

**INTERNSHIP REPORT**

TAJ EXOTICA RESORT AND SPA, 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

ASTRID COLAÇO

2003

AUGUST 2023



## **OFFER LETTER**

Dear Ms. Thomson,

Greetings from Taj Exotica Resort and Spa, Goa!

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

Hotel Name	Student Name	Training Period DD-MM-YYYY	Training Period DD-MM-YYYY
Exotica Resort & Spa, Goa	Divina Fernandes	05/2023	07/2023
Exotica Resort & Spa, Goa	A Penny Fernandes	05/2023	07/2023
Exotica Resort & Spa, Goa	Ania D'silva	05/2023	07/2023
Exotica Resort & Spa, Goa	Arvid Colaço	05/2023	07/2023
Exotica Resort & Spa, Goa	Achal Sharma	05/2023	07/2023

**Please note the following:**

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

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

- Copy of Birth Certificate
- 3 Passport size photographs
- COVID Vaccination Certificate
- Govt. Issued Photo ID Proof
- Self, bank account details (photo copy)
- Police Verification of your address.
- Copies of all Educational Mark sheets.
- No objection Letter (NOC) from the college stating that you are permitted to undergo industrial training with us.
- All documents need to be self-attested by the trainee. **For Taj Exotica Resort & Spa, Goa:**
- Pre-joining medical fitness certificate including food handlers test from:
- Medical Certificate stating that you do not have any communicable disease, skin ailments & that you did not suffer from Jaundice, Malaria & Typhoid in the past 6 months. This letter should be from a Practicing Doctor (MD) with all required test reports attached.

*\*\*Kerkar Occupational Health Centre, Martires Dias Rd, Near St. Sebastian Church, Aquem, Margao, Goa 403601*

**It is mandatory that you follow the below protocols:**

- Arogya setu app to be download and activated on individuals' smartphones.
- Use of N95 mask is compulsory while in the hotel premises,
- Follow all guidelines as set by the government and the hotel in regards to the safety from Covid 19,
- Maintain utmost level of personal hygiene,
- Restrict your movements post work hours (so as to avoid being infected / become a carrier)

During the Course of your tenure, company may take a decision to shift you in any of our IHCL Hotel or other departments.

Warm regards,

**Gail Pio Ferrao**

Learning & Development Executive

M - +91 9689161295

[gail.pioferrao@tajhotels.com](mailto:gail.pioferrao@tajhotels.com)

# INTERNSHIP CERTIFICATE

## CERTIFICATE OF EXCELLENCE



EXOTICA RESORT & SPA  
GOA

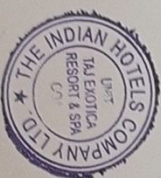
This certificate is proudly presented to

Ms. Astrid Colaço

in recognition of successfully completing the 'Industrial Training'  
in FRONT OFFICE & HOUSEKEEPING DEPARTMENT  
with attendance of 97%

The duration of this training was from 15-05-2023 to 15-04-2023

GENERAL MANAGER



LEARNING & DEVELOPMENT MANAGER



SELECTIONS

VIVANTA

GINGER

amã

STAYS & TRAVELS

Grmin

TAJ

sats

## **ACKNOWLEDGMENTS**

This dissertation would not have been possible without guidance and help of several individuals who in one way or another contributed and extended their valuable assistance in the preparation and completion of this Industrial Training.

I would like to express my gratitude to Goa Business School, Goa University for including internship programs as a credit course which provides an opportunity to gain practical working experience in the organization.

My sincere gratitude to The Learning and development Executive **Mr. Gail Ferrao** for giving me the opportunity to do my training at Taj Exotica Resort & Spa, Benaulim, Goa and being my mentors and guiding me throughout my training period from 15<sup>th</sup> May till 15<sup>th</sup> July 2023.

I would like to extend my sincere gratitude towards my manager and mentor at the departments **Mr. Daniel Pereira** (Assistant housekeeping Manager) and **Mr. Mayur Bhandari** and **Ms. Sonali Chakrabarti** (activities manager) all the other Managers Associates and trainees for helping and guiding me throughout my training.

My special sincere thanks to **Mrs. Charlaine Colaco**, **Ms. Malvika Pereira**, **Ms. Narmin Barkatali** (staff at the activities department) and the entire housekeeping team for being a support and strength to me throughout my training period and for teaching me and helping me throughout.

I am grateful to all the staff at the “” Taj Exotica Resort & Spa “” for their excellent support and guidance during my training. Their cooperation and interest in my training was extremely beneficial to me and made my training an illuminating experience.

