

Internship Report

GOA MARRIOTT RESORT AND SPA



Submitted to

Department of Management Studies (MBA – Integrated)

Goa Business School

In Partial Fulfilment of the award of the Degree of Masters of Business
Administration (Integrated: Hospitality, Travel and Tourism)

By

Tamara Furtado

Roll No: 1808

August 2023



OFFER LETTER



January 09, 2023

Mr. Tamara Furtado
H.No- 406/155 After Canara Bank , Furtados Nest, P.D.A coly.
North Goa - 403521

Dear Tamara,

Congratulations! Based on your application and the interview, we are pleased to appoint you at the position of '**GSA- Front Office**' with effect from **January 09, 2023**, at unit **Goa Marriott Resort & Spa** as operators of **V M Salgaocar Corporation Pvt. Ltd.** on the following terms of employment:

Your Designation & Grade will be as follows:

Designation : GSA- Front Office
Grade : Rank & File

1. REPORTING

You will report and be responsible to the **Front Office Manager** or any other person authorized by him/her, who will assign you your place of posting, duties and responsibilities.

2. COMPENSATIONS & BENEFITS

Our monthly / annual allowances, reimbursements, benefits and perquisites applicable to you are described in the ANNEXURE I of this letter.

Detailed policies, procedures, rules and regulations governing the monthly / annual allowances, reimbursements, benefits and perquisites will be given to you on joining and are subject to change based on business conditions and at sole discretion of the management.

3. CODE OF CONDUCT & DUTIES

During the time of your assignment, you shall devote all your working time and effort to the business of the Company and carry out duties assigned to you by your supervisor. You will be governed by the policies and procedures as applicable from time to time.

GOA MARRIOTT RESORT & SPA

Post Box No. 64, Miramar, Panaji, Goa 403001
T: 91.832.246.3333

MARRIOTT.COM/GOAMARRIOTT

Registered Office: VMSalgaocar Corporation Private Limited,
Salgaocar Centre, E4 Murgaon Estate, Off Airport Road, Chicalim, Goa 403711.
Corporate Identity Number: U26921GA1991PTC001168

Furtado!
09/01/23

INTERNSHIP COMPLETION CERTIFICATE



Certificate of Training

Ms. Tamara Furtado

was undergoing Internship in the Front Office Department

At

Goa Marriott Resort & Spa

From 17th May 2022 to 17th July 2022

OVERALL RATING- EXCEPTIONAL

Aldrina Cabral

Assistant Manager- Human Resources

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CONFIRMATION LETTER



January 9, 2023

Ms. Tamara Furtado
Porvorim, North Goa, India

Dear Tamara,

We are pleased to offer you the position of 'Guest Service Associate – Front Office' with Goa Marriott Resort & Spa as agents of VMSalgaocar Corporation Pvt. Ltd. with effect from **January 9, 2023**. However, this offer is subject to you being declared medically fit by a reputed medical practitioner and satisfactory references from your referees.

Your compensation will be Rupees **15,175/-** per month [Total Remuneration]. The breakdown of your salary is enclosed for your reference.

Please report to the Human Resources Department on **January 9, 2023** at **09:30** hrs with the following documents:

- **Original Police Clearance Certificate from native place (Compulsory)**
- **Covid Vaccine Certificate (Compulsory)**
- **Photocopy of PAN Card (Compulsory)**
- **Photocopy of Aadhar Card (Compulsory)**
- 7 passport-sized photographs
- Photocopy of proof of Date of Birth (Birth certificate / Passport)
- Photocopy of proof of address (Ration Card, Voters ID)
- Photocopies of Educational Qualifications
- Photocopies of letters of previous work experience (if any)
- Photocopy of last drawn salary slip (if any)
- Photocopy of Marriage Certificate (if married)
- Sanitary card (**only for Food Handlers**) from Municipal Health Center at the following address:
Urban Health Center, Opposite Suraj Dot Com, 18 June Road, Panaji, Goa

If the above terms are acceptable to you, as a token of acceptance, please sign the enclosed duplicate copy of this letter.

Welcome aboard!

Jeronimo Allen Trindade
Director of Human Resources

Acknowledgement and consent on 9/1/23 by TAMARA FURTADO

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BONAFIDE – ONGOING WORK LETTER



July 22, 2023

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Ms. Tamara Furtado** is a bona fide employee at the Goa Marriott Resort & Spa from January 09, 2023 till date in the Front Office Department in the capacity of Guest Service Associate - Front Office.

This letter is issued at her request in order to attach in her internship report at college. This document will be utilized for no other purpose. The company will not be responsible for any payments, deductions etc.

for Goa Marriott Resort & Spa,

7/22/2023
J. Allen Trindade

Jeronimo Allen Trindade
Director of Human Resources

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ACKNOWLEDGEMENT

I would like to take this opportunity to thank my Front office Manager – Mrs. Barkha Kewalramani, Assistant Front Office Manager – Mr. Sampuran Singh Yadav and Loyalty Manager – Ms. Nandini Bose for giving me the opportunity to intern and work at Goa Marriott Resort and Spa and for being my constant support, mentor, guide and help throughout my training period from 17th May 2022 – 17th July 2022 and currently ever since I joined the organization as a confirmed associate on 9th January 2023.

I would also like to thank and extend my gratitude towards my seniors and colleagues at Goa Marriott Resort and Spa for always helping me out whenever I needed the necessary help and guidance during my internship and even in the current moment.

My sincere thanks to the General Manager – Mr. Gaurav Apte, Director of Human Resource – Mr. Jeronimo Trindade, Human Resource Manager – Ms. Aldrina Cabral and all the other associates and team of Goa Marriott Resort and Spa for their support throughout.

The front office Department has been my constant support and guide throughout, lending all the support and knowledge to help mould me into learning and knowing the systems as well as all the minute details that one must know not just to progress in my role but also to take lead to a new role as well. Special mention and gratitude to – Mr. Naythan Afonso, Mr. Pranay Dixit, Ms. Shrushti Hatkar,

Ms. Anamika Mohapatra, Mr. Shavinder Singh, Mr. Suyash Jaiswal and the rest of the team for being leaders and teachers to mould me to taking new challenges to improve and progress in my career.

I'm grateful to all my superiors and colleagues at Goa Marriott Resort and Spa for their excellent support, guidance and help during my training and currently at my job as well. Their co-operation and interest in my training period was extremely beneficial to me and made my training an illuminating experience which pushed me forward to learn more and perform better resulting in getting a job offer at the very same property.

My sincere thanks to the department heads of all the various departments of the hotel for the extended support to perform better at my work which helps enhance the guest experience which lends me to performing better at my job.

Lastly, I would like to thank all my professors at Goa University especially - 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) and Dr Paresh Lingadkar (Assistant Professor) for not only being teachers but a mentor in helping and preparing me to take such an amazing Job Opportunity. I would also like to thank all the management and administrative staff of Goa University Ms Shilpa Shirodkar, Mr Kishor Nagvekar, Mr Naresh Salgaonkar and Mr Sarvesh Vaigankar for their extended support.

EXECUTIVE SUMMARY

My internship and current job is at the Goa Marriott Resort and Spa – Miramar that is part of the Marriott International which is the leading hospitality brands in the world. It was founded by J. Willard Marriott and his wife Alice Marriott. Goa Marriott Resort and Spa is the first Marriott property in India that is standing tall for over 23 years now.

The most rewarding part of my internship and job was being able to engage with guest and enhance their experience at our property in-order to have a memorable vacation and stay but personalizing it all to make them feel valued and special and the results can be seen through their feedback and comments online. I am extremely grateful and ready for any challenge that comes my way and it takes it gracefully to ensure it is done right and well.

In review, a service industry – hospitality is a very critical industry and business that requires people – oriented and empathetic individuals to have a successful business as hospitality and tourism is all about people.

This internship has been an excellent and rewarding experience as I was able to take on challenges and in-turn complete them truly and fulfil the expectation my managers had in me which in-turn gave me a job opportunity in the very same company as a Guest Relations Associate. I have been able to communicate, network and connect with so many people all across the globe with the number of guests from all parts of the world travelling for various reasons like business,

conferences and leisure as well. This has also enhanced my collaboration skills while interacting with them.

Another very important skill that I have enhanced are my management skills along with self-motivation and team-building. As in the beginning when I started my training, I wasn't very comfortable and sure if I would be able to do it right and create bonds with my guest but today, I am able to do so very smoothly and efficiently. I have a team of Guest Relations associates and helping and guiding them through improves my teaching and management skills too. Being in Guest Relations, I have to co-ordinate with multiple departments in-order to have the rooms, amenities and other things done right.

By doing this internship, it enhanced my practical and system knowledge that has helped me in various way to do multiple tasks seamlessly. I handle various tasks right from check-in and check-outs to enhancing guest experiencing by curating personalized amenities that go a long way in making them feel special and valued. Through this, there were also a couple of challenges, but with time and trainings, I've been able to overcome them as well. The tasks I've handled, the challenges I've been through, have all helped me learn and improve on myself during my training which has helped me earn the position I have in the company today. My work has been recognised time and again by the organization and guests, and the same has been attached to my report as well. Making the guest stay and experience at our hotel a special and memorable one is what I always strive for.

Nevertheless, I enjoy every bit of my training and job to the fullest and am very sure that this will lead and help me in my future endeavours.

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1. ORGANIZATION - MARRIOTT INTERNATIONAL INC.

Marriott International, Inc. is an American multinational company that operates, franchises, and licenses lodging including hotel, residential and timeshare properties. It is headquartered in Bethesda, Maryland. The company was founded by J. Willard Marriott and his wife Alice Marriott.

Marriott is the largest hotel chain in the world by the number of available rooms. It has 31 brands with 8,000 properties containing 1,423,044 rooms in 139 countries and territories. Of these 8,000 properties, 2,149 are operated by Marriott, and 5,493 are operated by others pursuant to franchise agreements. The company also operates 20 hotel reservation centers.

Marriott International, Inc. was formed in 1993 when Marriott Corporation split into two companies: Marriott International, Inc., which franchises and manages properties, and Host Marriott Corporation (now Host Hotels & Resorts), which owns properties.

VISION STATEMENT OF MARRIOTT

“To be the Global Hospitality Leader”

PHILOSOPHY OF MARRIOTT

“Take care of your Employees and they will take care of the guest”

CORE VALUES OF MARRIOTTS

- Putting People First.
- Pursuing Excellence.
- Embracing Change.
- Acting with Integrity.
- Serving our Works.

