

INTERNSHIP REPORT

GRAND HYATT GOA



SUBMITTED TO

DEPARTMENT OF MANAGEMENT STUDIES (MBA-INTEGRATED)

GOA BUSINESS SCHOOL

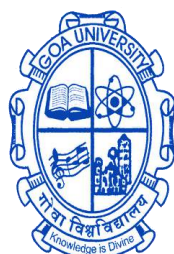
IN PARTIAL FULFILMENT FOR THE AWARD OF THE DEGREE OF
MASTER OF BUSINESS ADMINISTRATION (INTEGRATED: HOSPITALITY, TRAVEL
AND TOURISM)

BY

TANIYA TUKARAM BHANAGE

ROLL NO: 2144

AUGUST 2023



May 15, 2023

Ms. Taniya Tukaram Bhanage
Goa Business School, Goa University

Dear Taniya,

We are pleased to inform that you have been selected to undergo the Internship Programme starting from May 15th 2023 till July 14th 2023 at Grand Hyatt Goa in the Human Resources and Front Office 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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GRAND HYATT GOA
P.o. Goa University, Bambolim,
Goa, India, 403206

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grandhyattgoa.com


Goan Hotels and Realty Private Ltd.
Regd. Office - DB Central, Maulana Azad Road,
Rangwala Compound, Jacob Circle, Mumbai-400011
CIN - U55101MH2004PTC149219
GST 30AACC64949F1ZV

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.

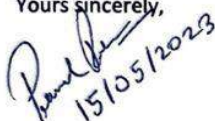
Contact Information

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.

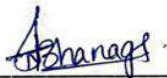
Yours sincerely,


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



Taniya Tukaram Bhanage
(Student)

Date

15/05/2023

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GO

July 15, 2023

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Taniya Tukaram Bhanage, a student of Integrated MBA (HTT) Goa Business School, Goa university has undergone Internship with us in Human Resource & Front Office 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 Prabhu
15/07/2023

Prasad Prakash Prabhu
Learning Manager

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ACKNOWLEDGMENTS

I would like to express my heart felt gratitude towards the Learning manager Prasad Prakash Prabhu and Training officer Takdees Sayyed 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.

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

Last but not the least would like to thank all my professor for helping me prepare for the same are as follows:

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

EXECUTIVE SUMMARY

I am extremely grateful for all that I have observed and learned through this internship. I had done my two months internship at Grand Hyatt Goa in two departments In Human resource for period of one month and next month in front office department. It was very great experience working in both the department. During this period of internship I interacted with many guest and employees and connected with new people around which was best part of my internship. I learned how to be patient at work. As I was in Human Resource task were given to complete within the period of time through that I learned how to manage time without wasting a single minute. I also learn how to handle employees as well as interns when it comes to the problems and I have become confident enough to communicate. Most importantly came to know that theoretical knowledge is very different from practical work in an organization. I learned how to take up responsibility and fulfill up. In the beginning it was very hard to adopt the new environment & people around but later I learned overcome difficulties and challenges and became friendly to environment. Throughout my internship I came to know that how whole hotel organization functions & co-ordination within the department is most important part in hotel organization and if there is no co-ordination within the department it is very difficult for smooth functioning of the hotel. I was very lucky have great team in both the departments in front office as well as in Human resource. They were very helpful and co-operative and helped me during my hardest time where I came to know about the importance of teamwork. I enjoyed & had lots of fun during this period of internship and I surely know that this experience will help me in future.

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1.GRAND HYATT GOA

1.1 INTRODUCTION

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 waters edge of the Bambolim Bay. Every corner of this palace has been moulded with the right mix of Indo-portuguese and contemporary architecture. Baroque style architecture with unique high roof tops, pastel printed walls, terrazzo tilling and decorative plaster details. The luxury 5-star Deluxe hotel is centrally located between North and south Goa. Situated in Bambolim, the hotel is conveniently located 7 km from the capital city of Panaji and 25 km from Dabolim Airport, Goa. Grand Hyatt Goa is largest and luxury conference and wedding resort, bringing the ultimate event experience to the dynamic meeting and wedding scene.

There was a palatial property that expanded over a vast expanse of lush green lawns and beautiful blue waters that threatened to invade upon the property. Fast forward to today, and this property is in step with all modern amenities and will literally cocoon you in its vast lap of luxury. Not Udaipur or Jaipur, but you will find this property in none other than the party capital of India – Goa. This Grand Hyatt property aims at pleasing and nothing less than that.

This property seems to have had a lot of planning and detailing involved from conceptualisation to its completion, from the stones used in the construction to the fencing of the property. The hotel comprises a main building that houses four of the main restaurants and the bar: The Dining Room, The Verandah, Chula and Capiz Bar as well as the Bay View lounge and confeteria. A step further from the entrance of the main hotel, take a look and appreciate the stone work on the columns in the atrium, which were worked on in China before being transported here. The interiors of the hotel are calm and inviting with open spaces (that offer an abode of tranquillity) and clean elements.

The Grand Hyatt brand has long enjoyed a well-earned reputation for excellence in the field of banqueting and catering. The versatile function rooms are located across two floors. The elegant Grand Ballroom and six functions rooms are on ground level with a pre-function area ideally equipped to hold receptions. The lobby level also has two houses two meeting rooms and two board rooms. With over 101 experiences to choose from, you can cook with our chefs, learn to make Indian inspired cocktails, rejuvenation at Shamana spa or dine in the sky at 160 feet high.

The resort also features a selection of seven restaurants and bar, a versatile recreational menu, an extensive spa, adventure park, sailing centre and casino, there is grand plan for you ever day.

(Please Refer Appendix III)

1.1.1 HISTORY OF HYATT

Hyatt was founded in 1957 by Jay Pritzker when he purchased the Hyatt House motel adjacent to the Los Angeles International Airport. The first Hyatt motel was actually two motels – the Hyatt House and the Hyatt Regency – that Pritzker merged in 1962.

On March 25, 2018, Hyatt announced the addition of 777 properties worldwide, bringing the total number of hotels to 797. According to Fortune magazine, Hyatt was ranked #186 on its list of America's Best Employers for 2018. As of November 2015, Hyatt hotels had a total of 627 in operation around the world. It was a motel near Los Angeles International Airport that first housed the Hyatt House in 1954 as a rental property. Global Hyatt Corporation changed its name to Hyatt Hotels Corporation on June 30, 2009. In 2004, Hyatt acquired AmeriSuites, a chain of upscale all-suite business hotels owned by Blackstone Group affiliates. As of December 31, 2014, there were 587 properties in the company's portfolio. The Great Eastern Hotel in London was the first Andaz hotel, followed by hotels in San Diego, West Hollywood,

Shanghai, and New York City (andaz Wall Street) In January 2020, Hyatt Regency Kuala Lumpur signed a management contract with Midtown Kuala Lumpur to open a Hyatt Regency Hotel in Kuala Lumpur.

The majority of Hyatt's portfolio is made up of luxury properties with six brands within this category. The Alila Hotels brand offers wellness escapes in stylish spaces and notable locations, allowing wealthy travelers to experience this while staying in one of the company's 17 hotels.

1.1.2 Brands Of Hyatt

The Hyatt portfolio offers a unique interpretation of the foundational hyatt purpose, delivering personalized care and unforgettable experience in way most relevant to your world.

- Park Hyatt
- Grand Hyatt
- Hyatt Regency
- Hyatt
- HRC(Hyatt residence club)
- Hyatt place
- Hyatt house
- Ur Cove by hyatt
- Mjraval
- Alila
- Hyatt centric
- Andaz
- Caption by hyatt

- Thompson hotels
- The unbound collection by hyatt
- Destination by hyatt
- Jdv by hyatt
- Hyatt ziva
- Breathless resort &spa
- Hyatt zilara
- Dreams resort & spa
- Zoetry wellness & spa resort
- Secret resort & spa
- Alua hotel & resort
- Vivid hotels & resort sunscape resort & spa

(Please Refer Appendix:III)

1.1.3 Purpose Of Hyatt

WE CARE FOR PEOPLE SO THEY CAN BE THEIR BEST

Hyatt is a company was built by family. Its workplace where coworkers become friends. Everyday we care for our guest. Care is our heart of business, and its distinct guest experiences that makes Hyatt one of the world best hospitality brands.

