room dining pet menu will be provide in the room so that the pet can get the food required. Guest service provides accessories information or look for pet grooming salons and veterinary doctors. (PLEASE REFER FIGURE NO.3)

The 140 Rooms are divided into different categories Garden view villa, Sea view villa, Premium Garden view villa, Deluxe Sea view, Premium Sea view, Garden view with plunge pool, Indulgence villa room with plunge pool, Junior suite, Executive Suite, Luxury Suite, Presidential Villa with Plunge Pool, Adjoining room garden view etc.

Taj Exotica Resort & Spa, Goa is also the perfect location for social dos, conferences and business meetings Which has two board rooms and Ballroom, one of the largest pillarless banquet halls in Goa at 4,600 square feet (427 sqm), is ideal for romantic destination. There are Different lawns for Wedding, haldi, afterparties functions take place on the Sea view lawns Rainforest lawns & pool side lawn

Taj exotica it's has different f&b outlets like Sala da Pranzo which is a all-day dining restaurant, Miguel Arcango it's a speciality restaurant which serves Goan & Portuguese food, Lobster village which serves Sea food. Adega Camoens which serves alcohol and non-alcoholic beverage with light snacks. Aqua bar which is near the pool side which serves alcoholoc n non- alcoholic beverage and light snacks We also have Hora do chav which serves Tea and coffee and light snacks

For those looking for a more active holiday, fitness centre has everything enthusiasts need. Sports are an important part of the resort's activities, badminton, tennis, golf and cricket football etc. Those who which to learn or play golf there are personal coaches to teach to play golf. There are different activities other than sports like cycling, Paintball shooting, chess, pool, Table tennis and different fun outdoor games & indoor games for kids like pool slides n floats fish feeding kite flying, dog & bone etc. Indoor game includes PlayStation, kid movies, Lego toys, craft, nail painting Water sports is available right on Benaulim Beach. Like dolphin ride, Parasailing, Banana ride, Jet ski etc.

Shopping at the lobby - Exclusive jewellery with real gems and diamonds, shawls silk materials, handicrafts, Jaipur clothing. An Exclusive showcase of specially curated world class precious stones & diamond jewellery. Shopping centre's like Khazana, Rathan textile, Divine jewels, Heritage, cottage arts, Exotic gems are available at the lobby

TAJ KHAZANA- Is a chain of luxury lifestyle stores in selected taj Hotels TAJ KHAZANA showcases and stocks artifacts and collectibles garments, stoles, shawls, costume jewellery and accessories from handpicked Indian craftsman and designer.

1.2 AWARDS WON BY TAJ EXOTICA RESORT AND SPA

- 1.Honoured to be recognized as 'India's Leading Family Resort 2022' by World Travel Awards 2022
- 2.Honoured to be recognized amongst 'Top 25 Resorts in Asia' by Conde' Nast Traveller Reader's Choice Awards 2021
- 3.Honoured to receive the 'Best Destination Wedding Resort in West India' by Wedding Sutra Influencer Awards
- 4.Ranked no. 49 amongst The Best Resorts in the World by Conde' Nast Travellers' Reader's Choice Awards 2020.

5. Ranked no. 23 amongst the Top 25 Luxury hotels in India by Trip Advisor Traveller's Choice Awards 2020
6. Miguel Arcango has won the prestigious Times Food & Nightlife Awards 2020 in 'Best Goan Traditional Restaurant' category.
7. National Tourism Award for Best Hotel under 5-star category – 2016.
8. Rated No 28 amongst the Top 100 hotels in the world by T+L US World's Best Awards 2018.
9. Luxury Spa winners from Condé Nast Johansens Awards for Excellence 2017 - Best Newcomer Spa – Asia & Australia.
10. Rated 25 among the Top 25 hotels in India - TripAdvisor Travellers' Choice Awards 2017.
11. Rated No 28 amongst the Top 100 hotels in the world by T+L US World's Best Awards 2018.
12. Rated No 5 amongst the 5 Best Resort Hotels in India by T+L US World's Best Awards 2018.
13. Rated 20 among the Top 25 hotels in India - TripAdvisor Travellers' Choice Awards 2016.