COMMUNICATION AT MARRIOTT

- Daily Packet (Hotel Newspaper)
- Open Door Policy (Doors are always open)
- Guarantee Fair Treatment
- Employee Relation Line
- Associate Review Programs
- Quarterly Report

MARRIOTT BRANDS

Luxury

Classic Luxury

- The Ritz Carlton
- St. Regis
- JW Marriot

Distinctive Luxury

- Ritz Carlton Reserve

- The Luxury Collection
- W Hotels
- Edition

Premium

Classic Premium

- Marriott Hotels
- Sheraton
- Marriot Vacation Club
- Delta Hotels

Distinctive Premium

- Le Meridien
- Westin
- Renaissance Hotels
- Gaylord Hotels

Select

Classic Select

- Courtyard Hotels

- Four Points
- Springhill Suites
- Protea Hotels
- Fairfield Inn And Suites

Distinctive Select

- Ac Hotels
- Aloft Hotels
- Moxy Hotels

Longstays

Classic Long Stay

- Marriott Executive Apartments
- Residence Inn
- TownePlace Suites

Distinctive Longer Stays

- Element
- Homes & Villas by Marriott International

Collections

- Autograph Collection Hotels
- Design Hotels
- Tribute Portfolio

Kindly refer to the diagram on Appendix – 1 (a) – Marriott Brand Portfolio

MEMBERSHIP AT MARRIOTT

- **Club Marriott Membership** – ‘Club Marriott’ is a membership program that offers dining and accommodation privileges, access to a range of select hotel facilities, promotions, offers and reservations to individuals at Participating Hotels (defined below), Partner Hotels (defined below) and certain benefits from Program Partners. It’s a paid membership that offers various benefits to its members like,
 1. Dining discounts: members can enjoy dining discounts at participating hotels, restaurants and bars, whether they are staying at the hotel or not.
 2. Room discounts: members might be eligible for special room rates or discounts when booking rooms at participating Marriott hotels.

3. Exclusive offers: the program might offer exclusive promotions, packages and deals to its members.
 4. F&B Certificates: some memberships could come with dining or food and beverage certificates or vouchers that can be used at hotel outlets.
 5. Special events: members might have access to special events, such as wine tastings, cooking classes and more, that are hosted by participating hotels.
 6. Late checkout: depending on availability, members could potentially have the option for late checkout from their rooms.
 7. Member-Only Access: Club Marriott members might gain access to member-only areas of the hotel website, allowing them to book rooms and make reservations.
 8. Birthday and Anniversary offers: Some memberships could offer special treats or offers to members on their birthdays and anniversaries.
- **Marriott Bonvoy Membership** – Marriott Bonvoy is the loyalty program offered By Marriott International, one of the world's largest hotel chains. It offers a wide range of benefits and rewards to its members when they stay at Marriott hotels and resorts, as well as when they engage in various travel-related activities. This is a free

membership program and you can simply become a member by downloading the Marriott Bonvoy app and register for free. There are 5 elite member levels starting with the Silver Elite, Gold Elite, Platinum Elite, Titanium Elite and the Ambassador Elite. The major benefits of the Marriott Bonvoy Membership are:

1. Points earning: members earn points for every eligible stay at participating Marriott properties. Points can also be earned through activities like dining at participating restaurants, using co-branded credit cards and more.
2. Redemptions Options: Points earned can be redeemed for free nights at Marriott hotels, room upgrades, airline miles, car rentals and various travel experiences.
3. Elite Status Tiers: Marriott Bonvoy has several elite status tiers including Silver Elite, Gold Elite, Platinum Elite, Titanium Elite and Ambassador Elite. Each tier offers increasing levels of benefits, such as room upgrades, late check-out, lounge access and more.
4. Member Rates: Members can access exclusive member rates when booking directly through Marriott channels.
5. Mobile check-in and Check-out: Members can use the Marriott Bonvoy mobile app for convenient check-in and check-out.

6. Personalized offers: Members receive personalized offers and promotions based on their preferences and travel history.
7. Participating brands: the program covers a vast portfolio of Marriott brands, including luxury brands like The Ritz-Carlton and St. Regis, as well as more budget-friendly options like Courtyard and Fairfield.
8. Global Network: Marriott Bonvoy operates internationally, allowing members to earn and redeem points at thousands of hotels and resorts across the globe.
9. Partnerships: The program has partnerships with airlines, car rental companies, and other travel-related services, enabling members to earn and redeem points with these partners.
10. Events and Experience: Marriott Bonvoy offers members the opportunity to use their points for unique experience, such as concert tickets, sporting events and cultural activities.

1.1 GOA MARRIOTT RESORT AND SPA

Situated in the heart of the capital city of Goa, Panjim; Goa Marriott Resort and Spa can be considered to be as the beating heart of the hotel industry in Goa, with guests flocking every day and checking-in, either as walk-in guests or those who have had their reservation done well in advance; Goa Marriott Resort and Spa provides the perfect blend in hospitality and leisure to create the PERFECT ambience so that the guests can escape their hectic lives and

enjoy the beauty of Goa.

Owned by V M Salgaoncar Bro. Pvt. Ltd and started in the year 1999, given 5-star recognition, in the year 2016 Goa Marriott Resort and Spa got the title of the Best Hotel in the entire Asia Pacific Region. The resort has gone under extensive renovations to meet and cater to the up-growing needs of its customers and to provide better facilities and aluxurious stay for all its guests.

Goa Marriott has around 7 F&B outlets with different cuisines and 190 Rooms with well-maintained gardens. Facilities like the Quan Spa, Quan salon, fitness center and Kids club are available in the hotel

Goa Marriott also consist of 3 ball rooms and 7 meeting rooms where the Grand ball room boast about 4,000 sq feet of banqueting space forlarge gatherings. And the meeting room facility is also available so that the Business men can conduct meetings during the day

Facilities like the business center, Quan spa and salon and the fitness center are available inthe hotel to ensure that the guest can have a pleasant stay

Goa Marriott always puts a smile on the guest face ensures that the guest gets the best of the services and facilities and ensures that theirstay in the hotel is a memorable one.

The room check - In time - 04:00 pm

Room check - out time - 12: 00 pm

Smoke free property

Address: P.O Box no 64

Miramar Panjim – Goa, 403001

Phone No: 0832-246333

Email: goimc@marriott.com

1.2 FACILITIES OFFERED AT THE PROPERTY

- 24 hours In Room Dining (IRD)
- 24 Hour Service Request
- Sustainability
- Restaurants
- Lounge
- Hot tub
- Meeting spaces
- Daily housekeeping
- Turndown service
- Lounge service
- Business centre service
- Airport pickup and drop service
- Spa service
- Salon service
- Casino (11am – 4am)
- Outdoor pools
- Pool side bar
- Kids activities
- Free Wi-Fi
- Laundry service / dry cleaning

- Safety deposit lockers
- Tours
- 24 hours fitness centre
- Doctor on call
- Foreign exchange
- Valet parking
- Newspaper delivered to the rooms
- Concierge services
- Fire alarm flasher
- Pet friendly
- Especially abled friendly with ramps and rooms designated for them as well for easy access and usage.

Food & Beverage Outlets in the Resort

Feeding one's tingly taste buds on the resort will not seem to be a problem as the resort gives an abundant array of food outlets to satisfy every taste bud that one could imagine. The food outlets in the hotel are:

- **Waterfront Terrace and Bar** - A 24-hour Indian indoor restaurant offering Asian, continental and Indian cuisine at the pool level it also offers a buffet, a la carte and also has 4 live counters. It is a 172 (128 inside and 44 outside) cover restaurant. It offers Sunday

brunch as well with various themes to help guests indulge in the food story.

- **Pool Bar** - Situated at the pool level, serving up light snacks and foodbites such as burgers, sandwiches and other bites; alongside serving beverages such as shakes and elegant cocktails. Operation timing from 11:00am – 08:00pm, with a total seating of 11 swim in bar stools and 60 deck beds.

Pool Dept: 4ft

Baby Pool Dept: 2ft

- **AZUR** - A transition lounge adopting different moods throughout the day, a breakfast café in the morning and an elegant lounge in the evening, serving light bites, sandwiches, cakes and pastries. Timings are: 11:00 am – 04:00 am. It has a seating capacity of 90 covers, 45 inside and 45 outside in the lobby lounge. There are also regular bar takeovers every Tuesday and DJ Nights every weekend. The lounge has something to offer for all its guests and moreover to help them have a enjoyable stay. There are also late-night chill sessions from 12 midnight to 4 am as well for guest who would like to enjoy a late night at the lounge can do so.
- **Simply Grills** - The seasonal outdoor dining restaurant which

offers a scenic setting and casual setting is perfect for a date night to a family dinner, it is a barbeque themed restaurant; reservation is required, operation timing from 7:00pm-11:00pm and has a seating capacity of 76 covers.

- **GOA BAKING COMPANY** - It's a café that offers a wide variety of freshly baked breads, desserts, cakes and delicate pastries, beverages and gourmet coffee and other local savouries with an added twist to it. Timings are 7 am till 11pm (everyday).
- **Restaurant by Chef Pillai** – Restaurant by Chef Pillai serves modern Kerala exquisite dining located at Goa MARRIOTT Resort and Spa and serves a Kerala in a plate in the land of Goa. It operates for lunch and dinner daily.
- **Marriott on Wheels** – The Transitional Truck (T3) is the new food truck aka Marriott on Wheels which brings happiness at your doorstep. It is currently located outside at the Goa Marriot Resort and Spa porch and will be moving all around town spreading flavours of joy everywhere they go. It operates from 11 am to 11 pm daily.

1.3 SECTIONS WITHIN THE ORGANIZATION

HOTEL DEPARTMENTS

At the resort there are a total of 10 Departments which act as the blood vessels for this hotel, with all these 10 departments in perfect sync is the real story to the success of the hotel.

The 10 departments are:

- Front Office
- Food and Beverage Service
- Food Production
- Housekeeping
- Sales and Marketing
- Recreation
- Purchase
- Accounts and Finance
- Engineering and Maintenance
- Loss and Prevention

LIST OF HEAD OF DEPARTMENTS

- General Manager- Gaurav Apte
- Director of Operations - Sandeep Kaul
- Director of Marketing and Sales- Melissa Colaco
- Assistant Director of Sales -Narsinva Kamat
- Front Office Manager- Barkha Kewalramani
- Housekeeping Manager-Shilpa Kampani
- Executive Chef- Amit Dash
- Director of Food and Beverage – Dinesh Babu
- Restaurant Manager- Ganesh G.
- Director of Human Resource – Jeronimo Trindade
- Director of Engineering- Manoj
- Head of Banquets- Khevana Parekh
- Head of Finance / Revenue – Tushar G.
- Director of Loss Prevention- Steve Almeida

Kindly refer to Appendix – 1 (b) – Organization Chart

HEIRARCHY OF FRONT OFFICE

- Font office manager – Barkha Kewalramani
- Assistant front office manager – Sampuran Singh Yadav
- Loyalty manager – Nandini Bose
- Duty manager
- Executive
- Associate
- Concierge
- Industrial trainees

2. TASKS HANDLED

As a guest relations associate, I've handled a lot of tasks as mentioned below and have also taken the opportunity when given and found to handle tasks and responsibilities that are above my current role which has greatly helped me accomplish and push myself to take risks and do tasks that is helping me gather the skill, knowledge and experience to prepare me for my next job role.