1.1.4 Vision of Hyatt

A world of understanding & care

1.1.5 Mission

We deliver distinctive experiences for our guest

1.1.6 Values Of Hyatt

Hyatt values guide our behaviors to bring our purpose to life

Empathy

Truly listen

Walk in the shoes of others

Inclusion

Seek to understand

Encourage diverse viewpoint

Integrity

Tell and accept the truth

Honor your commitments

Take ownership and act with pride

Experimentation

Be curious and continuously learn

Experiment and generate new ideas

Make things happen

Respect

Be open & honest

Treat others with appreciation

Collaborate and work as a team

Wellbeing

Prioritize self care

Use fun as fuel

Build connections within your community

1.2 SERVICES & FACILITIES

- Car park and valet services
- Baby sitting (by prior arrangement, kids club – Camp Hyatt)
- 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 ACCOMODATION

313 Guest rooms across categories: 238 of Grand Rooms, pool view and Bay

View Rooms: 59 Grand Club rooms, 12 Grand Suites, three Grand Executive Suites and one Presidential Suite.

All accommodation offers:

Room size range from 50 square metres

Multi-channel satellite television

High speed internet

Multi line telephone

Electronic safe

Individual climate control

Over-sized bathroom with separate tub and walk in rain-shower

Cotton lines and goose down duvet

In-room tea and coffee-making facilities

Iron and ironing board

1.2.2 Restaurants and Bars

The Dining Room – This all-day dinning restaurant features Five interactive kitchens and daily changing cuisines that embrace the idea of eating out of the pan, off the grill and out of the wok. Guest can enjoy a myriad choices that include a taste of Asian, Indian, Italian and middle eastern cuisine. Guest can reserve a private dinning area, a perfect gathering place for celebrating special occasions such as baby showers, birthday, and holiday parties.

(Please refer Appendix: III)

Chulha – Indian restaurant featuring interactive kitchens and live stations. It can accommodate 50 guest at a time. Chulha offers guests the chance to dine unparalleled Indian cuisine amid warm, colonial architecture, all accented by authentic rural touches. Guests can reserve a private dining area, a perfect gathering place for celebrating special occasions such as intimate dinners, engagements and other landmark celebrations. If guests are in for some fun, the bartenders will give them an opportunity to learn how to make some of Chulha's Indian inspired

cocktails. It is only open during Lunch & dinner from 1:00 PM – 4:00 PM in afternoon and 7:00 PM – 11:30 PM for dinner.

(please refer Appendix: III)

The Verandah – The Verandah at Grand Hyatt Goa, offers its guests authentic Italian food, with an array of wholesome home-style recipes, all prepared in the interactive show kitchen of the restaurant. It is the perfect destination for family dinners, casual gathering of friends, romantic outings and special occasions. It opens from 7:00 pm to 11:30pm.(please refer Appendix: III)

Confeteria Coffee Bar – It serves Freshly brewed coffee, home-made bakeries, pastries, takeaway snacks & souvenirs, gourmet patisserie, tea infused macarons, homemade truffles and more to have or take away, the Tea Room at Confeitaria brings to you a range of exclusive tea blends, Victorian style and Indian heritage signature high tea, luxury retail products and bespoke hampers for various occasions. It is open from morning 9:00 AM - 8:00 PM.

(please refer Appendix: III)

The Asian Wok @ Pool Bar & Grills- Located just steps away from the bay, Pool Bar and Grill at Grand Hyatt Goa is designed to be the perfect place for refreshments, lunch or dinner while soaking in the free form outdoor pool. As the sun sets on the waters of Bambolim Bay, the Asian Wok comes to life featuring a glorious fare of signature Asian recipes. Satisfy your cravings for authentic Asian flavours as you dig into favourites like Dimsums, Sushi, Thai Curries, and Chinese Woks to name a few. It is open from 10:00 AM – 7:00 PM Comfort food and Asian specialities, also focusing on sushi & dim sums during evenings.

Capiz Bar- Capiz Bar is a versatile retreat and the ideal place in Goa to start the evening with cocktails, linger over a drink after dinner or party to high-energy music. The menu features fine wines, spirits and cocktails that spans a broad selection of iconic classics to innovative creations

from our expert mixologists. Its open daily from 4:00 pm to late night. It also has Handcrafted cocktails, sheesha, tapas, happy hour, fireplace and live music.

(please refer Appendix: III)

Bay View Lounge- 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. It is open from 9:00 AM to 9:00 PM.

(please refer Appendix: III)

1.2.3 Meeting & Event Space

The 1,150 square metres (12400 square feet) pillar free Grand Ballroom is divisible into three sections

680 square metres (7400 square feet) of flexible meeting rooms and boardrooms

Indoor and outdoor function area such as atrium, salao, ballroom etc.

High- speed wireless and broadband access

1.2.4 Recreational Facilities

The Shamana spa: It 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-form swimming pool.

The galleria: It is a mini shopping mall experience featuring a combination of premium and quirky brands that range from mario miranda, coco cotton, Mac V, Speedo, jamavar, john & more.

Camp Hyatt: It is also know as kids club & is an educational and fun filled programme designed especially for children between 4 to 12 years of age. It is open from 9:00am to 9:00 pm . this

is place where the kids can have fun activities such as pottery, yoga, arts, and craft, movie time and lot more.

Fitness centre: It is operational 24 Hours. It includes yoga studio, indoor lap pool, sauna & locker rooms. A range of classes and personal training sessions are also available at the fitness centre.

Aqua sail sailing centre: It is open from 10:00 am to 5:30 pm. It is a great experience awaits you with top of the line fleet and certified instructors allowing you to enjoy the best in the sailing.

Adventure park: It is open from 9:00 to 6:00pm. Featuring wall climbing, zip-line, sky cycle, rope course and more.

Casino: it is strike casino by big daddy running across the expanse of three floors, this vegas style casino houses latest gaming equipment and a choice of ten international games.

Fly dinning: It is also called adventure dinning in the sky. It is mostly opens in October. It is a thrill of dinning 160 feet above the grounds overlooking the serene bambolim bay with serene bambolin bay with your feet dangling in the air in 24 seater deck.

1.3 SECTIONS WITHIN THE ORGANIZATION

I had done my 2 months internship in two different departments that is front office and Human resource. My 1st internship was in Human resource for a period of one month and another month was in front office. It was really great experience working as a intern in both the departments.

1.3.1 HUMAN RESOURCE DEPARTMENT

Human Resource Management includes the vital tasks of recruiting, screening, interviewing, training, appraising, disciplining, rewarding, and developing the employee—both for business and non-profit enterprises. The mission of human resource management is to ensure employees are compensated, trained, and managed appropriately. This includes recruiting, hiring, and firing employees. They are also the ones to manage employee benefits, such as retirement plans and health insurance.

The human resources department deals with any issues facing the staff in their working capacity within an organization. HR is concerned with specific work practices and how they affect the organization's performance.

I have worked in HR for a period of 1 month in Learning and development, also known as L&D, is a continuous process of encouraging the professional development of your employees. Learning and Development is one of the main responsibilities of any organization's HR department. Implementing L&D initiatives that take into account development at all levels of the company is usually the responsibility of the HR manager. However, in larger organizations, the development plan for employees It involves analyzing skills gaps in your business and designing training programs that empower employees with specific knowledge and skills that drive increased performance.

The biggest difference between HR and L&D is that HR professionals deal with a range of responsibilities, including processing payroll, recruitment, and managing employee relations. In contrast, the learning and development department is solely focused on one specific role: the professional skill development of employees. This includes identifying training gaps and developing employee training programme that are aligned with the overall business strategy established by HR.