Lastly, I would like to thank our Program Director Prof. K.G. Shankar Narayanan, Assistant Professor and our class coordinator Dr. Poonam Sadekar, Assistant Professor Dr. Albino Thomson, Assistant Professor Mr. Kevin Dsouza, Assistant Professor Ms. Sujal Naik, Assistant Professor Mr. Sadanand Gaonkar, Assistant Professor Dr. Paresh Lingadkar for not only being teachers but

mentors in preparing and guiding me during the internship And I would also like to thank administrative staff Ms. Shilpa Shirodkar, Mr. Kishor Nagvekar, Mr. Naresh Salgaonkar, and Mr. Sarvesh Vaigankar for their extended support.

## **EXECUTIVE SUMMARY**

During a 2-month internship, I had the chance to receive insightful knowledge and practical experience in the subject of housekeeping and front office operations at Taj exotica resort and spa, a luxurious resort Situated on the south coast of Goa on the Benaolim beach.

During my housekeeping training I have learned all the task that housekeeping attendant needs to do which is cleaning the room by doing bed making, bathroom cleaning, guest room cleaning and cleaning public area. Beside that I also learned the standard of procedure for each cleaning process. As a housekeeper, we need to maintain the cleanliness and order of the building and furniture in the hotel. Besides cleanliness, we must make sure the comfort in the hotel such as softness of pillow, the comfort of mattresses and quality of the bed.

Working with the activities team has also helped me bring out my creative side, and improved my communication skills. I was also able to take up responsibilities on my own.

I am grateful to the staff for giving me the opportunity to learn and helping me throughout my learning process.

This internship has helped me master hospitality standards and apply them to different aspects such as cleaning, communication, dressing standard, customer service, problem handling. I was thought how to identify and solve problems efficiently. I was able to develop a whole new set of cross-disciplinary skills for my future career.

## **CONTENTS**

<b>Chapters</b>	<b>Particulars</b>	<b>Page no.</b>
	Offer letter	ii
	Internship certificate	v
	Acknowledgment	vi-vii
	Executive summary	viii
	Organization – Taj Exotica Resort & Spa	
1	1.1 birds eye view	2-14
	1.2 products and services	
	1.3 sections within the organization	
2	Tasks handled	15-17
3	Learnings	18-21
4	Challenges	22
	Appendix I- organizational charts	23-24
	Appendix II – samples while at work	25-29

## **1. TAJ EXOTICA RESORT & SPA**

### **1.1 Birds-eye-view**

#### **1.1.1 About Taj Exotica**

In luxury's own lap at Taj Exotica Resort & Spa, Goa, embrace the languid and laid-back life that is so characteristic of this sunny beach state. Located in Benaulim on the southwest coast of Goa and overlooking the Arabian Sea, this Mediterranean-inspired resort in Goa will slow down your time to a tranquil tempo. Forty minutes away from the airport, our beach resort in Goa sprawls over 56 acres of lush greenery, and is divided into the main hotel building with large deluxe and luxury suites, and villa rooms. All this space coupled with old-world architecture, flower-lined patios and a sunshine-laden atrium make for a perfect romantic or family holiday. Taj Exotica Resort & Spa, Goa is also the perfect location for social dos, conferences and business meetings. Our Ballroom, one of the largest pillarless banquet halls in Goa at 4,600 square feet (427 sq. m), is ideal for romantic destination weddings. Within the luxurious 5-star resort in Goa, savour the finest nuances of Indian and international cuisines. You could dine at our casual all-day eateries and formal fine-dining restaurant or relax in your room, and have us bring our fine fare to you. Lounge by the pool; de-stress, and soothe your city-frayed nerves with rejuvenating therapies at our J Wellness Circle. For those looking for a more active holiday, our fitness centre has everything enthusiasts need. Sports are an important part of the resort's activities, and you can get busy playing badminton, tennis, golf and cricket. Allow our team to pamper you while at the hotel, and take care of your every need in Goa. We arrange tours to a bird sanctuary and spice plantation, take you to a private Portuguese home to view antique artefacts and paintings, and guide you through Goa's historic sites. And for those seeking an adrenaline rush, an array of water sports is available right on Benaulim Beach.

