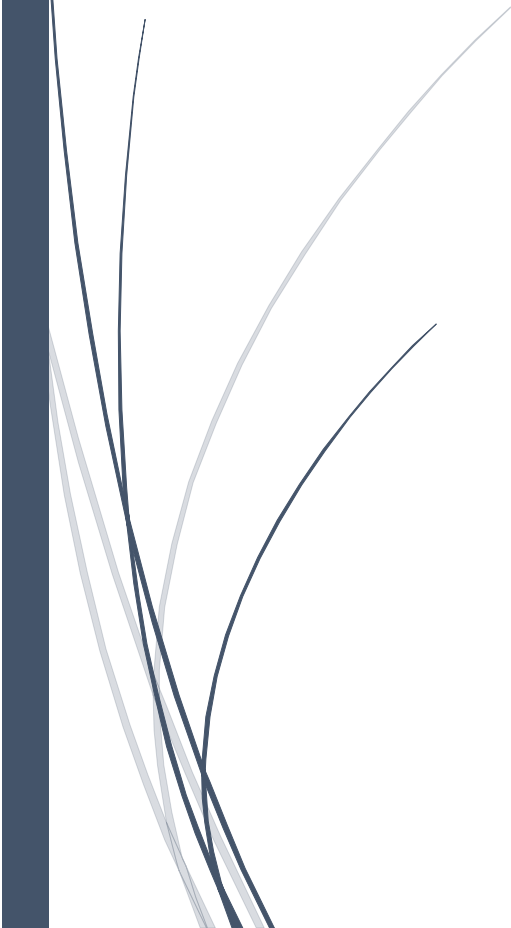




INTERNSHIP

REPORT



INTERNSHIP REPORT

VIVANTA GOA, PANAJI



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

SHAUNAK D. BHANDIYE

2136

AUGUST 2023



OFFER LETTER

FW: Confirmation of Industrial Exposure Training. Inbox x

t

Training Vivantapanaji <Training.Vivantapanaji@tajhotels.com>
 to me, Shabana, Albino ▾

26 Apr 2023, 15:44 ☆ ↶ ⋮

From: Training Vivantapanaji
Sent: Wednesday, April 26, 2023 3:39 PM
To: Albino Thomson <albino@unigoa.ac.in>
Cc: Ronnie Varghese <ronnie.john@tajhotels.com>; Rainer Rodrigues <rainer.rodrigues@tajhotels.com>; Hrd Vivantapanaji <Hrd.Vivantapanaji@tajhotels.com>; Shabana Pawaskar <shabana.pawaskar@tajhotels.com>; adhvait.shirodkar15@gmail.com; sanketbandodkar75@gmail.com; ericfems0303@gmail.com; shetkarshubham55555@gmail.com
Subject: Confirmation of Industrial Exposure Training.

Dear Albino,

Greetings from **Vivanta Goa, Panaji!**

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

We are pleased to confirm the Industrial Exposure Training of the following student at **Vivanta Goa, Panaji** from **5th May, 2023 to 4th July , 2023**.

The Clearance Date would be **5th July 2023**.

Name of the students selected:-

1. Mr. Sanket Bandodkar- L & D Department
2. Mr. Eric Fernandes – Bakery Department
3. Mr. Shubham Shetkar – Food Production Department
4. Mr. Advait Shirodkar – Bakery Department
5. Mr. Shaunak Bandiye – Front Office / Food & Beverage

INTERNSHIP (COMPLETION) CERTIFICATE

ACKNOWLEDGMENTS

Apart from my efforts, the success of any internship depends largely on the encouragement of many others. 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 extend my greatest appreciation to my supervisors. Their tremendous support, encouragement and motivation every time has been invaluable for 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 those who have helped me with my work.

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

Nevertheless, I thank Prof. K.G. Shankarnarayan (PD), Prof. Kevin Dsouza, Ma'am Albino, Dr. Poonam Sadekar, Ms. Sujal Naik, Mr. Sadanand Gaonkar and Dr. Paresh Lingadkar for assisting me to get into the hotel and preparing me for the training.

Moreover, I also thank the administrative staff of IMBA; Ms. Shilpa Shirodkar, Mr. Kishor Nagvekar, Mr. Naresh Salgaonkar and Mr. Sarvesh Vaigankar for their extensive support.

EXECUTIVE SUMMARY

The most rewarding part of this internship was being able to draft my experience of Food and beverage cum Front office trainee. I am extremely grateful and excited for whatever comes my way in all aspects.

In review, a service-related business as in the industry of hospitality, the need for education, training and exposure cannot be ignored.

This internship has been an excellent and rewarding experience. I have been able to communicate, network, and connect with so many people. This also enhanced my collaboration skills while interacting with them.

One main thing that I have learnt through this internship is time management skill and self-motivation. In the beginning, It seemed challenging but as I got along gradually, I organized my day and work so that I was not overlapping or wasting my hours and had questions ready for when it was the correct time to get/give feedback.

The training enhanced my practical knowledge. Most importantly, I am oriented to the industrial scenario and its many challenges and subtleties. The smooth functioning of the hotel depends on the mutual cooperation among its different departments.

Nevertheless, I did enjoy the training to the fullest and am very sure that this training will help me in my future endeavours and get the best out of me.

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1. VIVANTA GOA, PANAJI

1.1 BIRDS-EYE-VIEW

1.1.1 INDUSTRY PROFILE

The hotel industry in India is a thriving and dynamic sector that has experienced significant growth and development over the years. India is known for its rich cultural heritage, diverse landscapes, and vibrant tourism industry, which has contributed to the expansion of the hotel industry. The country offers a wide range of accommodation options, from luxury hotels to budget-friendly guesthouses, catering to the needs and preferences of various travellers. Major cities like Delhi, Mumbai, and Bangalore boast a plethora of world-class hotels that provide top-notch services and amenities. Additionally, India has witnessed the rise of boutique hotels, heritage properties, and eco-friendly resorts, catering to niche markets. With the implementation of initiatives such as "Incredible India" and the promotion of tourism by the government, the hotel industry in India is poised for further growth, attracting both domestic and international tourists.

In the competitive landscape of the hotel industry in India, several players have emerged as key competitors. International hotel chains such as Marriott, Hilton, Accor, and IHG have established a strong presence in the country, operating luxury and upscale hotels across major cities. These global brands bring their expertise, standardized services, and loyalty programs, attracting both business and leisure travellers.

Domestic hotel chains like Taj Hotels, Oberoi Group, ITC Hotels, and Lemon Tree Hotels have also made a significant impact in the market. These home-grown brands offer a blend of Indian

hospitality and modern amenities, catering to a diverse range of customers. Taj Hotels, in particular, is renowned for its iconic properties and exceptional service.

Apart from traditional hotels, online travel agencies (OTAs) such as MakeMyTrip, Goibibo, Booking.com and Yatra.com have gained popularity as major competitors in the hotel industry. These platforms provide customers with a wide selection of hotels, competitive prices, and user-friendly booking experiences, making them a preferred choice for many travellers.

The competition within the hotel industry in India is fierce, with each player striving to differentiate itself through innovative offerings, exceptional customer service, and strategic partnerships. This intense competition ultimately benefits consumers, as they have a variety of options to choose from, ensuring a diverse and competitive hospitality market in the country. There for understanding the needs and preferences of their customers and providing excellent service quality is crucial for the sector. This explains why the industry is heavily interested in topics like ‘Net Promoter Score’ or “Guest Satisfaction Optimization” and “Staff Motivation”

1.1.2 COMPANY PROFILE

IHCL (Indian Hotels Company Limited) is a leading hotel chain in India, known for its diverse portfolio of hotels and impeccable hospitality. With a rich heritage spanning over a century, IHCL has played a significant role in shaping the hospitality landscape in the country. The company operates under various brand names, including Taj, Vivanta, and SeleQtions, catering to different segments of travellers. Taj Hotels, a flagship brand of IHCL, offers a luxurious and opulent experience, with iconic properties like the Taj Mahal Palace in Mumbai and Taj Lake Palace in Udaipur. Vivanta hotels provide a contemporary and vibrant ambiance, catering to modern travellers seeking stylish accommodations. SeleQtions, on the other hand, focuses on heritage properties, offering guests a chance to experience the rich cultural heritage of India. IHCL hotels are known for their exquisite architecture, world-class amenities, fine dining

options, and personalized service. With a strong presence across major cities, tourist destinations, and business hubs, IHCL hotels provide a seamless blend of traditional Indian hospitality and international standards, ensuring a memorable stay for guests.

