INTERNSHIP REPORT

VIVANTA GOA PANAJI

SUBMITTED TO

DEPARTMENT OF MANAGEMENT STUDIES (INTEGRATED – MBA)

GOA BUSINESS SCHOOL

IN PARTIAL FULFILMENT FOR THE AWARD OF THE DEGREE OF MASTER OF BUSINESS ADMINISTRATION

(INTEGRATED HOSPITALITY, TRAVEL & TOURISM)

BY

RUELLA MARIA FERNANDES

1806

AUGUST 2023

i. Offer Letter

Dear Mr Alvino Thomson,

Greetings from **Vivanta Goa,Panaji**!!!

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

We are pleased to confirm the Industrial Exposure Training of the following student at **Vivanta Goa,Panaji** from 5th **January, 2023** to 5th **June2023**.

The Clearance Date would be 6th **June 2023**.

Name of the students selected:-

1. **Ms. Ruella Maria Fernandes**

Department: **Learning and Development**.

Please note the following details:

The students are requested to report at the staff entrance of the hotel (in a formal attire mentioned below) on the day of joining and arrive at the HR Office at 09:30 hrs along with the following mentioned documents:

- A copy of **updated Resume**
- Attested Copies of **Final Educational Certificates**
- Photo ID Proof **(Aadhaar Card /Passport / Election card / Driving License etc.)**

ii. INTERNSHIP (COMPLETION) CERTIFICATE

VIVANTA | GOA Panaji

7th July 2023,

To Whomsoever It May Concern

This is to certify that **Ms. Ruella Maria Fernandes,** has successfully completed her Department Specific Training in the Learning and Development Department from 5th January 2023 to 7th July 2023.

We wish her all the best in her future endeavors.

For Vivanta Goa, Panaji

VIVANTA GOA, PANAJI 403 001 INDIA St. Inez Junction, DB Bandodkar Road

Ronnie John Varghese
Director of Human Resource- Human Resource Hub

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Regd Off: Kamat Construction & Resorts Pvt. Ltd., F/1, Indira Apartments
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iii. ACKNOWLEDGEMENT

I want to thank Mr. Rainer Rodrigues, the assistant HR Manager at Vivanta Panaji and Miramar for guiding me to gain knowledge in this 6 months period in Vivanta Panaji and providing me with information required.

I would like to express my sincere gratitude to the firms HR Director Mr. Ronnie Vargagse for giving me the chance to gain Knowledge within their prestigious company.

And finally Im thankful to Professor K.G. Shankaranarayanan – Program Director

- Dr. Albino Thomson – Assistant Professor
- Mr. Kevin Dsouza – Assistant Professor
- Dr. Poonam Sadekar – Assistant Professor
- Ms. Sujal Naik – Assistant Professor
- Mr. Sadanand Gaonkar – Assistant Professor
- Dr. Paresh Lingadkar – Assistant Professor

Also my great sincere to the administrative staff of Goa university

- Ms. Shilpa Shirodkar
- Mr. Kishor Nagvekar
- Mr. Naresh Salgaonkar
- Mr. Sarvesh Vaigankar

Sincerely
Ruella Fernandes

iv.

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V. EXECUTIVE SUMMARY

This Intersnhip Report is based on 6 month Internship program that I had successfully completed in Vivanta Goa Panaji in Learning & Development Department from 5-1-23 to 7-7-23 as a Requirement of my IMBA Degree in Hospitality Travel and Tourism

This report is divided into 3 chapters. Chapter one contains brief introduction of Hotel

Chapter 2 include Product and services at Vivanta by Taj

Chapter 3 include my internship Experience, and my learning outcomes during my training

Chapter 1.

ABOUT JAMSETJI TATA

Jamsetji Nusserwanji Tata (3 March 1839 – 19 May 1904) was an Indian pioneer industrialist who founded the Tata Group, India's biggest conglomerate company. Named the greatest philanthropist of the last century by several polls and ranking lists, he also established the city of Jamshedpur.

Jamshedji Tata is regarded as the legendary "Father of Indian Industry". He was so influential in the world of industry that Jawaharlal Nehru referred to Tata as a One-Man Planning Commission.

"When you have to give the lead in action, in ideas – a lead which does not fit in with the very climate of opinion – that is true courage, physical or mental or spiritual, call it what you like, and it is this type of courage and vision that Jamshedji Tata showed. It is right that we should honour his memory and remember him as one of the big founders of modern India." —Jawaharlal Nehru

Tata, who in his early life was a merchant, went on to change the business world of India through his many ventures within the cotton and pig iron industry, and is known as one of the most important builders of the modern Indian economy. Out of his many achievements, Tata is particularly notable for the Tata Iron and Steel Works company in Jamshedpur.

Tata was ranked first in the "Hurun Philanthropists of the Century" (2021) by total donations of nearly $102.4 billion with the start of his key endowments way back in 1892.

1.1. Company Introduction – IHCL

The Indian Hotels Company Limited and its subsidiaries are collectively known as Taj Hotels Resorts and Palaces and Safaris are recognized as one of the Asia's largest and finest hotel company. Incorporated by the founder of the Tata Group, Mr. Jamsetji Tata the company opened its first property, The Taj Mahal Palace Hotel, Bombay in 1903. The Taj Symbol of Indian Hospitality, completed its centenary year in 2003.

Spanning the length and the breadth of the country, gracing important industrial counts and cities, beaches, hill stations, historical and pilgrim centre and wildlife destinations, each taj hotels offers the luxury of the services, the apogee of Indian hospitality,vintage locations, modern amenities and business facilities

The Indian hotel company limited is an Indian hospitality company that manages a portfolio of hotels, resorts, junhle safaris, palaces, spas and a flight catering services – the company is being managed as a subsidiary of indias Tata group.

IHCL was founded in 1868 by Jamsetji Tata and is head quartered in Mumbai, Maharashtra.

It has more then 196 hotels in 80 locations across 4 continents and in 12 countries, with over 20000 rooms and 25000 employees.

1.2. A commitment restrengthened

Trust Awarness Joy – Tajness

True luxury is in the details. its build with time and care, and an unparalleled vision. with years spent perfecting a craft. with decades spent acquiring a reputation- and with Centuries spent building culture. Luxury becomes real

when it has a legacy. And Taj is build on a legacy. One that manifests itself in a feeling. One that has existed over a hundred years. A feeling enriched through care, worth, and a strong sense of nobility. A feeling seeped in traditions, adequate and expertise.

A feeling called Tajness Ever since the grand doors of the Taj Mahal Palace, Mumbai first opened to the world on December 16 1903, much was said about it being the finest hotel in india at that time, and nothing was changed Since

Tajness was born out of decades of dedication towards incredible hospitality, and centuries of Building a culture like no other hospitality institution has

At the heart of tajness, our 6 pillars – Nobility, Sincere care, Homage to local culture, Sensorial Journies, Pioneering spirit, and Authentic city that holds this unique concept of hospitality higher than all othes

Nobility

The founder of taj – Jamsetji Nusserwanji Tata, also known as the "father of Indian Industry,"

Was an ardent believer in honest and state forward business pribciples, and a visionary who foresaw todays Indian century ago nobility is a key elements in tajness, which is quintessentially Indian and world class on its refinement. Inspite of the inherite nobility of india and its tradition, the story of Taj flows parallel to that of the freedom movement of what is now the biggest democracy in the world

Sincere Care

Hospitality in India has its routes in the ancient medevial ages. from the kings, queens their kingdom and their palaces, taj revives their tradition with the master taj of modern, world class sophistication. Driven by emotion other than logic, tajness means taking care of the tinest of your everyday needs and addressing the simplest of queries in a unique, never-before experienced way.

Homage to local culture

Taj sincerely belives in giving back to the local landscapes, its culture, its people and its community. The essence of the taj property lies in the arts,craft , stories, and folk lore of the land. While preserving indias heritage taj has also been called the inventor of heritage tourism at taj, we follow a tradition that acres for its people by providing jobs medical cover, education for our staff children and involvement in planning their future

Sensorial Journeys

An integral part of tajness is the journey of guest take throughout the day. Ceremonially marked by welcome we call the arrival. Followed by a wake- up with yoga to give your day a harmonious beginning, only to preceed the "afternoon tea" choosen from the selections of the worlds finest tea's. the sunset at taj is honoured by lighting 100 of traditional diyas as a day pases into the night and later, we pay homage to the local culture as we bring to you "music" of the land, and to conclude the unique fragrance of taj is precisely the one that will be etched into your memory.

Poneering spirit

Born out of restless ambitions to tranform the face of Bombay, and eventually the world of hospitality, taj, ever since its inception has been a catlog of first. From the cities first liscense bar to the countries first discothque the spirit of innovation and pioneering is apparent in taj vision to be its best in its class just like the vision of its founder.

Authenticity

At taj, authenticity is at the root of everything. Each property, experience, dish, sweet, or service bears orginallity. Balancing the glory of the past with the conveniences of the modern, at taj, curated, experiences take the for of desires without one ever having the spell them out.

1.3. ABOUT PAATHYA

Derived from the Sanskrit term , inferring a path, Paathya encapsulates our initiatives to lead positive change with IHCLs core values of Trust of all stakeholders, Awareness around the needs of our ecosystem and Joy at heart. Taking ahead IHCLs over a century old legacy, Paathya forges a journey focused on Environmental Stewardship, Social Responsibility, Excellence in Governance, Preserving Heritage, Value Chain Transformation, and Sustainable Growth.