- **Welcoming guest** – This is the first task what I did when I joined, welcoming them by first putting a shell garland around their neck and saying the set verbiage – Welcome to the Goa MARRIOTT Resort and Spa. Further which they are offered welcome drinks and also given cold towels to refresh themselves.
- **Check-in** – this is done further to the prior step. The guest is greeted and acknowledged for being a valuable member with us. For example, if the guest is a Platinum Elite, then the set verbiage is, “Thank you for being our Platinum Elite, it is our absolute pleasure to have you stay with us”. The guest is either seated on the desk, or in the lobby or taken across to the room to have the check-in formality done. Here they need to fill up the registration card with all the details required, submit an identification card with a valid address and lastly give a pre-authorization for the room and taxes and sometimes also for the incidentals. Further to this, they are then

given the room key, requested to identify their luggage and are escorted to their room. At check-in we also take down their preference if any and explain to them the various facilities and services the hotel has to offer. At this stage, an upsell is also done wherein we offer the guest to purchase the lounge access if they are not eligible for it at certain cost. If the guest booking is from a third party like make my trip, Expedia or even a casino then the payment of the room and taxes is done by them and the guest only needs to pay for the incidentals. However, if he wishes not to given a pre-authorization or deposit or the incidentals, then the room needs to be out on 'No post' strictly.

- **Check-out** – this is the final process when the guest is departing from the hotel. Once the guest comes to the lobby the see the his bill, we need to open cashiering a check any pending bill is left, if the balance shows as '0' that means all bills are cleared. However, if there is a pending bill, then the bills are presented to the guest and is asked whether he would like the settle the bill with the same pre-authorization that was taken against his credit card or would he like to settle the bill with another card. Once the transaction is made, the guest need to sign the copy after which it is posted onto the system and a customer copy is generated. This is then given to the guest along with a departure gift and then he departs. If the booking is through third party like Make my trip or Expedia or even a casino booking

where the room and taxes amount isn't to be disclosed then the guest is only charged for the incidentals. At no cost, the DND (Do Not Disclose room and taxes bookings) comment booking rates can be disclosed to the guest. If the guest asked for the invoice, then he needs to be politely denied and request him to seek an invoice from the travel agent as the booking has come from there.

- **Physical departure check** – At sharp 12:00 pm, I would go for a departure check. At this time, I would take the P112 Report (Departure guests for the day) along with the master key to check the room if they are physical vacant or occupied. If they are vacant, then it is announced to housekeeping wherein they then proceed to clean and prepare the room for the next arrival guest. If the room is physically occupied by the guest, and if the guest is in the room, then the guest is politely asked by what time will he be checking out and by what time can our bell boy come to pick the luggage as there is a guest waiting for the room. If the room is physically occupied but the guest is not in the room, then we call the guest on his mobile number to enquire by what time will he be checking out. Once the physical check is done for all the rooms, post an hour, again another physical check is done for the pending rooms to check on their status and if it is still occupied then to politely ask the guest when will they be checking out, or if they plan on extending their reservation or if they want a late check – out then the

charges will be applicable. (Late check – out charges will not be applicable to Platinum, Titanium and Ambassador elites as they are entitled to a late check-out)

- **In Room Check-in** – This is mostly done for all fits, especially Marriott Bonvoy elites and guest who have opted for mobile check-in where the set verbiage is – Thank you for opting for the mobile check-in, we’ve been expecting you. Your room is ready, let me take you across to your room. The guest needs to be acknowledged for being a valuable member with us. For example, if the guest is a Platinum Elite, then the set verbiage is, “Thank you for being our Platinum Elite, it is our absolute pleasure to have you stay with us”. Following which, the guest is requested to identify his luggage and he is taken across to his room while on the way, the guest is explained about the various facilities and service offered by the resort. Upon entering the room, the guest is requested for his identity cards, and the basic formalities are completed after which a pre-authorization is taken on the guest credit card or a direct sale is done. The guest is then explained about the facilities in the room and greeted and informed that we be would be happy to assist them if there is any further assistance they require.
- **Lobby check-in** – Being a resort, we follow more of the lobby check-in where in the guest are escorted to the lobby lounge upon arrival after being

garlanded and then the formalities of the check-in are done. So, I take the registration card on a blotter along with the EDC Machine to take a pre-authorization and formalities are done while the guest is seated in the lobby enjoying the scenic view of the sea. After which once the room is ready, the guest is then handed over the keys, requested to identify their luggage and walked across to the room.

- **Kids check-in** – While the parents are having their check-in formalities done, there is also a kids check-in counter where the kids can feel special and have their own formalities done. They fill out their own registration card which includes their name, room number, ages, their hobbies and also their favourite food, they also receive a ton load of goodies like colouring pages, crayons, soft toys, lollipops, their special luggage tag, a Marriott wrist band, their M-Passport and their activity calendar. After they complete their activities from the activity calendar, they need to then get a stamp collected and once they have collected all the stamps then they receive a sweet treat which could be an ice-cream, a pastry or cookie as per their liking.
- **Meet and Greet** – As a guest relation associate, my most important task is to ensure every guest is met upon arrival, during their stay and even at departure. I meet and greet the guest on a daily basis to ensure that if they

encounter any issue, then it can be rectified before they depart from the resort. Sometimes, it gets difficult to meet every guest and hence the ones that we don't manage to track, we then make a courtesy call to the guest to check on their well-being and stay and even put small amenities to make it a little more memorable. We use the Meet and Greet Report to track all the guest in-house so that we can meet each of them to ensure they are having a comfortable stay with us.

- **Breakfast operations** – for this, I step down for the breakfast operations daily from 08:30 – 11:00 am when the breakfast traffic is high so that I can connect with maximum guests in the hotel at that time, here we meet them, get to know more about their stay and if they are facing any issue. If the guest is going to be checking out on that same day, then we have a Bonvoy pastry that we take to the table and cut along with the guest by singing along with the serenaders. If the guests are celebrating an occasion like a birthday or an anniversary, then we have a cake placed on the table and we celebrate it along with the guest at breakfast. These small gestures make a huge difference and has a great impact on enhancing the guest experience.
- **Lounge Interactions** – This happens between 04:30 pm – 07:30 pm in the evening at our executive lounge – AZUR bar. Here we can connect with

most and all of our Marriott Bonvoy Elite members. Here we take the J121 Report which has all the details of the Elite guests in house and their membership level. This allows us to greet the guest and acknowledge them for their Marriott Status. Then we have a conversation with the guest checking on their stay and well-being and getting to know them better.

- **Pre arrival emails and calls** – these are pre-arrival emails sent to all guests 2 days prior to arrival, this email greets and acknowledges their membership level and if they are travelling or any special occasion. Along with the email there are preference forms for their room preference, food and beverage preference as well as details about the property offering and so on. A day prior to arrival, a call is made to the guest gathering further details like the expected time of arrival, their room preference, food and beverage preference, enquire about any special occasion and so on. In this way, the guest has a known person and a one-point contact to get in touch with if he needs anything during his stay. This also allows the guest to remember the person who is taking so much care of him / her.
- **Departure emails and calls** – the night after the guest has departed, a departure email is sent to the guest enquiring if they have reached their next destination safely, and also their feedback about their stay. Along with this

email, we attach their invoices and any pictures and memories that we have of them at our resort. This adds a personal touch to the experience, even after they've left the property and reached home. A day after that, a departure call is made and feedback is gathered about their experience at our property, the guest is also requested to fill in their feedback on the automated survey that they receive from Marriott Bonvoy post their departure.

- **Apology emails** – these are emails that are sent to the guest who have departed from the hotel on an unpleasant note. This email includes an apology note which expresses our sincere apologies along with a compensation if any. This allows the guest to revert their dissatisfactions and disappointments over the email rather than on the survey form.

- **Adoptions** - A daily sheet of Adoptions which simply includes all the Marriott Bonvoy Guest and Guest Voice potential guests in the sheet where in every major operational department adopts every guest to ensure that they are well taken care of and any issue that arises, the department who adopted the guest will be held accountable. This has a major benefit as every department greatly focuses on its adopted guest which allows them to focus on few but do it entirely to ensure they have a great experience.

- **Courtesy calls** – Daily courtesy calls to every inhouse FIT and Marriott Bonvoy elite guest to check on their stay if everything is going well and if there is any further assistance that they require. This allows us to track every movement the guest, and if at all they are having any issue, it can be rectified there and there without any further escalation of the inconvenience that is caused to them.
- **Logs and its resolution** – Logs are basically guest complaints that are put together into GXP (guest experience platform) where in all the guest complaints are registered onto the forum which is a global platform that records all the guest issues, requests and other needs that allows Marriott properties all over the globe to learn about its guest so that mistakes and issues aren't replicated by another property. This allows the guest to have a flawless experience at the Marriott hotels. Daily once the logs are discussed, we trace the guest and try to resolve the issue after which an amenity and apology note is placed in the room along with my sign.
- **Enhancing guest experience** – This is my main job – to enhance the guest experience by giving them a memorable stay and time which they have never experienced before. For this we plan their stay prior to their arrival and discuss the important details that are required for the same. Prior room

blocking is also done by giving them an upgrade that is subject to availability. If we get to know that they are celebrating any occasion, they special personalized amenities are done to enhance their experience. For example: a personalized wine bottle, elaborate room décor, cake, balloons, towel art, bath tub setups and lots more. Please refer to the pics in the Appendix 1.

- **Driving guest voice and TripAdvisor** – Being in Guest Relations, our main key prime divers are – Guest Voice and TripAdvisor. Guest voice is a platform for the guest who have stayed with us to voice out their opinion about their stay where in there are various parameters and they need to rate us on the scale of 1 -10 with 1 being the least and 10 being the best. Ensuring guest have a brilliant stay and leave on the great note and fill out a survey marking us with either a 9 or 10 is what we strive for with our actions and deed to enhance and make their stay a brilliant and memorable one. TripAdvisor is another major review platform for our resort and currently we are sitting at the 4th position currently aiming to be the number 1 resort in Goa.
- **BSA Audit** – BSA stands for Brand Standard Audit which is conducted by an external auditor for which I being in the Guest Relations and loyalty

team would brief and train the team members about the Marriott Bonvoy Membership and its benefits to all its elites. This includes basic etiquettes over the call and ways to treat and ensure that our elites have a brilliant stay along with a memorable one.