(PLEASE REFER FIGURE 5)

1.3 JIVA SPA AND JIVA AYURVEDA

Taj Exotica resort and spa is the award-winning spa in India. it's offers different kinds of therapies, Spa Indulgence, Yoga and meditation and different kinds of body care and facials which is charged on different packages. This are few examples: -

JIVA BODY TREATMENT

- ❖ JIVANI- This treatment includes herb scrub of Exotic spices and herbs from the hill. A treatment that releases muscular tension. DURATION-120MINS & PRICE-10,000
- ❖ SAMMARDANA- A customised technique massage which works on deep seated stress. DURATION-60/90MINS PRICE – 5000/7000
- ❖ VISHRAM- A full body massage that relaxes and release every muscle DURATION-60/90MINS PRICE – 5000/7000
- ❖ ANJIV- Head massage of 30 mins and ends with a Hair wash and hair dry. DURATION-90MINS & PRICE-5000
- ❖ NARIKELA- A coconut ingredient used as a natural skin softener which moisturise the body. It's giving a cooling effect to the body. DURATION-45MINS & PRICE-3750
- ❖ HAST SNANA MANICURE - Cleansing, nail grooming, pampering massage of hands, paraffin mask restores its youthful appearance. DURATION-60 mins & Price-5000
- ❖ TULSI FACIAL- It's a blend of Neem, Tulsi and Rose which is applied for the face to leave your skin soft and supple DURATION-60mins & PRICE- 5000 (PLEASE REFER FIGURE NO.6)

YOGA & MEDITATION

- ❖ ADVANCED-classic asanas are practiced to achieve mental wellness. DURATION- 90MINS & PRICE- 2200
- ❖ Advanced Surya Namaskar - Bring out your inner radiance with this, ancient sequential practice of Yoga DURATION- 60mins & PRICE-18
- ❖ PRANAYAMA- It's a Yogic technique to control the intake and outflow of breath to expand the vital energy within us. DURATION-60 & PRICE-1800
- ❖ HIRDAYAKASHA DHARANA- In this practice, one can be guided to become aware of the heart space. (PLEASE REFER FIGURE NO.7)

GYM

- The gym come under the jiva Spa department it is opened for 24 hours. It can also be opened on guest request. The gym facilities are included in the room.
- Water, towels, wet wipes are kept in the gym as Complimentary.

1.4 ALL ABOUT TAJ EXOTICA RESORT AND SPA

TAJ AND IT'S TAJNESS

Tajness means taking care of the tiniest of your everyday needs and addressing the simplest of queries in a unique, never-before experienced way.

Sunset Ritual

An evening Ritual where the hotel associate across the departments gathers at the sky-light area to light-up the brass lamps just before the sunset. These ladies associate adorn the traditional kunbi attire while the male associate blow the conch & play gumption as they walk across the corridor to place these lamps at the entrance of the hotel main lobby. This ritual is an immersive experience for the guest. (PLEASE REFER FIGURE NO.8)

MAP (PLEASE REFER FIGURE NO.9)

The Resort rates can be viewed on the following site

- Brand website - exotica.goa@tajhotels.com
- By booking online on Booking.com, Make my trip, Traveller made, Trip Advisor, in.hotels.com etc.
- Reservation can be done via call.

Address and contact details:

Taj Exotica Resort and Spa

Calwaddo, Benaulim

Salcete, Goa

Pincode-403716

Telephone number- +91 8326683333

Email Address- exotica.goa@tajhotels.com

1.5 ORGANISATION CHARTS
(PLEASE REFER FIGURE NO. 10)
(PLEASE REFER FIG. NO. 11)

Resort General Manger

Mr. VISHAL SINGH

- Recreation centre - 24hours
- Hangout Cafe – As below
- Breakfast -7.00 to 8.30
- Lunch – 12.00 to 15.30
- Evening Tea – 16.00 to 17.00
- Dinner – 19.00 to 22.00

My schedule for the training in each Departments

DEPT: FP SECTION	BAKERY	ITALIAN
Period	17 TH MAY 2023 – 15 TH JUNE 2023	16 TH JUNE 2023 – 15 TH JULY 2023

2.0 FOOD PRODUCTION DEPARTMENT

Food production department is a operational department of hotel , located in back of the house , where varieties of food items are prepared , processed, cooked and served .Different cuisines are prepared and served in specific area .Food production follows a several steps .It commences with purchasing , selection of material , storing and processing. Food production department is very important department of hotel and also important source of Revenue earning. Huge amount of income is generated by this department and this department is lead by Executive chef with team of chef.

SECTIONS IN THE KITCHEN

- Indian
- South Indian
- Halwai
- Chinese
- Tandoor
- Continental
- Bakery
- Grade manger
- Butchery
- Pantry
- Goan

Training schedule

The shift timing used to be 7pm to 4pm, 8am to 5pm, 9am to 6pm, 11am to 8pm and 2pm to 11pm.

