

# **INTERNSHIP REPORT**

## **GRAND HYATT GOA**



SUBMITTED TO

DEPARTMENT OF MANAGEMENT STUDIES (MBA-INTEGRATED)

GOA BUSINESS SCHOOL

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

BY

SONALI DHARA

ROLL NO: 2142

AUGUST 2023



## OFFER LETTER

May 15, 2023

Ms. Sonali Dhara  
Goa Business School, Goa University

Dear Sonali,

We are pleased to inform that you have been selected to undergo the Internship Programme starting from May 15<sup>th</sup> 2023 till July 14<sup>th</sup> 2023 at Grand Hyatt Goa in the Front Office and Housekeeping Departments.

This offer is subject to the following terms and conditions:

### **Uniform**

You will be wearing your own formals during the tenure of your training with Grand Hyatt Goa. You are required to arrange for your own shoes (Black shoes, plain black socks and black trouser).

### **Stipend**

You will be eligible for a monthly stipend of Rs. 1000/- (Rupees One Thousand only) all inclusive. The hotel is not liable to pay any other compensation whatsoever.

### **Accommodation**

You will be responsible for your own accommodation.

### **Duty Meals**

You are entitled for complimentary duty meals at the Associate restaurant - 'Clube Nacional' and shall adhere to the timings and hotel policy.

### **Transportation**

You will be responsible for your own transportation.

### **Training hours**

The normal training hours per week are 48 hours over six (6) days. The responsibilities of training may require additional levels of commitment. You may undergo training even during off days.

### **Attendance**

You will have to comply with a 90% attendance during the tenure of the training.



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Goan Hotels and Realty Private Ltd.  
Regd. Office - DB Central, Maulana Azad Road,  
Rangwala Compound, Jacob Circle, Mumbai - 400011  
CIN - U55101MH2004PTC149219  
GST 30AACCG4949F12V

#### Proprietary Materials

All training manuals, operations manuals, business data, business plans, financial projections and results, sales and marketing information, marketing strategies, customer information, computer programmes and other business, commercial or technical information or data concerning the business prospects, strategies, business objectives, business transactions, financial arrangements, operations, systems and organization, methods, standards, specifications, concepts, ideas, plans, projects, programmes, procedures and knowhow of Hyatt Hotels Corporation, made available to you during the course of your training, in any tangible medium of expression, including any discoveries, inventions or derivative works of the same that you create or conceptualize during the course of your internship training (collectively referred to herein as the "Confidential Information"), are the sole and exclusive property of Hyatt Hotels Corporation.

The Confidential Information made available to you during the course of your training may include valuable trade secrets belonging to Hyatt Hotels Corporation. You must hold all Confidential Information in strictest confidence, and not share or disclose it to any third parties or use it except in routine course of performance of their duties at the Hotel. You must return all Confidential Information, including any copies, summaries or compilations of any Confidential Information, to Grand Hyatt Goa upon the termination or completion of the training. Any violation of these obligations will subject you to appropriate action, which may include immediate termination of your training. Your obligations under this paragraph will continue in effect beyond the termination of your training.

#### Accident while on duty

In case of any accident while on duty, Grand Hyatt Goa will not be responsible for any compensation whatsoever to you.

#### Conflict of Interest

You are expected to carry out your tasks diligently, and shall at all times safeguard the interest of the company. Grand Hyatt Goa regards conflict of interest as a severe offence that may lead to dismissal.

#### General Conditions

During the training period, you will be bound by the policies of Grand Hyatt Goa that may be framed and enforced from time to time. The Hotel reserves the right to amend or alter these at its discretion without any notice thereof, and these will be deemed as the terms and conditions governing your training.

In case of any dispute arising in respect of the interpretation of the terms and conditions of the training at the Hotel, the decision of the Director of Human Resources shall be final.

#### Relationship

The relationship between you and the Hotel, is only that of Pupil and Institute.

#### Termination of Training

This agreement can be terminated by college or by either party by providing a written 7 days' notice period. You will be required to fulfil your professional duties for the entire duration of the stipulated notice period.

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**Acceptance**

If the foregoing concurs with your understanding of the terms and conditions of training, please sign, stamp and return one copy of this letter as a token of your acceptance.

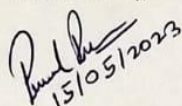
**Contact Information**

If you need any further assistance, please feel free to contact Mr. Prasad Prakash Prabhu, Learning Manager at the following address:

Grand Hyatt Goa  
P.O. Goa University  
Bambolim, Goa - 403206  
Phone: (0832) 3011324  
+91 7709004847

We look forward to welcoming you to Grand Hyatt Goa.

Yours sincerely,

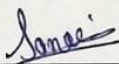


15/05/2023

**Prasad Prakash Prabhu**  
Learning Manager

I have read and fully understood the terms and conditions of the Internship Programme at Grand Hyatt Goa.

Accepted




**Sonali Dhara**  
(Student)

Date

15/05/2023

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## INTERNSHIP (COMPLETION) CERTIFICATE

July 15, 2023

### TO WHOMSOEVER IT MAY CONCERN

This is to certify that Sonali Dhara, a student of Integrated MBA (HTT) Goa Business School, Goa university has undergone Internship with us in Front Office & Housekeeping Department from May 15, 2023 to July 14, 2023.

During her Internship tenure, she was present for 61 days out of 61 days.

We found her to be sincere and hardworking. We take this opportunity to wish her success in all her future endeavors.

For Grand Hyatt Goa

*Prasad Prakash Prabbu*  
15/07/2023

**Prasad Prakash Prabbu**  
Learning Manager

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## ACKNOWLEDGMENTS

I Miss Sonali Dhara , would like to express my heart felt gratitude towards the training manager of Grand Hyatt Goa for granting me the permission to carry out my internship project at their esteemed organization.

I would also like to thank all the managers and associates of the hotel for helping me and allowing me to learn how the hotel industry functions and providing their full support and guiding me with their experience in industry.

I would also like to thank the entire team of Grand Hyatt Goa for their continuous support and guidance throughout my training.