- **Raising the amenities for the following day** – Everyday, at-least 24 hours prior, the amenities to be placed in the room need to be raised on a voucher book. These amenities include fruits, sweets, chocolates, sweet personalized amenities for Ambassador Elites and so on. There is an amenity voucher book, where all the details of the amenities are put in after which a sign needs be collected from the bakery, cold kitchen and In Room Dining and similarly a copy for their reference is given to the. This book has 3 copies for each voucher (Pink for front office, Yellow for In Room Dining and last White for the Bakery and Cold Kitchen).
- **Announcing the room numbers for the amenities for the current day** – On the day that the amenity needs to be placed in the guest room, I announce the room numbers to the In Room Dining team as they placed these amenities in the guest room. Along with this, I send handwritten notes to each of these room in-order to have them feel a personalized service and experience at our property.

- **Updates of pre- authorizations on the system** – It is very important to update the credit card pre-authorization that is given by the guest at check-in as this needs to be available on the system in- order to release the amount at check-out without any hassles. For this, need go to the credit card options on Opera and fill in the details. The necessary details required for the American Express Card are the Approval code, Invoice number and last 4 digits of the card number. While for the Visa card, the Taxation number along with the last 4 digits of the credit card number are required. Most importantly as there are 3 machines at the desk, it is mandatory to write the EDS machine number that is out on the back of the machine as the pre-authorization can be released on the machine that it has been taken on. These details are updated on the credit card authorization option of the Opera system as well as on alerts so that the associate taking a check-out doesn't miss on these important details.
- **Updates of the registration cards** – Once the check-in formality is done, we need to update the registration cards on Opera. For this we need to fill in all the details on the guest profile. Such details include, their name, address, date of birth, identification details and details of their Adhaar card / driving license and passport. These details remain in the system always

until sometimes removes them. I would update the registration cards on a daily basis post the check-in is complete.

- **Preparing and updating the Guest Voice Tracker** – Every 9th of the month, we have a Guest Voice meeting where all the feedbacks are tracked and reviews. Negative feedbacks are investigated and looked deep into and rectified so that the same issues won't be repeated again. For this meeting, I prepare a Guest Voice Tracker on an excel sheet which contains all the details of the guest, their stay, comments, complaint logs, service requests, food and beverage requests, adoptions, departments involved with the guest during their stay and also the investigations of the negative feedback forms and service recovery for the guests.
- **Briefing trainees** – Everyday in the morning as I do the morning shift, I hold a daily briefing at 9am for all the trainees in the department briefing them about the roles and duties for the day and where all should they be designated for the day. As sometimes, we have extremely busy days with large group arrival and hence lobby allocation is a must. Followed by daily check of their grooming and basic knowledge about greeting the guest and roleplays of guest's assistance.

- **Checking and Inspecting Elite rooms** – This is very important as the rooms of the Marriott Bonvoy Elite Members should be thoroughly checked and inspected prior to handing over the keys to the guests. For this, I personally have these rooms inspected and checked to see for any malfunction and ensure that all amenities including fruits and sweet treats are in place and the guest enters a perfectly ready room ensuring a brilliant stay.
- **Making VCS** – VCS stands for Visit Control Sheet which is used when the guest does not receive their points and nights for their recent stay. Then a VCS is raised on Marriott Global Source which is our main portal. There could be various reasons as to why the guest hasn't received his points and nights and these are - the membership number wasn't attached to the profile, a wrong membership number was attached to the guest profile, the membership number was attached to the guest profile post their departure and more importantly if they were a part of a party booking (that is a group booking where they haven't done the payment and hence do not receive the points and nights for their stay). Being in Guest Relations, I raise the VCS if they end up having a missing stay or fail to receive their points and nights for their recent stay. But /again, post departure, it takes at-least 7 to 10 working days for the point and nights to be credited to the guest account.

- **Making C-forms** – C-forms are made for guests travelling on from foreign countries to the hotel. Upon arrival, they need to submit their passport and VISA, and if they don't have a VISA, then an OCI (Overseas Citizen of India) is also accepted. Post this, all the details on the passport and VISA are update on the C-form website within 24 hours of the guests checking in into the hotel. This is mandatory as it allows the authorities to locate and track the foreigners in India.
- **Placing memorable departure gifts in the guest rooms** – In- order to have a guest have a memorable stay at our property, a special departure gift making it a very personalized one is placed in the guest room an evening prior to departure along with a sweet handwritten note. Some of these departure gifts include a Marriott Special Essential oils departure gift for all adults, a personalized mug with their picture along with a hot chocolate mix and a note for young kids and teens, story books for book lovers, a special Goan jute potli with Goan souvenirs for the guest who are visiting Goa for the first time and so on. These gifts are unique and remain with the guest throughout as a token of memory for them to take back home and remember us by.

- **Amenities for all guest** – Amenities are the basic goodies placed in the rooms for all guest, the basic amenity placed for all guest is an assorted fruit platter. Guest who are members of the Marriott Bonvoy Programme have a special amenity. Base Members, Silver Elite members and Gold Elite members receive a platter of cookies and chocolates, Platinum and Titanium Elites receive a platter of assorted chocolates along with a wine bottle, cheese platter and a note from the General Manager , and the highest Member – Ambassador Elite receives a special Amenity of a personalized sweet platter as per his liking with a wide range of assorted nuts, sweets, champagne and a note from Mr. Rajeev Menon (President of Marriott International of Asia Pacific Excluding China). Apart from theses, amenities are also sent along with my notes to guests whom I've connected with, also children are sent kids amenities and hampers which make their day. personalized wine bottles for occasions and pregnancy amenities with mittens and socks for infants are also some of the amenities placed in the guest room with our best compliments in-order to enhance their stay with us to make it a memorable one.
- **Pre arrival meetings** – Every evening at 6pm, there is a pre-arrival meeting that is held to discuss about the following day arrival, the elites who will be arriving, their time of arrival, room preference and so on, so

that we can have everything as per their preference. For this, the pre arrival email and pre-arrival calls greatly helps as we have all the data collected and ready. This is then discussed with the other departments representatives as well so that all work in coordination to help achieve our common goal – to ensure the guest has a great stay with us. We also gather the guest data and preference by screening the guest planning screen on GXP (Guest Experience platform) as we also get to know where all as the guests stayed before and what are his regular service requests and so on, for example, if in his past stays at maybe another hotel, he has requested a lot for coffee and tea amenities then we ensure to have extra tea and coffee amenities placed in his room for him to comfortable stay.

- **Decors and celebrations** – every Occasion that we encounter, we ensure to have it celebrated with great pomp and joy. We get the room decorated with towel arts, petals, bouquet of flowers, bath tub décor, lots of balloons along with a cake and wine if adults. If it is a child's birthday, then we ensure to have a soft toy along with some popsicles, lots of balloons and little gifts kept alongside the cake as these little gestures are what make a great impact to the guest experience. At breakfast, we ensure to have a cake cut for the guests and also sing along with the ser

- **Personalized gifts and memoirs** – To enhance the guests experience and stay at our property, I have personalized gifts and amenities placed in the guest rooms which act as memoirs and souvenirs that can guest can take back home and remember us by. In this way, Goa Marriott Resort and Spa is a memory that can never be erased. A lot of creativity is involved in ensuring amenities and gifts that fit the guest need and one that is something different than any other resort has to offer. For example, if there is a guest anniversary or birthday, a personalized wine bottle with our own tag wishing them for the occasion is sent to the room along with a cake and décor. For children, a personalized hamper with their favourite toys and sweets is give, for infants – special rattle and toys are put together in-order to have their child get the best experience where they know that all their need and requirements are given utmost attention and their occasions are celebrated greatly by us as it would be our very own. This is what truly delights the guest, making them want to visit again.
- **Screening Guests prior to arrival** – Screening GPS (Guest planning screen) is another essential to be done on a daily basis at-least 4 to 5 times a day, this allows us to view the guest profile and understand his likes and dislikes and also understand what kind of guest is he, his preferences, regular requests, membership details, his past and future stays at Marriott properties globally.

- **Handling Marriott Bonvoy for elites** – Handling Marriott Bonvoy elite guest is my major task- there are 5 tiers of elites ranging from Silver Elite (Spends 10-24 nights at Marriott hotels), Gold Elite (Spends 25 -49 nights at Marriott hotels), Platinum Elite (Spends 50 – 74 nights at Marriott hotels), Titanium Elite (Spends 75 -99 nights at Marriott hotels) Ambassador Elite (100+ nights plus 23,000 USD every year at Marriott Hotels). They need to be handled with extreme care and importance as they are the guest that give maximum business to the brand. These guests get a lot of benefits being the most important guest of Marriott hotels.
- **Organizing theme Lunch** – As a department, at least 4 times a year, we organise a theme lunch with various themes, as since I love engaging in these, I always take charge for such event with organizing and arranging for props and giving roles and responsibilities to everyone.
- **Leading Department events** – Being a major enthusiast in my department, I always take lead in organizing our department events like sports, lunches, dances and so on and push my team to participate and win as well.
- **AYS Call Handling** – AYS stands for ‘At Your Service’ where guest dial on the extension ‘0’ for anything they require. On a given day, when one

of my associates wasn't feeling too well, I was asked to sit and take calls until their reliever came. I was totally new to it, so my supervisor explained it to me and I was able to take the calls, answer queries, take food orders, bark them to the kitchen, punch the orders and so on.

Kindly refer to Appendix II - Samples of the work (Amenities) done.