PROGRESS

SUSTAINABLE GROWTH

Our belief in sustainable growth remains deep-rooted in our legacy, aligned with diversity, excellence and positive outcomes. The core objective of Paathya is to promote economic growth while maintaining social and environmental impact.

PRESERVE

HERITAGE AND BRAND

India, with its rich culture and heritage, is home to many cultural gems. With Paathya, our attempt Is to preserve, promote and enhance this intangible wealth. A number of our hotels are engaged in initiatives aimed at preserving and promoting India's rich heritage of traditions and monuments, while providing our guests with a myriad of experiences.

PRUDENT

CORPORATE GOVERNANCE

IHCL has always been a frontrunner in adopting practices that not only operate in conjunction with the laws, but also set an example for the industry to follow. The cardinal principles of independence, accountability, responsibility, transparency, trusteeship and disclosure serve as the means and the basis for us to create long-term value for our partners.

PROMISE

SOCIAL RESPONSIBILITY

With our community at heart, we remain steadfast in our efforts towards public welfare, social responsibility and supporting livelihoods via multiple skilling and learning initiatives. Led by our values, our focus is on encouraging our workforce to devote a part of their work hours towards the greater good by volunteering and active participation.

PROMOTE

ENVIRONMENTAL STEWARDSHIP

In our endeavour towards creating a cleaner, greener and sustainable eco-system, our environmental stewardship efforts are holistic in nature, with emphasis on promoting areas such as the use of clean energy, conserving water, managing waste and avoiding single-use plastic.

PARTNER

TRANSFORMATION

We continually engage with our vendors and partners to transform our value chain by using technology for optimising time, cost & quantity, implementing fair work practices, and assessing risks. Sustainable supply chain and best-in-

class procurement practices support growth and capability development of the suppliers and vendors, also emphasising on local and indigenous procurement.

1.3. Brand Architecture

The brand architecture is designed to honor the 100+ year legacy of the Taj and to realign Taj's vision of building a globally-reputable chain of world-class hotels. The brand identity is a reflection of guest insight and research with all stakeholders including associates, own- ers and partners, all of whom indicated a stronger emotional connect and affinity for brand Taj.The hotels are grouped under: Taj Hotels; Taj Palaces; Taj Resorts; and Taj Safaris respectively. All hotels havecarefully designed product and service attributes leading to a distinct guest experience.

Taj Hotels include in-room check-ins, lobbies as cozy living rooms, world-class concierge service, 24/7services including breakfast, fit- ness centre's, spas and an exceptional sleep experience apart from all-daydining, comfort food, and the world of Taj cuisine.

All Taj Palaces have a rich regal history and lineage and offer royal experiences that include themed suites thatcan be completely person-alized to guest preferences, unique dining experiences and dedicated butler service for suites.

Taj Resorts have distinct architecture and design that brings out the natural beauty of the locations where they operate. Resorts will offer complete personalized for suites, sustainable food menus and signa- ture Jiva Spas which are inspired by the ancient healing traditions of India.

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personalization for suites, sustainable food menus and sig- nature Jiva Spas which are inspired by the ancient healing traditions of India.

Taj Safari is located in or near National Parks have sustainability at their core. They will operate with lighter carbon footprints and will champion local community engagement. Highly trained naturalists will be key to

these safaris; experiences will include adventure trails, breakfast in the woods and other unique dining experiences with farm-to-fork concepts for guests

1.4. Taj Community Development Philosophy

The Taj Group of Hotels is deeply committed to serve the community. We recognize that the Company is not just another stakeholder in our business, but serving the community is central to the core values we adhere to it in the Taj group. We believe that being corporate citizen significantly enriches corpo- rate purpose.

The Taj Group expresses this commitment through programs evolved out of our core competency in hospitality management.

We further believe that service to the people finds complete expres- sion in the form of corporate- volunteering because it not only revives the spirit of learning in organizations, but also more significantly of- fers its transformational benefits to the employee

The Tata Business Excellence Model has been instituted in memory of late Mr. JRD Tata as a tribute to his eternal guest for perfection and quality. This model forms the basis for the JRD QV Award (JRD for 'Jehangir Ratanji Dadabhoi' Tata and QV for 'Quality Values'). The award aims to promote customer driven quality in the products and

services offered by Tata organization wide value, articulated through every aspect of business.

The objective: To recognize Tata companies for the emphasis that they lay on Quality Values in every sphere of their functioning. Only when the quest for the highest level Quality is an ongoing and continuous process within the company, will the company reach world-class terms as 'categories':

Category 1: Leadership

Category 2: Strategic Planning

Category 3: Customer & Market Focus

Category 4: Information & Analysis

Category 5: Human Resource Focus

Category 6: Process Management

Category7: Business Results

UNITY

We must work cohesively with our colleagues across the group, and with our customers and partners around theworld, building strong relationship based on tolerance, understanding and mutual co-operation.

RESPONSIBILITY

WE must continue to be responsible and sensitive to the countries, communities and environments in which we work, always ensuring that what comes from the people goes back to the people many times over.

EXCELLENCE

We must constantly strive to achieve the highest possible standards in our day to day work and in quality of thegoods and services we pro-vide.

MUTUAL RESPECT & UNDERSTANDING

We must be caring, show respect, compassion and humanity for our colleagues and customers around the world, and always work for the benefit of the communities we serve.

INTEGRITY

WE must conduct our business fairly, with honesty and transparency. Everything we do must stand the test ofpublic scrutiny Seeking Inspiration From The Nobility Of Indian Heritage And Traditions

Chapter 2.

Vivanta By Taj

Vivanta is an Indian hotel chain established in September 2010. The brand is a part of the Indian hotels company limited, a subsidiary of Tata group. The brand vivanta was born as a part of the Indian hotels company limited Brand architecture exercise with this the brand rolled over 19 of hotel to its new brand. This brand architecture exercise was a part of their previous launch of the gateway hotels which is marketed as an upscale brand.

Area of Property – 5800sq. mts

Build in area – 2845 sq. mts

Total rooms – 172

2.1. Rooms & Suites

Features and amenities include an option of a queen-sized or twin bed, wooden flooring, ergonomically designed contemporary furniture, recessed downlighting, state-of the-art home theatre system, a multi-media gadget panel, mini bar and a tea/coffee maker. The four fixture bathroom lorded over by a sleek bathtub has a glass walled cubicle with a rain shower and cotton bath linen.

SUPERIOR ROOM CITY VIEW WITH QUEEN / TWIN BED

Our sunlit Superior Rooms are stylish and comfortable, ideal for both business and leisure travelers. Immaculate round-theclock service makes your stay here a breeze.

DELUXE ROOM CITY VIEW WITH QUEEN / TWIN BED

Our Deluxe Rooms offer splendid views of the city with all the comforts of a modern den. Our courteous, round-the-clock service ensures that your stay is pleasant and comfortable.

PREMIUM ROOM CITY VIEW WITH QUEEN / TWIN BED

These rooms come with pleasant city views, designed for couples or small families. Courteous and prompt round the-clock service keeps you relaxed during your stay.

DELUXE SUITE CITY VIEW WITH QUEEN BED

Serene and spacious, the Deluxe Suites has a separate living room, bedroom and a well equipped bathroom. Impeccable in-room dining and housekeeping services are the cherry on the cake.

PREMIUM SUITE CITY VIEW QUEEN BED

Guests at our Premium Suite spend considerable time at the perfect spot to savor breakfast or afternoon tea while enjoying panoramic views of Panaji.

VIVANTA SUITE CITY VIEW QUEEN BED

Celebrate a special occasion by booking a stay at our resplendent Vivanta Suite. The delightful balcony offers charming vistas of Panaji, inspiring many a breakfast and afternoon tea.

2.2. Vivanta Outlets

Restuarants

Latitude

All Day Dining Multi Cuisine Timings 24 Hours Ambiance Located at the Atrium, the restaurant's theatre-style design is the perfect showcase for sumptuous and lavish buffets Specialty Pastas, Risottos, Burgers, Kebabs, North Indian Curries, Biryanis and Desserts

Tamari

Pan-Asian Fine dinning Cuisine Japanese, Chinese & Thai Timings Lunch – 1230 Hrs to 1500 Hrs Dinner – 1900 Hrs to 2330 Hrs Ambiance The cherry-blossom and lotus themed interiors are crafted for memorable dining experience. Specialty Fresh Sushi and Dim Sums. Delectable preparations from the live Teppanyaki counter. An extensive selections of Teas.

Tease bar

Lounge Bar Cuisine Bar, Snacks Timings 12:30 Hrs to 23:30 Hrs Ambiance A virtual wine rack at the entrance leads into chic interiors that set the tempo for an unforgettable night Specialty International and premium spirits, beers and cocktails, innovative concoctions made using local ingredients such as feni and kokum

Qmin

Bakery & Delicatessen, Patisserie Cuisine Freshly baked, Designer cakes, Savouries & Desserts Timings 1000 Hrs to 2200 Hrs Ambiance Contemporary décor adorns the Deli's interiors and an extensive display of cakes and snacks,

catches the eye and appetite Specialty A variety of breads, gateaux, salads, sandwiches, burgers, quiches, cupcakes, muffins, wraps, pastries and chocolates

2.3. MEETINGS & CONFERENCES

Our technically-equipped, versatile banqueting venues are amongst the most impressive in Panaji and will definitely match your business conferencing requirements. We have a selection of event spaces that can accommodate 12 to 220 guests. Celebrate a special occasion with friends and family or plan a wedding, we'll pull out all the stops to bring your imagination to life.