Last but not the least would like to thank my all professor and office staff for helping me prepare for the same

Prof. K.G. Shankaranarayanan: Program Director

Dr Albino Thomson: Assistant Professor

Mr Kevin D'souza: Assistant Professor

Dr Poonam Sadekar: Assistant Professor

Ms Sujal Naik: Assistant Professor

Mr Sadanand Gaonkar: Assistant Professor

Dr Paresh Lingadkar: Assistant Professor

Administrative staff

Ms Shilpa Shirodkar

Mr Kishor Nagvekar

Mr Naresh Salgaonkar

Mr Sarvesh Vaigankar

It was a great learning experience and it wouldn't have been possible without the help of my mentor.

## **EXECUTIVE SUMMARY**

In accordance with the requirements of the course I had my summer training at Grand Hyatt Goa.

This was my first working experience in the Front Office & Housekeeping department since I started my course in hospitality. My position was held as a trainee in the Front office & Housekeeping department of the Hotel.

It was an excellent experience. It indeed was a great opportunity for learning new things everyday where I could test my skills and improvise on them after the feedback from my seniors at work a chance to overcome many of fears and to put my best foot forward and out my interpersonal and communication skills. I have been able to communicate, network, and connect with so many people.

I learned the importance of communication, because without communication nothing in the world works. I am glad that I had good mentors around who asked me question and when I failed to answer they never made me feel less of myself but instead corrected me in a way the best teacher would.

I learned the importance of teamwork, it's just a beautiful to watch everyone help out everyone at times of rush as they call it. The work environment was not just good but fun and as they say if you have fun in what you do the most difficult things just gets easier with the right environment around.

I have learned a number of things while my time there but most importantly I have seen myself grow.

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# **1. GRAND HYATT GOA**

## **1.1 INTRODUCTION**

The luxury 5-star Deluxe hotel is centrally located between North & South Goa. Situated in Bambolim, the hotel is conveniently located 7km from the capital city of Panaji and 25 km from Dabolim Airport, Goa. Grand Hyatt Goa overlooks the visually stunning waters of Bambolim Bay. The hotel is spread across 28 acres of colourful, tropical gardens and lush lawns that roll down to the water's edge of the Bambolim Bay.

The property was purchased by the Dynamix group under their holding company Goan Real Estate and Construction Ltd (later changed to private limited company) during 1992 and 1993. The plan for a grand hotel was conceptualized during mid 1995 and construction was accordingly commenced after receipt of requisite permissions. The hotel architecture was done by Chandrasekhar Kanetkar. Occupation of the hotel was obtained on 11 July 2010 and all licenses, permissions etc. were put in place thereafter for commencing operations. The hotel was opened on 1<sup>st</sup> August 2011.

Grand Hyatt Goa is Goa's largest and luxury conference and weddings resort, bringing the ultimate event experience to the dynamic meeting and weddings scene. Grand Hyatt Goa has long enjoyed a well-earned reputation for excellence in the field of banqueting and catering. A professional and attentive team oversees many successful events to ensure that catering and conference needs are met to the client's satisfaction. To further enhance its position as a leading conference venue, a dedicated events team has been established who provided and maintain the highest standards of excellence and personalised service for our delegates and organiser.

680 sq m of flexible meeting rooms and boardrooms, Events and culinary team on site, Casino, Business Centre, Recreation & Fitness Centre, Aquasail sailing centre, Shamana Spa, Outdoor

free-form swimming pool and a 25-metre indoor lap pool, Hair and beauty salon, 7 Restaurants & Bar, Adventure Park, Fly Dining - Adventure Dining in the Sky, Zip-Line, Wall Climbing, Rope Course, Dedicated Events Team, Dedicated Wedding Planner , Camp Hyatt - Kids Club, 2400 sq. ft Grand Ballroom, and Indoor and outdoor event spaces.

Grand Hyatt purpose: We care for people so they can be their best.

Our vision: A world of understanding and care.

Our mission: We deliver distinctive experiences for our guests.

There are 313 guestrooms across categories: 238 of Grand Rooms, Pool view and Bay view Rooms, 59 Grand Club rooms, 12 Grand Suites, 3 Grand Executive Suites Rooms and One Presidential Suite. Every room has a balcony offering relaxed seating with views of magical sunsets, our free from swimming pool or tropical gardens.

- Room sizes range from 50 square metres to 250 square metres (540 square feet to 2691 square feet)
- Multi-channel satellite television
- High speed internet
- Multi-line telephone
- Electronic safe
- Individual climate control
- Oversized bathroom with separate tub and walk in rain-shower
- Cotton linens and goose down duvet
- In-room tea and coffee-making facilities
- Iron and ironing board

## 1.2 SERVICES & FACILITIES

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

### 1.2.1) RESTAURANTS & BARS

There are seven award winning Restaurants and Bars and lounge that offer wide selection of cuisine and flavours from across the globe.

- The Dining Room – Five interactive kitchens and daily changing cuisine. The dining room offers a multi- cuisine spread or A la Carte options by our expert chefs. You have must try this dishes Mumbai sandwich, Hot Brownie on a skillet, Signature Dosa.

Breakfast – 7:00 Am – 11:00 Am

Lunch – 1:00 Pm – 4:00 Pm

Dinner – 7:00 Pm – 11:30 Pm

- Chulha – Our Indian restaurant featuring interactive kitchens and live stations. Evoking the ambience of the Indian rural cultures, the menu features authentic food and signature dishes from all the states in India. Including a special sections on authentic Goan cuisine. You have must try this dishes Palak Papdi chat, Murg Mangal Ram, Chulha Mutton Curry, Jalebi. Timings are lunch- 1:00 Pm – 4:00 Pm and Dinner – 7:00 Pm- 11:30 Pm.
- The Verandah – Experience the most authentic Italian food, with an array of wholesome home style recipes, all prepared in the interactive show kitchen of the restaurant. The Verandah serves healthy Italian food, crafted with the freshest ingredients. It starts at 7:00 PM – 11:30 PM
- Confeitaria Coffee Bar – Freshly Brewed Coffee, Homemade bakeries, pastries, takeaway snacks & souvenirs. It starts at 8:00 Am – 10:00 Pm.
- The Asian Work / Pool Bar & Grill – Comfort food and Asian specialities, also focusing on sushi & dim sums during evenings. Located just steps away from the pool, Pool Bar and Grills perfect for cocktail lunch or dinner. You have must try crisp cauliflower, Crispy flat bread pizza, Fish salad. It starts at 10:00 Am – 7:00 Pm.
- Capiz Bar – Handcrafted cocktails, sheesha, tapas, happy hour, fireplace, and live music. Capiz Bar is a versatile retreat and the ideal place in Goa to start in the evening with cocktails, linger over a drink after dinner or party to high energy music. It starts at 6:0 Pm – 8:00 Pm (Happy Hours).
- Bay View Lounge – Central meeting point. Goa's central meeting place, Bay View Lounge overlooks the bay and turns into a cozy get-together venue in the evening. By day, guests may indulge in freshly baked pastries, light gourmet fare, and an array of specialty teas and coffee for a perfect afternoon with friends. With complimentary Wi-

Fi it becomes a perfect meeting point in Goa for a quick meeting. It starts at 9:00 Am – 9:00 Pm.