## **1.2 Products/ Services**

### **1.2.1 Property amenities**

#### **Top family-friendly amenities**

- Kids pool
- Waterslide
- Game room
- Tennis court
- Babysitting
- Kids club
- Soundproof rooms

#### **Popular amenities**

- Pool
- Spa
- Breakfast available
- Pet-friendly
- Parking included
- Air conditioning
- Free WIFI
- Laundry
- Gym
- Housekeeping
- Room service
- Restaurant
- Bar

- Business services
- 24/7 front desk

### **Spa**

- 9 treatment rooms
- Aromatherapy
- Ayurvedic treatments
- Body scrubs
- Body treatments
- Body wraps
- Couple treatment room(s)
- Facials
- Manicures and pedicures
- Massage - deep-tissue
- Massage/treatment rooms
- Steam room

### **Things to do**

- 2 outdoor tennis courts
- Aerobics classes
- Games room
- Bike rentals
- Billiards/pool table
- Fitness centre
- Full-service spa

- Golf driving range
- Mini golf
- Outdoor pool
- Playground
- Shopping
- Steam room
- Tennis
- Yoga classes

**Food and drink**

- Buffet breakfast available for a fee daily 7:30 AM–10:30 AM: INR 1500 for adults and INR 750 for children
- 3 restaurants and 1 coffee shop/cafe
- 1 poolside bar and 1 bar
- 24-hour room service

**Internet**

- Available in all rooms: Free WIFI and wired Internet
- Free in-room WIFI has a 4-device limit
- Available in some public areas: Free WIFI

**Parking and public transport**

- Free self-parking on site
- Wheelchair-accessible parking available
- 24-hour return train station shuttle (surcharge)

**Restaurants on site**

- Miguel Arcanjo
- Sala Da Pranzo
- Libai
- Lobster Village

**Family friendly**

- Games room
- Babysitting (surcharge)
- Children's pool
- DVD player
- Free children's club
- In-room childcare (surcharge)
- Laundry facilities
- Mini golf
- Outdoor pool
- Playground
- Snack bar/deli
- Soundproofed rooms
- Water slide

**Conveniences**

- ATM/banking services

- Banquet hall
- Free newspapers in reception
- Front-desk safe
- Gift shop/newsstand
- Library

**Guest services**

- 24-hour front desk
- Concierge services
- Daily housekeeping
- Dry-cleaning service
- Golf lessons
- Hair salon
- Laundry facilities
- Luggage storage
- Multilingual staff
- Porter/bellhop
- Tour/ticket assistance
- Turndown service

**Business services**

- Business centre
- Computer station
- Conference space
- Meeting rooms

**Outdoors**

- Beachfront location
- Garden
- Picnic area
- Pool sun loungers
- Pool umbrellas
- Designated smoking areas

**1.2.2 Room amenities****Bedroom**

- Air conditioning (climate-controlled)
- Bed sheets
- Blackout drapes/curtains
- Ceiling fan

**Bathroom**

- Dressing gowns
- Deep-soaking bath
- Designer toiletries
- Hairdryer
- Private bathroom
- Separate bath and shower
- Towels

**Entertainment**

- TV channels
- DVD player
- LED TV
- Films for purchase
- Premium channels

**Food and drink**

- Coffee/tea maker
- Free bottled water
- Minibar

**Outdoor space**

- Balcony or patio

**More**

- Access via exterior corridors
- Connecting rooms available
- Desk
- Electrical adapters/chargers
- Free newspapers
- Guidebooks/recommendations
- Iron/ironing board
- Phone
- Safe

- Slippers
- Soundproofing
- Turndown service
- Window screens

### **1.2.3 Hotel Policies**

#### **Check-in and Check-out**

- Check-in from 3:00 PM - midnight

Early check-in subject to availability

Early check-in is available for a fee

Express check-in available

Minimum check-in age – 18

- Check-out before noon

Late check-out subject to availability

A late check-out fee will be charged

Express check-out available

#### **Special check-in instructions**

- This property offers transfers from the train station (surcharges may apply); to arrange pick-up, guests must contact the property 24 hours prior to arrival, using the contact information on the booking confirmation
- Front desk staff will greet guests on arrival
- To register at this property, guests who are Indian citizens must provide a valid photo identity card issued by the Government of India; Permanent Account Number (PAN) cards will not be accepted due to national regulations. Travelers who are not citizens of

India must present a valid passport and visa. Indian citizens must show a PAN card at check-out for cash transactions exceeding INR 25,000.

**Pets**

- Pets are allowed for an extra charge of INR 5000, per pet, per stay, plus a deposit of INR 5000 per stay
- Welcoming dogs and cats only, total (up to 30 lb. per pet)
- Specific rooms only, restrictions apply; pet-friendly rooms can be requested by contacting the property on the number on the booking confirmation
- Food and water bowls are available.