TAJ

Taj Resorts and Hotels is one of the most renowned and prestigious hotel chains in India. With a legacy of excellence and a commitment to providing exceptional hospitality, Taj Hotels has set a benchmark in the industry. The brand is synonymous with luxury, opulence, and impeccable service. Taj Hotels operates a wide range of properties across the country, including iconic heritage hotels, beach resorts, city hotels, and luxury palaces. The Taj Mahal Palace in Mumbai, a symbol of grandeur and elegance, is one of their most iconic properties. Other notable properties include the Umaid Bhawan Palace in Jodhpur, Rambagh Palace in Jaipur, and Taj Lake Palace in Udaipur. Taj Convection in Goa, each offering a unique and enchanting experience. Taj Resorts and Hotels are known for their luxurious accommodations, fine dining options, state-of-the-art facilities, and warm hospitality. Whether it's for leisure or business travel, Taj Hotels continue to attract discerning travellers from around the world, ensuring an unforgettable and enriching stay in India.

FOR TAJNESS IS YOURS, FOR YOU ARE TAJNESS

Tajness- Soaring higher, we promise, we deliver.

Taj was founded on the basis of three strong pillars i.e. Trust, Awareness and Joy which come together to be known as the TAJ.

Trust-

- Fairness with all stakeholders
- Openness and transparency
- Free flow of information
- Alignment of all stakeholders
- Build and strengthen long-term relationships

Awareness-

- Enhance awareness around our plans, strategies, tactics, and processes
- Work together to create greater enterprise value
- Participative in a decision making
- Imbibe a sense of belonging across all our stakeholders

Joy-

- Derive joy and happiness from what we do and how we do it
- Serve all stakeholders with joy and utmost dedication
- Create and maintain an environment where there is joy and happiness, where people are respected and diversity is celebrated
- Share our success with all stakeholders

Mission

Creating sustainable values for all stakeholders.

Vision

Embrace talent and harness expertise to leverage standards of excellence in the art of hospitality to grow our international presence, increased domestic dominance and create value for all stakeholders.

Purpose- to be a collection of globally reputable hotels seeking inspiration from the nobility of Indian hospitality and heritage.

Values

- Integrity- conducting business fairly, with honesty and transparency.
- Mutual respect and understanding- caring, compassion and humanity for our colleagues and guests around the world.
- Excellence- constantly striving to achieve the highest standards in our day to day work.
- Unity- working cohesively with our colleagues guests, partners, building strong relationships.
- Responsibility- responsible and sensitive to the countries com communities and environment in which we work.

Taj people philosophy

- You are an important member of the Taj family.
- We endeavour to select, retain and compensate the best talent in the industry.
- We reward and recognise quality customer care based on individual and team performance.
- We abide by fair and just policies that ensure your well-being and that of your family the community and the environment.
- We commit to regular and formal channels of communication which culture openness and transparency.

WE STRONGLY BELIEVE THAT YOU ARE THE TAJ.

Brand promise

We sincerely care for you.

- Shareholder- transparent and honest communication with our guests- we treat all our guests respectfully.
- Colleagues- treat colleagues with sincere care, urgency and respect.
- Owners- strive to make you proud to be associated with us.
- And community- environmentally responsible hotel operations.

TAJ VIVANTA PANAJI

Vivanta Panjim, Goa, is a luxurious hotel that epitomizes the vibrant spirit of Goa while offering a world-class hospitality experience. Nestled in the heart of Panjim, the capital city of Goa, this hotel stands tall, overlooking the Mandovi River. From the moment guests' step into the elegantly designed lobby, they are greeted with warm smiles and impeccable service. The hotel boasts an array of well-appointed rooms and suites, each exuding a contemporary charm and offering breath-taking views of the surrounding beauty. Whether indulging in the delectable cuisines at its signature restaurants, rejuvenating at the tranquil spa, or lounging by the pristine poolside, guests are enveloped in a serene and sophisticated ambiance. With its convenient location, modern amenities, and unwavering commitment to excellence, Vivanta Panjim, Goa, truly captures the essence of a luxurious coastal retreat.

Vivanta Panjim, Goa, goes beyond being just a hotel and transforms into a gateway to a world of adventure and cultural immersion. The concierge desk is always ready to curate

unforgettable experiences, whether it's arranging thrilling water sports activities at the nearby beaches or organizing immersive tours to explore the fascinating heritage sites of Old Goa. Guests can also unwind and socialize at the stylish bar, where expert mixologists craft enticing cocktails that perfectly complement the laid-back Goan vibe. The hotel's commitment to sustainability is evident throughout its operations, with eco-friendly practices implemented to minimize its environmental impact. With its seamless blend of luxury, hospitality, and a vibrant Goan charm, Vivanta Panjim, Goa, stands as an exceptional destination for both leisure and business travellers seeking an unforgettable experience on the sun-kissed shores of Goa.

OVERVIEW

Vivanta Panjim, Goa, is a luxurious hotel located in the heart of Panjim, the capital city of Goa. With its stunning views of the Mandovi River and contemporary design, the hotel offers a perfect blend of elegance and comfort. The well-appointed rooms and suites provide modern amenities and a serene ambiance. Guests can indulge in delectable dining options, relax by the pool, or rejuvenate at the spa. The hotel's central location allows easy access to Goa's attractions and activities, making it an ideal choice for both leisure and business travellers seeking a memorable stay in Goa.

LOCATION

Vivanta Panjim, Goa, enjoys a prime location in the capital city of Panjim, offering a convenient and accessible stay for its guests. Situated near the banks of the Mandovi River, the hotel provides stunning views and a tranquil setting.

Its central location in Panjim means that guests have easy access to the city's vibrant attractions, including heritage sites, bustling markets, and charming neighbourhoods. They can explore the

historic Fontainhas district, known for its Portuguese architecture and colourful streets, or visit iconic landmarks such as the Basilica of Bom Jesus and the Se Cathedral.

Additionally, Vivanta Panjim is well-situated for those looking to enjoy Goa's renowned beaches. The hotel is within reach of popular coastal destinations like Miramar Beach and Dona Paula Beach, where guests can relax, sunbathe, or partake in water sports activities.

The hotel's location also benefits business travellers, as it is in close proximity to the city's commercial and administrative hubs. This makes it convenient for attending meetings, conferences, and other corporate events.

Furthermore, the hotel is easily accessible from Goa's major transportation hubs. Dabolim International Airport is approximately a 30-minute drive away, while the Panjim Bus Stand and Karmali Railway Station are within a short distance from the hotel.

In summary, Vivanta Panjim, Goa, offers a convenient location for its guests, allowing them to explore the city's attractions, enjoy the nearby beaches, and conveniently access transportation hubs.

COMPANY'S ORGANISATIONAL STRUCTURE

LEADERSHIP AT TAJ, VIVANTA PANAJI GOA

1.2 PRODUCTS/SERVICES

ACCOMMODATION

170 rooms and suites with views of the buzzing Panaji city and sparkling Mandovi River. A variety of room categories are available-

- Superior charm room (66 rooms)
- Deluxe delight room (61 rooms)
- Premium indulgence room(32 rooms)
- Deluxe allure suite(6 rooms)
- Premium temptation suite (4 rooms)
- Presidential Nirvana suite (1 room)

All rooms have wireless broadband Internet, surround sound home theatre, artistically ordained walls, stylish furniture, iron and board, 32 inch Sony televisions with surround sound system and multimedia panels, 4 fixture bathrooms, and EL Safes.