Kind of foods Prepared

- The kitchen prepares vegetarian, Non-vegetarian, Jain food
- The kitchen also prepares pastries, puffs, breads and Halwai sweets
- The kitchen prepares food from different countries like Chinese, Italian, France, Thailand, India, England etc

SECTIONS AND ITEM'S PREPARED IN THE KITCHEN

INDIAN

- Indian cuisine consists of a variety of regional and traditional cuisines native to India. Given the diversity in soil, climate, culture, ethnic groups, and occupations, these cuisines vary substantially and use locally available spices, herbs, vegetables, and fruits. Indian food is also heavily influenced by religion, in particular Hinduism and Islam, cultural choices and traditions
- Biryani, Veg pulao, pav bhaji, Chole, Chicken Chettinad, Paneer Kadhai, paneer butter masala, butter chicken, aloo Methi, Dal tadka, Dal makhani, Lasun Palak, Bindi Masala fry, Aloo gobi, Aloo Jera, rice, calamari, Aloo Tika chat,

Chinese

- Chinese cuisine encompasses the numerous cuisines originating from China, as well as overseas cuisines created by the Chinese diaspora. Because of the Chinese diaspora and historical power of the country, Chinese cuisine has influenced many other cuisines in Asia and beyond, with modifications made to cater to local palates. Chinese food staples such as rice, soy sauce, noodles, tea, chili oil, and tofu, and utensils such as chopsticks and the wok, can now be found worldwide.
- chilli chicken, crispy fried chicken, Manchurian chicken, fried rice, schetzwan fried rice, Hakka noodles, Triple fried rice, dim sums, honey chilli potato, peri-peri chicken, manchow soup, salt & pepper chicken, stir fried chicken with kebab, nasi goreng curry, butter pepper tofu, etc

South Indian

- South Indian cuisine includes the cuisines of the five southern states of India—Andhra Pradesh, Karnataka, Kerala, Tamil Nadu and Telangana—and the union territories of Lakshadweep, Pondicherry, and the Andaman and Nicobar Islands. There are typically vegetarian and non-vegetarian dishes for all five states. Additionally, all regions have typical main dishes, snacks, light meals, desserts, and drinks that are well known in their respective region.
- Masala Dosa, uthappam, appam, sambar, idly, vada, etc

Goan & Portuguese

- Goan cuisine consists of regional foods popular in Goa, an Indian state located along India's west coast on the shore of the Arabian Sea. Rice, seafood, coconut, vegetables, meat, bread, pork and local spices are some of the main ingredients in Goan cuisine. Use of kokum and vinegar is another distinct feature. Goan food is considered incomplete without fish. The cuisine of Goa originated from its Konkani roots, and was influenced by the 451 years of Portuguese rule and the Sultanate rule that preceded the Portuguese. Many Catholic dishes are either similar to or variants of their Portuguese counterparts in both naming or their use of ingredients
- Brown rice, Goan fish curry, Mushroom and cashew Xacuti, prawn coriander, Chicken Xacuti, pork vindaloo, Goan sausage pav, cafreal roast, Malabar curry,

King fish, vegetable Hammond, Lobster peri-peri, Vegetable pulao, Baby potato basatari etc.

Continental

- Continental food refers to dishes made and consumed in the European countries. Dishes of French, Spanish and Italian cuisine fall under the category of 'Continental food'. The key specialty of this food is, they concentrate more on ingredients like olive oil, wine, herbs and minimal spices. "Continental food involves cooking techniques like frying, roasting and baking. Also, the food is rich and usually high in calories.
- Eggs, sausage's, Goan sausage pizza, pepperoni pizza, pizza a'lo polo, margarita pizza, waffle, Risotto seafood, spaghetti bologenes, Mushroom Risotto, penne all'arrabbiata, fusilli Alfredo, pancake, chicken stake fry, Exotica club sandwiches, Beer batter fried fish, falafel pocket, grilled burgers, smoked burger, vegetable sauté, ham and cheese, simple sandwich, simple sandwich, Kathi roll, teriyaki fish, Thai green curry etc

Halwai

- Halwai is an Indian caste whose traditional occupation was confectionery and sweet-making. The name is derived from the word Halwa plough.
- Gulab Jamun, black jamun, rasmalai, jalebi, rasgulla, halwas, Peda, golgape, mawa bati, etc