Banquets

TANGO

This is the main ballroom of the hotel, pillar-less with state of the art infrastructure and facilities. The ballroom has a separate pre-function area, this hall can be divided into two break-out venues. (Tango 1 & Tango 2)

TANGO 1 This is a pillar-less hall with an additional pre-function area

AGENDA

Meetings will be uber convenient at our meeting rooms. Preset lighting and drop-down screens are just some of the advantages

DEBATE

Meetings will be uber convenient at Debate with preset lighting and drop-down screens **STRATEGY & ANALYSIS** This is a pillar-less hall with an additional pre-function area. Strategy & Analysis can be divided into two break-out venues OPEN Open is the perfect venue for business events

2.4. JIVA SPA

A luxurious spa awaits you at Vivanta Goa, Panaji. Jiva Spa offers a beautiful blend of signature treatments inspired by time tested Indian wellness rituals which will energize you immediately.

2.5. FITNESS CENTRE

Open 24 hours a day. Instructor available from 0600 Hrs. to 2100 Hrs.

2.6. ROOFTOP POOL Celsius

Open is the perfect venue for business events

2.7. VIVANTA HIERACHY

Mr. Ashok Vasudevan – Cluster General Manager Vivanta Goa, Panaji & Miramar

Mr. Jimshy John – Accommodation Manager

Mr. Arvind Pareek – Financial Controller Vivanta Goa, Panaji & Miramar

Mr. Dwipen Goswami – Executive Chef

Mr. Ronnie John – Director Human Resource – Human Resource Hub

Mr. Rohit Fernandes – D irector of Sales Vivanta Goa, Panaji & Miramar

Mr. Aquino Lopes – Food & Beverage Manager

Ms. Doris Estibeiro – Asst. Revenue Manager – Vivanta Goa, Panaji & Miramar

Ms. Maya Pai Vernekar – Wellness Manager

Mr. Suryakant Rao – Jr. IT Manager

Mr. Sunil Rauji Warkhandkar – Materials Manager Vivanta Goa, Miramar & Panaji

Ms. Anita Pednekar – Executive Housekeeper

Mr. Prashal Naik – Security Manager – Vivanta Goa, Panaji & Miramar

Mr. Manikhanta Vemulapalli – Learning & Development Manager

2.8. Departments in Vivanta

Finance

Credit involves every charge from the rooms, often referred to as PMS folio. which are referred to as the CityLedger, “Credit/Cash,” and Cashion(cs). The invoices are then verified, transferred through the original window, and the cl and cc are patched. The transfer of NCS occurs, however patching occurs only after receiving cash payment. Following receipts being made, cash is subsequently given to the cashier. Every order for the purchase of products has a PO number. Upon obtaining an invoice from every department, this order is placed. Here, products are all analyzed to determine which is better. When receiving, the things are then delivered. Receiving takes the supply while taking all the parameters into consideration, including quality, quantity, After receiving the items, expiration etc. and completes the receiving report (rr). After that, stocks are moved to the store. What's next The goods are nicely organized and conform to departmental indent's. Now that the business is establishing itself and a letter of agreement is ready for the concern receiver to sign, the invoices are sent to payables where the voucher number is obtained and they are prepared for payment. Then, on a certain day, the checks are produced and kept in Alvito Sirs cabin for signature. Next, in fnb... The check the alcohol and other items there are fundamentally controlled, including how much is issued, its price, how much is in stock, when it will expire, and other factors. Cashiers are last. The money is taken from FO and tallied. Returns to FO are being paid out. Cash entries are posted, and bank reconciliation is also completed. Then the salary,stipend and other payments are deducted

Sales

sales are crucial in bringing guests or revenue into the hotel. They inquire about availability, provide bids, haggle over rates, etc. Typically, we host residential gatherings at Taj. In order to coordinate with all the departments that will be engaged in the event, such as food and beverage, security, etc., they interact with all the departments. The promotion of tourism both inside and outside of India is handled by the sales division at. In Goa, Mumbai, Delhi, Bangalore, Hyderabad, and Ahmedabad, they have sales outlet offices. The social media, exhibits, conferences, social events, and hotel sales are all handled by this division. The director of sales, who is in charge of the division, manages the social media. The senior sales manager and the asm have a variety of responsibilities, including closing the deal, following up with clients, and handling both external and internal reporting. The executive from the events team organises the whole event between the sales department and the client. Together with the events team, he or she oversees the time, locations, and all other needs for the event operation. The steps involved in holding an event at Taj Vivanta. The aforementioned procedure is carried out whenever a client requests to have an event at Taj vivanta, whether it be for their birthday, wedding, or any special occasion. The first step is to arrange the events or occasions needs with the sales department, such asthe expected attendance, whether an indoor or outdoor location is needed, the events dates, etc. The sales staff then presents clients with proposals that contain information such as venue costs, venue types, date availability, etc. The negotiating procedure then follows, during which the clients haggle over rates as well as other issues including venue capacity and décor style. Following this, the agreement is sealed through a closing procedure. Following closure, the customer gets in touch with the executive on the events team, who then organises the entire event between the client and the sales department. The executive is in charge of handling all the specifics

of the event, including finalising the time, from this point on. suggestions for requirements sharing closing the negotiating process and contacting the events team Senior Sales Manager ASM Executive - Events team Coordinators Director of Sales

Housekeeping

When a visitor wants something, the cleaning crew calls them at the front desk and then gets in touch with them. When rooms are checked out, they are inspected for missing, damaged, and broken things. Before the arrival of a new visitor, they must also make sure that all the supplies, such as the bathroom supplies like toiletries, the room supplies, such as perhaps some snacks or tea supplies, water, etc., are updated and stored. The cleaning staff replaces the bed linens, towels, and other items after the last person leaves the room, making sure that everything is fresh—that is, washed and cleaned—for the incoming guests who will be staying in the same space. Before they pay for their stay and check out of the hotel, they tell the front desk and the other guests. This is verified in 5 minutes. They then collect these charges from the visitors if there is any damage or if anything is discovered to be missing. The front desk bills the visitor for any broken, damaged, or lost things. They observe that the room has been thoroughly set up in accordance with the hotel's standards prior to the entry of new guests to ensure that they enjoy a trouble-free stay. Once a new guest has checked in, staff members must communicate with them to ensure that they are satisfied and to address any issues that may have arisen. They will enlist the assistance of the relevant department as well. If an issue happens while the visitors are there, they often call housekeeping and room service, which the department then needs to fix. Before they collect this feedback from you at check-out, the hotel will ask you about your stay. They value in put from their visitors since it can help them figure out whether there are any

issues with that particular guest or if they can make any modifications to the accommodation.

Front office

The front desk handles pick-up and drop-off for guests at the airport or anyplace else, as well as their travel needs while they are staying at the hotel (concierge). They handle both the hotels guest registration and the assignment of rooms to visitors. The activity zone is managed by the front office division. Games, glass painting, and other activities are conducted in the activity zone. They provide a variety of games and activities for the visitors, such as plate painting and karaoke. Even hobby workshops are planned for visitors. We ensure that visitors of all ages may enjoy themselves. Due to its frequent contact with guests, the front desk is an essential aspect of a hotel. Reservation, guest service, check-in, check-out, telephone, finance & cashiering, foreign exchange, room assignment, inquiry, and so forth are this departments main responsibilities. The hub of the hotel is sometimes referred to as the front office. It is a housing department front that is situated in and around a hotel or restaurants entryway and lobby. This section is referred to as the Front Office since it is situated close to the hotels entrance and is open to guests, clients, and outsiders.

Food and beverage

The food and beverage service department, or F&B service department, is in charge of providing customer service at all of their locations. At all of their outlets, they are also in charge of placing food and drink orders. They must ensure that the restaurants and other leisure spaces are operated ethically and methodically. All of

their food and beverage locations provide alcohol. Director of Food and Beverage Services, Senior Food and Beverage Manager, Assistant Food and Beverage Manager, and Banquet Operations Manager.

Food Production

Chef does more than cooking and has to handle many responsibilities. Being a Chef requires great experience and a flair for cooking. A Chef is responsible for overseeing subordinates and the work they do. The chef is responsible for menu planning and menu engineering, and special dishes to be added from time to time. He/she is also responsible for creating recipes, indenting, and costing. A Chef supervises the purchasing, preparation of food, organization of kitchen, equipment required in the kitchen, recruitment of staff, maintaining the cleanliness, and inspecting the quality of raw materials to be used in cooking; at the same time be aware of safety standards.

The food Production department of a hotel is among one of the major departments of the hotel. The role of the Food Production or Kitchen department is to prepare food for the guest. The guests who are staying in the hotel rooms and also for those who are walk-in guests and comes to the restaurants to enjoy meals. The Hotel Food production and sub-departments of the hotel kitchen are headed by the Executive Chef.