RESTAURANTS/ BARS

Vivanta by Taj offers several international choices for dining:-

Dining options:

- Latitude- 24- hour dining that offers buffets (Breakfast and Night, Lunch on Sundays) all week. They also have a-la-carte where in guests can order from the menu available.
- Tease- is the high energy bar that offers various drinks and has a delicious Goan menu that guests can pair along with their drink.
- Caramel/Qmin- is the café/delicatessen which has a wide variety of pastries and desserts that the guests can indulge in.
- Tamari- is the Pan Asian restaurant which serves traditional cuisines from Japan, Thailand, and Vietnam etc.
- In- room dining – the guest can also order food to their rooms and enjoy the food at the comfort of their room.

JIVA SPA

Timings -8:00am to 9:00pm

A large spa reception lounge

- 2 treatment suites
- A large fitness zone
- Wet and Dry areas
- Relaxation lounges
- Experience showers
- Hammam and Finnish Sauna
- Beauty zone for face, hand and feet, hair
- Dedicated manicure and pedicure

SWIMMING POOL

Timings- 7:00am to 9:00pm

- 2 pool guards
- 10 Deck beds
- 2 Open Showers
- Changing Rooms for ladies and gents □ Pool Dimensions- 18.5mtrs x 4.5mtrs
- Depth- 4 feet

FITNESS CENTRE

Timings- 7:00am to 10:00pm

- 2 fitness trainees
- 3 treadmills
- 2 elliptical
- 1 cycle
- 1 stepper
- Well-equipped weight section

ENERGY SAVING INITIATIVES

- Auto tap sensors for Public Area washrooms
- All AHU, TFA, Exhaust fans, Fresh Air Controlled by BMS as per schedule
- AC plant with De-Super Heater
- VFD for major motors
- Dual flushing systems for washrooms

4 Major Energy Saving Projects to be undertaken

Following projects will lead to substantial saving in Power and fuel:

- Power Factor Improvement
- New technology for hot water generation □ Environmental friendly lights for guest rooms.
- Environmental efficient Air Conditioning chillers

SAFETY AND SECURITY

Security

- Under Vehicle Inspection
- Restricted access for guest floor
- Manning of all gates
- 24/7 CCTV monitoring
- CCTV footage storage up to 3 months
- Bio centric access to restricted areas

Safety

- Fire detection system
- Fire suppression system
- Elevators on UPS
- Elevators with Automatic Rescue Device
- Elevators with Access Control
- UPS lights in all guest rooms

QUALITY ASSURANCE

- Voice of the Customer (Medallia)
- Brand Standards (Leading Quality Assurance)

- Hygiene Audit (Sealed Air and ISO 22000)
- Safety Audit (Bureau Veritas)
- Environment Sustainability (Earth Check)
- Finance Audit (Taj Positive Assurance Model)

LOYALTY PROGRAMS

- Tata Neu Membership
- Epicure Membership

TRAVEL DESK

- This is for the guests who are looking for transport from the hotel to their destination or need to be picked from the Airport and be dropped at Vivanta.

1.3 SECTIONS WITHIN THE ORGANIZATION

FRONT OFFICE

Structure:

Please refer to fig. 3

DEPARTMENT WORKINGS, DUTIES AND RESPONSIBILITIES

The front office department is an integral part of Vivanta, Panaji, Goa, responsible for providing exceptional guest services and ensuring smooth operations at the hotel's front desk. Here's a description of the front office department at Vivanta Panaji:

1. Guest Services:

The primary role of the front office department is to deliver excellent guest services. The front office team serves as the first point of contact for guests, greeting them upon arrival, assisting

with check-in and check-out procedures, and addressing any inquiries or concerns they may have. They deal with tasks such as registration of guests, issuance of room keys, handling of payments, and maintaining guest folios. The front desk staff is trained to provide prompt and professional services, efficiently managing guest arrivals and departures. The department strives to create a warm and welcoming atmosphere, ensuring that guests feel comfortable and well taken care of throughout their stay. In absence of the reservations team, they help guests with checking room availability and booking of rooms. The front office department also manages cash handling and accounting functions related to guest transactions. This includes recording payments, managing cash float, balancing accounts, and ensuring accurate financial records. They work in close collaboration with the hotel's finance department to maintain financial integrity and adhere to established procedures.

2. Reservation Management:

The front office department handles room reservations and manages the hotel's reservation system. They coordinate with guests and travel agents to make bookings, provide information about room availability, rates, and packages, and ensure accurate and efficient reservation processes. The team also manages room allocations, ensuring that guests receive their preferred room types and maintaining an organized record of reservations.

3. Bell Boys:

They are in charge of helping guests with their luggage during check-in and check-out. They also help in delivering items that guests may ask for like mobile chargers, AUX cables, medicines etc. they are a vital part of the front desk department.

4. Concierge Services:

Vivanta, Panaji, Goa's front office department offers concierge services to enhance the overall guest experience. The concierge team assists guests with various arrangements, including transportation, local tours, and recommendations for nearby attractions. They provide valuable information about the local area and strive to ensure that guests have a memorable and enjoyable stay. They also help with the organization of special events like guests birthday or a wedding anniversary by decorating the room, keeping the cakes and flowers ready etc.

5. Communication Hub (ASK)

The front office department acts as a communication hub within the hotel. They are the bridge between in-house guests and the other departments and also for guests outside the hotel. They also are the link between each department. They handle phone calls, messages, and emails, ensuring efficient communication between guests, staff members, and other hotel departments. The team assists in coordinating guest requests, relaying information to appropriate departments, and facilitating smooth internal communication. They help with putting requests that the in-house guests ask for like room cleaning, asking for tea amenities or toilet kits etc.

6. Guest Relations:

Building positive guest relationships is a key focus of the front office department. The team is trained to address guest concerns promptly, resolve issues effectively, and provide personalized attention to enhance guest satisfaction. They strive to create a friendly and accommodating environment, anticipating guest needs and going the extra mile to exceed their expectations.

In summary, the front office department at Vivanta, Panaji, Goa plays a crucial role in providing exceptional guest services, managing reservations, facilitating smooth check-in/out processes, and serving as a reliable source of information and assistance throughout a guest's stay. Their dedication and professionalism contribute to creating a positive and memorable experience for guests at the hotel.

FOOD AND BEVERAGES

Structure:

Please refer to fig. 4

DEPARTMENTS WORKINGS, DUTIES AND RESPONSIBILITIES

The Food and Beverage (F&B) department at Vivanta, Panaji, Goa is responsible for providing a diverse range of culinary offerings and ensuring a delightful dining experience for guests. Here's a description of the F&B department at Vivanta Panaji:

1. Restaurants and Dining Outlets:

Vivanta, Panaji, Goa features a variety of restaurants and dining outlets, each offering a unique culinary experience. These may include fine dining restaurants, casual eateries, cafes, lounges, and bars. The F&B department oversees the operations, menu planning, and quality of service in these establishments, catering to the different preferences and tastes of guests.

A. LATITUDE

Latitude means "the distance of a place north or south of the equator". Which is located at the Lobby level, Latitude, the hip 24-hour All-Day Diner at the Vivanta, spoils you for

choice with a fascinating range of world cuisines with a lovely ambience which is paired with soothing music in the background. They have buffets everyday which include a breakfast and night buffet and on Sundays they have a lunch buffets too. During weekdays the lunch is usually a-la-carte. They have a variety of cuisines like Asian (Japanese, Chinese), Indian (South Indian, Goan) Continental, Mediterranean, Middle Eastern etc which are including the menu which also the guests to experiences a wide variety of delicacies.

Buffet Timings

Morning Buffet- 900rs + taxes

7:30am to 10:30am

Lunch Buffet- 1000rs + taxes (prices may vary depending on beverages ordered)

Night Buffet- 1200 + taxes

7:30pm to 10:30pm

Packages:

- CP (Continental Plan) - Breakfast
- MAP (Modify American Plan) - Breakfast + one major meal
- AP (American Plan)- Breakfast + Lunch + Dinner

B. TAMARI

Tamari is a pan-asian restaurants that have cuisines from Japan, China, Thailand and Vietnam. With the Asian themed interior and smoothing music, the restaurant gives pleasant vibes. Conduct a casual meeting over the Teppanyaki counter or book one of the two

private dining rooms to impress business associates, friends and family. Small and large plate options cater to different group (and appetite) sizes.