3. LEARNINGS

- Guidelines and necessary grooming for front office
- Check-in procedure (fit and group)
- Check-out procedure (direct and OTA)
- Oracle – Opera system knowledge
- C-forms
- Billing
- Room-change procedure
- Room configuration
- AYS call handling
- Handling guest logs and complaints in an efficient manner
- Solving guest queries
- Tuning the guest experience around
- Physical departure checks
- In Room Check – ins
- Lobby Check – ins
- Kids Check – ins
- Engaging in conversations with the guests
- Sending pre-arrival and departure emails
- Understanding the guest behaviour and psychology
- Improved my MS Excel and MS PowerPoint skills

- Dealing with problematic situations and finding solutions to solve them in a calm manner
- Usage of the American Express and Visa EDC machine.
- Updatations of Pre-authorizations and Registration cards
- Leadership and taking charge of events
- Quick decision making in a calm manner
- Coming up with innovative ideas for amenities and ways to celebrate occasions to help enhance the guest's experience.
- Using GXP (Guest Experience Platform) and GPS (Guest Planning Screen).
- Being One Point Contacts for Marriott Bonvoy Elites, VIP's and Celebrities at our resort.
- Improved Management skills

Goa Marriott Resort and Spa has been a wonderful experience so far. During my internship period, I got to learn a lot though, even made a couple of mistakes yet they corrected me so that I can learn from my mistakes and never repeat them again. As an industrial trainee back in July 2022, I got to learn a lot from the Front Office department but at the same time, I made sure to keep myself aware of the learnings and functions of the other departments as well. I am really grateful to all the staff who would take the time and effort to teach me and answer all my

questions that I had regarding the functioning of the department. I got to learn a lot during my training but at the same time had a lot of fun too. I definitely made a lot of friends who would help me and I would help them too. I had won an award for the Brilliant Support of the month in May for my excellence at work. Post that, at the end of my training, I got offered a job at the property as a Guest Relations Associate but couldn't take it up immediately as I had my final MBA semester to finish. But as I joined in January, though I wasn't thorough in the systems, my colleagues helped me through and today I won't say that I am perfect but my system knowledge and brand knowledge is very good. With the support and guidance of my Managers, I have been able to perform Brilliantly. I have been recognised almost every month with the award of 'The Art of Hosting Champion' in TripAdvisor and Guest Voice and have also won the Annual Award as the 'Brilliant Host Award for the year 2022-2023'. The support and guidance received by my managers and colleagues is immense and can't be forgotten. Working here is not just only work but fun too, we have all grown to become a family. we have regular meet ups and outings with the team which has made our bond grow strong and Goa Marriott Resort and Spa happens to be my second home. Working at Goa Marriott Resort and Spa has been Brilliantly great and I really enjoy it.

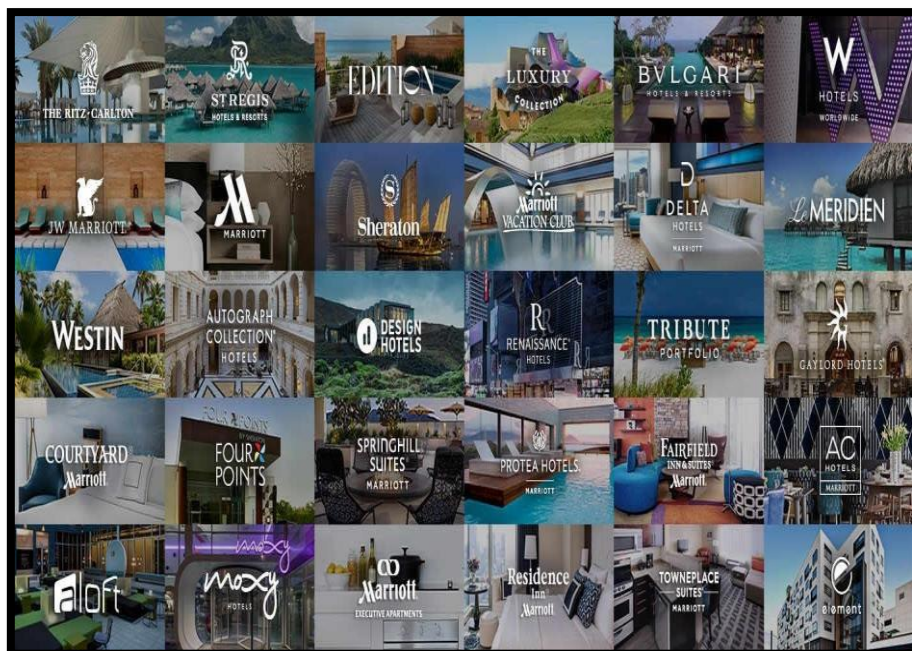
4. CHALLENGES

- **System knowledge** – At first when I joined as a trainee, I didn't have much knowledge about the system and I wasn't using the system either. But when I joined as a full time associate and employee, my work on the system was full-fledged but the only challenge I faced was not having enough or proper knowledge about the Oracle – Opera system which is our property Management System at Goa Marriott Resort and Spa. Then my Managers and Executive helped me through with it and gave me training to better my knowledge on the system and today I can do much of my work on the system without any hassle.
- **Knowledge about the interior details of the brand** – Being a fresher in the Brand, at start I wasn't quite aware of the brand and its offering for the its guest as well as associates, and more importantly the Marriott Bonvoy Membership and its Benefits, slowly with the training and guidance of my department head, I was able to accomplish that. We recently had our Brand Standard Audit where being in the front office, we are audited and questioned about the Marriott Bonvoy Membership, its benefits to its Elites and so on and I am proud to have been the one chosen from my department to answer the questions asked by the auditor for which is scored marks for our department and made them proud.

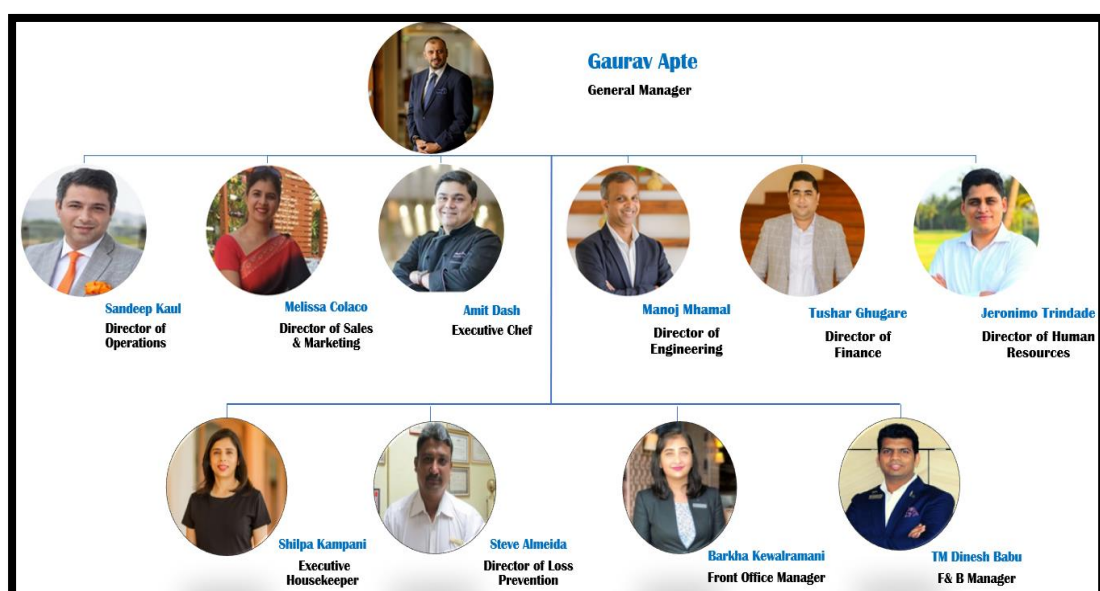
- **Meeting tight deadline** – At first, it was very challenging for me to think of meeting the deadline I was given for my month end targets of our Guest Voice Parameters but slowly as I gained the knowledge and understanding of the system and brand, it became easier for me to accomplish my targets without having any stress. A special mention would go out to my manager's – Ms. Barkha Kewalramani, Mr. Sampuran Yadav and Ms. Nandini Bose for their continuous support and guidance.
- **Difficulty in Cashiering and Billing** – As a new associate in this field and company, I was scared to do any cashiering or billing as I feared to make any mistakes when it came to finances. But slowly as a month went by, I was trained by my team and managers on how to take and release pre-authorizations, do cash payments and postings, void transactions and so on which has made me confident in my billing as well.