1. **Main Kitchen**: This is the large kitchen area where food is prepared for different restaurants or F&B service outlets. The food here is prepared for Coffee Shop, Room Service, & Snacks for Bar. The main kitchen has further sub-sections such as Indian Kitchen, Continental Kitchen, South Indian Section, Tandoor.

2. **Pantry:** Most of the orders from the pantry section, such as tea/coffee, sandwiches, salads, raitas, etc. are serviced. The pantry operates 24*7*365 days.
3. **Bakery & Confectionery:** All bakery items like cakes, pastries, chocolates, Muffins are made in this section.
4. **Butchery:** It is a section where all the raw meat supplies such as chicken, mutton, fish, prawns, lobsters, etc are received and cleaned, properly wrapped for further storage.
5. **Banquet Kitchen:** Bulk cooking for function happens in this section.
6. **Chefs area:** Executive chef sits here and a lot of planning takes place inside this area.
7. **Garde Manager**: It is also known as salad house our Factory outlet for salad preparation in bulk. Here cold salads are prepared for Banquet parties and coffee shop buffet.
8. **Commissary**: It is a place or section where we store all the green vegetables in bulk.
9. **Walkins**: Depending upon the size of the hotel there is a minimum of 2/3 walk-in refrigerators. One is kept especially at -18 to store meat.

Engineering Department

Engineering department of a hotel has great importance in as much as it provides utility services like electricity, steam, hot water, air-conditioning and refrigeration, maintain engineering and services of various other equipment. Provisions of proper services and proper maintenance affairs in hotels have great impact on the attitude of the guest. Therefore, hotel engineering department has big responsibility in satisfying guest demand and be instrumental in maintaining the profit level of hotels up to reasonable standard.

Some important works that fall under the department are as under:

- Civil engineering,
- Care of grounds and swimming pools,
- Mechanical-Maintenance: such as Heating, Ventilation, Refrigeration, air-conditioning etc.
- Electrical system and appliances.
- Audio-Visual equipments,
- Heavy Cleaning,
- Communication and networking Systems,
- Fire prevention and fighting equipments,
- Waste management,
- Energy management,
- Minor repairs,
- Painting and patching works and so on…

The department is required to be in constant contact with other departments of the hotel like Safety & Security, Food & beverage, House Keeping, Kitchen, conference & Banquet, Power Plant, etc.

Security Department

Their job is to prevent security and safety issues before they happen, and when an issue does arise, to take appropriate measures to ensure guest safety. All along, maintaining the delicate balance between providing security while not interfering with the enjoyment of the guest's stay.

Members of the Security Department will patrol the lobby, public space, guest room floors and monitor hotel security cameras. When the hotel is hosting a large banquet event, there will typically be increased security staff to ensure the safety of the attendees. The Security Department may also house the lost and found section,

where items left in guestrooms or found elsewhere in the hotel, are kept for the return to their owners.

Purchase Department

Employees and guests at hotels use a wide range of equipment and supplies, so large establishments may have a purchasing department that manages the inventory. The purchasing department coordinates supply needs throughout the hotel and processes inventory requests for all other departments. They research potential suppliers, manage budgets, negotiate contracts and determine when to place orders for important supplies such as linens, uniforms, food, office supplies and hotel decor. Members of the purchasing department anticipate upcoming inventory requirements depending on seasonal demand and coordinate with other department leaders to order the appropriate amount of each item.

IT Department

Hotels typically use software systems to manage bookings, internal communication and maintenance requests, which involves having an IT department to support this technology. The IT department installs, configures and services phone systems, intercoms, software and Internet for employees and guests. They make recommendations for new software to use and oversee upgrades or the installation of systems. If the hotel provides a business centre for guests, IT employees also offer direct support to guests to help them troubleshoot any issues with the computers.

HUMAN RESOURCE

There is an urgent need to monitor and regulate them because there are numerous employees working in various positions across several fields in five-star hotels and five-star luxury hotels. Undoubtedly, several department leaders are there to oversee their staff members, but HRD is a location where these heads can be properly supervised and communicated with, as well as with the top management. Therefore, compared to the leaders of other departments, their role is highly broad and varied.

The HR division is in charge of hiring new staff, providing training, and assisting with induction and orientation.

In addition to being in charge of their salary and compensation, they are also in charge of keeping their staff members motivated.

In addition to providing uniforms to new workers, addressing employee grievances, providing counselling, and overseeing interdepartmental activities, they also have additional responsibilities. The HR department is responsible for handling promotions, honours, and recognition that also takes the form of awards.

Also performed by them are statutory payments. The HR Manager oversees employee data management, retention strategies, remuneration and benefit programmes, etc. All workers; salaries are calculated by the assistant HR manager, who also registers them for ESI and PF benefits and approves their time off. also calculates employee salaries, adds new hires to the system, processes leave requests for employees, determines employee attendance, and deals with issues related to employee attendance, such as when

employees forget their punch cards or fail to mark their attendance, etc. Both hiring managers they produce the joining report for newly picked candidates, their record files with all their documentation, and their health cards. They also assist with other office tasks including handling employee difficulties, whether they relate to their name tag or uniform.

Food handlers get routine medical examinations, which are also handled by HR, particularly the recruiters. When a candidate arrives on the site, they are required to complete an application before being directed to the appropriate HOD for an interview. If chosen, a joining report is completed, the employee is informed of the necessary paperwork, and he or she is also sent for uniform measurements. The candidate must get all necessary documentation by the D.O.J. (day of joining), as previously mentioned. After the paperwork are obtained, the candidate is sent to pick up their uniform before getting a tour of the premises.

The Training Manager who does the briefing is then introduced to the candidate. The candidate then joins the relevant department. On daily basis also the HR department makes sure everyone follows covid-19 safety protocols of mask wearing, maintaining social

distancing in common areas like locker rooms, cafeteria etc

Chapter 3.

Learning & Development Department – Interning Department

A Subset of human resource management that aims to improve group and individual performance by increasing and honing scales and knowledge. Learning & Development, also knows as Training and Developnment, is a component of a company talent management strategies and is intended to align group and individual goals and performance with the companays overall visions and goals.

3.1. The primary goal of the L&D Department:

- Keeping employees informed
- Effective Leadership
- Improve employee Retenion
- Improving employees bottom line performance

3.2. L&D Department helps employees

- Learning & Development Benefit employee in the following ways. Employees performance improves by enhancing their skills and assisting the in gaining a better understanding of their work.
- Increase employee satisfaction because they know have excess to resources that were previously unavailable to them.

- Address company witnesses by bridging the skills gap and reducing weak links within the company.
- Increase productivity as a result of their new found knowledge, as they are now able to complete the same task without supervision.
- Reduce staff turnover by investing in their talents and making them feel valued.

3.4.

My task in Learning & Development Department

- PHF scores are undated on monthly basis and performance of every department is discussed in every morning meeting
- Setting up the training room
- Training calendar is made by the HOD of every department and it is mailed to L&D manger on 1 week of the month – training calendar contains detailed of training which will be conducted for employees in the month. My task is to check number of trainings completed and pending
- Actualization is report for number of training planned and number of training actually taken place.
- Department wise mandays – this report contains details of number of hours of training is conducted in every department starting from start of the financial year that is from april to march end of financial year. This report is submitted on monthly basis
- Training calendar status report this report contain details of department that has submitted their training calendar of month and department which have not so L&D manager can send reminder mail to particular departments.
- Training needs indentification – TNI report is made by me on monthly basis by collecting reviews from all Online travel agency, Thrust you, and single windows
- IET joining procedure including of collecting of documents like photos id like adharcard, NOC from college, Passport size photo , medical report, sanitary card, police clearance, IET form, issue of locker keys, and Trainee tag also I used to upload their name in the presence and do their face recognition where in they had excess to punch in and out their attendance

- Induction to be conducted by l&d manager twice a month. My job was to send email as a reminder of the inductions which were pending
- Attendance of trainees was managed by me, wherein I used to update their weekly offs, missed punches and if the trainee internship was completed then I had to mark them resign
- After tracking IET attendance the next step was to process their stipend which I used to do on 2nd day of the month
- Every Tuesday the Iet have to submit their logbooks in the L&D office wherein I used to check it and sign and return it back to them
- The trainees also had to mark their attendance on the register. if at all they forget to mark the attendance or forgot to inform me then they were directly marked absent.
- Allocation of IET was done by me every 15 days
- Decorating of recreational areas on every festivals or events taking place in the hotel
- Every last week of Friday we had to conduct games in the recreational area for the staff
- Tracking of TBEM certification wherein who have completed the modules and who are still pending
- Planning a schedule for the hotel operational trainees
- Appraisal form was prepared by me with the department, date of starting and ending in the department was being mentioned also adding up the HOD name with designation
- Also every department change they had to collect the appraisal forms from me
- Weekly grooming audit was been conducted by me
- Also twice a month trainees meet was conducted wherein I had to arrange birthday cake and make a note of all the points which were discussed and get the feedback on the happy sheets

- I Had to maintain a separate file for all the departments and file their training sheets accordingly
- For clearance process I had to prepare the certificates and ask them to fill up the clearance form and they also had to submit the appraisal forms which have been given to them at the joining of the department
- Locker allocation of trainees and staff was managed by me and prajakta
- Cash payment voucher was filled by me where in I had to take the signature of the employee whom the money had to be paid and take signatures from human resources manager, finance manager and general manager

Appendix l

VIVANTA

INDUSTRIAL TRAINEE APPRAISAL FORM

NAME OF THE TRAINEE	Mr. Prince Lobo
DEPARTMENT / SECTION	FO
TOTAL TRAINING PERIOD	120 Days
NUMBER OF DAYS SCHEDULED	29 Days
REPORTING DATE – END DATE	10-May-23 to 07-June-23
NUMBER OF DAYS PRESENT	
NUMBER OF DAYS OFFs/ LEAVES/ ABSENT (Please mention the dates)	

S.NO	PARAMETER DESCRIPTION	MAX MARKS	MARKS SCORED
1	Punctuality and attendance	5	
2	Attitude & Discipline	5	
3	Grooming and Personal Hygiene	5	
4	Comprehension and Observation	5	
5	Commitment and Passion	5	
6	Initiative to learn	5	
7	Follows Instructions	5	
8	Communication Skills	5	
9	Productivity and Quality of Work	5	
10	Maintenance of Log Book	5	
	TOTAL	50	

Remarks-Mention any outstanding performance and/or areas of development.