Hours: Lunch – 12:30 Hrs to 15:00 Hrs

Dinner – 19:00 Hrs to 23:30 Hrs

C. CARMEL/QMIN

Caramel/Qmin is the café in Vivanta, Panjim. With its cozy vibes and comfortable interior they offer a wide variety of delicacies which range from amazing breads to sweet mouth-watering desserts. Caramel's menu boasts of a wide variety of Breads, Gateaux, Salads, Sandwiches, Burgers, Wraps, Quiches, Muffins, Cupcakes, Pastries and Artisanal Chocolates. Loyalists also vouch for Caramel's local specials including crispy Rissois (Traditional Portuguese Croquettes) and Custom made cakes.

Hours: 10:00 Hrs to 22:00 Hrs

D. TEASE

Tease is the bar where in a wide variety of drinks are served along with a range of different dishes that compliments the drinks. With its stylish and modern interior, Tease is a great hangout spot for a gathering with friends. From local brands to international brands, Tease can provide you with a wide range of alcohol and drinks. Tease has its pulse on the hyper-local food trend, offering connoisseurs an authentic taste of Goa with their menu "Goan Stories".

Hours: 12:30 pm to 2:00 am

2. Menu Planning and Development:

The F&B department collaborates with skilled chefs, culinary experts, and food enthusiasts to create innovative and enticing menus and they also have a separate menu for the buffets that are organized by the hotel. They focus on offering a diverse range of dishes, incorporating local flavours, regional specialties, and international cuisines. Menu planning takes into account guest preferences, dietary restrictions, and seasonal ingredients to provide an exceptional dining experience.

3. Food Preparation and Presentation:

The F&B department ensures that food preparation is conducted with the highest standards of quality, hygiene, and safety. They oversee kitchen operations, including ingredient sourcing, storage, and cooking processes. The chefs and kitchen staff work meticulously to present dishes that are visually appealing, flavourful, and prepared to guests' specifications.

4. Banqueting and Events:

The F&B department plays a significant role in organizing and catering to banquets, conferences, weddings, and other special events hosted at Vivanta, Panaji, Goa. They work closely with event planners and guests to create customized menus, arrange food and beverage setups, and ensure smooth execution of the event. The department aims to create memorable dining experiences that complement the occasion.

5. Quality Control and Guest Satisfaction:

Maintaining high-quality standards and ensuring guest satisfaction is a top priority for the F&B department. They regularly monitor food and beverage quality, service standards, and guest feedback. Any concerns or suggestions from guests are promptly addressed to enhance the overall dining experience and exceed guest expectations.

6. Ensuring timely delivery of food and beverages.

The F&B service team is responsible to ensure that the food once prepared is taken to the customer who demanded it in whichever restaurant it maybe, Latitude, Tamari, Tease or even IRD (in room dining). They also need to ensure that drinks are delivered on time, even at the pool bar or at any of the restaurants at the hotel

In summary, the Food and Beverage department at Vivanta, Panaji, Goa strives to offer a diverse and memorable dining experience. Through meticulous menu planning, quality food preparation, excellent service, and a focus on guest satisfaction, the department aims to create a culinary journey that caters to the varied preferences of guests while showcasing the unique flavours and culinary heritage of Goa.

HOUSE KEEPING

Structure:

Please refer fig.7

DEPARTMENTAL WORKINGS, DUTIES AND RESPONSIBILITIES

The housekeeping department at Vivanta Panjim Goa plays a crucial role in maintaining the cleanliness, comfort, and overall ambience of the hotel. Committed to providing a pleasant and welcoming environment for guests, the department is responsible for a range of tasks that contribute to the smooth functioning of the hotel.

The department is led by a team of dedicated housekeeping professionals who are trained in the best practices of cleanliness, organization, and guest service. They work diligently to ensure that all areas of the hotel, including guest rooms, public spaces, corridors, and facilities, are kept immaculately clean and well-maintained.

The housekeeping team follows a comprehensive cleaning schedule that encompasses regular cleaning, sanitization, and upkeep of all areas. They pay meticulous attention to detail, ensuring that every room is thoroughly cleaned, beds are made with fresh linens, surfaces are dusted and polished, and amenities are replenished promptly.

In addition to maintaining cleanliness, the housekeeping department also focuses on enhancing guest comfort. They strive to create a serene and relaxing atmosphere by managing lighting, temperature, and ventilation in guest rooms. They also take care of arranging and organizing furniture, ensuring that each room is aesthetically pleasing and functional.

The department works in close collaboration with other hotel departments, such as front office and maintenance, to address guest requests and resolve any issues related to housekeeping. They prioritize prompt and efficient service to ensure that guests' needs are met in a timely manner.

The housekeeping team also plays a crucial role in upholding hygiene and safety standards. They adhere to strict protocols for handling and disposing of waste, use eco-friendly cleaning products, and implement measures to prevent the spread of germs and bacteria.

Moreover, the housekeeping department at Vivanta Panjim Goa places a strong emphasis on staff training and development. Team members undergo regular training sessions to enhance their skills, stay updated on industry trends, and learn about new cleaning techniques and technologies.

Overall, the housekeeping department at Vivanta Panjim Goa is committed to providing a clean, comfortable, and visually appealing environment for guests. Their dedication to maintaining high standards of cleanliness and attention to detail contribute to a memorable and enjoyable stay for every guest at the hotel.

HUMAN RESOURCE

Structure:

Please refer fig. 8

DEPARTMENTAL WORKINGS, DUTIES AND RESPONSIBILITIES

The H.R. department at Vivanta by Taj consists of 5 employees. They are responsible for hiring, firing and developing of personnel in the organisation while also deriving salaries and handling employee disputes and grievances. The strength of employees working are around 300.

There are three types of employees;-

- Contractual – employees who are on contract basis. For example: 6 months.

- Fixed term contract – this contract is fixed for one or two year.
- Permanent staff also known as Bargainable staff
- Executives

Types of leaves

- Casual leaves (6 Days)
- Privilege leave (15 days) (executives 24 days)
- Sick leave (9 days)
- Bereavement leave (15 days)
- Sabbatical leave-- this leave is for the staff who willing to study further and are given for 1 or 2 years but this is not the paid leave.

Health benefits

They provide hospitalization benefit to the union staff up-to 75000 per year and for executive 1 lakh per year and it goes up-to 3 lakh per year

Retirement benefits

- Provident fund -Salary
- Gratuity act -pension
- EPS (Employee pension scheme): They give 1 month service cash as a retirement gift wherein other organization gives of 15 days service.

Performance Evaluation

-Fixed term contract – performance review -> ratings -> performance bonus.

The performance evaluation is given on the basis of task. If the task is perfect then they renew the contract and the evaluation is low, medium, high ratings and for those employees, the given performance bonus is fixed 20%.

-Executives – potential assessment

The Human Resource (HR) department at Vivanta Panjim Goa plays a vital role in managing the hotel's most valuable asset—its employees. It is responsible for various functions related to recruitment, training, employee relations, performance management, and ensuring compliance with labour laws and regulations.

The HR department at Vivanta Panjim Goa is led by a team of HR professionals who possess expertise in people management and organizational development. Their primary objective is to create a positive work environment that fosters employee satisfaction, engagement, and growth.

Recruitment and selection are key responsibilities of the HR department. They actively participate in the hiring process by sourcing candidates, conducting interviews, and making informed decisions to select individuals who align with the hotel's values and possess the necessary skills and qualifications. They go through the CVs that they receive and select those who fit position that they are looking for. They then have a telephone interview which is followed by an interview in the organization. If hired, they sign a 11 month contract and receive a name tag and the uniform. They are also provided accommodation.

Once employees are on boarded, the HR department facilitates comprehensive orientation programs to familiarize them with the hotel's policies, procedures, and culture. They also develop and implement training and development initiatives to enhance employees' skills and

knowledge, promoting both personal and professional growth. Vivanta makes sure that all employees are taught and know all the operations in the hotel.