Appendix – I

a. Marriott Brand Portfolio



b. Organizational Chart



Appendix – II

Samples of the Work (Amenities) Done



Mocktail Amenity



Fond Farewell Invite



Beach Amenity

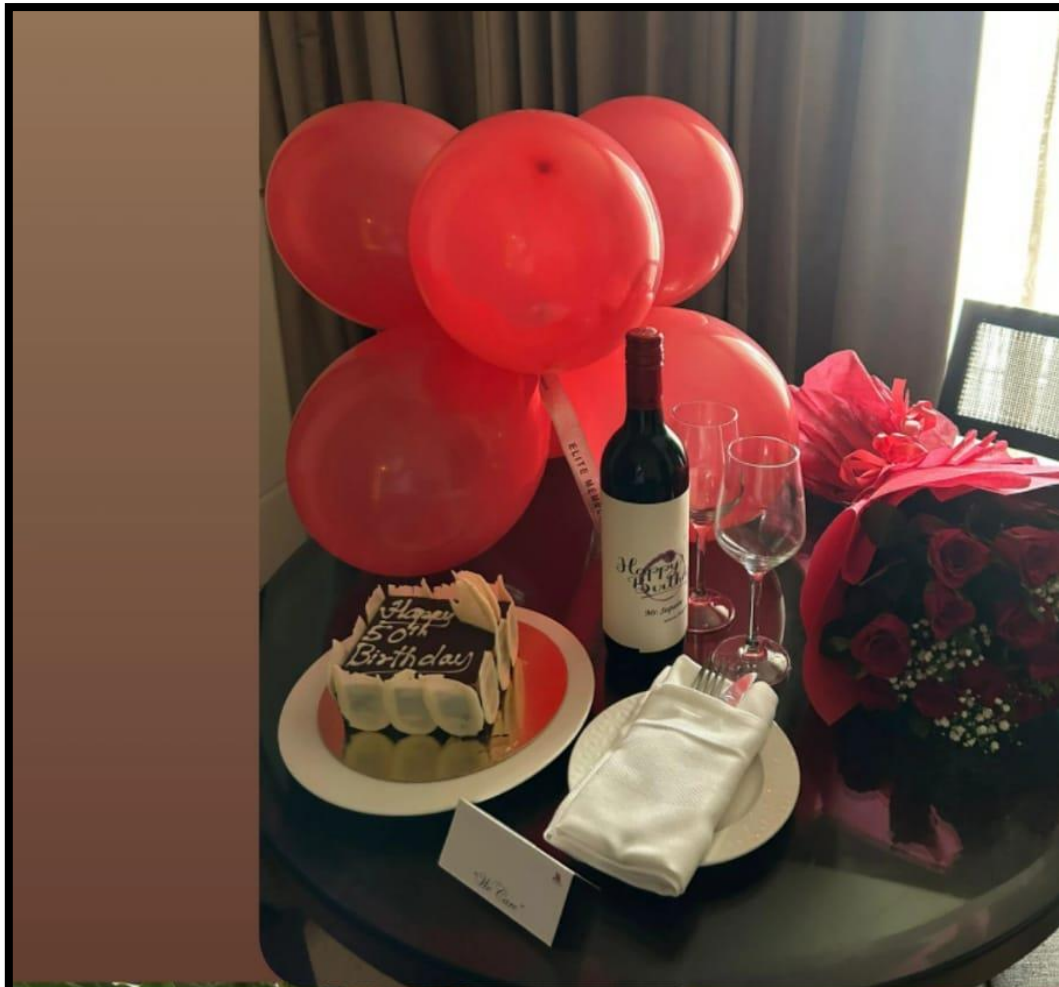


Infant Amenity

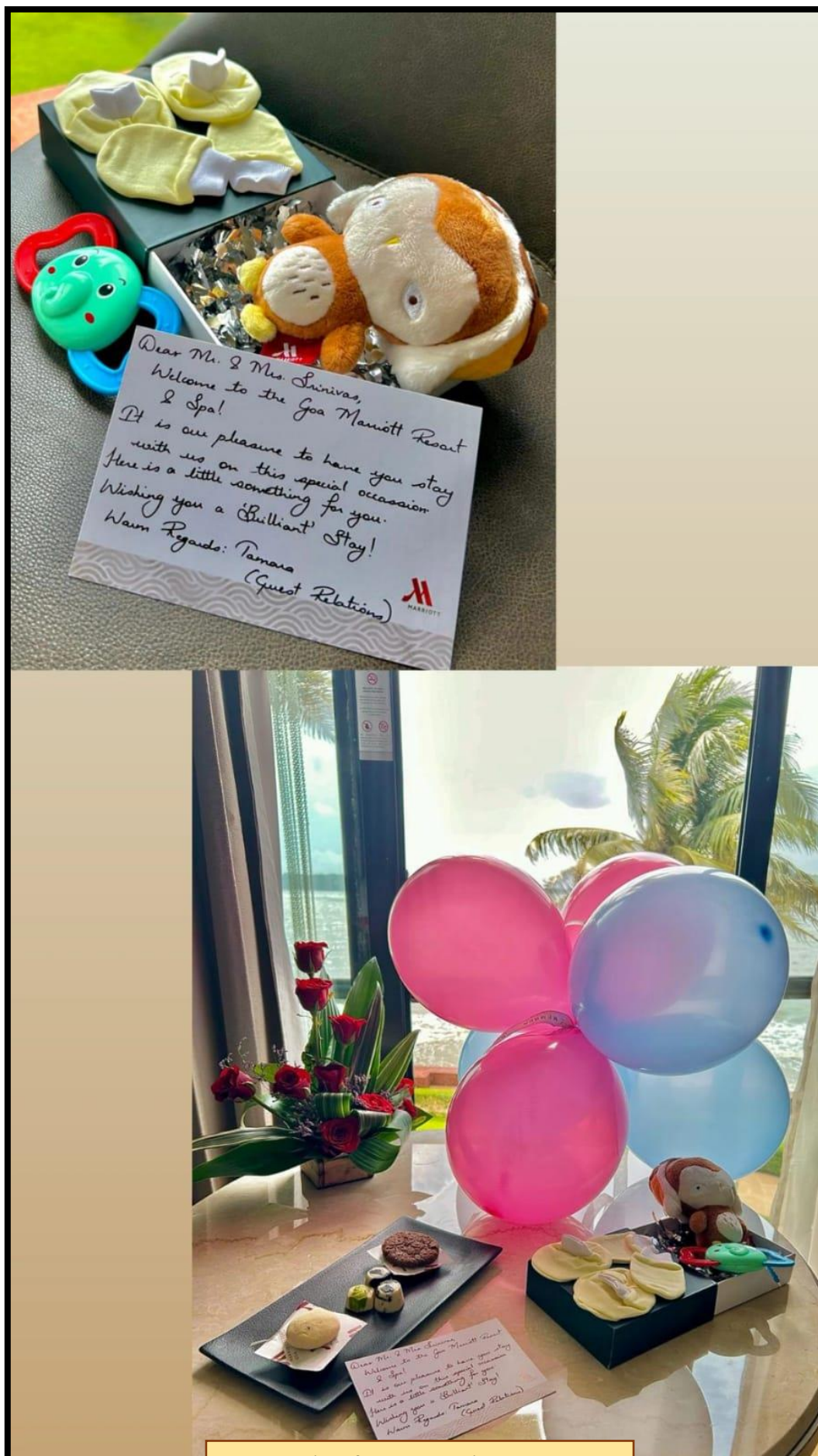


Bonvoy Amenity



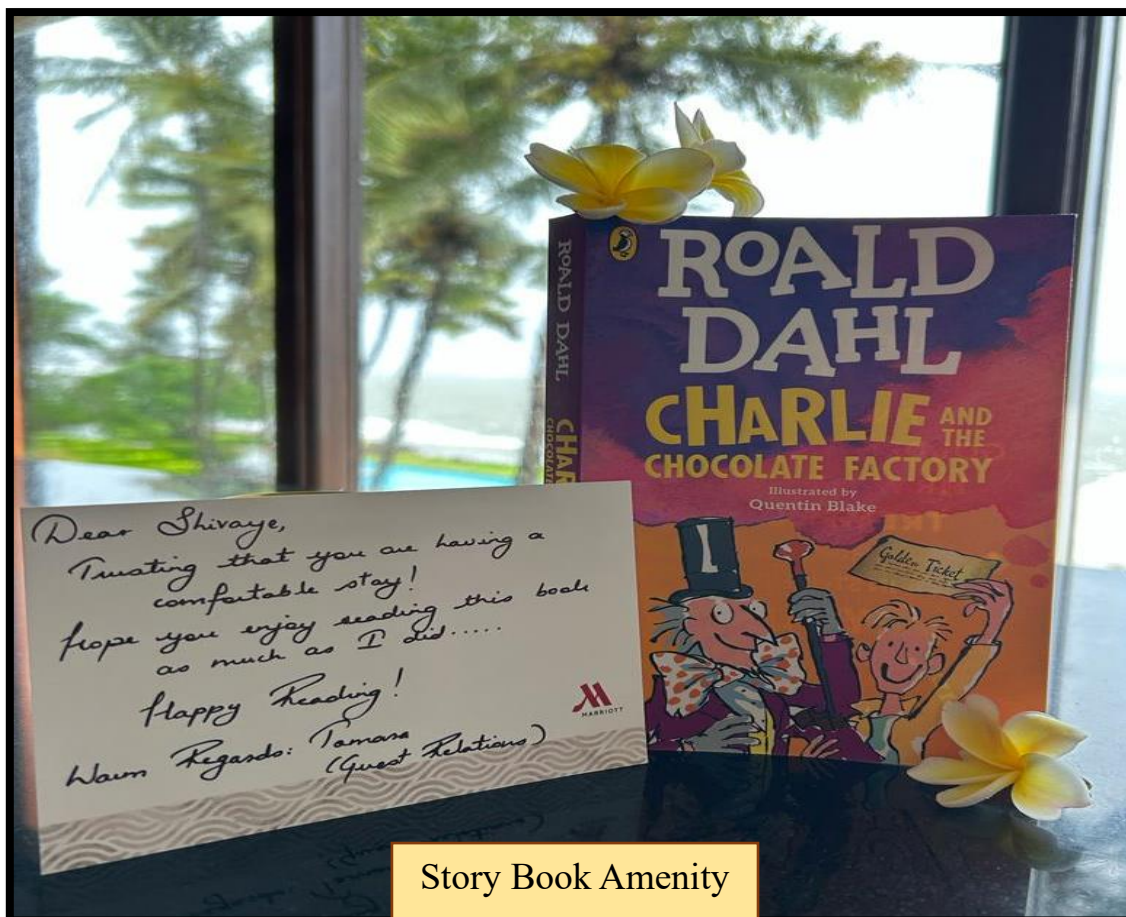


Anniversary Amenity

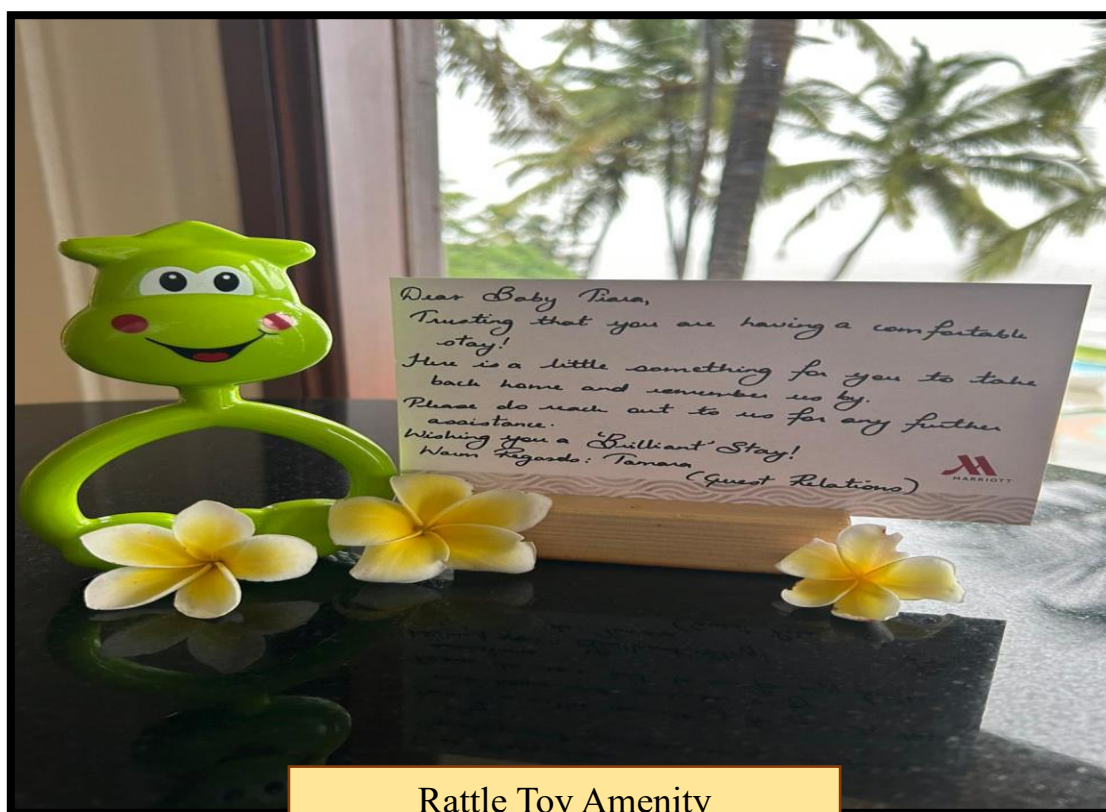


Amenity for Expecting Parents

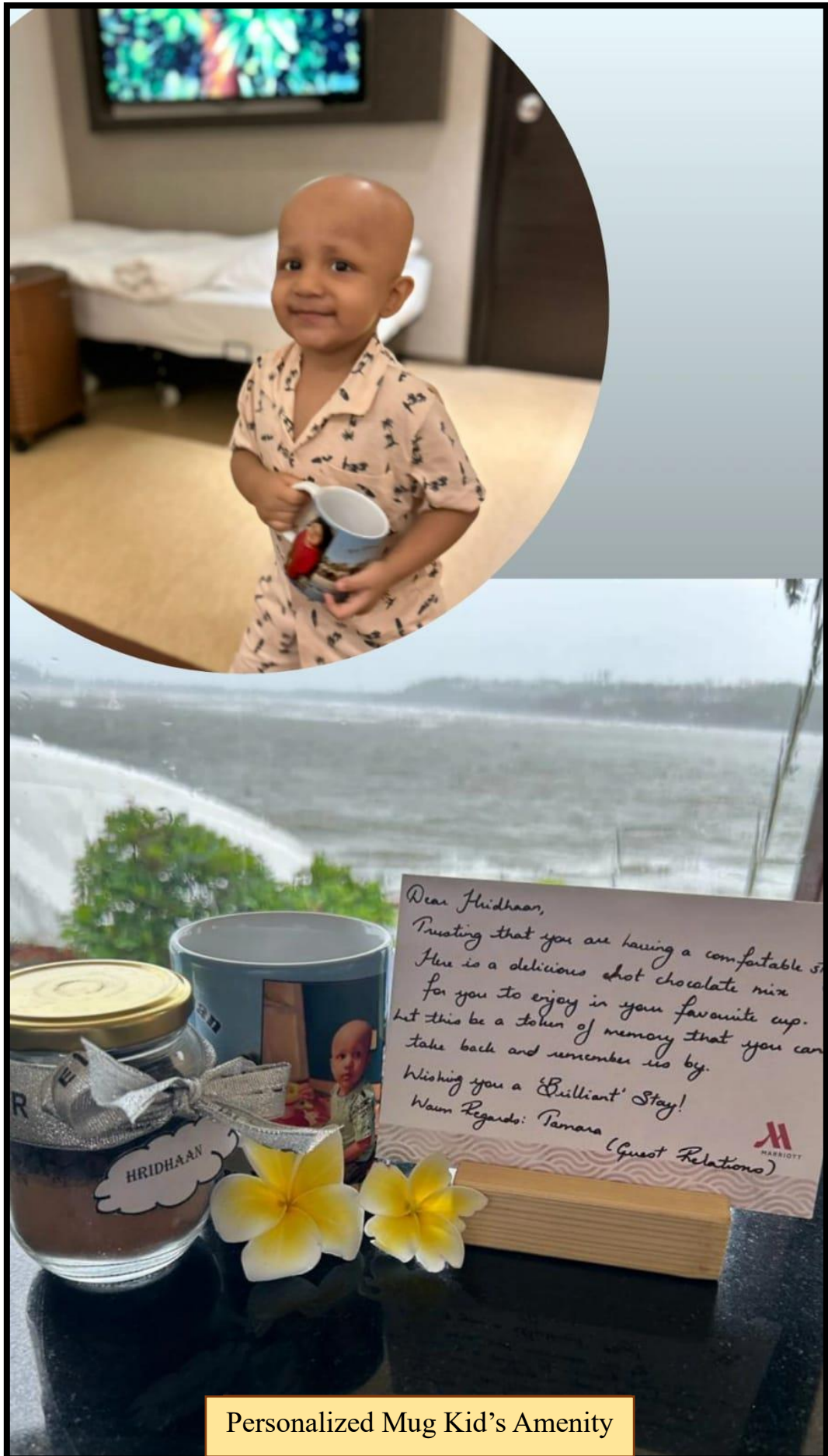




Story Book Amenity



Rattle Toy Amenity



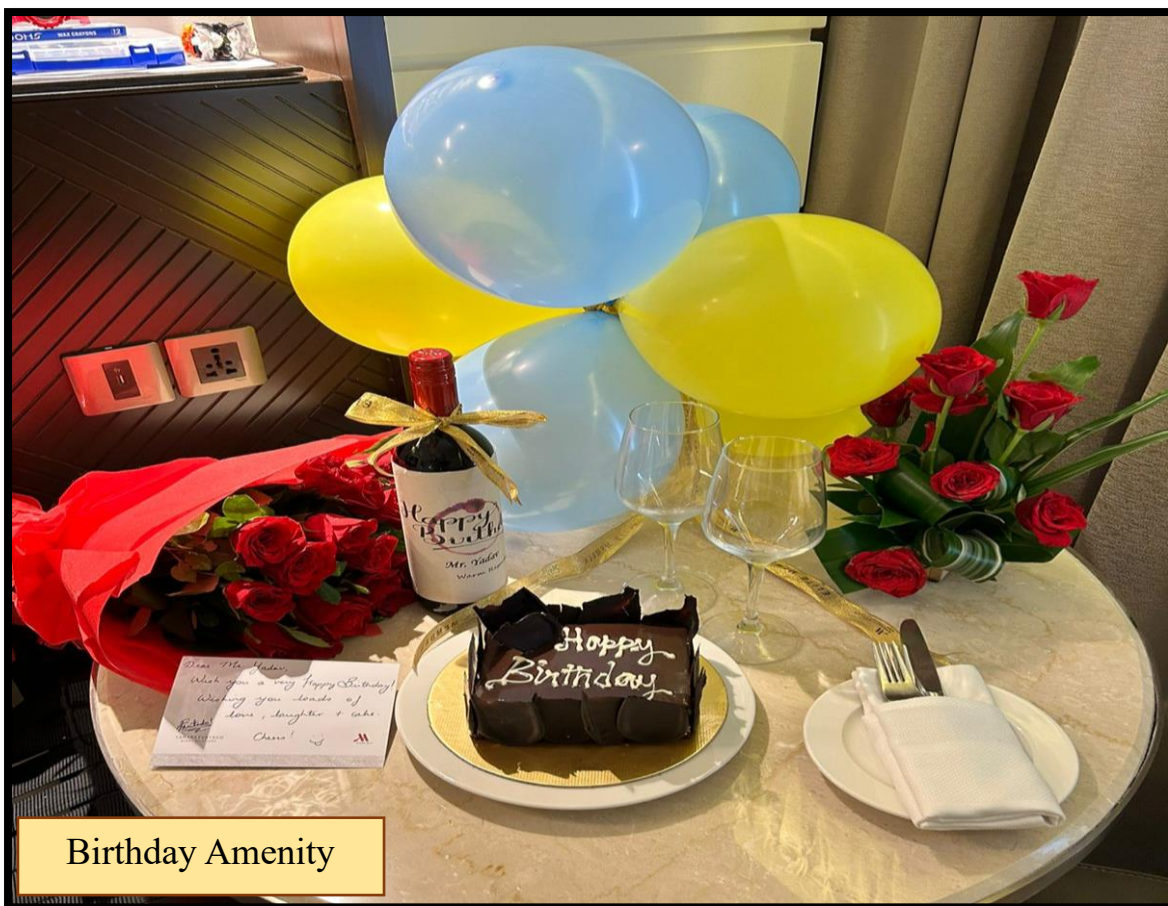
Personalized Mug Kid's Amenity



1st Anniversary Amenity and Setup



Special Kid's Amenity



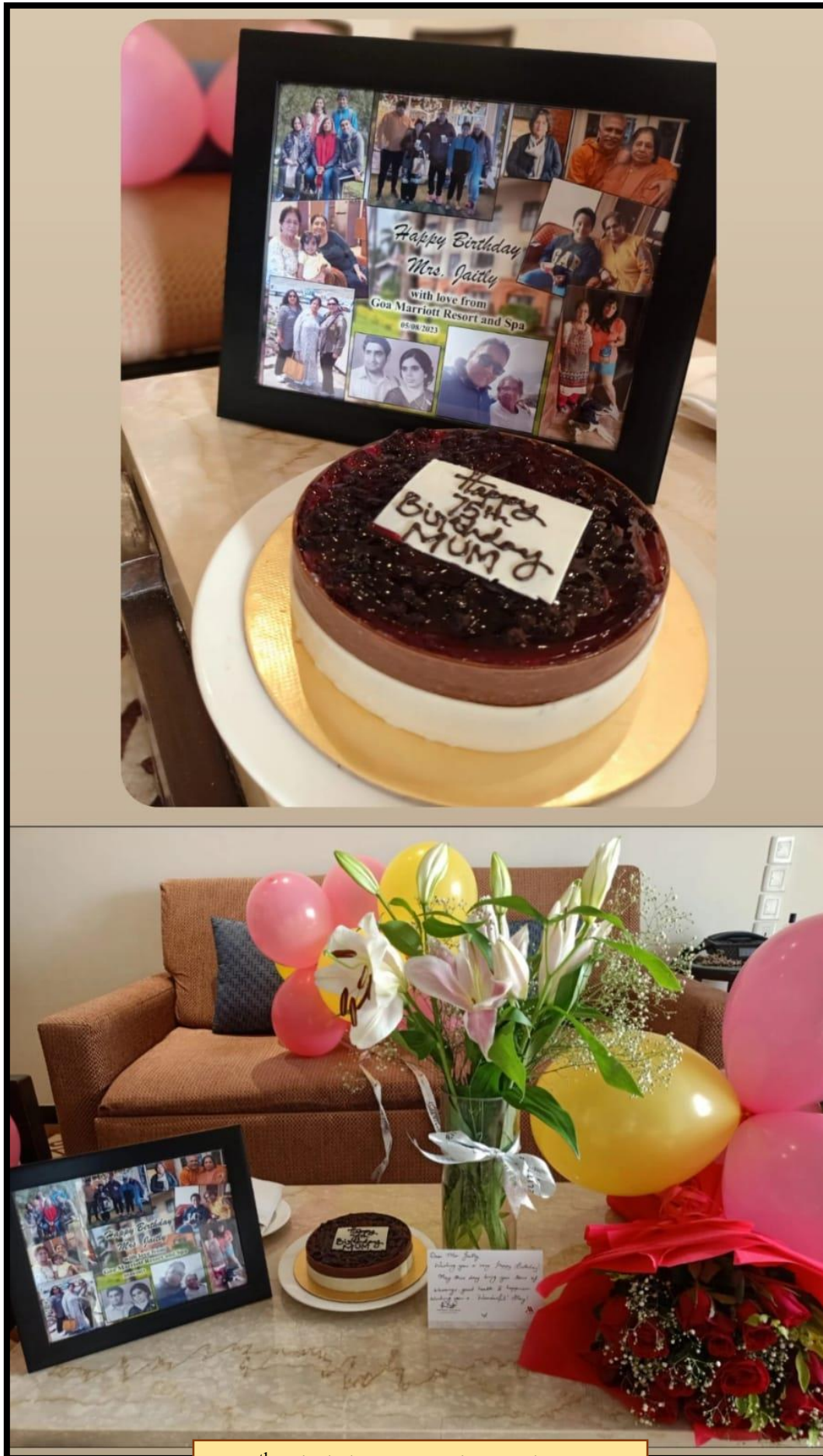
Birthday Amenity



Poshte Departure Gift



Special Reunion Amenity – Personalized Champagne Tulips



75th Birthday Amenity and Setup

Goa in a Jar Amenity



Appendix – III

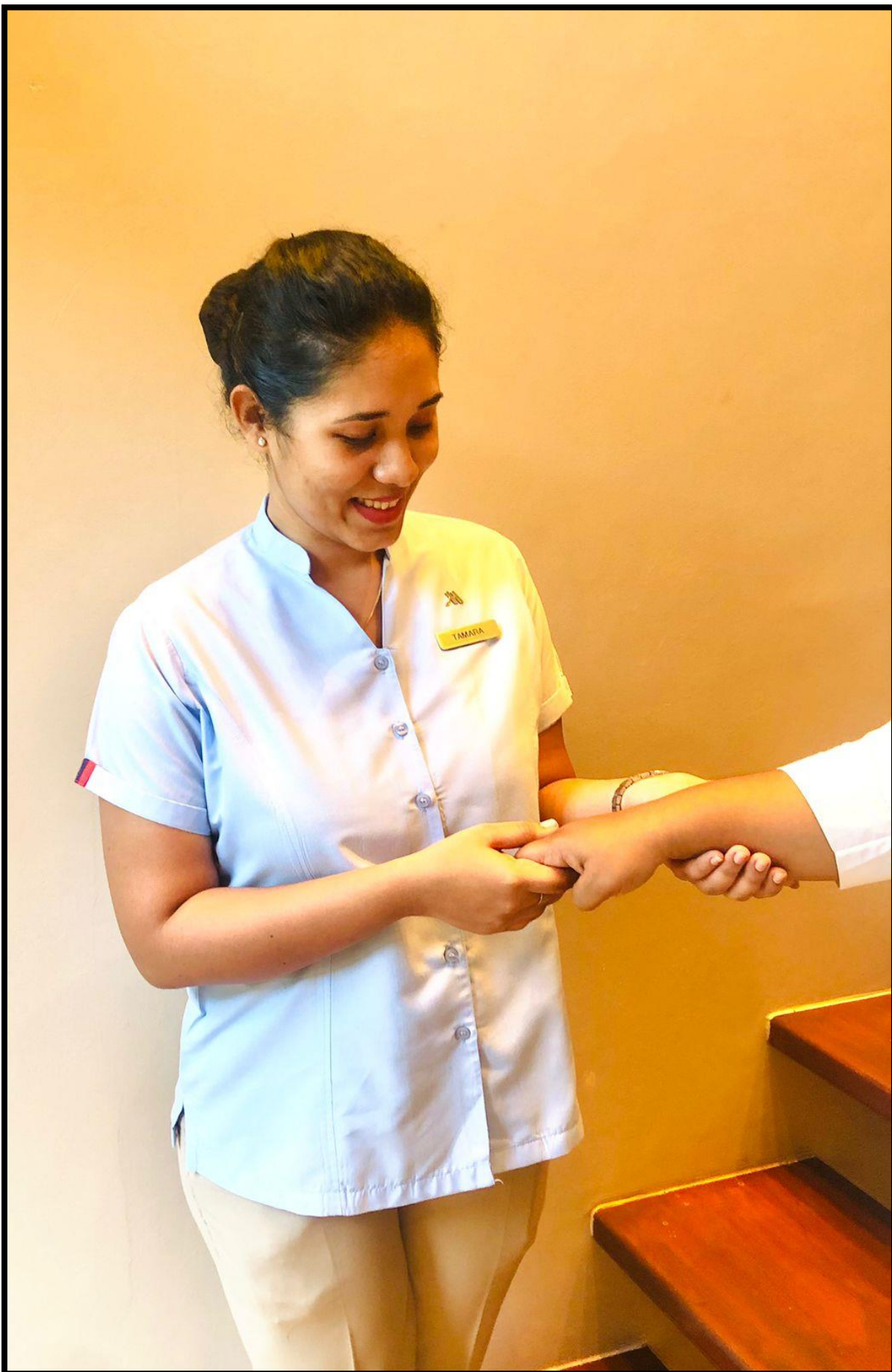
Photos While at Work















Appendix – IV

Feedbacks Received



SalmaMoosa wrote a review May 2022
 Bengaluru, India • 18 contributions



●●●●●

Spending a special day at my happy place

"Covid brought all hospitality industry to its most challenging times and it's taking a mammoth of a task for brands to get back on its pace and at this time, they are in a lookout of good talent so that they can make it comfortable and memorable for their guests.

One brand @goamarriott I know is putting a lot of effort into guest experience and their new team members are just amazing. Here is #Tamara a new recruit who manages the guests as they check in and she is hands on, makes everyone comfortable, speaks with warmth and connects with everyone with empathy and love.

So glad to see young talent get such great opportunities and a brand such as @marriotthotels go that extra mile for its guests...

I spent my father's birthday, at Goa Marriott and the whole team made me feel so special. They keep making me come back. Love you all... you guys are home away from home.

Kundan, at the Restuarant made sure my favourites were ready just as I arrived each day. He is my man forever now.

Delana, Abhishek, Joseph, Tamara, Nandini, Saheel, Kundan. Love you all... truly...

Always a #marriottbonvoy loyal.... ♥♥♥♥♥"


[Read less](#) ▲


Date of stay: May 2022

Trip type: Travelled solo

This review is the subjective opinion of a Tripadvisor member and not of Tripadvisor LLC. Tripadvisor performs checks on reviews.