VIVANTA

Name of the Manager : Mr. Jimshy John

Designation :Accommodation Manager

Signature : _____

Note: The trainee needs to submit the appraisal form to the reporting department manager one day before the reporting date. Collect the dully filled in appraisal form by the manager one day before the end date. Trainees do not have any leaves, in case of emergency trainee has to take permission from the reporting department manager and submit a leave application form to HR department before reporting back to duties.

Industrial Trainee Appraisal Form

Technical Skills Module - F&B Production			
Basic Technical Skills			
Done:	Tasks:	Date completed:	Comments:
First 2 weeks			
☐	Read and understand the Concept Statement		
☐	Meal period food standards		
☐	Learn the various kitchen set up - section understanding		
☐	Know the kitchen Roster & operational reporting time		
☐	Know the kitchen Outlet Storage		
☐	Understand the process of receiving commissary products		
☐	Understand the process of food store		
☐	Know the storing procedure of commissary & dry store		
☐	Understand the FIFO and LIFO system		
☐	Know all Restaurant Promotions		
☐	Guest Recognition, understand how important Feedback is		
☐	Knows the basic hygine standard		
☐	Understand the Menus and recipies		
☐	Closing Down Procedure		
☐	HACCP (where relevant)		
☐	Stewarding Storage		
☐	Telephone standard		
☐	Repair & Maintenance		
☐	Safety & fire procedures of the department		
	Understaning the sub sections of departments		
Breakfast shift			
☐	Buffet set up		
☐	Refilling of buffet		
☐	Closing of buffet		
☐	Knowledge of a la carte breakfast menu		
☐	Explain the buffet		
☐	Cleaning the breakfast area		
☐	Prepare mise en place for lunch time		
Buffet layout			
☐	Buffet layout		
☐	Knowledge of all Buffet items		
☐	Set up of ups & low props		
☐	Refill dishes at the buffet		
☐	Timming of buffet start and end		

Food Production Checklist – Technical skill Module

Technical Skills Module - Rooms/ Housekeeping Program			
Basic Technical Skills			
Done:	Tasks:	Date completed:	Comments:
Room Cleaning			
☐	Uniform & Grooming Standards		
☐	Guest Room Brand Standards		
☐	Guest Room Tour		
☐	How to read Cleaner List		
☐	Room Key Sign in & out		
☐	Set-up Housekeeping Trolley		
☐	Cleaning Products and Economical Use		
☐	Cleaning Tools and Equipment		
☐	How to enter a guest room (vacant & occupied)		
☐	Room Cleaning Procedures and Standards (incl. suites)		
☐	In-room Amenities & Products		
☐	Minibar set-up		
☐	Day Service		
☐	Evening Service		
☐	Room Inspection		
☐	Do-Not-Disturb Rooms		
☐	Lost & Found Procedure		
☐	Maintenance Tool		
☐	Safety and Security Procedures		
Houseman			
☐	Housekeeping Store - Organization		
☐	Garbage Seggregation (Recycling)		
☐	Pantry Set-up & Re-fill of supplies		
☐	Cleaning Products and Economical Use		
☐	Vacuuming Guest Floors		
☐	Mopping Lift Landings		
☐	Common Guest Requests and respective Handling		
☐	Special Room Set-ups (extra bed, dog etc)		
Linen Runner			
☐	General Linen Flow		

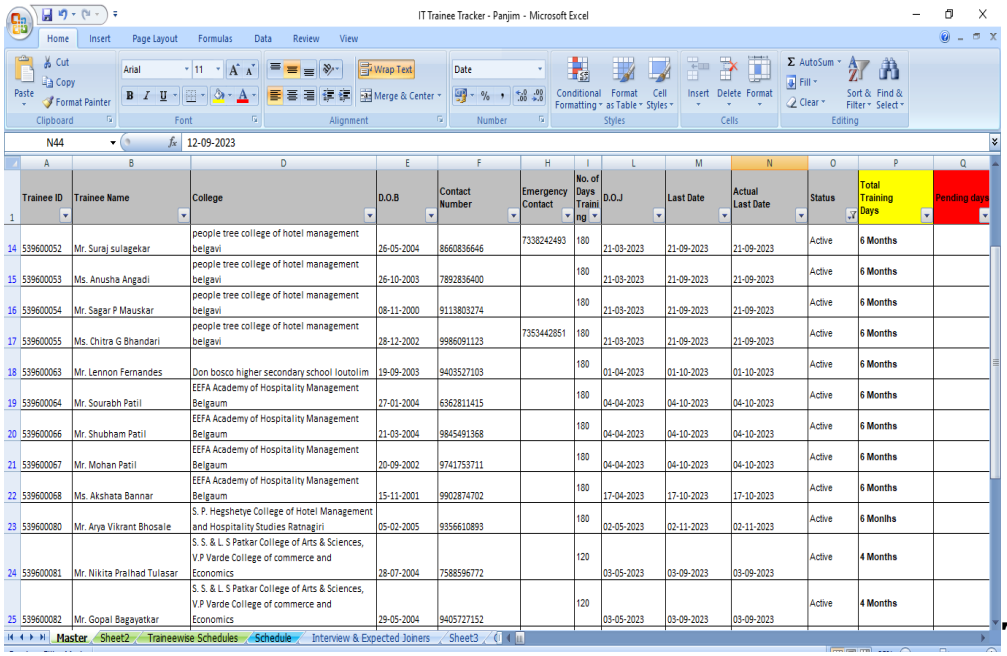
Housekeeping Checklist – Technical Skill Module

Technical Skills Module - Rooms/ Front Office Program			
Basic Technical Skills			
Done:		Date completed:	Comments:
Guest Services			
☐	Telephone Skills		
☐	PBX Console		
☐	Answering internal/		
☐	Transferring Calls		
☐	Emergency Procedure		
☐	Wake-up Call Handling		
☐	Handling Guest Mail/		
☐	Guest Profile Update (IDS)		
☐	Message Handling		
	Front Desk		
☐	Guest Room Tour		
☐	Escorting a Guest		
☐	Individual / Group Guests		
☐	Guest Look-up		
☐	Check-in Procedure		
☐	Check-out Procedure		
☐	Walk-in Procedure		
☐	In-room Check-in		
☐	Foreign Currency Exchange		
☐	Billing Procedure		
☐	Room Assignment / Room		
☐	Review Group Resume		
☐	Group Handling Arrival		
☐	Group Handling Departure		
☐	VIP Handling		
☐	Guest History		

Technical Skill Module – Front Office Checklist

Technical Skills Module - F&B Program			
Basic Technical Skills			
Done:	Tasks:	Date completed:	Comments:
First 2 weeks			
☐	Read and understand the Concept Statement		
	Learn the Outlet set up		
☐	Know the Outlet Roster		
☐	Know the Outlet Storage		
☐	Where to find the Wardrobe		
☐	Where to find the Bathroom		
☐	Know all Restaurant Promotions		
☐ ☐	Guest Recognition, understand how important Feedback is		
	HACCP (where relevant)		
☐	Privacy Policy		
☐	Stewarding Storage		
☐ ☐	Where to order what (Purchasing/Stewarding/Kitchen)		
	Lost & Found Procedure		
☐	Telephone standard		
☐	Cashier Handling		
☐	Upsell training		
☐	Repair & Maintenance		
☐	Safety & fire procedures of the department		
☐			
Breakfast Service			
	Key Procedure		
☐	Read Handover Dinner Shift		
☐	Opening Procedure		
☐	Coffee machines		
☐	Breakfast Buffet Set up		
☐	Table Set up		
☐	Light and music concept		
☐	Newspaper offer		