The HR department is committed to maintaining strong employee relations. They act as a bridge between management and employees, facilitating effective communication, and addressing any concerns or grievances. They also strive to create a supportive work environment that encourages teamwork, collaboration, and open dialogue.

Performance management is another critical aspect of the HR department's responsibilities. They establish performance evaluation systems, conduct regular assessments, and provide constructive feedback to employees. Through this process, they identify areas for improvement, recognize outstanding performance, and implement strategies to enhance overall productivity and job satisfaction.

The HR department at Vivanta Panjim Goa also ensures compliance with labour laws and regulations. They stay updated on legal requirements, handle payroll administration, and manage employee benefits and leave policies. They work closely with legal and regulatory bodies to ensure that the hotel operates in accordance with applicable labour laws.

In addition to these core functions, the HR department actively promotes employee engagement, wellness programs, and initiatives that enhance work-life balance. They organize social events, employee recognition programs, games during the end of the month and other activities to foster a sense of belonging and create a positive workplace culture.

The HR are also in charge of the derivations of employee salaries. They need to come up with statutory and non-statutory benefits for the employees as a part and package of their salary. Other benefits to the employees such as ESIC (Employee State Insurance Corporation) and P.F. are also a part of this package.

They look after the yearly appraisals for the employees wherein those employees working in the front of the house are appraised. They are given letters, small tokens of appreciations are given and they are appraised every year based on performance. ReviewPro filled in by the guests is a tool which contributes to understanding who needs to be appraised.

They also have to handle any employee disputes and grievances. They have to maintain decorum and handle disputes within employees and help resolve grievances without being partial to one party.

Overall, the HR department at Vivanta Panjim Goa serves as a strategic partner to both employees and management, focusing on talent acquisition, development, and retention. Their efforts contribute to the hotel's success by creating a motivated and skilled workforce that is committed to delivering exceptional guest experiences.

LEARNING AND DEVELOPMENT

Structure

Please refer to fig. 9

DEPARTMENTAL WORKINGS, DUTIES AND RESPONSIBILITIES

The Learning and Development (L&D) department at Vivanta Panjim Goa is dedicated to the continuous growth and professional development of the hotel's employees. It plays a vital role in enhancing the skills, knowledge, and capabilities of the workforce, ensuring that they are equipped to deliver exceptional service and achieve their full potential.

The L&D department is headed by a team of experienced learning professionals who design and implement various training and development programs. They work closely with

department heads and employees to identify learning needs, establish training objectives, and create relevant and engaging learning experiences.

One of the primary responsibilities of the L&D department is to provide comprehensive onboarding and orientation programs for new employees. These programs familiarize new hires with the hotel's values, policies, procedures, and job-specific skills, helping them to quickly adapt to their roles and responsibilities.

Measurement and evaluation of training effectiveness are important aspects of the L&D department's responsibilities. They utilize feedback mechanisms, assessments, and performance evaluations to assess the impact of training programs and identify areas for improvement.

L&D is also in charge of the allocation of trainees and interns that come to work at Vivanta. They are required the trainees according to their strengths and also look after their attendance and biometrics. All the documents regarding the trainees are collected by the L&D department. They are also in charge staff if necessary. They go through CVs received and find potential trainees who fit the job description that they are looking for.

Overall, the L&D department at Vivanta Panjim Goa is committed to fostering a culture of learning, growth, and development. Their efforts contribute to building a highly skilled and motivated workforce that consistently delivers exceptional service and experiences to guests.

FINANCE

Structure:

Please refer to fig. 10

DEPARTMENTAL WORKINGS, DUTIES AND RESPONSIBILITIES

The Credits Finance department at Vivanta Panjim Goa plays a crucial role in managing the financial aspects related to guest credit facilities and accounts. It is responsible for ensuring timely and accurate billing, credit control, and managing financial transactions associated with guests' stay at the hotel.

The department is headed by a team of skilled finance professionals who possess expertise in credit management and financial operations. They work closely with the front office, sales and reservations teams to maintain accurate records of guest credit information, ensuring seamless processing of billing and payments.

One of the primary responsibilities of the Credits Finance department is to manage guest credit facilities. This includes evaluating credit applications, setting credit limits, and monitoring creditworthiness to minimize financial risk for the hotel. They establish and maintain effective credit control measures to ensure timely collection of outstanding balances and adherence to credit policies and procedures.

The department handles the preparation and distribution of accurate and detailed guest bills, invoices, and statements. They ensure that all charges are correctly recorded, reflecting the services utilized by guests during their stay. Additionally, they are responsible for resolving any billing discrepancies, responding to guest inquiries, and providing assistance with payment-related matters.

The Credits Finance department also collaborates with other departments within the hotel, such as the front office and reservations, to reconcile guest accounts and resolve any financial issues. They maintain effective communication channels to address billing disputes and ensure guest

satisfaction. They also working hand in hand with the sales team who look after group bookings and banquets and make sure that all bills are cleared.

Moreover, the department plays a vital role in financial reporting and analysis. They generate periodic financial reports, including daily business reports, audit reports, accounts receivable aging, credit analysis, and other relevant financial data. These reports assist management in making informed decisions and monitoring the financial performance of the hotel.

The Credits Finance department is also responsible for ensuring compliance with financial regulations and internal control procedures. They adhere to legal and regulatory requirements related to credit transactions, data privacy, and financial reporting, safeguarding both the hotel's and guests' financial interests.

Overall, the Credits Finance department at Vivanta Panjim Goa plays a pivotal role in managing guest credit facilities and accounts. Their meticulous attention to detail, adherence to financial policies, and commitment to excellent customer service contribute to a smooth and efficient financial operation, ensuring a positive financial experience for both the hotel and its guests.

PURCHASE AND STORES

Structure:

Please refer to fig. 11

DEPARTMENTAL WORKINGS, DUTIES AND RESPONSIBILITIES

The Purchase and Storage department at Vivanta Panjim Goa is responsible for managing the procurement and storage of goods and supplies required for the hotel's daily operations. This

department plays a crucial role in ensuring the availability of high-quality products and ingredients while maintaining efficient inventory management.

The department is led by a team of procurement and storage professionals who possess expertise in vendor management, negotiation, and inventory control. They work closely with various departments within the hotel, including food and beverage, housekeeping, and maintenance, to understand their requirements and source the necessary items.

Procurement is a key function of the Purchase and Storage department. They identify reliable suppliers, evaluate product quality and pricing, negotiate contracts, and place orders for goods and services. The department strives to establish long-term relationships with suppliers to ensure consistent supply and favourable pricing terms.

The department also focuses on maintaining optimal inventory levels to meet the hotel's operational needs while minimizing wastage and storage costs. They utilize inventory management systems and practices to track stock levels, monitor consumption patterns, and plan for timely replenishment. Additionally, they implement proper storage and rotation procedures to ensure the freshness and quality of perishable items.

Quality control is of utmost importance in the Purchase and Storage department. In the Receiving they conduct rigorous quality checks on incoming goods to ensure compliance with the hotel's standards. This includes inspecting the quality, freshness, and packaging of food items, as well as verifying the quality and durability of non-food items.

The department is also responsible for managing the storage facilities within the hotel. They organize and maintain storage areas, ensuring proper hygiene, temperature control, and safety measures. They implement proper labelling and categorization systems to facilitate easy retrieval of items and minimize the risk of inventory discrepancies.

In addition to procurement and storage, the department actively participates in cost control efforts. They analyse market trends, monitor pricing fluctuations, and identify cost-saving opportunities without compromising on quality. They collaborate with other departments to implement efficient procurement practices and identify alternative suppliers when necessary.

The Purchase and Storage department at Vivanta Panjim Goa plays a critical role in ensuring the hotel's operational efficiency by providing timely and high-quality supplies. Their focus on procurement, inventory management, quality control, and cost control contributes to the overall success of the hotel's operations, enabling seamless service delivery to guests.