**Children and extra beds**

- Children are welcome
- Children, up to the age of 5 years, can stay for free if using existing beds when occupying the parent or guardian's room
- Rollaway/extra beds are available for INR 3500.0 per night.
- Cots (infant beds) are available for INR 2000.0 per night.

**Payment types at the property**

- American Express
- Mastercard
- Visa

### **1.3 Sections within the organization**

#### **1.3.1 Front Office Department**

The front desk serves as the initial point of contact for visitors and is in charge of greeting them, handling reservations, checking visitors in and out, and giving them important details about the hotel's amenities and services. With the concierge helping visitors with a variety of needs and the bell desk/porter providing luggage assistance, the welcome area is a centre of activity.

#### **1.3.2 Housekeeping Department**

The Housekeeping Department is responsible for maintaining the cleanliness and orderliness of the hotel's guest rooms, public areas, and back-of-house spaces. Housekeepers ensure that rooms are clean, well-stocked, and comfortable for guests. The laundry section handles guest and hotel linens, keeping them clean and well-maintained. The horticulture department looks after the overall beautification of the hotel.

#### **1.3.3 Food and Beverage Department**

This department encompasses various dining aspects of the hotel. Restaurants serve meals to guests, offering a variety of cuisines for different tastes. Bars provide a range of beverages, from soft drinks to cocktails. The banquet or event services section manages spaces for conferences, weddings, and other gatherings, along with catering arrangements.

#### **1.3.4 Food production department**

The Food Production Department is a vital part of any hotel. It is responsible for providing guests with delicious and nutritious food that meets their expectations. The department also plays a key role in the overall profitability of the hotel. Main Kitchen, pantry, Bakery & Confectionery, Butchery, Banquet Kitchen, Chefs area, Garde Manger, Commissary, Walkins

#### **1.3.5 Sales and Marketing Department**

The Sales and Marketing Department plays a pivotal role in attracting guests and driving revenue. The sales team works to secure business clients and negotiate deals for events and stays. The

marketing team promotes the hotel through various channels, including advertising, online presence, and collaborations.

### **1.3.6 Finance Department**

The Finance Department handles the financial aspects of the hotel's operations. The accounting team manages transactions, payroll, and budgeting. Revenue management optimizes room rates and availability to maximize income.

### **1.3.7 Human Resources Department**

Human Resources is responsible for the hotel's staffing needs. The recruitment team hires and trains employees across different departments. Employee relations ensure that staff welfare is addressed, and performance evaluations are conducted regularly.

### **1.3.8 Engineering and Maintenance Department**

The Engineering and Maintenance Department focuses on keeping the hotel's physical infrastructure in excellent condition. Maintenance personnel ensure that areas are clean and functional, while the engineering team manages technical systems like HVAC, plumbing, and electrical systems.

### **1.3.9 Security Department**

The Security Department is vital for guest safety and property protection. Security officers monitor the premises, handle emergencies, and prevent potential security issues. Loss prevention aims to minimize theft and fraud risks.

#### **1.3.9.a Guest Services Department**

This department caters to guest satisfaction and comfort. Guest relations addresses concerns and special requests, making sure guests have a pleasant experience. The reservations team manages room bookings and availability.

### **1.3.9.b Administration Department**

The Administration Department oversees the overall management of the hotel. The general manager provides leadership and ensures all departments are functioning cohesively. The executive assistant offers administrative support to top management.

### **1.3.9.c Information Technology Department**

The IT Department manages the hotel's technological infrastructure. IT support ensures networks, systems, and software are operational and secure, enabling smooth operations across various departments.

These are the most important departments in the hotel industry. Each of them is crucial in its own way. Each department contributes to the hotel's success by playing a unique role in providing guests with exceptional experiences while maintaining efficient operations.