Technical skill Module – Food & Beverage Checklist



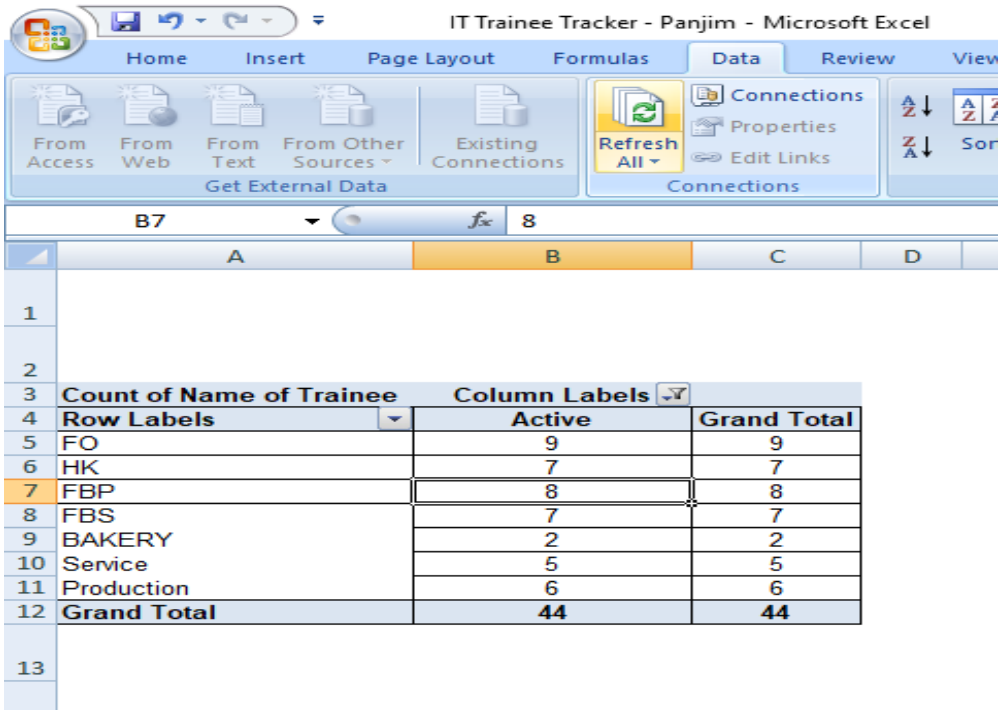
IT Trainee Tracker - Panjim - Microsoft Excel

N44 | 12-09-2023

	Trainee ID	Trainee Name	College	D.O.B	Contact Number	Emergency Contact	No. of Days Training	D.O.J	Last Date	Actual Last Date	Status	Total Training Days	Pending days
14	539600052	Mr. Suraj sulagekar	people tree college of hotel management belgavi	26-05-2004	8660836646	7338242493	180	21-03-2023	21-09-2023	21-09-2023	Active	6 Months	
15	539600053	Ms. Anusha Angadi	people tree college of hotel management belgavi	26-10-2003	7892836400		180	21-03-2023	21-09-2023	21-09-2023	Active	6 Months	
16	539600054	Mr. Sagar P Mauskar	people tree college of hotel management belgavi	08-11-2000	9113803274		180	21-03-2023	21-09-2023	21-09-2023	Active	6 Months	
17	539600055	Ms. Chitra G Bhandari	people tree college of hotel management belgavi	28-12-2002	9986091123	7353442851	180	21-03-2023	21-09-2023	21-09-2023	Active	6 Months	
18	539600063	Mr. Lennon Fernandes	Don bosco higher secondary school loutolim	19-09-2003	9403527103		180	01-04-2023	01-10-2023	01-10-2023	Active	6 Months	
19	539600064	Mr. Sourabh Patil	EEFA Academy of Hospitality Management Belgaum	27-01-2004	6362811415		180	04-04-2023	04-10-2023	04-10-2023	Active	6 Months	
20	539600066	Mr. Shubham Patil	EEFA Academy of Hospitality Management Belgaum	21-03-2004	9845491368		180	04-04-2023	04-10-2023	04-10-2023	Active	6 Months	
21	539600067	Mr. Mohan Patil	EEFA Academy of Hospitality Management Belgaum	20-09-2002	9741753711		180	04-04-2023	04-10-2023	04-10-2023	Active	6 Months	
22	539600068	Ms. Akshata Bannar	EEFA Academy of Hospitality Management Belgaum	15-11-2001	9902874702		180	17-04-2023	17-10-2023	17-10-2023	Active	6 Months	
23	539600080	Mr. Arya Vikrant Bhosale	S. P. Hegshetye College of Hotel Management and Hospitality Studies Ratnagiri	05-02-2005	9356610893		180	02-05-2023	02-11-2023	02-11-2023	Active	6 Months	
24	539600081	Mr. Nikita Pralhad Tulasar	S. S. & L. S Patkar College of Arts & Sciences, V.P Varde College of commerce and Economics	28-07-2004	7588596772		120	03-05-2023	03-09-2023	03-09-2023	Active	4 Months	
25	539600082	Mr. Gopal Bagayatkar	S. S. & L. S Patkar College of Arts & Sciences, V.P Varde College of commerce and Economics	29-05-2004	9405727152		120	03-05-2023	03-09-2023	03-09-2023	Active	4 Months	

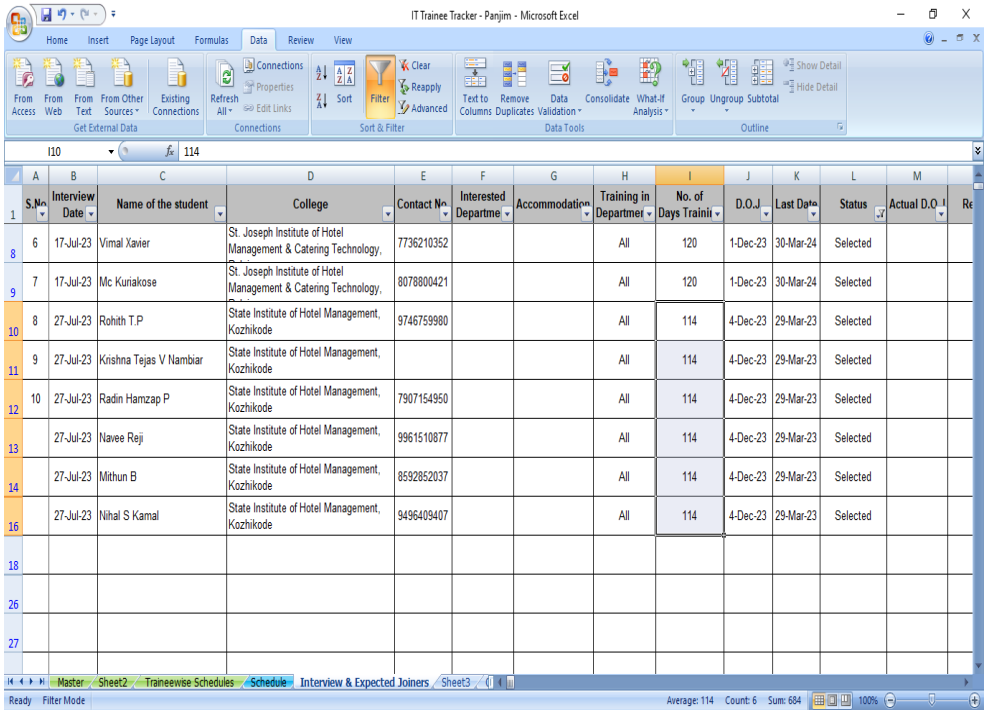
Master | Sheet2 | Traineewise Schedules | Schedule | Interview & Expected Joiners | Sheet3

Trainee details tracker



Count of Name of Trainee	Column Labels	
Row Labels	Active	Grand Total
FO	9	9
HK	7	7
FBP	8	8
FBS	7	7
BAKERY	2	2
Service	5	5
Production	6	6
Grand Total	44	44