L&D tends to focus on upskilling or reskilling employees so that they can take on new roles in the organization or better perform their duties. Training can also teach employees new leadership skills that prepare them for potential promotions within the company. This helps organizations acquire, nurture, maximize, and retain talent. It also increases employee satisfaction, enhances the employee experience, and decreases turnover.

1.3.2FRONT OFFICE DEPARTMENT

Front Desk is a very important department in the hotel, making direct contact with guests. The main function of this department is Reservation, Guest service, Check-in, Check-out, Telephone, Finance & Cashiering, Foreign Exchange, Room Assignment, Inquiry etc. The Front Office is also called the nerve centre of a hotel. It can be defined as a front of the housing department located around the foyer and the lobby area of a hospitality property. As this department is located around the foyer area of the hotel and is visible to the guests, and visitors, they are collectively called “Front Office”.

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.

This department is one of the major operational and revenue-producing departments of the hotel which generates two-thirds of the revenue earned by a hotel from the sale of the guest rooms. It involves in providing valuable services to the guests during the entire guest cycle consisting of Pre-arrival, Arrival, Occupancy and Departure. 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 first hotel employees who come into contact with most guests when they arrive are members of the uniformed services division of the front office. The front office department is arguably the most important part of the hotel experience for a guest. It is during this time that lasting impressions are made.

Guest cycle in the front office department are as follows:

Generally, guest interaction with the hotel is divided into the following four sequential phases:

pre-arrival

It is the stage when the customer is planning to avail an accommodation in the hotel. In this first stage, the customer or the prospective guest enquires about the availability of the desired type of accommodation and its amenities via telephonic call or an e-mail. The customer also tries to find out more information about the hotel by visiting its website. At the hotel end, the front office accounting system captures the guest's information such as name, age, contact numbers, probable duration of stay for room reservation and so on.

Arrival

The front office reception staff receives the guest in the reception. The porters bring in the guest luggage. For the guest with confirmed reservation, the front office clerk hands over a Guest Registration Card (GRC) to the guest and requests the guest to fill in personal information regarding the stay in the hotel. The clerk then registers the guest in the database thereby creating a guest record and a guest account along with it. Later, the clerk hands over a welcome kit and keys of the accommodation. After the procedure of registration, the guest can start occupying the accommodation.

Occupancy

During occupancy, a front office accounting system is responsible for tracking guest charges against his/her purchases from the hotel restaurants, room service, bar, or any outgoing telephone calls made via the hotel's communication systems. The front office staff is responsible to manage and issue the right keys of the accommodations to the right guests. On guests' request, the staff also makes arrangement for transportation, babysitting, or local touring while the guest is staying in the hotel.

Departure

During guest departure, the front office accounting system ensures payment for goods and services provided. If a guest's bill is not completely paid, the balance is transferred from guest to non-guest records. When this occurs, collection becomes the responsibility of the back office accounting division. At the time of guest departure, the front office staff thanks the guest for giving an opportunity to serve and arrange for handling luggage. In addition, if the guest requires airport or other drop service, the front office bell desk fulfils it.

Grand Hyatt goa has 313 Guest rooms across categories:

238 of Grand Rooms, pool view and Bay

View Rooms: 59 Grand Club rooms,

12 Grand Suites, three Grand Executive Suites

one Presidential Suite

Grand Hyatt Goa check-in & checkout

check-in time is 3:00 pm

check-out time is 12:00 pm(noon)

Early check-in

Before 06:00 hrs full day charges

Between 06:00 hrs to 11:00 hrs half day charges

Late Check-out

Post 16:00 hrs to 20:00 hrs full day charge

At grand hyatt goa guest were categories and given benefit at every level are as follows:

Member

- free night after stay at 5 different hyatt brands.
- Resort fees waived on free night awards
- Member discount

Discoverist (10 nights or 25,000 base points)

- 10% bonus points
- Receive a bottle of water daily
- Enjoy a preferred room at check-in
- 2:00pm late checkout
-

Explorist (30 nights or 50,000 basepoint)

20% bonus points

4 club lounge access awards

Free night category 1-4 after 30 nights or 50k base points

Enjoy an upgrade check-in excluding suites and club rooms

2:pm late checkout

Globalist (60 nights or 100,000)

- 30% bonus points
- 4 suites upgrade awards after 60 nights or 100k base points
- Club lounge access
- Enjoy an upgrade at check in up to standard suites
- Waived resort fees on all stays
- Complimentary parking on award nights
- 2 complimentary united club passes
- 4:00pm late checkout

I have done my one month internship in Front office at Grand Hyatt. There were various sections in front office like bell desk, grand club, guest relations, guest service & reservation. I got an opportunity to work in 3 various departments Grand club, Guest service & Guest relations.

1.3.2.a) Grand club: This is one of the most important section of front office called grand club. where VVIP checking & checkout takes place. Meanwhile till there check-in & check-out they can enjoy Tea, coffee, snacks Soft drinks etc. During the afternoon tea. This is located in the guest house number 7. It opens in morning 9:00 am closes at 12pm at night. Most important in the Grand club Front office employees or intern serve the guest during happy hours or afternoon tea. Afternoon tea is a buffet it include different types of tea, coffee, soft drinks, tea cakes, cup cakes, scones, breads. It is also called as high tea. Happy hours is also buffet includes seasonal fruit board, cheese bar, condiments, bread, cold bites, live counter, hot bites, lite bites etc. also there is mini-bar setup during happy hours in the evening includes soft drinks cans such as sprite, coca cola, pepsi, tonic water, soda water as well as alcoholic drinks such as rum, vodaka, gin,beers, white wine, red wine etc. There is different menu everyday on buffet & there are varieties of choices in the buffet.

Buffet timings are as follows:

Afternoon tea (High Tea) : from 1:00 pm to 5:00 pm

Happy hour (evening): 6:00pm to 8:00pm

1.3.2.b)Guest Relation : Guest relation is responsible for timely check-in checkout of the guest. They are responsible to follow up each and every guest from the time of check in to check-out. Guest relation is responsible for greeting the each and every guest. Also they provide guest with all the organization details include pool, restaurant, spa, breakfast, dinning also suggest local tourist spot for sight-seeing and shopping ensuring guest have pleasant experience. They are responsible for maintaining the guest lockers for safe custody. They are responsible for handling the complaint of guest as well responsible to make special arrangement for birthday, wedding anniversary etc. of the individual guest. Also they are responsible take care of the guest special needs such as disabled guest, the elderly guest, and VIP and VVIP. Overall guest relation is responsible for anticipating the needs and demands of the guest for good guest feedback.

1.3.2.c)Guest service: Guest service is responsible for handling mails, message & keys. They are also responsible for resolving complaints of the guest, left luggage handling & wakeup call service on time. They are also responsible for guest room change, issuing safe deposit locker, procedure for guest paging etc. During guest stay in the hotel guest requires many things such extra keys, medicines, scissor etc. so guest service is responsible to fulfil the needs of each and every guest before time. They are also responsible maintaining records of wakeup call, lost & found etc.they are also responsible to being a source of various matters such as transport, restaurant advice and so on.

2. TASK HANDLED

2.1 Human resources

Segregating the training sheet(department wise)

Excel update for training attendance sheet

Preparing the stiffened of the month

Calling the new joiners of this month & next month to confirm there joining dates and brief them about documents required for joining the organization.

Draft the letter of appointment for selected students & print them and give them on the day of joining.

Complete all the joining formalities of the new joiners. Such as collecting there all documents making there id card, name batch and give them during the day of joining

Updating the interns attendance & percentage in the Excel sheet Monthwise

Counting the attendance of the interns and preparing experience certificate of the interns.

Counting the lockers painted non-painted and preparing Excel sheet of total lockers and updating the Excel sheet with names of the employees & locker number.