**Refer figure no.:01 APPENDIX I**

## **2. TASKS HANDLED**

### **2.1 Housekeeping Department**

#### **2.1.1 Housekeeping Daily Routine Tasks:**

- Room re-made and cleaned efficiently.
- Allotted daily service starts at 9:00 AM and is completed by 6:00 PM.
- No items were to be removed from the guest room unless placed in the trash basket.
- All flooring had to be swept/vacuumed.
- Mirrors/pictures had to be free from dust and smudges.
- Lamps, bulbs, shades and switches had to be free from dust, hair, streaks and fingerprints.
- Make sure All bulbs, TV, Hair Dryer, iPad / iPod / Mobile Docking station were functional.
- Bed tightly and neatly made.
- Guest money, jewellery, mobile, laptops, valuables and personal items should be left untouched.
- Newspapers and magazines stacked and left in plain view.
- Guest clothing found on the bed or floor had to be folded and placed on bed or chair, clothing left on furniture folded and left in place.
- Shoes should be paired and placed to the side.
- All stationery and supplies should be restocked.
- Laundry bag and order form to be replaced and neatly presented.
- All trash cans should be emptied.
- Sink, counter and mirror to be wiped clean and spotless.

- Tub and shower cleaned, no debris, dust, spots, stains or hair.
- Toilet cleaned, no debris, dust, spots, stains or hair.
- Used linens should be removed and replaced.
- Bathroom paper supplies restocked and Tissues re-pointed.
- Glasses washed or replaced, Coffee machine set up, cleaned and restocked.
- All Interior windows and window sills should be free of dust, hair, streaks and fingerprints.
- Appropriate lighting left on and TV channel reset to welcome screen.
- Janitors trolley to be replenished for the night service.

### **2.1.2 Standard Procedure for Room Cleaning**

- Ring door bell and shout “housekeeping” to ask the guest for room cleaning
- If guest does not answer, ring bell and say “housekeeping” 3 times before entering the room
- Attach door safety belt to the door before work begins.
- Turn on all the lights and open curtains
- Empty the bins
- Dust the area thoroughly
- Change bed linen
- Clean the bathroom area
- Dry the bathroom
- Replenish toiletries
- Replenish other supplies
- Change towels
- Mop floors with dry mop

## **2.2 Front Office (Activities Department)**

### **2.2.1 Daily Routine Tasks**

- Prepare activity sheet
- Register names of kids who visit Taj Kids
- Prepare for the activities to be held
- Initiate the activities as the guest arrives
- Send next days activity sheet to housekeeping to send to guest rooms
- Punch bills of the equipment's (golf set, cycles) used by the guest
- Execute games and evening entertainment
- Make day end at the end of the day

**Activity sheet refer fig no.: 01-APPENDIX II**

### **2.2.2 List of Activities and Entertainment**

- Craft workshops for kids and adults
- Dance sessions
- Zumba
- Outdoor fun games
- Table Tennis tournaments
- Carrom tournaments
- Fish feeding
- Tombola/ housie
- Movie time
- Latin dance show/ Goan dance show
- Bollywood night
- Treasure hunts

**Refer fig no.: 02-APPENDIX II**

### 3. LEARNINGS

#### 3.1 Housekeeping

The primary function of housekeeping department is the cleaning and daily maintenance of the areas under its supervision routines. Any establishment has to present an inviting, clean and well cared for appearance at all times, and the cleaning should be arrived out at a time when it will cause as little inconvenience as possible. The department is responsible for, maintaining common areas neat: sweeping, sorting, washing. Learning how to check rooms. Making sure that rooms meet hotel standards: tidiness, material available. Helping to organize the cleaning service schedule according to the occupancy rate. Supervising and helping with other services: luggage, front office, Welcoming guests. Giving advice on visits, tours, touristic places. Guiding clients along their journey. Answering requests with diplomacy

##### 3.1.1 Housekeeping Department Layout

- **Office of the Executive Housekeeper** – The administrative work of the department is carried out here.
- **Housekeeping Control Desk** –It is accessible and operational 24 hours a day. The housekeeping staff reports at the start and end of the shift here. There are notice boards, storage shelves, registers, lost and found cupboard, and key-hanger matrix.
- **Laundry Area** – Washing, ironing, dry cleaning, folding of linen and staff uniform takes place here.
- **Linen Room** – Here, the linen of the hotel such as bed-sheets, towels, pillow cases, etc., are stored, collected, and carried to the required places in the hotel.
- **Uniform Room** – The staff uniforms are collected, stored, and distributed from here.
- **Housekeeping Stores** – It is a storage area where the cleaning equipment and items, and guest supplies are securely stored.

- **Flower Room** – It is an air-conditioned room with worktables, sink and water supply, cupboards to store vases and stones, and a counter.
- **Lost and found** –stores all the items left by the guests. It directly communicates with the front office desk, as there the guests tend to first enquire about their lost articles.
- **Mini bar pantry**- all the mini bar supplies are kept in this pantry.