Tandoori

- A Punjabi tandoor is a cylindrical clay oven that is heated by a wood or charcoal fire. It is commonly used in South and Central Asia and throughout the Middle East, both to bake bread and to cook meat. Tandoori cuisine is commonly identified with Punjab
- Garlic Naan, cheese Naan, butter Naan, lachha Paratha, aloo Paratha, gobi Paratha, paneer Paratha, Kulcha, Tandoori chicken, fish Tikka, malai chicken tikka, mutton Shammi kebab, seekh kebab, paneer Tikka, broccoli chigoza kebab etc

Bakery

- A bakery is an establishment that produces and sells flour-based food baked in an oven such as bread, cookies, cakes, donuts, pastries, and pies. Some retail bakeries are also categorized as cafés, serving coffee and tea to customers who wish to consume the baked goods on the premises. Confectionery items are also made in most bakeries throughout the world.
- seradura, choux, penacotta, puddings, black forest gateaux, red velvet gateaux, blue berry mousse, strawberry mousse, chocolate pastry, pista Medline's, apple crumble, eclairs, tarts, brownies, cream Carmel, bread, focaccia, bread sticks, pita, Brown bread, gluten free bread etc.

Garde Manger

- A Garde manger is a cool, well-ventilated area where cold dishes such as salads, appetizers, canapés, pâtés, and terrines are prepared and other foods are stored under refrigeration. The person in charge of this area is known as the chef Garde manger. Larger hotels and restaurants may have Garde manger staff to perform additional duties, such as creating decorative elements of buffet presentation like ice carving and edible centerpieces.
- Greek salad, chicken peri-peri salad, Seafood with melon, Seafood cocktail, Garden green, Goan village salad, Beetroot n sesame, Tomato n pineapple, roasted baby beet salad, burrat salad, ceaser salad, chicken and pepper salad, pasta salad, kimchi, Tomato and pineapple salad, Baby corn salad, Tossed vegetable salad, green salad, Sweet corn salad, sprouts salad, cut fruits, ham and salami, cheese etc

Pantry

- Make cold appetizers, including salads, vegetable and meat roll-ups and bruschettas. Garnish dishes with spices, nuts, fruit and vegetables. Prepare vinaigrettes, dips and herb-infused oils. Perform meal-prep activities before guests arrive (like chopping vegetables, cutting fish and meat and washing fruits). Store ingredients to keep them fresh and reduce food wastage. Check food plating, temperature and portions for all cold dishes. They also prepare curd, yogurt, juice shakes, and other half cooked items for the live counter.

Butchery

- Butcher are professionals who prepare meat for consumers. They are responsible for deboning, tendering, tying, grinding, and Handling of meat. They work with poultry, beef, pork and Sea food. They are also responsible for healthy consumption.

Recipes of bakery

❖ **Pudding**

- 10 eggs
- 1 litre milk
- 200gms sugar
- Vanilla essence
- Cake sponge
- Bake at 160° For 35 mins

❖ **Eggless sponge**

- Water- 2 litre
- Oil- 1 litre
- Sugar-1.8 kg
- Flour – 1.5kg
- Coco powder- 225 grams
- Baking soda-20grams
- Bake at 200°c 15 mins

❖ **Mud cake sponge**

- Butter-2kg
- Water-2 litre

- Sugar-3.3kg
- Flour-2.15kg
- Dark chocolate-1kg
- Eggs-24 Number
- Coco powder- 250grams
- Baking soda- 100grams
- Bake at 200° C for 1 hour

❖ **Pancake**

- Sugar – 340 grams
- Flour – 1kg
- Salt – 6 grams
- Milk – 1.25 litre
- Oil-450 ml
- Baking powder- 80ml

❖ **Waffle batter**

- Egg-6
- Flour-900 grams
- Sugar – 250 grams
- Butter – 200 grams
- Milk – 750 ml
- Baking powder- 95 grams

❖ **Vanilla sponge**

- Maida- 1125 grams
- Sugar – 1125 grams
- Egg– 30
- Cake gel – 112.5
- Salt- 15 grams
- Baking soda 15 grams
- Water- 450 ml
- Bake at 200° For 50 mins

❖ **Custard**

- Milk – 1 litre
- Custard powder – 60 grams
- Sugar- 200 grams

Equipment's used in kitchen

Dough mixer

- The dough mixer is used in bakeries, tandoors, Continental sections to mix mixture of breads, pizza dough, pita, cake mixture etc

3 deck oven

- This area used to bake breads, croissants, puffs, bread sticks, brownies, cakes etc

Conventional oven

- This conventional oven is used to heat food baking and toasting.