- In-Room Dining – let us make your lazy mornings comfortable with breakfast in bed and fulfil your mid night craving with some delicious delights. Available round the clock, enjoy an extensive in-room dining experience in the privacy and comfort of your room. Its available 24/7.

### 1.2.2) MEETING & EVENT SPACE

Grand Hyatt Goa is one of Goa's largest and most sophisticated luxury conference and wedding resort, bringing the ultimate event experience to the dynamic meeting and weddings scene. there are a many meeting rooms for example Grand Ballroom, Salao 1,2&3, Salao 4 and 5, lawns, atrium, Jharoka etc.

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

### 1.2.3) RECREATIONAL FACILITIES

- The Shamana Spa features 19 treatment rooms including six couple suites with a private plunge pool, one Ayurveda suite and single suites.
- Goa's only 25-metre indoor lap pool.

- Outdoor free-from swimming pool.
- Fitness centre
- Aqua sail sailing centre
- Recreational centre and dedicated team
- Adventure Park featuring wall climbing, zip-line, sky cycle, rope course and more
- Kids playground
- Casino

### 1.3 SECTIONS WITHIN THE ORGANIZATION

Food and beverage service, Front office, Housekeeping, food production is some of the core departments of the hotel. Other than these, the hotel also has department like Engineering, Human Resource, Finance, security. Each department is equally important. There should also be good coordination among the staff for a smooth functioning hotel. I got the opportunity to get myself trained in the one of the core departments that is Front office & Housekeeping Department.

#### 1.3.1) FRONT OFFICE

The front office department is one of the most important place in the hotel industry. It is the first department where the guest gets the overall information about the facilities provided by the hotel. All the records are maintained of the guest from pre reservation to post check out. It deals with reservation, registration, guest billing, handling of guest complains etc. All guest



request and enquiries are fulfilled by the front office department. The front office department is also responsible for seeing that the guest's room is ready at the time of his/her arrival. In short, the front office department is responsible for making the guest's stay at the hotel a pleasant one.

I joined Grand Hyatt Goa 17<sup>th</sup> of May 2023. My first department was Front Office. Then in Front Office I was allocated to Grand Club.

## GRAND CLUB

Grand club is the executive lounge of Grand Hyatt Goa and it's for the executive VIP guests as well as all the guests. If any guest wants the club access for the lounge then the guest has to pay separately while checking apart from the room charge and the amounts vary from room category to room category and if the guest is having the club access after paying for the executive lounge or the grand club. The grand club opens at morning 9:00 Am and closes at night 11:30 Pm. Then we provide complimentary food such as Tea, Coffee, some snacks like- Tea cake, Cupcake, Scones, and different types of bread like- garlic twist, mushroom cheese roll, Masala cheese roll, jalapeno twist, etc in the afternoon it's also called as Hi-Tea. It starts 1:00pm to 5:00pm. And as well as Tea, Coffee & soft drinks are provided in the morning. There is a complimentary supply of beverages that is evening 6:00pm to 8:00pm. They are provided 2 types of wine that is red wine and white wine. The red wine and white wine both are Jacobs and mosaic brands and one type of champagne they are provided which is Sula. There are three types of beer which is kingfisher, kingfisher ultra, and Heineken also provided in the afternoon. Also they are provided 2 types of Gin, 2 types of Vodka, 2 types of whiskey, that is the scotch and 2 types of Rum and also soft drinks they are provided like Coca-Cola, sprite, Fanta, Tonic water and soda water etc.

In the evening tea they are provided different types of fruits and different types of salad like – Thai salad, green salad, Italian salad, We also provide day to day basis Goan Cuisine like prawns Balchao , chicken xacuti, etc. In the evening tea the menu changes regularly. There are different types of bread different types of cheese like cheder, brief, edam, goat cheese etc. In last they are provided different types of dessert as well. There are also small little live counter day to day basis its changes like suppose day one we have kapa pau live counter and day two we have Thai Salad and some day we have bhelpuri chat etc.

The Grand Club has a boardroom for the guest. If the guests wants to do any personal meetings or something like that then the guest is provided with the boardroom it's a general personal place where the guest can do any types of meetings or something like that any business purpose. For the boardroom first one hour is the complimentary and if the guests is extending the hour then its 3500/- per taxes.

Please refer to figure no:2(Appendix-iii)

### 1.3.2) HOUSEKEEPING

Housekeeping is an operational department in a hotel, which is responsible for cleanliness, maintenance, aesthetic upkeep of rooms, public area, back area and surroundings.

#### EXECUTIVE HOUSEKEEPER

She supervises all housekeeping employees. She has the authority to discharge, plan and assign work assignment inform new employees of property regulations, inspects housekeeping personnel work assignments and regulation supplies. She maintains a time log record of all employees. She maintains performance standards and room discrepancy report and makes housekeeping department to work effectively.

- Clearly articulates standards for the entire dept. constantly compares staff performance to standards.
- Determines dept. priorities & goals and communicates them to all.
- Monitors all expenses prepare accurate cost comparisons for all major purchases.
- Direct the set-up of and monitors all dept. records.
- Ensures communication with div. Dept. and section heads is open and productive.
- Spot checks rooms for standard placement of all amenities.
- Ensures the quick and correct handling of guest requests. ensures that all guest complaints are handled efficiently and politely.
- Ensures safe working habits.
- Regularly checks machinery operation, cords, plugs, etc.
- Attends daily GM briefing and Dept. head meeting.
- Motivates employees seek out employees concerns and offers assistance.
- Personally, conducts training as required and on a regular basis.
- Is personally committed to hotel vision, mission and values, and practices visible management

### ASSISTANT EXECUTIVE HOUSEKEEPER

The assistant housekeeper usually reports to the executive housekeeper His/her responsibility involves the daily supervision of the specific areas within the hotel. In the absence of the executive housekeeper, all the mentioned duties and responsibilities are taken over by assistant housekeeper.