### **3.1.2 Duties and responsibilities of housekeeper:**

- Cleaning guestrooms and bathrooms mid-stay and after departure
- Making beds
- Replacing dirty linens and towels
- Restocking guestroom amenities like toiletries, drinking glasses, and notepads
- Removing garbage, recycling, and room service trays
- Picking up and returning valet laundry items
- Organizing and stocking housekeeping carts
- Notifying the maintenance department about broken appliances, old light bulbs, or damage
- Upholding the hotel's confidentiality and security standards
- Respecting "do not disturb" signs and the guest's privacy

**Refer figure no.: 02 APPENDIX I**

### **3.1.3 Equipment's and chemicals used for cleaning**

**Chemical cleaners:**

- R1: Cleaning and Sanitising of Bathroom surfaces
- R2: All-purpose cleaning agent
- R3: Glass Cleaner and Mirror Cleaner
- R4: Furniture Polish, Furniture Cleaning.
- R5: Room Freshener / Bathroom Freshener
- R6: Toilet bowl cleaner / Urinal cleaner for the removal of limescale, stains and other residues.
- R7: For removal of oil and grease
- R8: Highly effective acid based descaler
- R9: Removes hard stains from Bathroom Walls and Fittings

**Equipment's:**

- Janitors trolley
- Microfiber cloth
- Toilet brushes
- Wet mops / Dry mops
- Garbage bags
- Dusters

### **3.2 Front Office Activities Department**

Front Office functions include reservation, registration, room and rate assignment, guest services, room status, maintenance and settlement of the guest account, and creation of guest history records. The Front Office develops and maintains a comprehensive database of guest information, coordinates guest services, and ensures guest satisfaction. These functions are accomplished by personal in diverse areas of Front Office Department. The front office is also known as the face of the hotel. It is the first guest contact area and also the nerve centre of the hotel. All the activities and areas of the front office are geared towards supporting guest transaction and services. The activities department of front office plays a crucial role of keeping guests entertained and engaged in various activities at the hotel. Throughout their stay at the hotel the kids and adults are introduced to various workshops and fun family entertainment nights. This helps the hotel build a long-term relation with the guest.

#### **3.2.1 Duties and responsibilities of Activities department**

- Planning and executing various activities and entertainment programs for the guests
- The activities desk also provides golf equipment and coaching classes, cycles for adults and kids, swim equipment, cricket and football equipment.
- Keeping the guest entertained and involved in various activities throughout their stay.
- Planning evening entertainment at the restaurant or bar.
- Arranging special entertainment on guest request for kids' birthday parties.
- Planning workshops for kids and adults

#### **4. CHALLENGES**

During my internship I had the opportunity of Working in one of the most important departments of a hotel, that is the housekeeping department, and the activities department. This presented me with a few challenges that gave me an understanding how the crucial role these departments play in the smooth working of a hotel.

While working as a housekeeper I faced a few challenges such as constantly working for hours on your feet to meet the guest requirements, something I was not accustomed to but was able to adapt in time.