SALES AND MARKETING

Structure:

Please refer to fig. 12

DEPARTMENTAL WORKINGS, DUTIES AND RESPONSIBILITIES

SALES:

The Sales department at Vivanta Panjim Goa is responsible for driving revenue growth by promoting and selling the hotel's services and facilities to various market segments. This department plays a vital role in attracting guests, maximizing occupancy, and generating business opportunities for the hotel.

The Sales department is led by a team of skilled and experienced sales professionals who possess in-depth knowledge of the hospitality industry and market dynamics. They work closely with the hotel's leadership team to develop sales strategies, set targets, and establish key performance indicators to drive business success.

One of the primary responsibilities of the Sales department is to handle group bookings or company bookings that consists of more than 50 guests. They handle those bookings, and make sure that all bills are paid.

The Sales team actively participates in business development activities, including attending trade shows, industry events, and networking opportunities. They collaborate with the marketing department to develop promotional campaigns, sales collateral, and digital marketing initiatives to raise awareness of the hotel and drive demand.

The department also works closely with other hotel departments, such as banqueting and events, to promote and sell event spaces, meeting rooms, and banquet facilities. They actively engage with event planners, corporate clients, and wedding organizers to understand their requirements and tailor offerings to meet their needs.

The Sales department at Vivanta Panjim Goa is also responsible for maintaining strong relationships with existing clients. They provide personalized service, address client inquiries and concerns, and ensure customer satisfaction. They collaborate with the hotel's guest relations team to identify opportunities for upselling and cross-selling additional services and amenities.

Sales performance analysis and reporting are integral to the department's operations. They track and measure sales activities, revenue targets, and market trends to evaluate the effectiveness of sales strategies. This data helps in identifying areas for improvement and making informed decisions to achieve sales objectives.

Overall, the Sales department at Vivanta Panjim Goa plays a pivotal role in driving revenue growth and maximizing occupancy. Their focus on market segmentation, customer relationship

management, and strategic sales initiatives contributes to the hotel's financial success and market competitiveness.

MARKETING:

The Marketing department at Vivanta Panjim Goa is responsible for creating and implementing strategic marketing initiatives to promote the hotel, increase brand awareness, and attract guests. This department plays a crucial role in developing and executing marketing campaigns, managing digital platforms, and enhancing the hotel's overall reputation in the market.

The Marketing department is led by a team of skilled marketing professionals who possess expertise in various marketing channels and strategies. They work closely with the F&B departments to promote the restaurants by organizing themed events which help bring in more customers. They also work with the Spa and hold events there as well to increase sales.

One of the primary responsibilities of the Marketing department is to develop and implement comprehensive marketing campaigns. They conduct market research, identify target segments, and create compelling marketing messages and materials to effectively reach potential guests. These campaigns encompass various channels, including print media, digital marketing, social media, email marketing, and search engine optimization (SEO).

The department actively manages the hotel's digital presence and online reputation. They create and maintain the hotel's website, ensuring that it is visually appealing, user-friendly, and provides relevant information to potential guests. They also leverage social media platforms to engage with the audience, share updates, run promotional campaigns, and gather guest feedback.

In addition to external marketing efforts, the department focuses on fostering strong relationships with travel agencies, tour operators, corporate clients, and other stakeholders. They collaborate with these partners to develop joint marketing initiatives, conduct familiarization trips, and participate in industry events to enhance the hotel's visibility and attract business.

The Marketing department also plays a significant role in public relations and media management. They proactively engage with media outlets, industry influencers, and travel writers to generate positive coverage and increase media exposure for the hotel. They manage press releases, handle media inquiries, and coordinate media events and familiarization trips.

Moreover, the Marketing department actively monitors market trends, competitor activities, and guest preferences. They conduct market research, gather customer feedback, and apply consumer insights to continuously improve marketing strategies and tailor offerings to meet guest expectations.

Overall, the Marketing department at Vivanta Panjim Goa plays a critical role in creating brand awareness, attracting guests, and maintaining a positive image in the market. Their strategic marketing initiatives, digital presence management, public relations efforts, and data-driven decision-making contribute to the hotel's success in a competitive market.

INFORMATION TECHNOLOGY

Structure:

Please refer to fig. 13

DEPARTMENTAL WORKINGS, DUTIES AND RESPONSIBILITIES

The IT department at Vivanta Panjim Goa is responsible for managing and maintaining the hotel's information technology infrastructure and systems. This department plays a crucial role in ensuring smooth and efficient technology operations to support the hotel's daily operations and guest services.

The IT department is led by a team of skilled IT professionals who possess expertise in various aspects of technology management. They are responsible for the installation, configuration, and maintenance of computer systems, networks, hardware, and software applications throughout the hotel.

One of the primary responsibilities of the IT department is to provide technical support to hotel staff and guests. They troubleshoot and resolve issues related to computer systems, TV assistance, internet connectivity, and software applications. They ensure that all technology resources are up and running, minimizing any disruptions to the hotel's operations.

The department is also responsible for ensuring the security of the hotel's data and information systems. They implement and maintain robust security measures, such as firewalls, antivirus software, and data encryption, to protect against cyber threats and unauthorized access. They regularly update software and hardware to ensure compliance with industry standards and best practices.

Additionally, the IT department manages the hotel's telecommunications systems, including phone lines, voicemail systems, and internet connectivity. They ensure seamless communication channels for internal staff and guests, allowing for efficient and effective communication. They also look after the Biometrics Machine which records the attendance of the employees at the hotel.

The IT department also supports technology-driven initiatives within the hotel, such as the implementation of property management systems (PMS), guest booking systems, and other digital platforms. They collaborate with other departments to identify technology needs, evaluate solutions, and implement new systems to enhance guest experiences and streamline operations.

Moreover, the IT department at Vivanta Panjim Goa keeps abreast of the latest technological advancements and trends in the hospitality industry. They evaluate emerging technologies and assess their potential for implementation within the hotel to improve efficiency, guest satisfaction, and operational excellence.

Overall, the IT department at Vivanta Panjim Goa plays a critical role in maintaining a reliable and secure technology infrastructure. Their focus on technical support, system maintenance, security, and technology innovation

ensures that the hotel's technology operations run smoothly, enabling staff to deliver exceptional service and providing guests with a seamless and enjoyable experience.

ENGINEERING

Structure:

Please refer to fig. 14

DEPARTMENTAL WORKINGS, DUTIES AND RESPONSIBILITIES

The Engineering department at Vivanta Panjim Goa is responsible for the maintenance and upkeep of the hotel's physical infrastructure, including its buildings, facilities, and mechanical

systems. This department plays a crucial role in ensuring the smooth operation of various systems and providing a safe and comfortable environment for guests and staff.

The Engineering department is led by a team of skilled engineers and technicians who possess expertise in various areas, such as electrical, mechanical, plumbing, and HVAC (heating, ventilation, and air conditioning) systems. They work diligently to ensure that all systems are properly maintained, serviced, and repaired to meet the highest standards of safety and functionality.

One of the primary responsibilities of the Engineering department is to conduct preventive maintenance tasks. They perform regular inspections, testing, and servicing of equipment and systems to identify any potential issues before they escalate. This proactive approach helps in minimizing disruptions to hotel operations and preventing costly breakdowns.

The department also handles the repair and troubleshooting of various systems and equipment. They respond promptly to maintenance requests, diagnose problems, and implement appropriate solutions. Whether it's fixing electrical issues, repairing plumbing fixtures, or maintaining the hotel's HVAC systems, the Engineering department ensures that everything is in optimal working condition.

In addition to reactive maintenance, the Engineering department also oversees larger-scale renovation and improvement projects. They collaborate with external contractors and consultants to plan and execute projects, such as room refurbishments, upgrades to energy-efficient systems, and the implementation of sustainable practices.

Another important aspect of the Engineering department's responsibilities is to ensure compliance with safety regulations and standards. They conduct regular inspections to identify

and address potential safety hazards. They also maintain documentation and records related to safety inspections, equipment maintenance, and compliance with local building codes.