👍 Helpful 📤 Share

**Aakanksha** wrote a review May 2022
New Delhi, India • 1 contribution





Feedback for Tamara


"She has been an awesome host to us. Helped a lot and has a very great smile. Get more people like her to welcome with such a graceful smile. Love you **Tamara** ❤️ ❤️
Great service. Loved the way you were sweet not only with us but with everyone
Love
Aakanksha"


[Read less](#) ▲


Date of stay: May 2022
Trip type: Travelled on business

This review is the subjective opinion of a Tripadvisor member and not of Tripadvisor LLC. Tripadvisor performs checks on reviews.

 **Helpful**  **Share**

**Longinus Furtado** wrote a review Jun 2022
Mumbai, India • 4 contributions







Longinus

"Amazing property and location also amazing staff who Always warm welcome you and make you feel comfortable. Would also like to specially thanks **Tamara** from front office team who help me and my entire corporate team in many small and big requests. We booked 54 rooms for corporate and I use to always lookout for **Tamara** for any help required. Thanks **Tamara** for helping us though out. We will like to come to Marriott because of such staff."

[Read less](#) ▲

Date of stay: June 2022
Trip type: Travelled on business

This review is the subjective opinion of a Tripadvisor member and not of Tripadvisor LLC. Tripadvisor performs checks on reviews.

 **Helpful**  **Share**



Rakhi M wrote a review Jun 2022

2 contributions



Wonderful and a memorable stay at Marriott Goa!

"We visited Goa in the second week of June and stayed at Marriott. Amazing location and best view from sea facing rooms. Very clean place. Best staff and very friendly. Staff showed great hospitality which is really appreciable. A special mention for Shavinder for taking good care of us right before landing in Goa till our checkout and assisting / helping us as required. For **Tamara**, although she is doing her internship I loved her attitude towards the guests and in serving them. She guided us well regarding places to see and shop. The food was super awesome and included wide variety of delicacies everyday. Special mention for the chef Dattaguru here. He personally takes care of all the guests. He greeted us everyday and asked our feedback about the food, any scope of improvement etc. . It was really kind of him to offer to pack something for my daughter for the journey on the day of our checkout. Overall it was a wonderful stay and a memorable one too! I would highly recommend staying at Marriott."