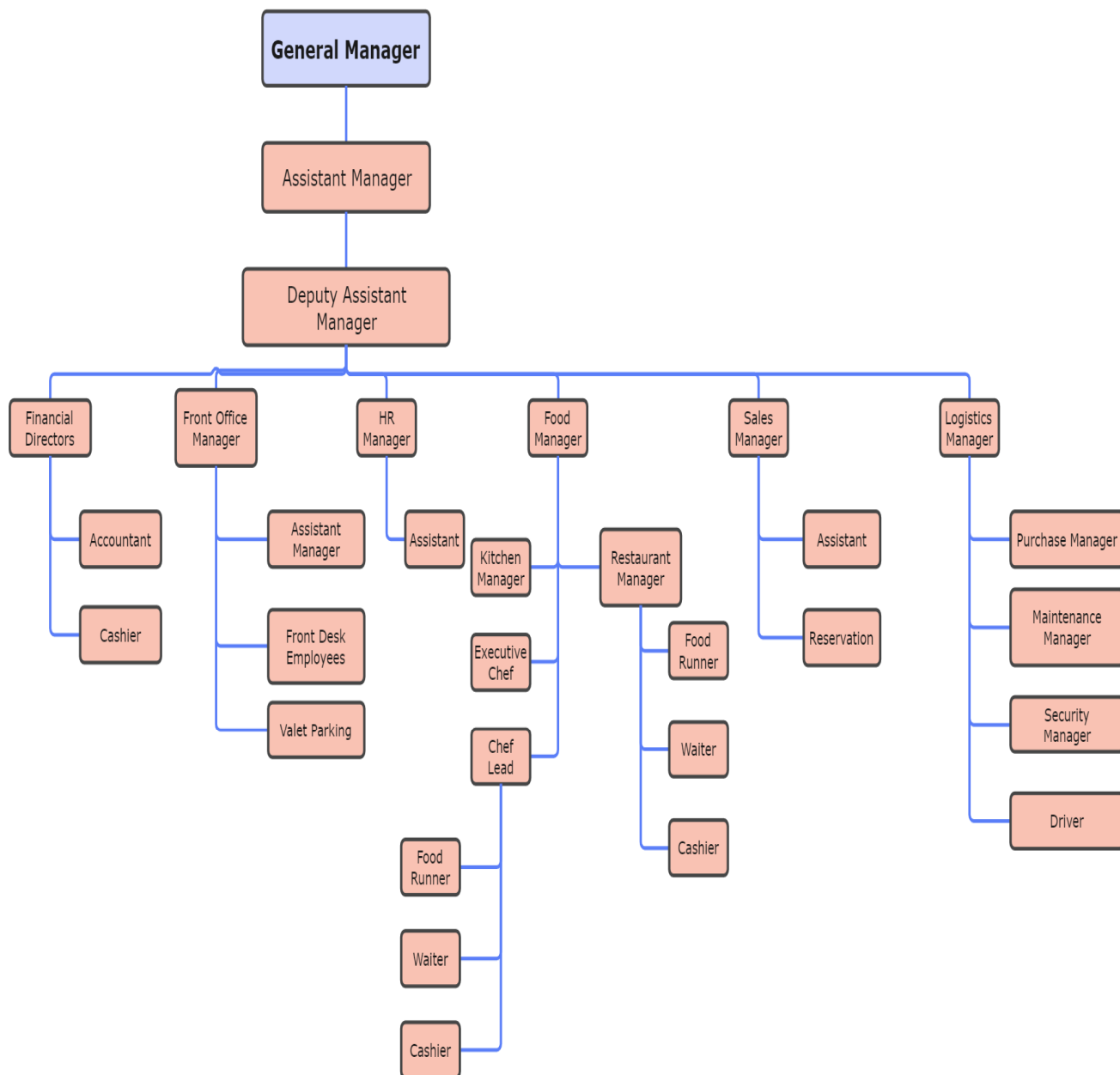
Multitasking became a constant companion throughout my internship. From attending to customer requests to assisting with other tasks assigned to me, I often found myself juggling multiple responsibilities. It was overwhelming initially, but over time, I gained the ability to remain organized in the midst of chaos.

Navigating the diverse personalities and understanding the needs of different guests was an invaluable learning experience. Every human has a unique personality and way of working, coordinating and understanding your fellow colleague was a valuable lesson I learnt with this hands-on interaction with the employees

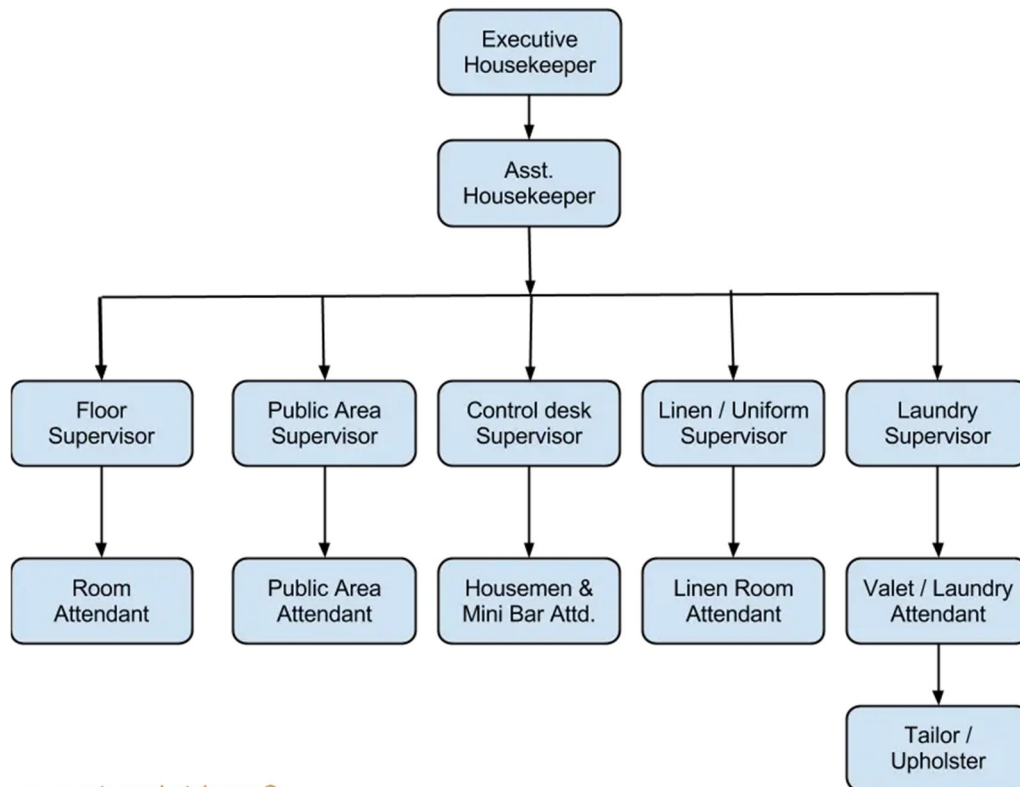
Reflecting on my time, I am grateful for this opportunity I was presented with. This experience has helped me grow as a human and added to my knowledge of the industry. As I progress in my career, I will carry these valuable lessons and experience to excel in the field of hospitality.