- Assists the EH direct and maintain the housekeeping Dept., in accordance with the policies, standards and guidelines established by hotel.
- Assists the EH determine dept. priorities & goals and communicates them to all.

- Conducts checks employees.
- Oversees all cleaning assignments.
- Maintains accurate record of all cleaning equipment and machinery.
- Conducts daily briefings, special tasks to follow up daily.
- Regularly inspects rooms for standard placement and correct functioning.
- Keeps training records up to date. Identifies and prepares section trainers.
- Records critical incidents and guest complaints share problems, discuss and seeks solutions.
- Prepares shift rosters and monitors attendance records.
- Monitors all expenses.
- Assists the EH motivates employees, seeks out employees concerns and offers assistance.

### FLOOR SUPERVISORS

The floor housekeeper reports to the assistant housekeeper and executive housekeeper. Floor housekeeper has final responsibility for the condition of the guestrooms. Each floor keeper is assigned two or three wings in the hotel. Floor supervisor gives the room attendants their assignment and the floor master keys, which are returned at the end of the day. They check, supervises, and approves the attendants work and makes periodical inspection of the physical condition of all rooms in the wing assigned to them respectively.

- Efficiencies in the performance of room attendant in guest rooms and public area.
- Supervises and maintains of grooming and conducts standards of housekeeping staff.
- Training will be carried out for room attendants and constantly compares performance to standards.
- Follows up on the work performance and assignment of room attendant.

- Offers all possible assistance to guests during their stay.
- Inspects all VIP rooms.
- Conveys important information of the hotel or the department.
- Ensures stock be in good order.
- Supervises proper care and use of equipment, carts, baskets as well as other cleaning chemicals.

### ROOM ATTENDENT

- Reports check out rooms immediately after inspection by phone call to HK office.
- Cleans guest rooms according to procedure.
- Ensures that guest preferences are met all the time.
- Ensures that guest preferences are met all the time.
- Picks up service area, pantry, corridors and exit stairwells on a regular basis.
- Keeps the service area, pantry and trolleys clean and tidy.
- Exchanges the linen with laundry and linen room.
- Ensures laundry, dry cleaning and pressing are delivered.
- Reports fixture or other items that need maintenance repair to HK office.
- Reports any illness of guest and accident.
- Sells the products to customers.
- Reports the mini bar consumption to HK office.
- be alert of suspicious characters in the hallways and reports immediately to security department

### LIQUID OR CHEMICAL USED FOR CLEANING PURPOSE:

- R1 - Bathroom cleaner cum sanitizer concentrate.

- R2 - Hygiene hard surface cleaner.
- R3 - Glass cleaner.
- R4 - Wooden floor cleaner.
- R5 - Room freshener.
- R6 - W.C cleaner.

The Hotel housekeeping refers to the housekeeping operations carried out in a hotel or restaurant. It involves taking care and maintaining the hotel rooms, amenities, and efficient customer care. Hotel housekeeping is regarded as a difficult and demanding job that needs effective management of wide range of operations. The primary task of housekeeping staff in hotel is to keep an assigned number of rooms tidy and clean. The room cleaning May involves many services depending on the occupancy of room. Standard occupied room involves basic cleaning services that have to be performed on daily basis. Room checked out by occupants involves more work such as cleaning everything thoroughly in the room and taking care of bed sheets, admirals, toiletries, etc. Housekeeping staff also need to remove the trash and offer fresh clean towels and toiletries. In case where a guest has put a sign of later service on the door, it is duty of housekeeping staff to continue to revisit the room several times a day to check if the sign is removed and then clean the room. Rooms that are vacant for many days are revisited by housekeeping staff frequently for sweep and dust to ensure it doesn't look dusty on the arrival of new guests. Making the beds is another important job of housekeeping staff. It is done in a very professional manner so that it looks impressive for the guests. A good housekeeper can make each bed within a minute. The bed sheets are changed daily; and sheets/pillows are placed nicely on the bed. Generally, when the guest arrives, the comforter covers the complete bed and it is then nicely folded at the bottom of the bed.



## PUBLIC AREA CLEANING

Whether a hotel, shopping Centre or commercial building, all our customers expect their public area to reflect their public and corporate image. Therefore, first impressions are important to them. Before applying chemicals, all signs of loose dirt are eliminated under liquid vacuum and a pressure washer. Then acid is applied with a large diamond grinder (a rotating metal abrasive pad) and later removed with a special cleaner. The entire process is then repeated and finally polished until the finished surface is completely shiny and “as new”. Occasionally a protective sealant is also applied to the floor, depending on its composition. This cleaning process may also be applied to worktops and tables, rejuvenating them to their natural beauty.

### 1. Hotel Entrance

The cleaning of hotel entrance includes sweeping of floors. Mopping, polishing & cleaning of door tracks.

### 2. Lobby

The cleaning of lobby includes replacing of ashtrays, cleaning of trash, emptying of dustbins, cleaning of furniture and fixtures, polishing & vacuuming of carpets.

### 3. Front Desk Area

The cleaning of front desk includes dusting and polishing, vacuuming, spot cleaning of walls, Cleaning of base boards & Vacuuming of carpets

### 4. Cleaning

Elevators Cleaning of the elevators includes wiping of door entrances, cleaning of ashtrays, dusting of ceiling lights, wiping of interior surfaces, polishing of handrails, vacuuming of elevator carpets & wiping of interior surfaces

### 5. Back Areas Hotel

cleaning of back areas is taken care by the kitchen stewarding department.

## CONTROL DESK

The housekeeping control desk is the central hub of the housekeeping department. This is the area in the department where all information is received and from where messages are conveyed to housekeeping and other staff present in various parts of the hotel. Thus, the control desk may be considered the nerve Centre for to – and – for communication in the housekeeping department. one of the main functions of the control desk is ensuring smooth coordination between housekeeping and other departments such as maintenance, front office, food and beverages, security, sales and marketing and so on. The location of control desk is normally adjacent to the Executive Housekeeper's office. This desk is manned 24- hours otherwise the lifeline of housekeeping communication would stop.