Trainee department tracker



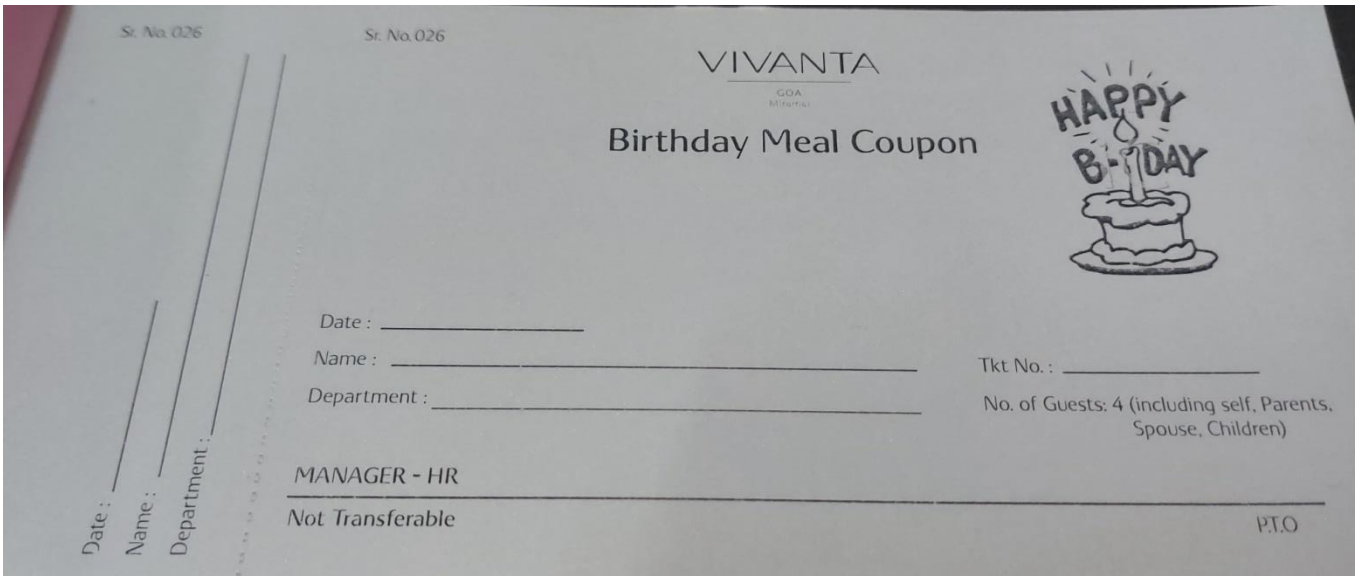
S.No	Interview Date	Name of the student	College	Contact No	Interested Departme	Accommodation	Training in Departmer	No. of Days Traini	D.O.J	Last Date	Status	Actual D.O.J
6	17-Jul-23	Vimal Xavier	St. Joseph Institute of Hotel Management & Catering Technology,	7736210352			All	120	1-Dec-23	30-Mar-24	Selected	
7	17-Jul-23	Mc Kuriakose	St. Joseph Institute of Hotel Management & Catering Technology,	8078800421			All	120	1-Dec-23	30-Mar-24	Selected	
8	27-Jul-23	Rohith T.P	State Institute of Hotel Management, Kozhikode	9746759980			All	114	4-Dec-23	29-Mar-23	Selected	
9	27-Jul-23	Krishna Tejas V Nambiar	State Institute of Hotel Management, Kozhikode				All	114	4-Dec-23	29-Mar-23	Selected	
10	27-Jul-23	Radin Hamzap P	State Institute of Hotel Management, Kozhikode	7907154950			All	114	4-Dec-23	29-Mar-23	Selected	
	27-Jul-23	Navee Reji	State Institute of Hotel Management, Kozhikode	9961510877			All	114	4-Dec-23	29-Mar-23	Selected	
	27-Jul-23	Mithun B	State Institute of Hotel Management, Kozhikode	8592852037			All	114	4-Dec-23	29-Mar-23	Selected	
	27-Jul-23	Nihal S Kamal	State Institute of Hotel Management, Kozhikode	9496409407			All	114	4-Dec-23	29-Mar-23	Selected	

Yet to join IET tracker

Allocation of Industrial Trainees at VGM			
17th August till 31st August			
	Food & Beverage		**Food Production**
1	Radharani	1	Mr. Devendra (JT) till 21st
2	Craig	2	Mr. Prasad (JT) till 21st
3	Gaurav	3	Mr. Prathamesh Savant
4	Enrik		
5	Manoj		
6	Arpita		
	Housekeeping		**Front Office**
1	Mr Akarsh Dwivedi	1	Anshika Gupta
2	Mr. Ravichandra	2	Mr.Jagdish Dessai
3	Mr. Shailendra Bhandari		

Trainee Department Allocation

Birthday Meal Coupon



Sr. No. 026

Date :

Name :

Department :

Sr. No. 026

VIVANTA

GOA

Birthday Meal Coupon

HAPPY B-DAY

Date : _____

Name : _____

Department : _____

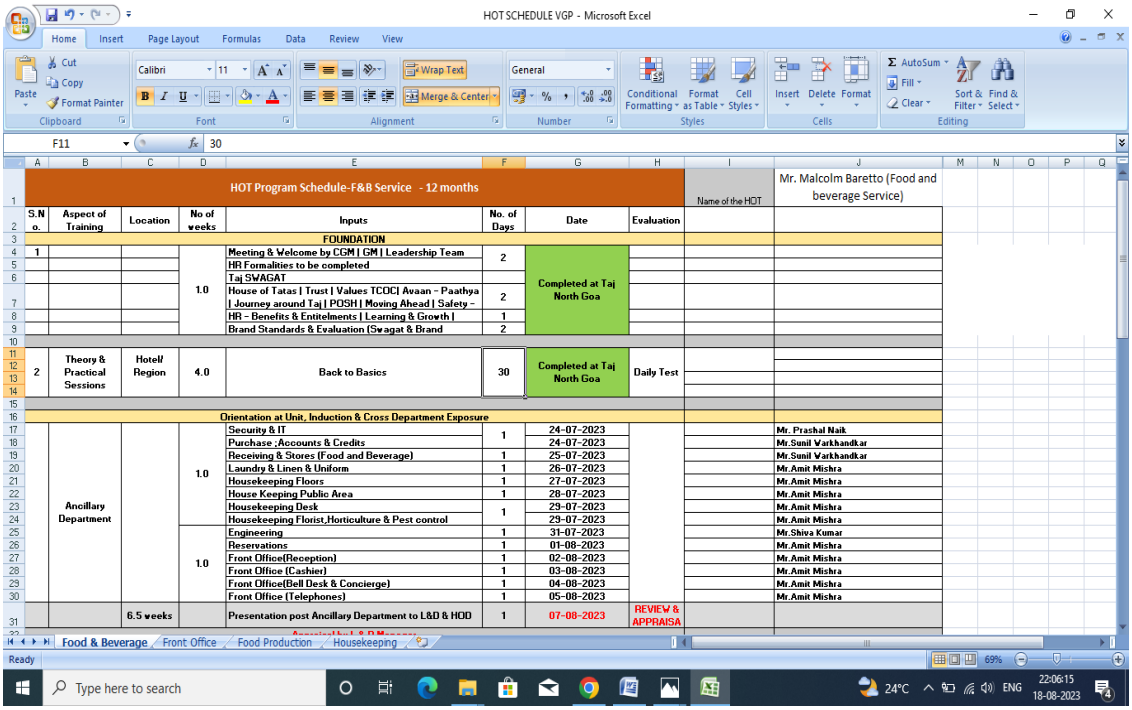
Tkt No. : _____

No. of Guests: 4 (including self, Parents, Spouse, Children)

MANAGER - HR

Not Transferable

P.T.O

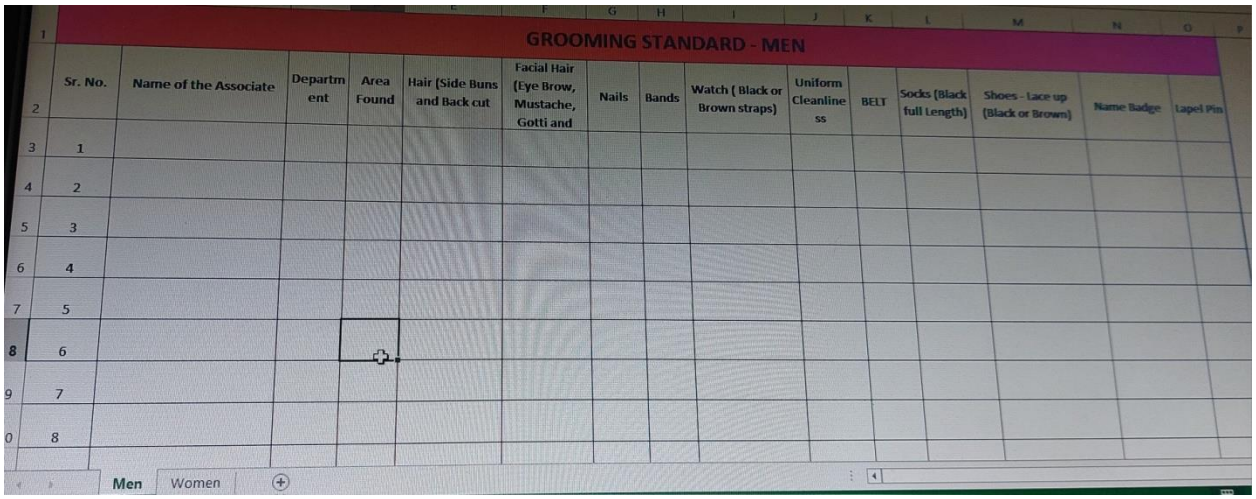


HOT SCHEDULE VGP - Microsoft Excel

HOT Program Schedule-F&B Service - 12 months								Name of the HOT	Mr. Malcolm Baretto (Food and beverage Service)
S.No.	Aspect of Training	Location	No of weeks	Inputs	No. of Days	Date	Evaluation		
FOUNDATION									
1			1.0	Meeting & Welcome by CGM | GM | Leadership Team	2	Completed at Taj North Goa			
				HR Formalities to be completed					
				Taj SWAGAT					
				House of Tatas | Trust | Values TCOC| Avaan – Paathya | Jouney around Taj | POSH | Moving Ahead | Safety –	2				
				HR – Benefits & Entitelments | Learning & Growth |	1				
				Brand Standards & Evaluation (Swagat & Brand	2				
2	Theory & Practical Sessions	Hotel/ Region	4.0	Back to Basics	30	Completed at Taj North Goa	Daily Test		
Orientation at Unit, Induction & Cross Department Exposure									
	Ancillary Department		1.0	Security & IT	1	24-07-2023			Mr. Prashal Naik
				Purchase ;Accounts & Credits	1	24-07-2023			Mr.Sunil Warkhandkar
				Receiving & Stores (Food and Beverage)	1	25-07-2023			Mr.Sunil Warkhandkar
				Laundry & Linen & Uniform	1	26-07-2023			Mr.Amit Mishra
				Housekeeping Floors	1	27-07-2023			Mr.Amit Mishra
				House Keeping Public Area	1	28-07-2023			Mr.Amit Mishra
				Housekeeping Desk	1	29-07-2023			Mr.Amit Mishra
				Housekeeping Florist,Horticulture & Pest control		29-07-2023			Mr.Amit Mishra
			1.0	Engineering	1	31-07-2023			Mr.Shiva Kumar
				Reservations	1	01-08-2023			Mr.Amit Mishra
				Front Office(Reception)	1	02-08-2023			Mr.Amit Mishra
				Front Office (Cashier)	1	03-08-2023			Mr.Amit Mishra
				Front Office(Bell Desk & Concierge)	1	04-08-2023			Mr.Amit Mishra
				Front Office (Telephones)	1	05-08-2023			Mr.Amit Mishra
		6.5 weeks		Presentation post Ancillary Department to L&D & HOD	1	07-08-2023	REVIEW & APPRAISA		