Making arrangements for the training of the next day like calling banquet & housekeeping to setup the training room & keeping training sheet ready.

Escorting the trainees to the respective departments

Cleaning the name batches with the brasso solution and keeping ready for the new joiners

Writing the birthday vouchers of the employees

Filling all the documents request letters, apology letters, leave letters arranging them properly month wise.

Preparing notice for the notice board

Complete the clearance formalities of the interns

Excel update of training metrix

Making collage after every training & preparing the PPT

2.2 Front office

2.2.1 Guest service

Answer the external and internal calls

Delivering the guest keys to the guest room

Escort the guest to different guest houses

Refill the tablets in the containers.

Delivering the tablets to guest rooms with medical disclaimer form such disprine,crocin,dolo etc. fill the form with guest name, room number, delivery time and take the signature of the guest on medical disclaimer form.

Delivering the guest laundry bag to guest room.

Filing the hot log sheet, wake up call sheet, handover sheet etc.

Calling and placing buggy request outside guest houses as per guest request

Delivering the scissor, thermometer, A4 size paper, stapler. etc. as per the guest request

Receive & answer the elevator interphone.

Standing in the place called Urali and directing the check-in guest the way to guest houses or restaurants.

2.2.2 Guest relations

Escort the guest to different guest houses. Also brief them about the property, services, facilities offered by the organization.

Serve welcome drinks to the guest such as coconut water, apple juice, orange juice.

Cleaning the lobby cupboard & staking properly the cold towels, glasses etc.

Collecting all soiled face towels in the laundry bag dropping them to the laundry and collecting fresh face towels.

Make the cold towels with rose water and fold and staked them in the freezer.

Offer the cold towels to the guests

Placing the amenities to the guest room as per request of the guest such as cake & balloons, wine & wine glasses, flowers, chocolate etc.

Collecting all stuff required to place the amenities like cake from the bakery, flowers from flower room, cutleries, crockeries, wine from the room service etc.

Writing the welcome, apology, greeting cards to the guest and decorate it with some small design or flowers and placing them in the different rooms.

Check the check-in check-out of the guest as per list of the room numbers given after a wedding or any other business function.

Blowing the balloons to place in the room with amenities such as cake, chocolates.

2.2.3 Grand club

Answering the external & internal calls coming to front desk.

Delivering the guest request item to guest room

Checking the number of reservation everyday.

Serving the guest tea, coffee, snacks on guest request.

Set-up area for afternoon tea (high tea) & evening tea (happy hour)

Wiping the tables, chairs, cupboard, freezers, buffet on daily basis.

Washing the glasses & cleaning dishes wiping them and set-up on the buffet.

Cleaning the drawers, cupboards, pantry, freezers, coffee machine & arrange it properly

Making the room keys on the opera system.

Collect all soiled napkins give it to laundry and collect the clean napkins.

Refill the snacks such as banana chips, bhakarwadi, chakali, potato chips in the morning

Refill the sugar caddies with white sugar, brown sugar & sugar free

Keeping whole area clean front as well as back area.

3. Learnings

3.1 Human resource

I learned how to be patient at work & handle every difficult situation. I learned how to handle the employees or intern when it comes to problems or complaints.

As I was in HR everyday task were given & that should be completed within that period of time so I learned time management & value of each minute.

I became confident in communication.

I learned how to take up responsibility and fulfil it on time.

As my team was very helpful and co-operative I came to know importance of teamwork. And I learned many things from team like confident, patience, Hardwork & gain lots of knowledge.

I learned to perform on the given task in L&D on time like updating attendance sheet, updating training sheets etc.

3.2 Front office

In grand club as it was part of front office but it was little part of service too were I learned to cut different types of fruits.

In grand club I learned types of cutlery, crockery cheffing dishes use to set the set-up for afternoon tea & Happy hours

I learned basics of opera system used in front office like making the keys, cheaking the reservation etc.

I learned how clean coffee machine

I learned how check check-in check-out of the guest at knocking at door after group checkout

I learned to arrange and placed amenities in different rooms as per different request like birthday, anniversary etc.

I learned how to make cold towels and fold it.

I learned the importance of time management

I learned importance of patience

In grand club got to learn how the different types of coffees are made.

4. Challenges

4.1 Human resources

Handling sensitive information which is very crucial to the Human resource role this information if let out it could cause lot of damage. Maintaining and updating confidential information was big task. For example attendance of an intern which could lead to salary deduction password.

Finding ways to engage with the employees knowing the fact that hotel is busy was very challenging specially during trainings people could not attend training sessions, activities, games because of work.

In the beginning I was very worried and nervous when task was given to call lots new joiners I was not confident to communicate but later after 2-3 calls I was able to communicate confidently.

4.2 Front office

In the beginning it was really very hard to adopt the new environment around which I was not used to but later I overcame with my difficulties and became comfortable with environment

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 1st few days

Multiple tasks but difficult to manage effectively because of time constrain. Example: when sudden large number of new joiners come to join hotel & it's a lots of work to do with there joining formalities like drafting Letter of appointment, making id card, batches etc.

When I went receive the 1st call of guest in guest service there was some confidence lacking in me but later after receiving 2-3 calls I was confident enough to communicate on the calls.

Appendix I : Sample of work done

Name: Taniya Bhanage CHECK IN Date: 21/07/2023
Shift: 7:00am - 4:00pm TL on Shift: Bhavaf

Sr.No.	Errand	Guest Name	Time Out	Time in	No. of Bags	Buggy #	Sign
1.	7126 Bandage req		9:26	9:33			
2.	1108 Carded req		9:38	9:51			
3.	7112 Room key req		11:10	11:18			
4.	1212 Volume req		11:09	11:25			
5.	5004 Cake delivery		11:27	11:53			
6.	2112 guest bag delivery from spa to room		10:55	11:10			
7.	Buggy request	Gr. H. 2	11:00	-			
8.	Serving telephone Drink		11:00	11:30			
9.	Refilling tablet envelope		12:30	12:30			
10.	Getting Attachment form IPR for guest		11:40	11:45			
11.	4x A4 size paper	40031	1:57	2:06			
12.	6121 Cuffts collected		2:53	3:00			
13.	3010 Medicine dispense		2:46	2:52			
14.	Thermometer collected	3025	3:00	3:09			
15.	Keys for 2219 to 2217		3:04	3:13			
16.	Medicine given to guest (Reception)		3:30	3:35			

Name: Taniya Bhanage CHECK IN Date: 21/07/2023
Shift: 1:00pm - 10:00pm TL on Shift: Stacy

Sr.No.	Errand	Guest Name	Time Out	Time in	No. of Bags	Buggy #	Sign
1.	6012 to 6015 Room key req						
2.	6219 to 6217 Room key req		1:50	1:55			
3.	6102 pole req		2:13	2:23			
4.	2117 Room key		2:49	2:57			
5.	6223 to 6220 Room key		2:45	3:00			
6.	5202 to 5203 Room key		3:43	3:48			
7.	1208 to 1209 Room key		4:42	4:51			
8.	4008 to 5008 Room key		4:56	5:08			
9.	6101 room keys		4:57	5:15			
10.	4008 Room keys		5:14	5:21			
11.	6201 Room key		5:32	5:43			
12.	Laundry delivery	3207	5:10	5:20			
13.	Buggy request	Gr. H. 6	6:37	7:00			
14.	6101 Room key req		6:58	7:05			
15.	Serving Wilson drink		6:30	6:58			
16.	6211 Room key		8:06	8:15			
17.	6106 Room key in Hs. Hamleth		9:05	9:10			
18.	6110 in Searching Guest shirt		8:20	8:00			

Name: Taniya Bhanage CHECK IN Date: 28/06/2023
 Shift: 7:00am / 4:30pm TL on Shift: _____

Sr. No.	Errand	Guest Name	Time Out	Time in	No. of Bags	Buggy #	Sign
1.	6101 Bandage req	-	8:16	8:22			
2.	1202 Cell phone req	-	10:06	10:13			
3.	Exit Guest + 5	5008	9:46	9:55			
4.	At Wall	-	10:30	11:30			
5.	11:30 to 3:30 at all Guest House (checking for check-in)	All Guest House	11:30	3:30			
6.	6121 2x Room keys req	-	11:58				
7.	6123 2x Room keys req	-	11:58				
8.	5001 to 600 Room req	-	6:06	6:15			
9.							