- FUNCTIONS OF LAUNDRY

1. Washing and ironing of soiled uniforms and linen
2. Laundering of guest clothes as per the preferences.
3. Collecting the guest laundry from the rooms and again delivering the same to respective rooms.
4. Issuing fresh linen against soiled to housekeeping and service departments. Storing of new linen required for service and issuing when needed

- UNIFORM ROOM

1. Issuing of fresh uniform to the employees according to the number.
2. Issuing of fresh uniform to the trainees.
3. Getting the clean and laundered uniform from the laundry.
4. Storing of spare uniform.

5. Mending of torn uniforms. Collecting the soiled uniform and taking it to laundry for cleaning.

- HK DESK

1. Maintaining various registers and handling calls from guest room and various departments.
2. Parking the complaints on "TRITON" i.e., any maintenance related, security problems, etc.
3. Handling of lost and found articles.
4. Clearing of rooms so that they can be blocked for further arrivals.
5. Handling of various keys.

- REGISTERS MAINTAINED IN THE H.K.

a) Log book– Register in which the instructions to the next shift staff are written. Any special requests by the guest are also mentioned and discussed at the briefing.

b) Communication log– Register in which information like daily occupancy, arrivals, departures, VIP arrivals for the day, etc. is mentioned and is communicated to the staff at the briefing.

c) Attendance register– Register in which the attendance of the employees is marked for a shift by the supervisor.

d) Public Area Attendance & Allocation Register– Register in which the attendance and duty allocation of Public Area staff is mentioned.

e) Missing and damage register– Register in which the date, location, article description, remark, informed by, name and sign, etc. information is mentioned.

f) Lost and found valuable register– Register in which the left articles of the guest that are valuable are found by staff, the details about the same are written in the register and the lost and found slip is kept with the article.

g) Lost and found non valuable register–Register in which the left articles of the guest that are non – valuable are found by staff, the details about the same are written in the register and the lost and found slip is kept with the article.

Please refer to figure no: 2(Appenix-iii)

## TYPES OF ROOMS

### 1. Grand Executive Suite

Relax in a contemporary styled 150-square-metre one-bedroom suite appointed with wooden floor, work desk, marble bath with separate walk-in rain shower and large vanity space. The suite boasts one king bed with feather pillows, separate sitting and dining area, while modern amenities include a 37-inch LCD TV with satellite channels, wired and wireless Internet and a 30-square-metre private balcony with whirlpool overlooking sunsets on the bay. Guests will enjoy complimentary in-room Internet and access to the Grand Club lounge, serving continental buffet breakfast, all-day coffee, tea and snacks, evening drinks and canapés, as well as one-hour complimentary use of a club meeting room per stay. This is a premium suite. See World of Hyatt program terms for upgrade eligibility

### 2. Grand Suite Room

Enjoy a scenic view of the pool or sunsets on the bay in this 100-square-metre contemporary suite, offering one king bed with feather pillows, separate sitting and dining area, and a 20-square-metre private balcony with whirlpool. A tub and separate walk-in rain shower can be found in the spacious marble bathroom, while modern amenities include a 37-inch LCD TV

with satellite channels, as well as wired and wireless Internet. Guests will enjoy complimentary standard in-room Internet and access to the Grand Club lounge, serving a limited breakfast, all-day coffee & tea, evening drinks and canapés, as well as one-hour complimentary use of a club meeting room per stay. This is a standard suite. See World of Hyatt program terms for upgrade eligibility.

### 3. Presidential Room

Immerse yourself in five-star elegance where your every whim is catered for; in the expansive 300 square meter Presidential Suite. The suite opens into a grand entertainment area with a large open living space, indoor and outdoor dining areas, a separate office space, and a lounge area. Indulge in unparalleled luxury with stunning views of the bay from two well-appointed bedrooms with plush king beds and a walk-in wardrobe. Guests can also enjoy an early morning workout in the gym set in the balcony. This suite also features an opulent marble bathroom with a walk-in shower and an outdoor Jacuzzi overlooking the calm waters of the bay. Additional highlights include a private kitchen, an in-room bar, a personal butler, guest bathroom, access to the exclusive Grand Club Lounge serving limited breakfast, all-day coffee, tea and snacks including evening drinks and canapés. Wireless Internet and Audi transfers, fitness trainer and consultation with a dietician come as the many special courtesies. This is a premium suite. See World of Hyatt program terms for upgrade eligibility.

### 4. 1 King Bed with Club Access

Contemporary styled in relaxed natural tones, this 50-square-metre guestroom boasts one king bed with feather pillows and a 10-square-metre private balcony. A tub and separate walk-in rain shower can be found in the spacious marble bathroom, while modern amenities include a 37-inch LCD TV with satellite channels, as well as wired and wireless Internet. Guests will enjoy complimentary standard in-room internet and access to the Grand Club lounge, serving a

limited breakfast, all-day coffee & tea, evening drinks and canapés, as well as one-hour complimentary use of a club meeting room per stay.

#### 5. 2 Twin Beds with Club Access

Contemporary styled in relaxed natural tones, this 50-square-metre guestroom boasts two twin beds with feather pillows and a 10-square-metre private balcony. A tub and separate walk-in rain shower can be found in the spacious marble bathroom, while modern amenities include a 37-inch LCD TV with satellite channels, as well as wired and wireless Internet. Guests will enjoy complimentary standard in-room internet and access to the Grand Club lounge, serving a limited breakfast, all-day coffee & tea, evening drinks and canapés, as well as one-hour complimentary use of a club meeting room per stay.

#### 6. 1 King Bed

Contemporary styled in relaxed natural tones, this 50-square-metre guestroom boasts one king bed with feather pillows and a 10-square-metre private balcony. A tub and separate walk-in rain shower can be found in the spacious marble bathroom, while modern amenities include a 37-inch LCD TV with satellite channels, as well as wired and wireless internet.

#### 7. 2 Twin Beds

Contemporary styled in relaxed natural tones, this 50-square-metre guestroom boasts two twin beds with feather pillows and a 10-square-metre private balcony. A tub and separate walk-in rain shower can be found in the spacious marble bathroom, while modern amenities include a 37-inch LCD TV with satellite channels, as well as wired and wireless internet.