Food & Beverage / Front Office / Food Production / Housekeeping

Hotel Operational Trainees – Schedule



GROOMING STANDARD - MEN

Sr. No.	Name of the Associate	Department	Area Found	Hair (Side Buns and Back cut	Facial Hair (Eye Brow, Mustache, Gotti and	Nails	Bands	Watch (Black or Brown straps)	Uniform Cleanliness	BELT	Socks (Black full Length)	Shoes - Lace up (Black or Brown)	Name Badge	Lapel Pin
1														
2														
3														
4														
5														
6														
7														
8														

Men / Women

Grooming Standard Audit – Men

	A	B	C	D
1	Date	16-08-2023	Server Name	Larry
2		RESTAURANT SERVICE		
3	S.NO	Task	Status	Remarks/Action Plan
4	1	The host/hostess will ensure that guests waiting for a table are provided the same within the estimated time.	X	No Hostess Alloted
5	2	If the guest had consumed drinks while waiting for the table, the drink charges will be transferred to the restaurant bill.	NA	
6	3	Restaurant reservations will be held up to 20 minutes of the booked time; a courtesy call will be made within 10 minutes after the booked time has passed.	NA	
7	4	At an Indian restaurant, the guest will be greeted with 'Namaskar'/ and folded hands; in other restaurants with the greeting of the day.	X	No greet by the associate
8	5	If a guest is visiting a restaurant for the first time, the associate will introduce the theme of the restaurant while seating the guest.	X	
9	6	Associates will carry out their duties quietly with minimal noise at their service stations and service areas.	X	talking loudly when I could hear noise
		Associates will speak discreetly and minimally		

RESTUARANT SERVICE

READY

Brand Standard – Audit

GROOMING STANDARD - WOMEN

Sr. No.	Name of the Associate	Department	Area Found	Hair	Facial Hair	Nails	Bands	Watch (Black or Brown straps)	Uniform Cleanliness	BELT	Socks (Black full Length)	Shoes - (Black or Brown)	Name Badge	Lapel Pin	Makeup	Ear
1																
2																
3																
4																
5																
6																
7																
8																

Men Women

Grooming Audit – Women

STIPEND FOR JULY 2023 - VIVANTA GOA MIRAMAR

S. No.	NAME	DEPT	CATEGORY	ATTEN JULY 23	Per Month	Arrears/ Deductions	ESIC Paired up	EARNING per month	Net Payable	Payment Date	Signature	Remark
1	Devandra K Kadam	Food Production	IET	31	₹ 5,000.00		₹ 208	₹ 5,208	₹ 5,000			
2	Prasad Sunil Aptekar	Food Production	IET	30	₹ 5,000.00		₹ 202	₹ 5,040	₹ 4,839			
3	Muzaffar Ahmed Gadag	All Department	IET	2	₹ 5,000.00		₹ 13	₹ 336	₹ 323			
4	Radharani Bhandurge	All Department	IET	31	₹ 5,000.00		₹ 208	₹ 5,208	₹ 5,000			
5	Arpita Patil	All Department	IET	28	₹ 5,000.00		₹ 188	₹ 4,704	₹ 4,516			
6	Prathamesh R Savant	All Department	IET	31	₹ 5,000.00		₹ 208	₹ 5,208	₹ 5,000			
7	Jagadish S Desai	All Department	IET	30	₹ 5,000.00		₹ 202	₹ 5,040	₹ 4,839			
8	Craig Glen Dass	All Department	IET	30	₹ 5,000.00		₹ 202	₹ 5,040	₹ 4,839			
9	Anshika Gupta	All Department	IET	31	₹ 5,000.00		₹ 208	₹ 5,208	₹ 5,000			
10	Akarsh Dwivedi	All Department	IET	31	₹ 5,000.00		₹ 208	₹ 5,208	₹ 5,000			
			IET		₹ 5,000.00		₹ 195	₹ 4,872	₹ 4,677			

March 2023 | April 2023 | May 2023 | June 2023 | July 2023 | July -2023 | AUG 2023

Stipend Processing of Trainees

Appendix II

Miramar Beach Cleaning

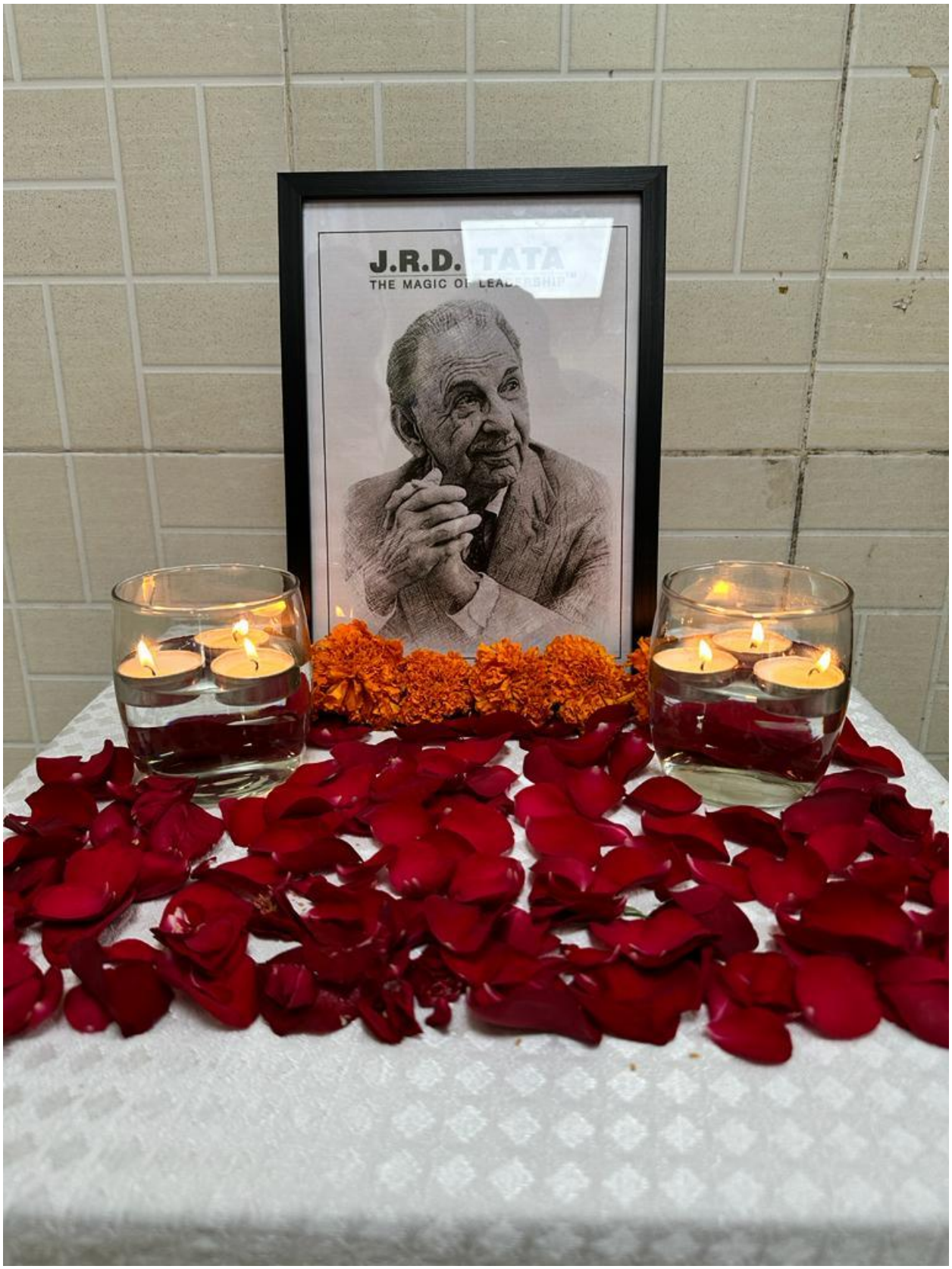
Environment Day

Lost & Found Donation

Womens Day Celebration

Earth Hour

Vivanta 13 years Anniversary Deco


J.R.D.
TATA
THE MAGIC OF

Eid Mubarak Deco

Valentine day Decoration