Mamshi

Name: Taniya Bhanage CHECK IN Date: 29/06/2023
 Shift: 7:00 / 4:30 TL on Shift: Mamshi

Sr. No.	Errand	Guest Name	Time Out	Time in	No. of Bags	Buggy #	Sign
1.	6017 2x Room keys	Ms. Goyal	7:50	7:57			
2.	1101 1x Room req	-	8:31	8:40			
3.	6102 Bandage req	-	8:47	8:52			
4.	6006 Room keys req	Mr. Prashant	9:21	9:30			
5.	Body lotion req	-	11:20	11:27			
6.	Guests welcome drink to guest	-	11:30	11:40			
7.	Exit the guest	-	11:50	12:00			
8.	Exit guest to Bay view from 2nd to 4th floor	-	2:00	4:10			

Mamshi

HYATT

Trainer: Aditya Bhandari
 Section: 6001-6002 Distance and Distance of legs and distance of legs
 Date: 19/05/23 To: 11:25 am From: 11:10 am
 Trainer: Aditya Employee ID: 3579 Location: 15 min Signature: Aditya

Sr. No.	Emp. ID	Name	Department	Global ID	Signature
01	4685	Pandora Shikhar	F/O	47411231	<i>Aditya</i>
02	4215	Deepak Anandh	F/O	4746828	<i>Aditya</i>
03	4808	Pradeep Y.	F/O	4699816	<i>Aditya</i>
04	4391	Nursha Panti	F/O	4202991	<i>Aditya</i>
05					
06					
07					
08					
09					
10					
11					
12					
13					
14					
15					

Please rate the session in this scale of 1-4 (For each of the objectives, please put your rating on the box as per your feedback.)
 4 - Strongly Agree 3 - Agree 2 - Disagree 1 - Strongly Disagree

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Trainer got all of us involved in the session	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
Trainer answered all our questions	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
Trainer was very knowledgeable	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
I really enjoyed the session	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
The session will help me perform my job better	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4

Trainer's Feedback: Very all aware about this topic.
 To be updated by Learning: LMS Updated: _____ Excel Updated: _____

Feedback -

Feedback Sheet - 28/08
 Ujjwal - 28/08
 Azharuddin - 28/08

March -

Feedback Sheet - 31/03
 Ujjwal - 31/03
 Azharuddin - 31/03

DoJ - 01-01-23

Feedback Sheet - 31/03
 Jan 2nd to 31/03 / Apr 30
 Ujjwal - 31/03
 Azharuddin - 31/03

Jan 2nd to Jan 31 / Apr - 30/04
 Azharuddin - 30/04
 Jan 2nd to Jan 31 / Apr - 30/04

Feedback Sheet - May - 15/05
 Ujjwal - May - 15/05
 Azharuddin - May - 15/05



Eggless Assorted Pastries - 1
 Assorted Pastries - 1
 V3 - 6
 1/2kg cake - 1
 250g cake - 4
 Chocochip cookie - 4
 wine - 1 sparkling
 Bouquets - 3.

GRAND | HYATT
 GDA

7212 - Assorted Pastries + V3
 Shah - V3
 Dishant - V3
 7105 - 250g cake + bouquet + wine + card
 7207 - 2 cookie sets
 7109 - 2 cookie sets
 6110 - Eggless Assorted Pastries
 3210 - 1/2kg cake + balloons + bouquet + card
 4104 - V3

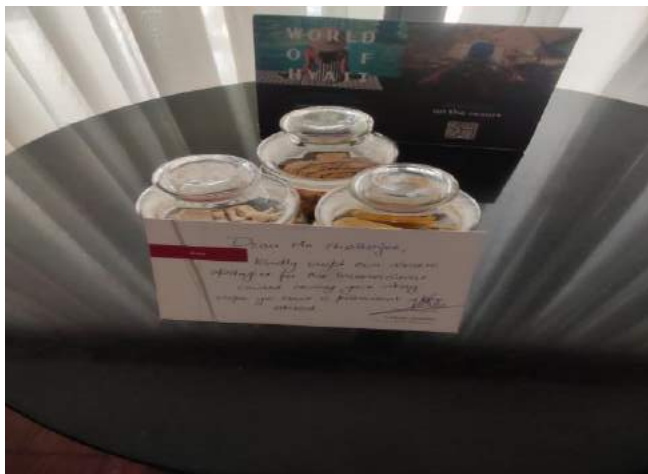
GRAND | HYATT
 GDA

3010 - 250gm cake + balloons + card

(on hold)
 1007 - 250g cake + balloons
 Khurana
 Ankit - 250g cake + balloons
 3006 - 1/2kg cake + bouquet +
 wine. (2pm to 4pm).
 6221 - 250g cake + bouquet
 Shukla,
 Brijeshdutt - 250g cake + bouquet
 7224 - Assorted Pastries
 7223 - Assorted Pastries
 2019 - Assorted Pastries
 7018 - 250g cake + balloons
 GRAND HYATT
 GGA

1001 - V3 + card + cake + bouquet
~~6223~~ - 1/2kg cake
~~6223~~ - 250g
 5105 - 250g + balloons +
 bouquet
~~4008~~ - V3
~~3228~~ - AP
 5102 - white wine
~~3224~~ - cut fruit [V3 + card]
~~4002~~ - V3
~~4001~~ - V3
 Mahesh Pansari - 250g cake +
 balloons + card.
 GRAND HYATT
 GGA
 (7:30 pm)





Date: 24/05/2023
 Task flow for Training
 Co-ordinator

1) IET Selection

- Contact and co-ordinate with institute / Students
- Interview on videocall
- Confirmation Email to institute / students
- Draft LOA for selected student

2) Joining formalities for IET

- IET Form
- Noc / Government ID / pcc / Medical fitness Certificate / Covid vaccination certificate / Institute Id / 3 passport size photo -
 - Graph / Pan Card / JSSM LOA, Print & Sign /
 Add New :- Account in 'YES' Also Take
 Photocopy & File
 P.T.O. →

25/05/2023
 Joining formalities

- Joining Form
- YES Bank Account
- ID Card & Name Badge
- Names Entry in the Register
- Joining of Whatsapp Group
- Sending information to put them in group. (by hotel)
- Lockers & uniforms to be given (allotted)
- LOA's, Modules
- Next day tell them to report at 9:30 am.