#### 8. 1 King Bed with Pool View

Enjoy a lush view of the pool from the contemporary styled 50-square-metre guest room offering one king bed with feather pillows and a 10-square-metre private balcony



overlooking the water features. A tub and separate walk-in rain shower can be found in the spacious marble bathroom, while modern amenities include a 37-inch LCD TV with satellite channels, as well as wired and wireless internet.

## 9. 2 Twin Beds with Pool View

Enjoy a lush view of the pool from the contemporary styled 50-square-metre guestroom offering two twin beds with feather pillows and a 10-square-metre private balcony overlooking the water features. A tub and separate walk-in rain shower can be found in the spacious marble bathroom, while modern amenities include a 37-inch LCD TV with satellite channels, as well as wired and wireless internet.

### 10.1 King Bed with Bay View

Offering panoramic view of Bambolim Bay, this 50-square-metre guestroom boasts one king bed with feather pillows and a 10-square-metre private balcony overlooking sunsets on the bay. A tub and separate walk-in rain shower can be found in the spacious marble bathroom, while modern amenities include a 37-inch LCD TV with satellite channels, as well as wired and wireless internet.

### 11.2 Twin Beds with Bay View

Offering a panoramic view of Bambolim Bay, this 50-square-metre guest room boasts two twin beds with feather pillows and a 10-square-metre private balcony overlooking sunsets on the bay. A tub and separate walk-in rain shower can be found in the spacious marble bathroom,

while modern amenities include a 37-inch LCD TV with satellite channels, as well as wired and wireless internet.

Please Refer To Figure No:2(appendix -3)

There also some amenities which provided in the room –

### Bathroom amenities

- Shower Gel
- Shampoo
- Conditioner
- Body balm
- Soap
- Loofah
- Shaving kit
- Ear care
- Emery kit
- Shower cap
- Disposable Bag
- Cotton balls.
- Dental care.

### TCM (Tea Coffee Management) supplies

- 2 DE café
- 4 English Breakfast Tea
- 2 Assam Tea
- 2 Lemon Tea
- 2 Green Tea
- 2 Coffee
- 4 White Sugar
- 4 Brown sugar
- 4 Sugar Free
- 4 Milk

Please Refer to figure no: 3(Appendix -3)

## **2. TASK(S) HANDLED**

### 2.1) Task handled in Front Office

My first department is front office. In front office there were a various section and I got an opportunity to work in one of the most important section in the front office department. That is Grand Club. Because it dealt with VIP & VVIP Guest.

My task /duties and responsibilities in Grand Club was:

1. How to answer external and internal calls coming to Grand Club

First the phone should always be answered within three rings or 10 second time and before answering ensure the background is free from noise. Answer the phone with the appropriate greetings for example for external calls 'Good Morning, Grand Hyatt Goa, Sonali speaking, how may I assist you. And for internal calls 'Good Morning, Sonali speaking how may I assist you. And then speak slowly and clearly in the call.

2. how to do tea coffee and beverages service in Grand Club

first you should carefully all hot beverages must be of the best quality and to served at the right temperature. A choice of brown, white, and sugar free sugar substitute should be given. Then you also careful tea should be served with loose leaves. Also we are asked the guest if he/ she wants the tea or coffee with strong or weak or medium taste. Iced coffee and iced tea must be served cold, and hot coffee or tea must be served hot. Skimmed milk or cream is should be available upon request. Coffee, Tea, Cappuccino, café latte must be served in a respective cup.

3. Are used to handle the guest complain in Grand Club

First if guests come to you any complain you should listen with concern and empathy. Isolate the guests if possible, so that another guest won't overhear. Stay calm and do

not argue with the guest. Then tell the guest what can be the best and don't promise the impossible.

#### 4. How to set up in the afternoon tea or evening tea in Grand Club

First clean all the area where you set up in the afternoon. Then you placed the whole cutlery, crockery & napkin. Then you are going to bakery and collect the all item like cupcake, teacake, different types of bread, and scones etc. then you come back to the grand club and everything placed in a buffet.

After that in the evening all the area cleaning after the afternoon tea. Then chefs come and prepare all the food. And set up all the buffet counter and also set up the bar section.

And when guest come at the grand club greetings the guest and everything fulfil guest request.

Please refer to figure no : 1( Appendix-i)

## 2.2 Task handled in Housekeeping

As a service to the guests, hotels provided a variety of items that the travellers need but are not kept in the rooms as a standard. The housekeeping department takes care of the special request of the guests. Such items are generally placed with the housekeeping control desk. Some of the items which may be requested by the guests are international adaptors, hot water bag, one extra chair, umbrella, wheelchair etc.

1. Room re-made and cleaned efficiently
2. Allotted daily service completed by 6:00pm
3. All the floor swept and vacuumed.
4. All the lamps, bulbs, shades and switches were clean

5. All the linen should be changed and when you making a bed you must be careful the linen should be clean
6. Bed tightly and neatly made
7. When you cleaning the guest rooms and you found guest clothing on the bed or floor then you were folded and placed on the bed or chair. Clothing left on the furniture was folded and left in place.
8. Shoes were paired and placed to the side.
9. Laundry bags, shoe bags, slipper bag, should be placed in same place.
10. Bath tub and shower area cleaned properly.
11. Toilet cleaned no debris, dust, spots, stains and hair
12. Bathroom toilet roll supplies restocked and tissues repointed.
13. 2 high ball glass and 2 whiskey glass cleaned properly.
14. Coffee machine or kettle cleaned every day.
15. All the windows and windows sills were dust free.
16. Appropriate lighting was left on and TV channel reset to welcome screen.
17. Balcony should be clean properly
18. TCM and amenities filled everyday guestrooms.

### **3. LEARNINGS**

As a trainee I joined in a Grand Hyatt Goa from 17<sup>th</sup> may 2023 to 17<sup>th</sup> July 2023. I got an opportunity to get myself trained in two departments that is Front Office and Housekeeping during my 2 months internship.

#### 1. Different types of cutlery crockery

I was introduced to various type of cutlery crockery. The various types of cutlery crockery which is different types of knives for example- Fish knife, Butter knife, Steak knife, All purpose of knife and different types of Forks and Spoon like fish fork, dessert fork, all purpose of fork and spoon for example tablespoon, grapefruit spoon and dessert spoon etc. I learned all various types of cutleries used in grand club. Also, I know different types of crockery for example- B&B plate, dinner plate, dessert plate, cup, bowl etc.