Commercial gas stove

- This are used to cook food faster which is prepared in bulk and on also used for Ala carte orders

Flat griddle

- This are used to for making Dosa, uthappam, pancakes, frying, etc

Tandoor

- Tandoor is used to make Tandoori, kebabs, Naan roti etc

Cooling refrigerator

- This are used to store food in less amount for example sauces, pastes etc

Walk-in freezer

- This freezer are used to store food like fruits eggs curd vegetables etc

Blast freezer

- This are used for storing poultry pork beef seafood ice-cream etc

Stores

- The kitchen store is used to store all dry items

Receiving

- The is a area in the hotel where all the good which are purchased from outside are being brought in this area to check the quality and quantity of the item brought and then it's been given to the different kitchen section as pee their requirements

Purchases

- This is a department in a hotel which is in charge of good which are need in the kitchen, Housekeeping, front office and food and beverages service and other departments. This department is in charge of purchasing and storing all the things in the store.

2.1 TASKS HANDLED

IN THE BAKERY SECTION

I was responsible for preparing the bakery section each day, ensuring that all essential ingredients and equipment were available. This involved checking inventory, restocking supplies, and organizing workstations. I had the opportunity to learn and create a variety of pastries and cakes under the guidance of experienced pastry chefs. This involved following recipes, mastering techniques for creaming, piping, and decorating, and ensuring consistent quality in taste and presentation. Menu Planning and Development: I had the chance to contribute to menu planning by suggesting innovative and creative bakery items. I adhered to strict hygiene and safety practices within the bakery section. This included proper storage and handling of ingredients, maintaining a clean and sanitized work area, and following established guidelines for food safety. When required, I provided assistance to the pastry and bakery team with various kitchen tasks. This involved ingredient weighing and measuring, washing and peeling fruits. I actively participated in team activities and collaborated with other interns and professionals within the kitchen. I assisted fellow team members during peak hours and contributed to maintaining a positive and efficient work environment.

IN THE ITALIAN SECTION

I learned and practiced various techniques for preparing Italian dishes, including pasta making, dough kneading, sauce preparation, and vegetable and meat preparation. I followed recipes and instructions provided by the supervising chefs and worked on improving my skills and speed. I had the opportunity to learn and create different types of handmade pasta, such as ravioli, and gnocchi. This involved kneading the dough, rolling it out, and cutting it into desired shapes. I also learned to prepare various pasta sauces to complement the dishes. I learned to make traditional Italian pizzas from scratch, including preparing the pizza dough, choosing and applying toppings, and baking the pizzas. I focused on achieving the perfect crust and balancing flavours to create delicious pizzas. Every Wednesday I had to set up the shawarma counter for dinner. And on every Saturday, I had to prepare the mushroom soup for the dinner. Strict hygiene and safety practices had to be practiced in the kitchen, including proper handwashing, food storage, and temperature control. I followed all safety regulations and guidelines to ensure the well-being of guests and staff. I interacted with guests to take their food orders, provide recommendations, and ensure their satisfaction. I practiced effective communication skills and focused on delivering exceptional customer service.

3.0 LEARNINGS

During my Internship I learned a variety of baking techniques, including pastry preparation, cake decorating, and dessert plating. I followed recipes and instructions from experienced bakers and practiced these techniques to improve my skills. I learned basic cake decorating techniques, such as crumb coating, icing, piping, and creating decorative elements with fondant. I practiced these techniques to create visually appealing cakes. I learned the art of dessert plating, focusing on creating visually appealing presentations using different textures, colors, and garnishes. I practiced creating balanced and harmonious dessert plates.

In the Italian section I learned about the principles and ingredients of Italian cuisine, including pasta making, sauce preparation, and classic Italian dishes. I followed authentic recipes and learned to balance flavors to create traditional and innovative Italian dishes. I assisted with menu planning by suggesting dishes that fit the concept and theme of the bakery and Italian sections. I considered ingredient availability, seasonality, and creativity. I followed strict hygiene and safety practices in both the bakery and Italian sections. I adhered to proper handwashing, food storage, and temperature control guidelines to ensure food safety.

I actively participated in team activities, collaborated with other interns and professionals in setting up the Walkins and the store, and assisted my colleagues during peak hours. I researched new recipes, studied baking and culinary techniques, and sought feedback from mentors to continuously improve my skills.