The Engineering department actively monitors energy consumption and implements energy-saving initiatives. They optimize the hotel's energy efficiency by implementing measures such as LED lighting, energy-efficient appliances, and monitoring systems. Their efforts contribute to reducing the hotel's environmental footprint and promoting sustainability.

Moreover, the Engineering department supports other departments within the hotel by providing technical expertise and assistance. They collaborate with the housekeeping department to ensure efficient laundry operations, support the food and beverage department with kitchen equipment maintenance, and assist the front office with technology-related issues.

Overall, the Engineering department at Vivanta Panjim Goa plays a vital role in maintaining the hotel's infrastructure and ensuring a safe and comfortable environment for guests and staff. Their focus on preventive maintenance, timely repairs, safety compliance, and energy efficiency contributes to the smooth operation of the hotel and the satisfaction of its guests.

SECURITY

Structure

Please refer to figure 15

DEPARTMENTAL WORKINGS, DUTIES AND RESONSIBILITIES

The Security department at Taj Vivanta Panjim is responsible for ensuring the safety and security of guests, staff, and hotel property. This department plays a crucial role in maintaining a secure environment and providing peace of mind to everyone within the premises.

The Security department is led by a team of trained security personnel who possess expertise in security protocols and emergency response procedures. They are responsible for implementing and enforcing security measures to prevent unauthorized access, mitigate risks, and handle any security incidents that may arise.

One of the primary responsibilities of the Security department is to monitor and control access to the hotel premises. They manage entry points, conduct security checks, and enforce visitor registration protocols. They also monitor surveillance systems, including CCTV cameras, to detect and deter any suspicious activities.

The department maintains a vigilant presence throughout the hotel, patrolling public areas, corridors, and parking facilities. They respond promptly to any security concerns, including theft, disturbances, or other emergencies. They are trained to handle various situations professionally and efficiently, ensuring the safety and well-being of guests and staff.

In addition to physical security, the department also implements fire safety measures and conducts regular drills to ensure preparedness in case of emergencies. They collaborate with local authorities and emergency services to establish effective communication channels and coordinate emergency response efforts.

The Security department plays a proactive role in risk assessment and risk management. They identify potential security vulnerabilities and recommend appropriate security enhancements.

They also provide training and awareness programs for hotel staff to promote a culture of security and create a safe environment.

Moreover, the Security department at Taj Vivanta Panjim works closely with other hotel departments to ensure a seamless guest experience. They assist with crowd management during events or high occupancy periods, provide support during VIP visits, and collaborate with the front office to address guest concerns related to security.

The Security has to look after who enters the hotel property and which vehicles are allowed and not. All outside guests and vehicles are checked before entering hotel premises. If there are any parcels for the hotel or for the in house guests, they will have to get checked by the security before entering the hotel.

Overall, the Security department at Taj Vivanta Panjim is dedicated to maintaining a safe and secure environment for guests, staff, and hotel property. Their focus on access control, surveillance, emergency response, and risk management contributes to the overall well-being and satisfaction of everyone within the hotel premises.

2. TASKS HANDLED

My major tasks were divided between the departments of IRD and Front Office, and the following are the tasks I have efficiently handled: -

IRD department

- Setting up the cuisine as per the request of the guests.
- Providing and serving ordered food to the guests in the respective rooms.
- Organising and arranging their rooms with aesthetic setups.
- Ordering of decorative items in the room as a part of room setup.
- Interacting with the guest to fulfil their request.

Front Office

- Assisting the bell captain, you look after the luggage of the guests arriving and departing.
- Assisting the receptionist with respect to check in and check out of the guest.
- Looking after the requirements of the guests resting in the lobby area.
- Slot wise arrangement of the cards according to the room numbers.
- Ensuring the registration cards have proper information about room numbers and facilities.
- Maintaining the guest list and the cards synchronising it with the updated data.

3. LEARNING

My internship this time was in Taj Vivanta Panjim. I was instructed to join on 5th of May 2023, and accordingly I did so. Upon arrival I was introduced to the hotel staff including HR. The HR staff made us do some compulsory paper work and after that the formal introduction to the relevant department was done.

I met Mr Macnoy Fernandez who is the Assistant FnB manager and would be my reporting manager for the rest of the internship. I was placed in the IRD department which looks after the services related to providing and serving food to the guests in their respective rooms. Upon my induction in the IRD department the supervisor gave me a tour of the floor and informed me about the working of this department.

I am fortunate to have an understanding and generous supervisor who tried her best to make me understand to get along with different setups and the demand in the department. Getting along with the setup was challenging as different cuisine would have different set of food. Example, if it was an Indian cuisine the food tray would contain pickle papad and salad, similarly if the cuisine was Chinese, then the tray would have complementary souces and vinegar.

Along with that, I was up skilled in communication skills because I was told to have healthy interaction with the guest that I am allotted to serve. Apart from that I was also introduced to the basic room setup in which I learnt ways and patterns to arrange wine glass fruits chocolate etc.

The other department I was placed was of the front office where I worked in helping the bell captain who looks after the luggage of the guest for arriving and departing. Reception staff introduced me to the working of the department and I was well to do with the process in very

less time. A responsibility included looking after the needs of the guest who were sitting in the lobby and fulfilling their requests.

The duty manager is very compassionate and helpful in nature who advised us at different phases of the process. Overall, it was a good experience working with numerous people who help me complete this internship and their buy loan and gain experience to be corporate ready for upcoming days.

4. CHALLENGES

As I was placed in the IRD department which looks after serving the food to the guests in the rooms, it was big challenging in the beginning as I used to face difficulties in arranging the cuisine as per the required set up. I was new to this department so I took little time in getting to know completely about the cuisines and the relevant different setups.

Initially I faced some hurdles while interacting with the guests but as the time lapsed, I did better than expected. As a result, proper communication skills and good set of knowledge and information about the industry would be the prerequisites for the tasks that I have handled.

At the same time exposure of the working of different departments is necessary to build up the confidence as it is required to fulfil the duties as and when needed.

In front office department the major challenges I faced was related to ordering and updating of the registration cards with their room numbers. Nevertheless, fulfilling request of the guests held in lobby was also a tedious task to do. With the constant support from the supervisor and the duty manager, I was able to do the task responsibly and efficiently.