#### 2. Different types of Services

I learned two types of services which is 1. Table service ii. Buffet service.

Table service – In this type of service, the guests enter the dinning area and take seats. I offer them water and menu card. The guests then place their order to the waiter. The table is covered in this service. It is a grouped into the following service

- i) English or family service
- ii) American or plate service
- iii) French service

Buffet Service – In this type of service, the guests get plates from the stack and goes to buffet counter where food is kept in large casseroles and platters with burners. The guest can serve themselves or can request the server behind the buffet table to serve



3. I also learned in Grand Club various types of fruit cut for example when the guest order any fruit then we cut the fruit and serve to the guest. In this case I learned how to cut the fruits in various cuts. For example I used to cut Dragon fruit, kiwi, apple, plum etc.
4. I learned how to communicate with the guests. Because in grand club communication are the most important things because it's an executive lounge where many VIP come so, communication skills is very important. And I learned a lot of communication skills
5. The different types of cleaning agents used in housekeeping – there are 4 different types of cleaning agents commonly used by housekeepers in hotels. Each the cleaning agent has a specific purpose and it is important to use in the hotel. The four types of cleaning agents used in housekeeping are- 1. Detergents 2. Degreasers 3. Abrasives 4. Acids.

Detergents – Detergents are substances that contain soaps and or surfactants. For example – Dishwashing, Handwashing, all-purpose cleaners, bleaching etc.

6. I learned in the housekeeping department different types of bed making and different types of towel art in the bed. For example, when we clean the honeymoon couple room then we cleaned everything and we make different style to making a bed.

## **4.CHALANGES**

### **Workforce diversity**

Balancing the needs of diverse workforce and cultural weareness was very challenging. The hotel settings in the beginning were very confusing with having to communicate with people from various culture because of perspective change.

### **Workload**

Multiple tasks but difficult to manage effectively because of time constrain. When there were group checking the workload is to be maximum because my responsibilities increase from cleaning 10 rooms to 15 rooms or sometime 17.

### **Handling responsibilities am not train for**

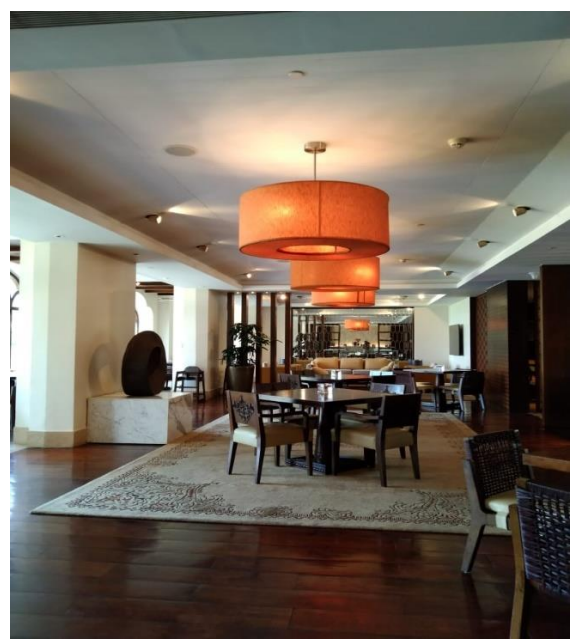
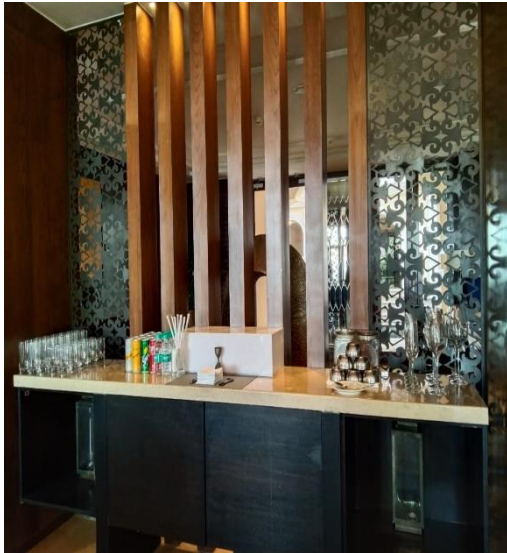
For example, one time where I had to handle a guest complain all by myself in the absence of my seniors even though I handle the situations I as a trained for it.

### **Lack of knowledge about the sections**

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

## **APPENDIX- I (SAMPLES OF THE WORK DONE)**

Figure no:1







**APPENDIX – II (PHOTOS WHILE AT WORK)**



## APPENDIX- III (ORGANIZATION)

Organization Structure (figure no:1)