4.0 CHALLENGES

During my two-month internship in the bakery and Italian sections, I encountered several challenges that tested my skills and abilities. Here are some of the challenges I faced:

Time Management: Balancing the demands of working in both the bakery and Italian sections required effective time management. I had to prioritize tasks, complete them within the given time frame, and ensure that the quality of my work was not compromised.

Handling Workload: The bakery and Italian sections often experienced high volumes of orders, especially during peak hours. Managing the workload and ensuring efficient production while maintaining quality standards was challenging. I had to learn to work quickly and effectively under pressure.

Adapting to New Techniques: The bakery and Italian sections utilized specific techniques that were new to me. Learning and mastering these techniques took time and practice. I had to adapt quickly and follow instructions from experienced professionals to ensure the desired results.

Dealing with Culinary Terminology: I had to familiarize myself with the terminology used in the bakery and Italian sections. Understanding and using the correct terminology correctly in discussions and instructions was a learning curve.

Communication and Language Barriers: As an intern, I had to communicate effectively with my colleagues, supervisors, and sometimes with customers. Language barriers occasionally posed challenges, but I made an effort to improve my communication skills and sought clarification whenever needed.

Multitasking: Working in both the bakery and Italian sections often required multitasking and switching between different tasks simultaneously. Various responsibilities and ensuring that each task was completed accurately and on time required focus and organization.

Handling Feedback: Receiving feedback, both positive and constructive, was a challenge as it required me to be open to criticism and make necessary improvements. I learned to view feedback as an opportunity for growth and used it to refine my skills and techniques.

Working in a Fast-paced Environment: The bakery and Italian sections were fast-paced environments where efficiency and speed were crucial. Adapting to the fast-paced nature of the work and maintaining accuracy and quality was a challenge that I actively worked to overcome.

Despite these challenges, I approached each one with a positive mindset and a determination to improve. These challenges allowed me to grow both personally and professionally, and ultimately contributed to my overall learning and experience during my internship

APPENDIX I:

Figure number 1

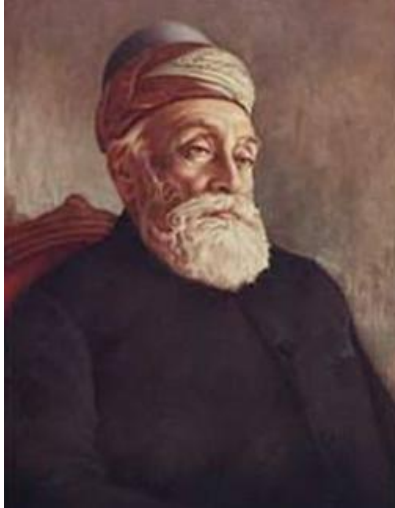


FIGURE NO. 2



FIGURE NO.3



FIGURE NUMBER 4



FIGURE NO.5





FIGURE NUMBER 6



FIGURE NUMBER 7



FIGURE NO.8



FIGURE NO. 9

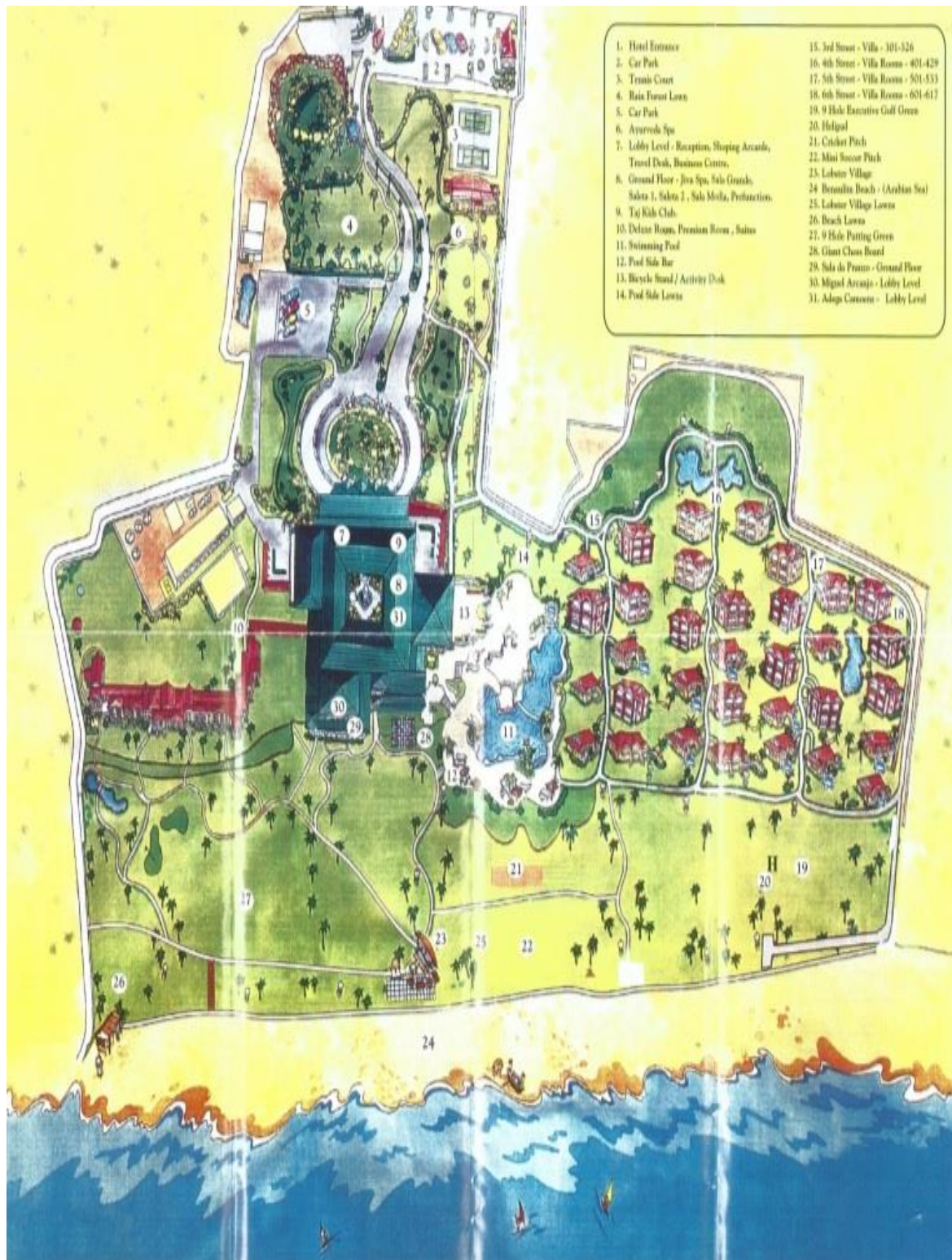


FIGURE NO.10

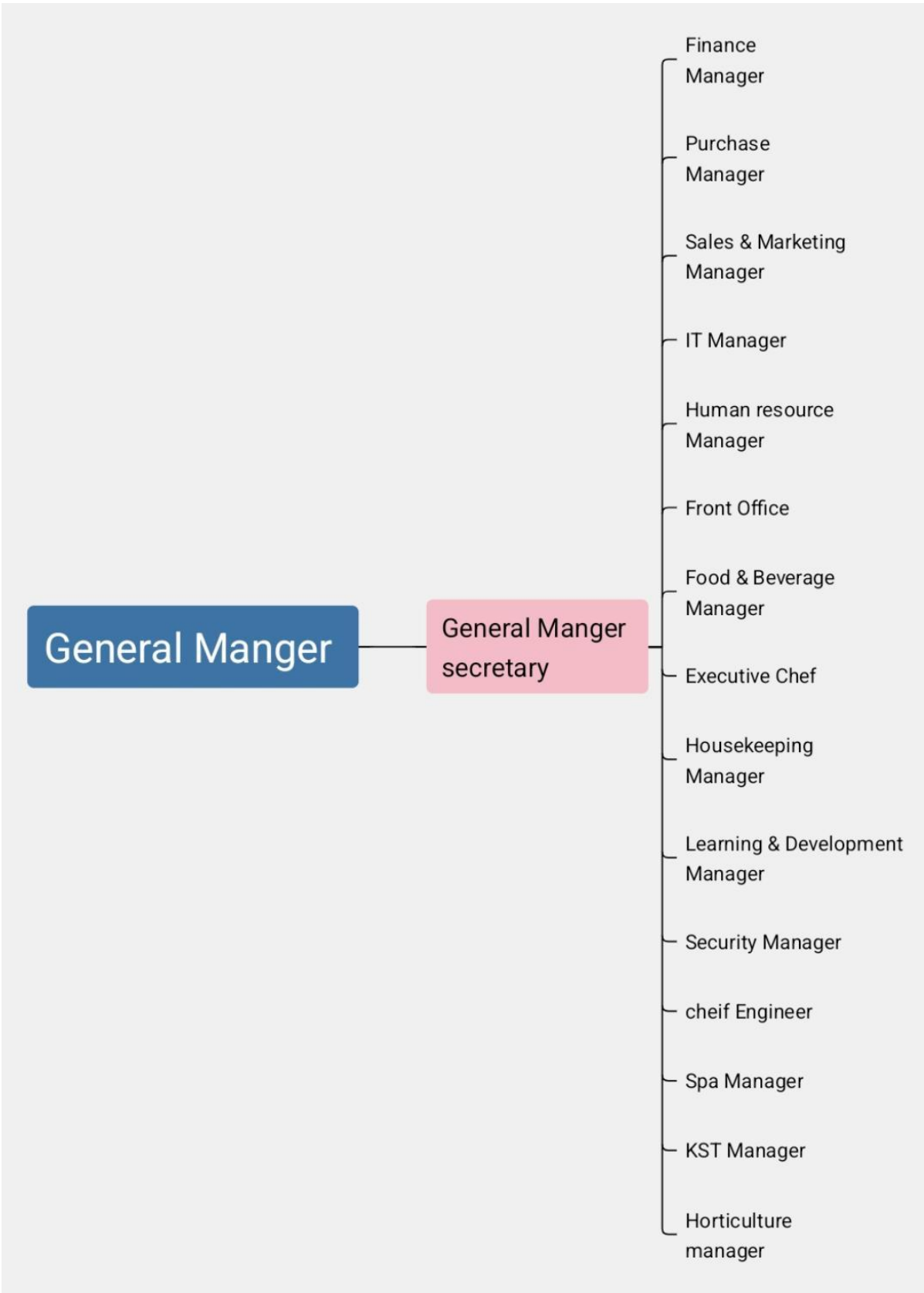


FIGURE NO. 11

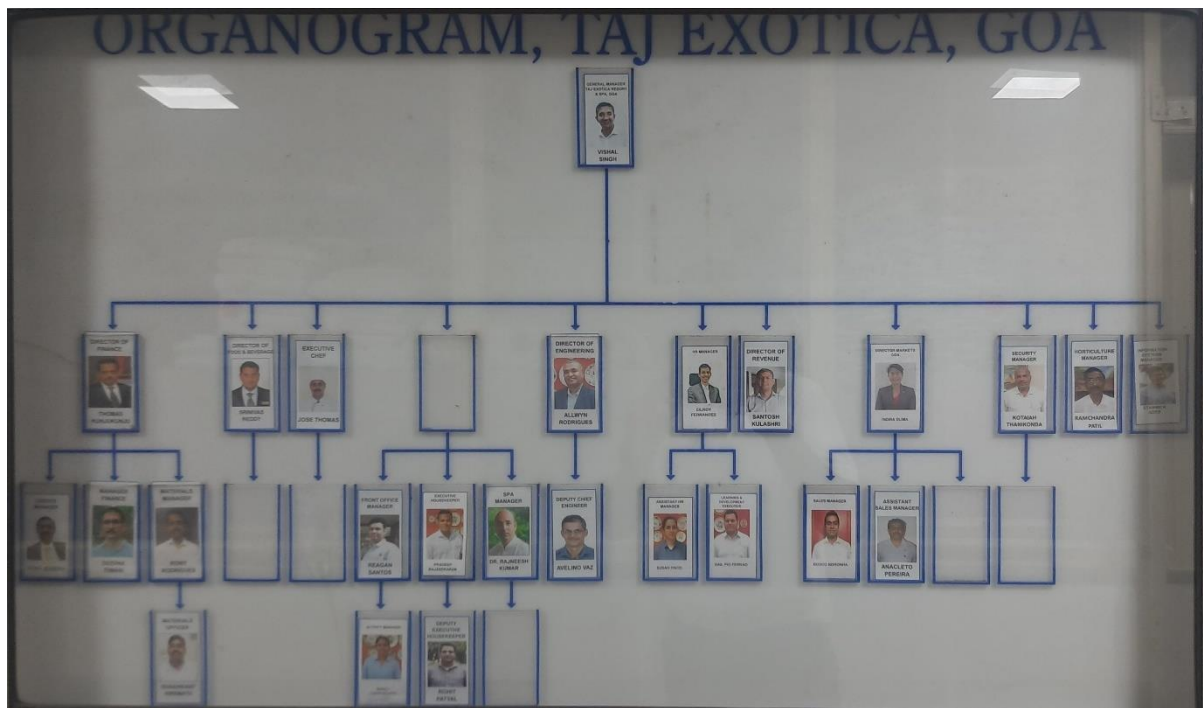


FIGURE NO. 12