Documents Required for Joining :-

- CV
- Noc
- College Id Card
- Govt. Id Card / PAN Card / VOTER Card
- Vaccination
- Medical fitness
- Police clearance (pcc)
- Photo copy - 4

Date: 26/05/2023

5) Excel update for Training Attending sheet

6) Segregation of Training Attendance sheet (Department wise)

7) Excel sheet update for Trainee's Training Hours & Training Man-hours (Excel)

8) Hyatt India's Monthly L & D Training Report (Excel)

Task told to do in HR Office

Date: 20/05/2023

- * Calling the New Joining and asking them the documents and details, Calling for LOE
- * Doing all the formalities of new Joining like Id Card, Nom Batch, LOE & module
- * Making Id Card
 - write details & then take size Sign & stamp.
- Nom Name Batch - Clean it, print the Names & stick
- LOE edit print & give to individual
- * Update the training report data in Excel sheet month-wise & filtering them in excel
- * update the attendance sheet month-wise
- * While clearance before update their attendance Submit to main, for to prepare experience certificate
- * Counting the lockers painted, Not painted vacated, Non vacated assign them respective person individual Name.
- * Give call to HK & Banquets for cleaning and setup for any occasion like loose table (Sometimes its duty to arrange myself for)
- * Reaching the new interns to their

Name: Taniya Bhanage CHECK IN Date: 26/06/2023

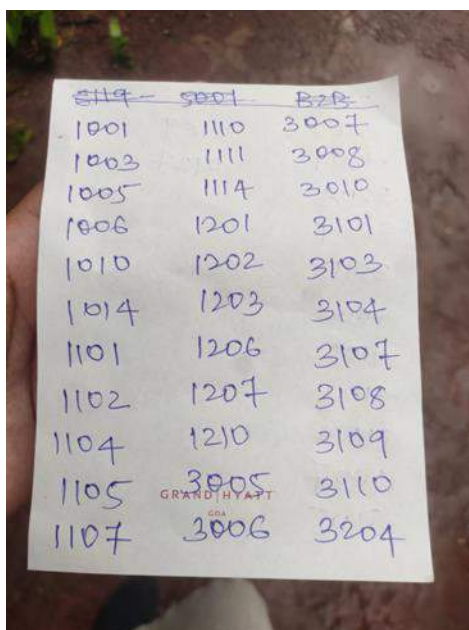
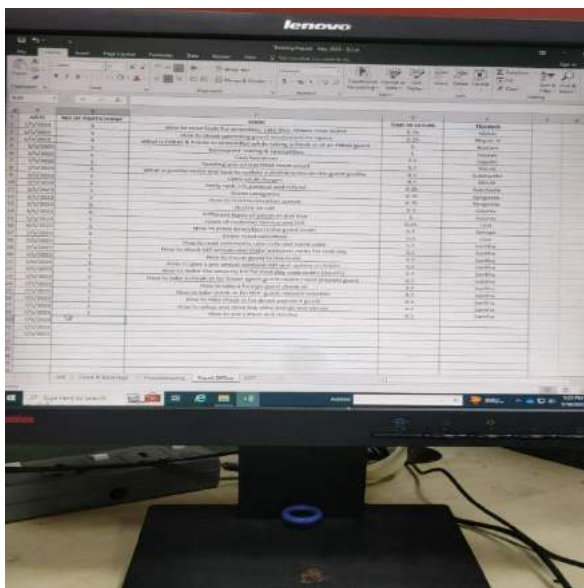
Shift: 11:00pm - 10:11pm TL on Shift: _____

Sr. No.	Errand	Guest Name	Time Out	Time in	No. of Bags	Buggy #	Sign
1.	1006 Room key	Ms. devanglu	2:20	2:28			
2.	Call for buggy G.H. 2	-	2:29	2:29			
3.	1201 Room key reg	-	2:52	2:58			
4.	6126 Room key	Ms. Subha	3:24	3:29			
5.	4107 Room key	Mr. Roongta	3:24	3:33			
6.	2215 Room key	Mukund Khane	3:23	3:30			
7.	2217 Room key	-	3:24	3:40			
8.	2125 Room key	-	3:36	3:45			
9.	4101 Room key	-	4:08	4:14			
10.	6126 Room key	-	4:16	4:30			
11.	Guest Guest H. G	6220 - G.H	4:45	1:10			
12.	6121 to 6123 Room key	-	2:48	2:48			
13.	Guest G.H. 7	7010 - G.H	1:00	1:20			
14.	4101 Room key	-	4:30	4:35			
15.	6107 Room key	4107 to 4105	6:49	6:50			
16.	6102 to 4101 Room key	-	6:55	7:03			
17.	2224 Room key	-	7:17	7:22			
18.	2127 Room key	-	8:28	8:35			
19.	2127 Room key	-	8:28	8:35			
20.	Guest to 6102 Room key	-	9:13	9:19			
21.	6022 Room key	-	9:19	9:22			
22.	Call for Buggy	-	9:23	9:25			

Name: Taniya Bhanage CHECK IN Date: 26/6/23

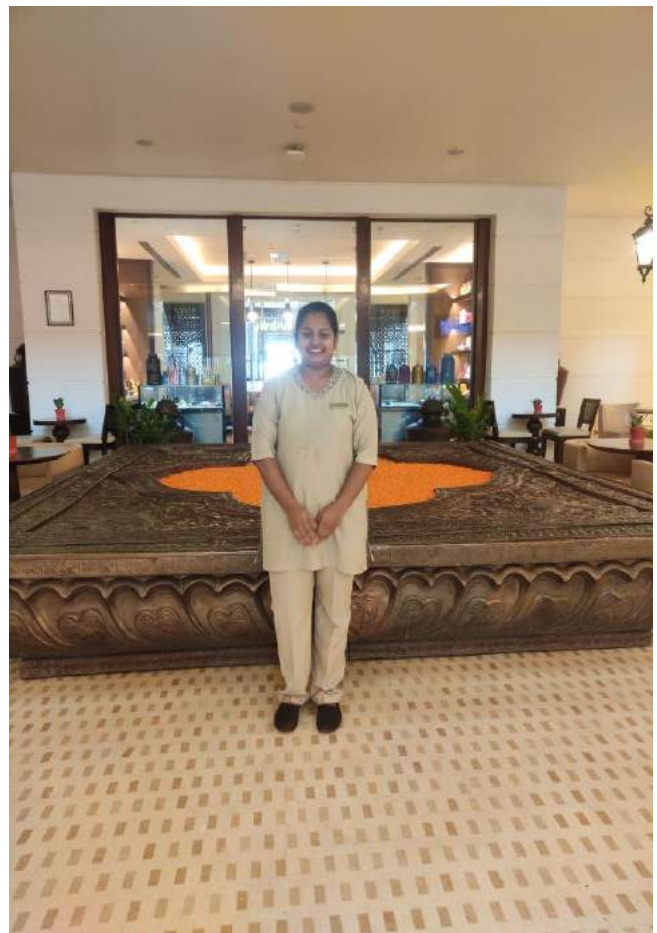
Shift: 12:00pm - 10:30pm TL on Shift: _____