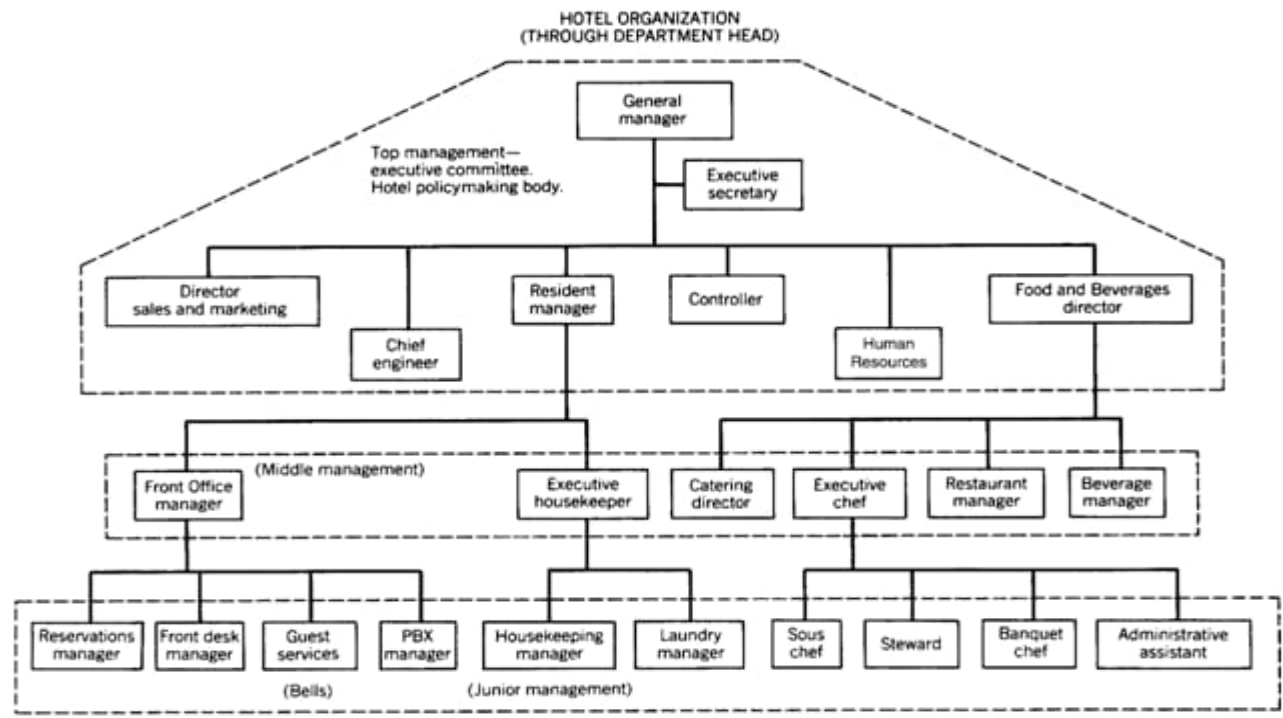
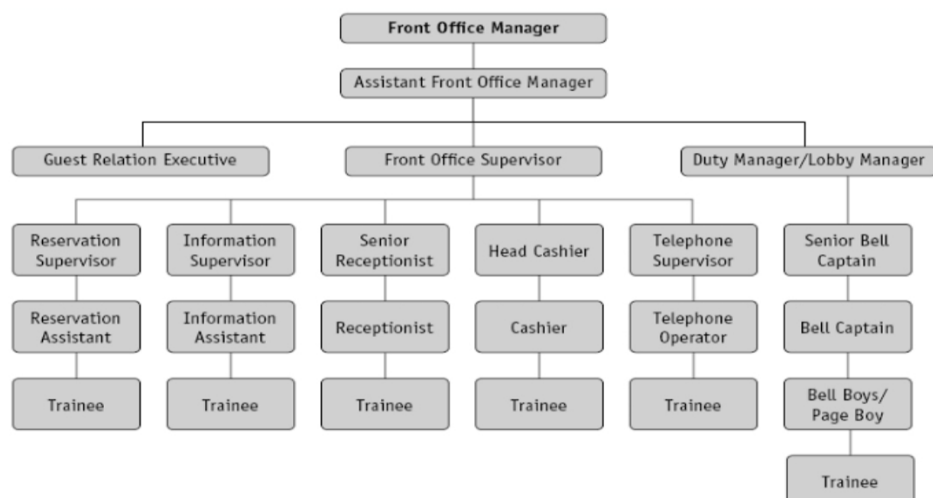


Figure no:2



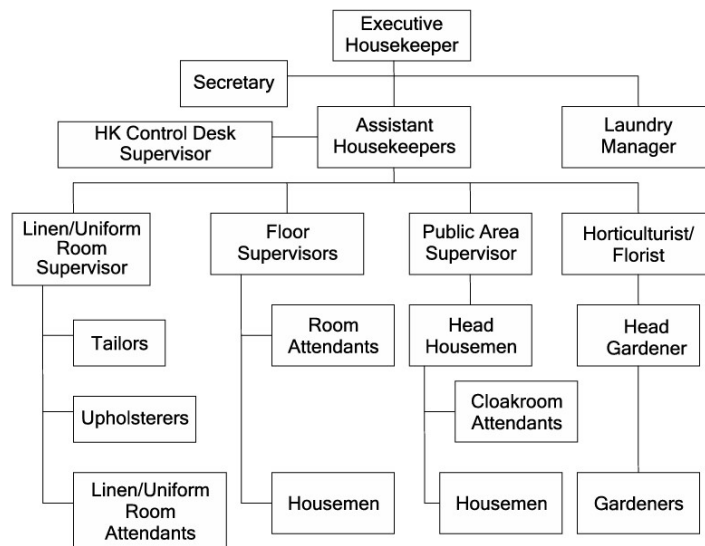


Figure no:3





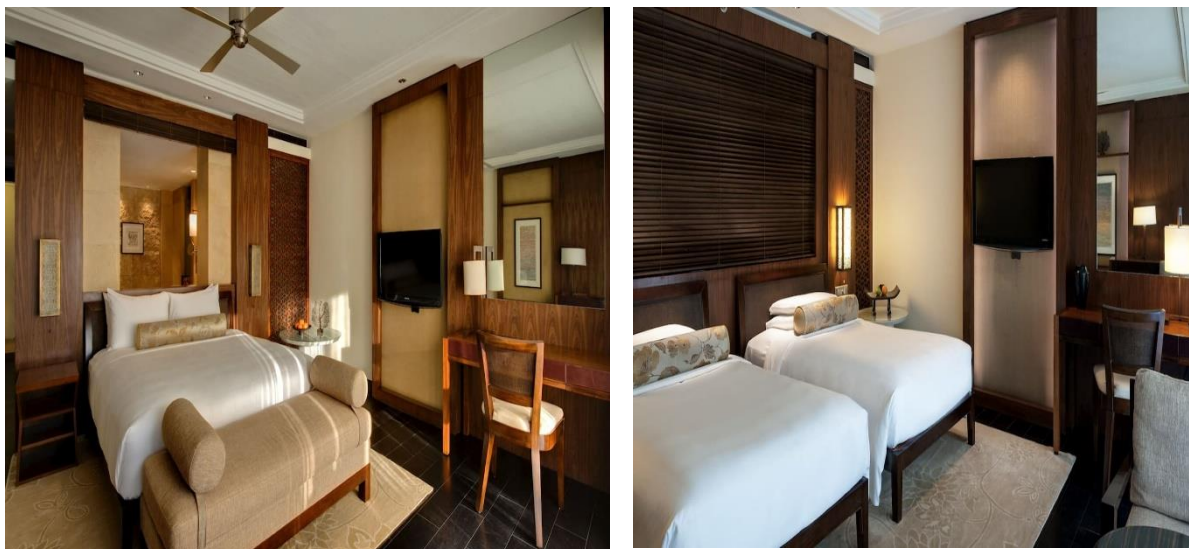


Figure no: 4





**THANK YOU**