## APPENDIX I

**Figure no.: 01**

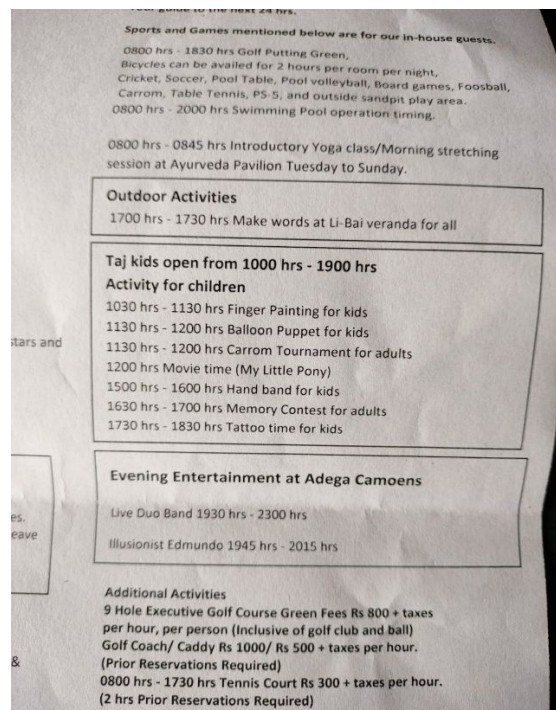
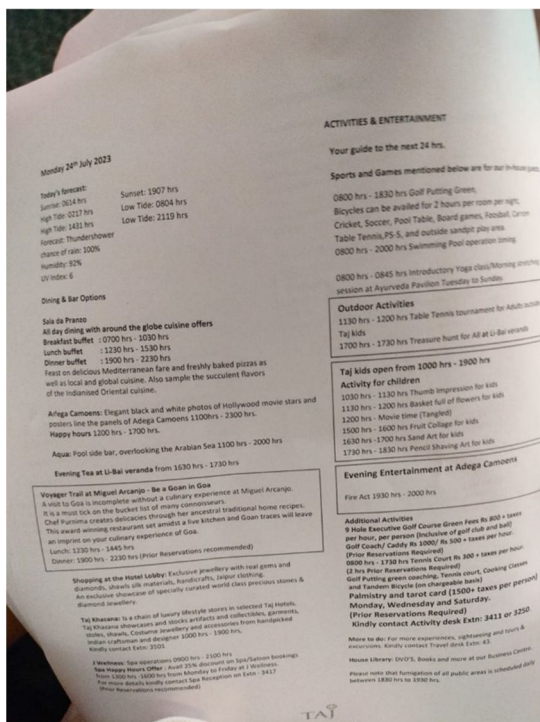


**Figure no.: 02**  
Housekeeping organizational chart



## APPENDIX II- SAMPELS AND PHIOTOS WHILE AT WORK

**Figure no.01- activity sheet**



**Figure no. 02- activities held**

Coconut shell painting



leaf art



Coconut breaking



Zumba and dance workshop



Signature / treasure hunt



Lemon and spoon race



Fish feeding



Tombola



Dumb charades



flower tiara making



3 legs race



dog and the bone



### Evening ritual



X Thank you X