APPENDIX-1

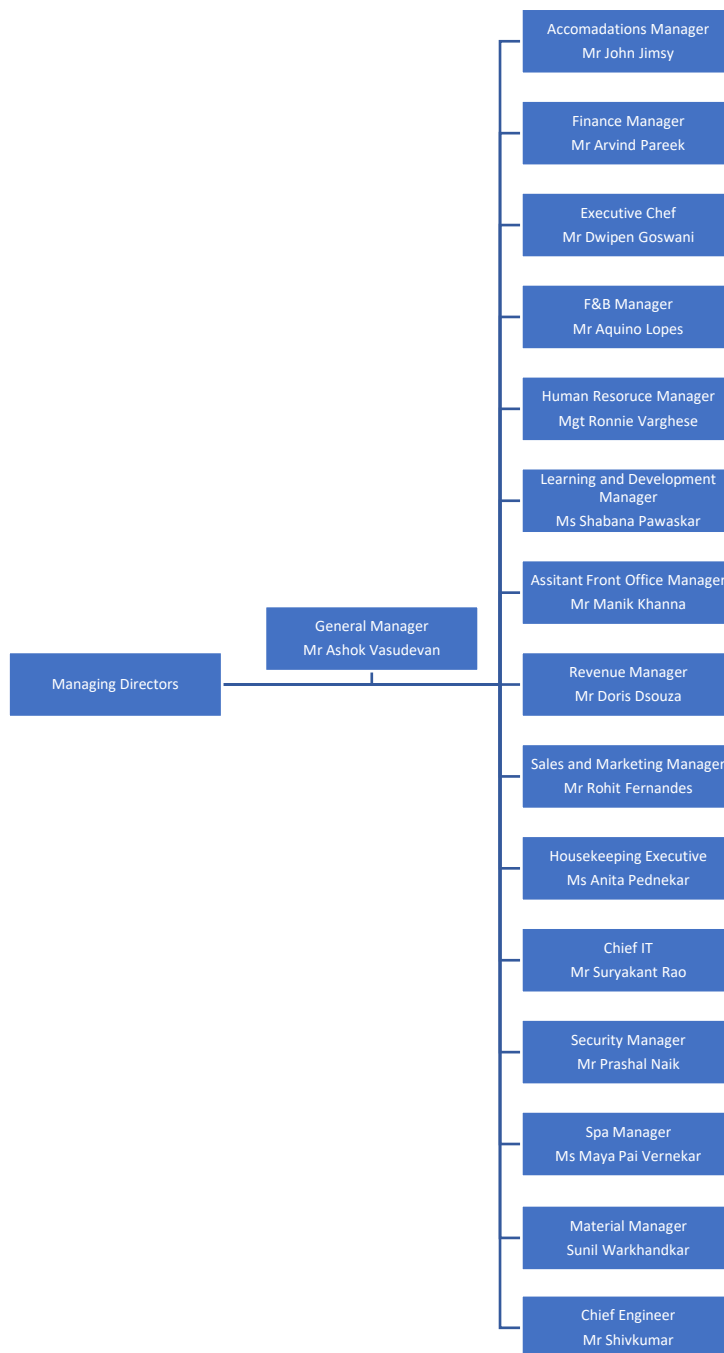


Fig 01

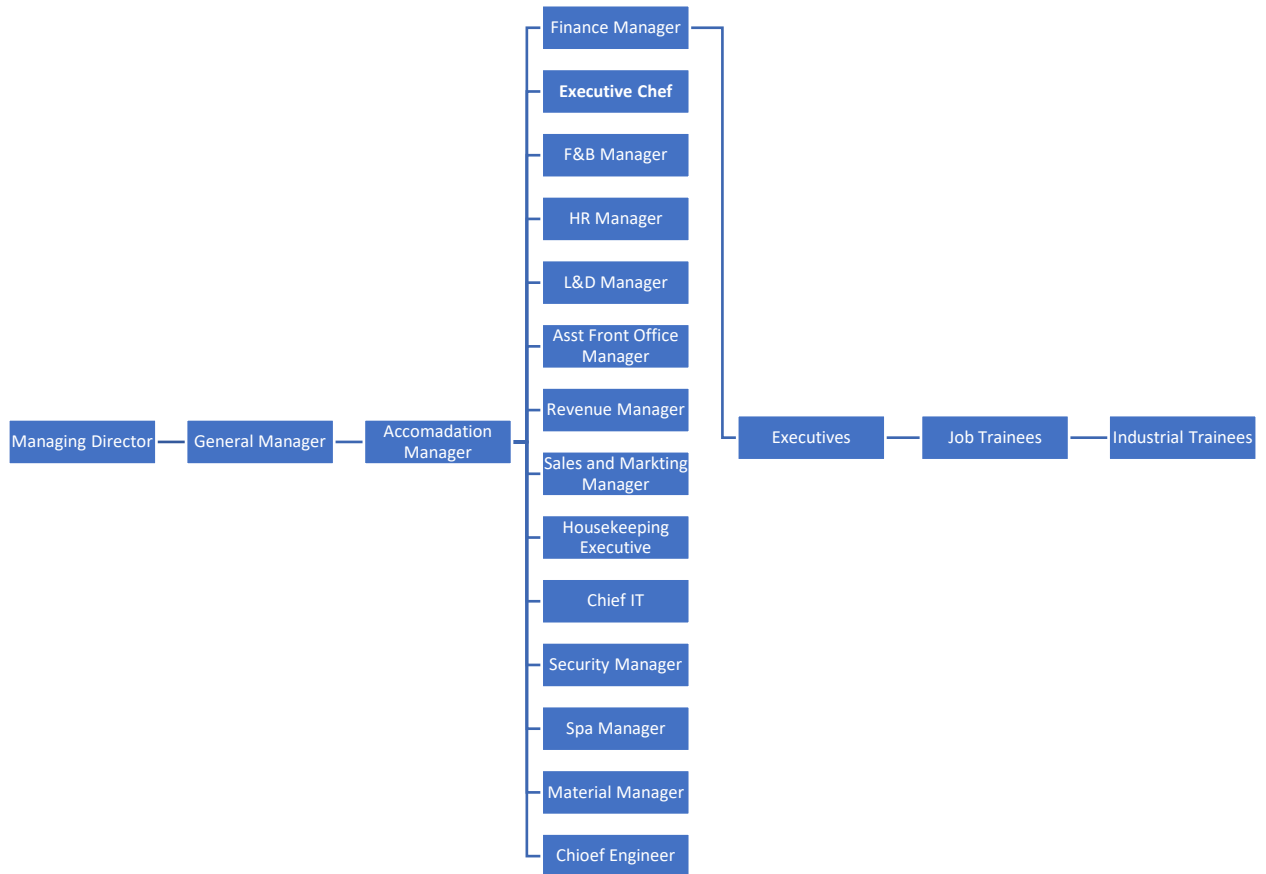


Fig 2

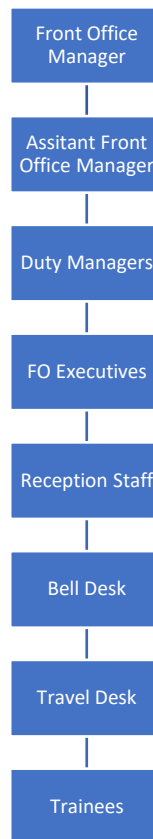


Fig 03



Fig 04

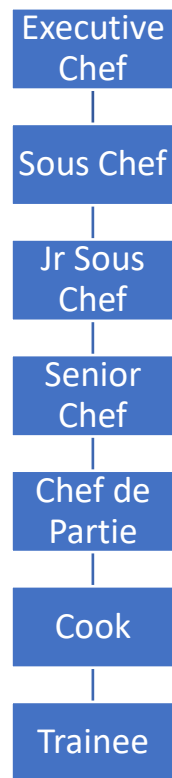


Fig 05



Fig 06

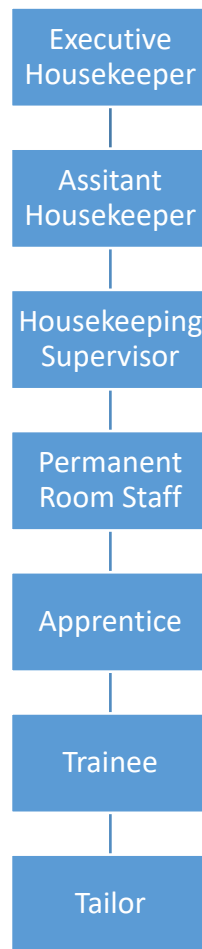


Fig 07

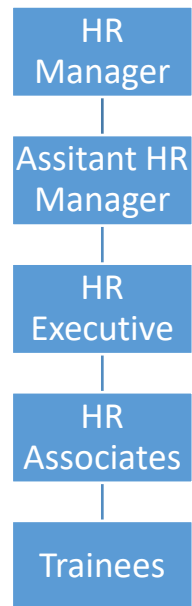


Fig 08

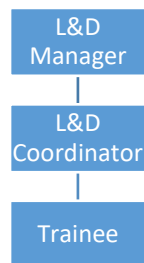


Fig 09



Fig 10



Fig 11

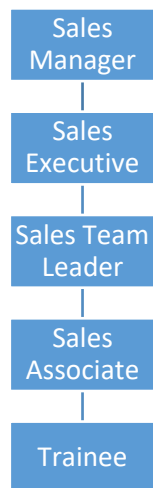


Fig 12

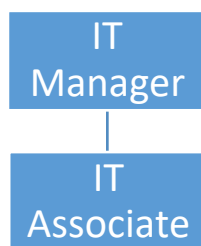


Fig 13

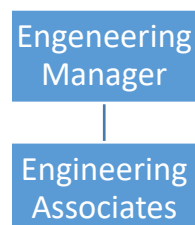


Fig 14



Fig 15

APPENDIX-2