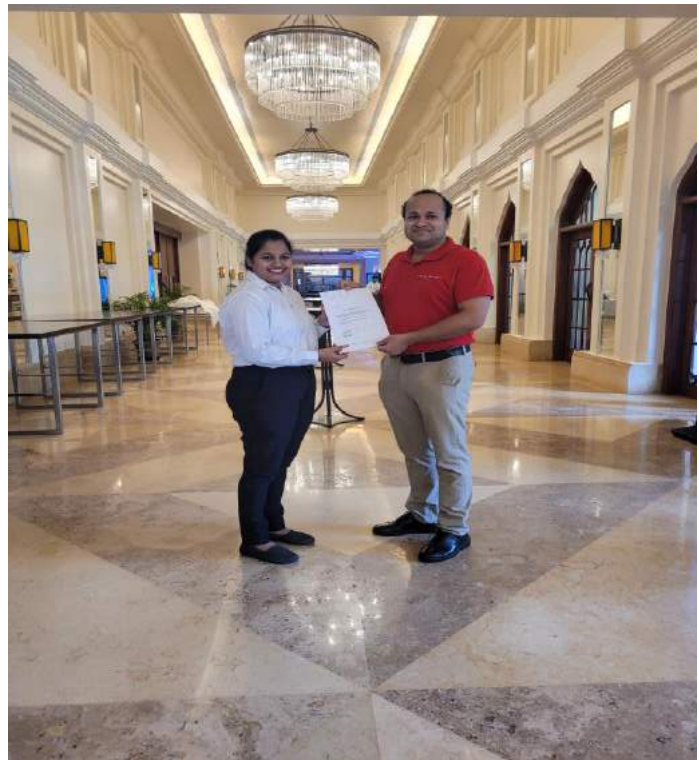
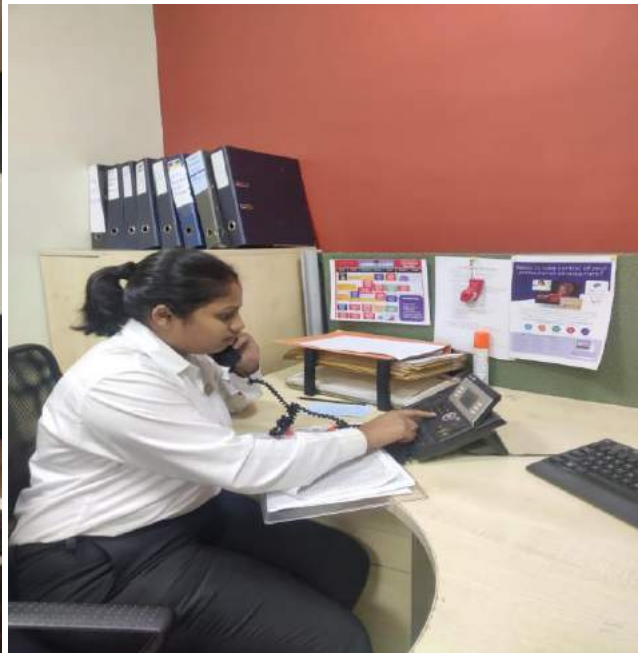
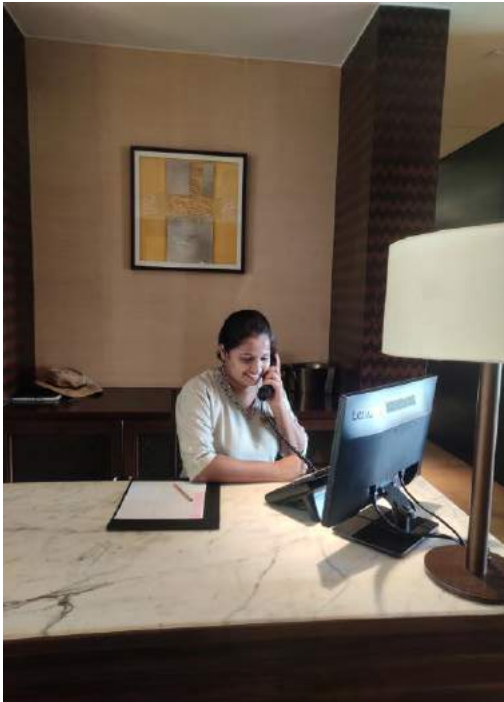
Sr. No.	Errand	Guest Name	Time Out	Time in	No. of Bags	Buggy #	Sign
1.	1211 to 1012 Room key	-	5:23	5:40			
2.	2116 to 2219 Room key	-	5:23	5:40			
3.	3010 Room key	Abhimanyu, pti	7:30	7:37			
4.	5205 Room key	Ms. Bhanage	5:40	5:56			
5.	6106 Room key	M. Kamlesh	9:26	9:33			
6.	6201 Room key	Ms. Minakshi	10:09	10:10			

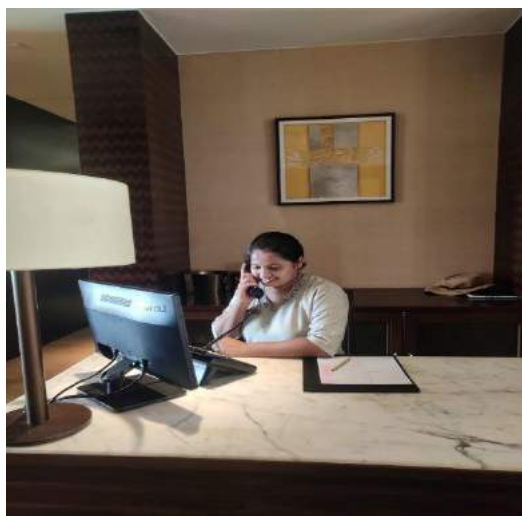
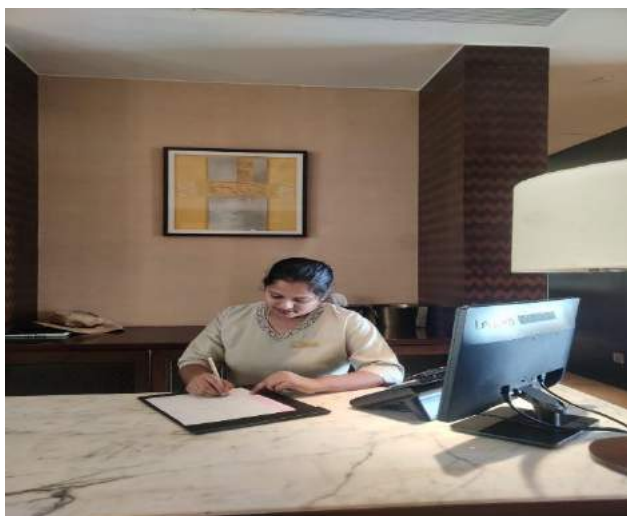




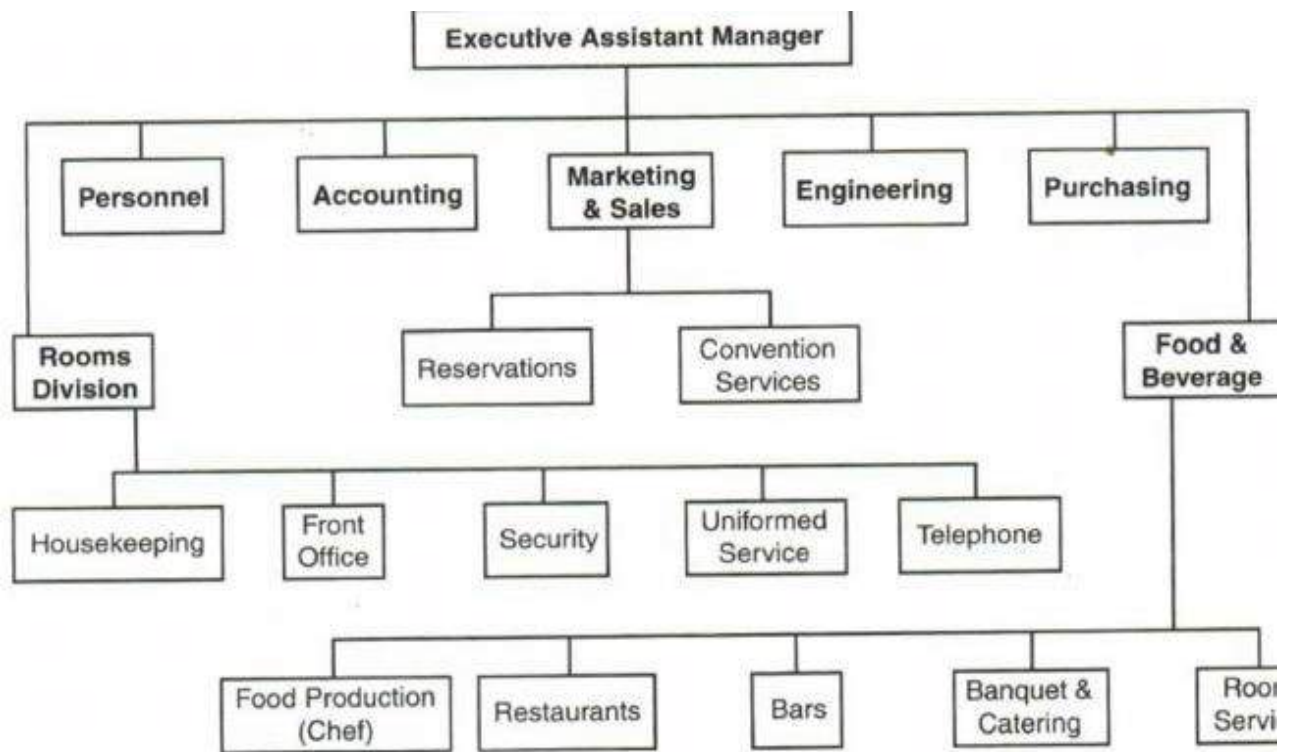
Appendix II: Photos while you are at work















Appendix III: Organization












**WORLD
OF
HYATT.**

TIMELESS COLLECTION



















BOUNDLESS COLLECTION

INDEPENDENT COLLECTION

INCLUSIVE COLLECTION

*Resorts are joining World of Hyatt in phases. Learn more at hyatt.com/new.

Introducing the Inclusive Collection





(Chulha Indian Restaurant)



(Veranda Italian Restaurant)



(The Dining Room)



(Capiz bar)



(Confeteria)

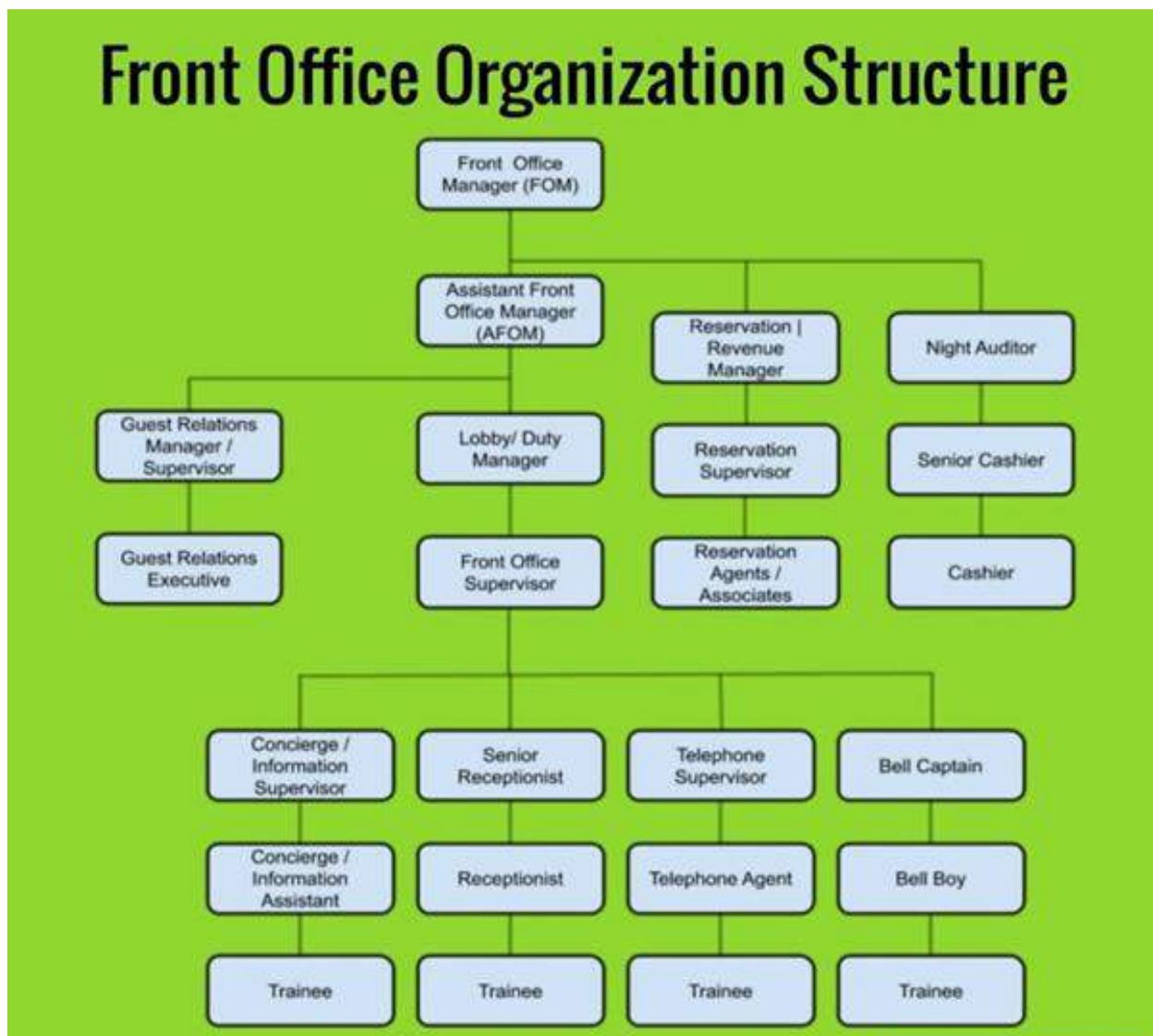


(Bay View Lounge)

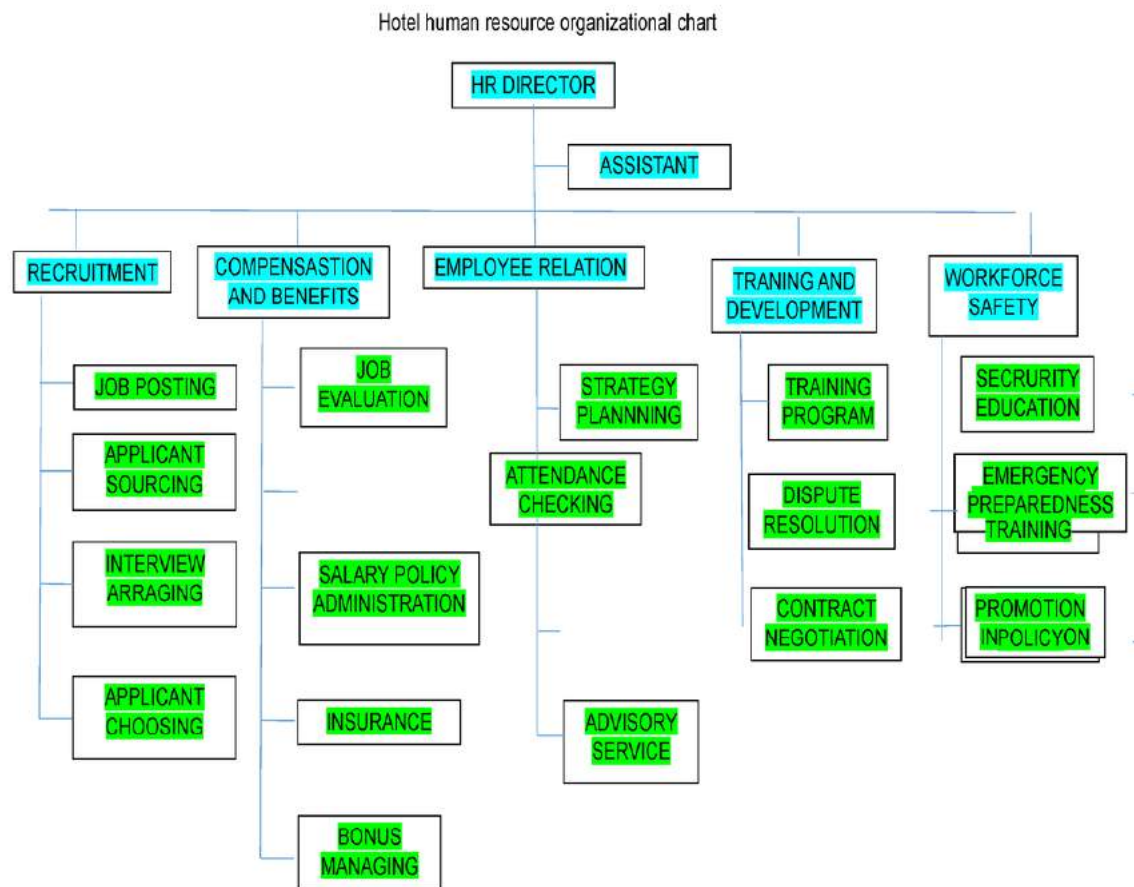
Front office



Hierarchy of front office department



Hirechy of Human Resource department





THANK YOU