[Read less](#) ▲

Date of stay: June 2022

Room Tip: Rooms facing the sea have the best view.

[See more room tips](#)



Location



Cleanliness



Service

This review is the subjective opinion of a Tripadvisor member and not of Tripadvisor LLC. Tripadvisor performs checks on reviews.

Helpful

Share



travel h wrote a review Mar 2023

2 contributions • 1 helpful vote



Great Job by Tamara

We travelled to Goa for our anniversary. Since I wanted to surprise my wife, I was in contact with Tamara from the Relations team. Even though I had so many last minute request with short time frames to get them done but still Tamara and her team seen that all the arrangements were done that exceeded our expectations., My darling wife was very happy with the setup and I really want to Thank Tamara for making our stay at Marriott so great and unforgettable.

[Read more](#) ▼

Date of stay: March 2023

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Day T wrote a review 9 Jun

1 contribution



Fabulous Experience at the Marriott

Marriott is home and being an elite, I am entitled to enormous amounts of benefits and services but boy! this Marriott in Goa on a whole next level. Being a Titanium Elite, The personalized and warm service received by the staff was truly commendable. I've heard that the People of Goa are warm and extremely welcoming but I've experienced it too. One mention would be of Ms. Tamara who definitely went out of her way to make sure we had a comfortable time. The previous evening of our check-out, she was a sweet note and gift placed in our room and I truly loved the gesture as they leave no stone unturned to ensure we have a great time and are bound to come back and visit again. Kudos to you guys for putting up such a great time of staff which makes us feel great to be prestigious...

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Date of stay: June 2023

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10/10

SHARMA, PIYUSH

Unit: Goa Marriott Resort & Spa (GOIMC)

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Guest/Stay Information

Property Name	Goa Marriott Resort & Spa (GOIMC)	Arrival Date	05/09/2023
Market Code/Rate Plan	21XWDA	Departure Date	05/10/2023
Market Segment	Transient	Loyalty Program Tier	Member
Room Rate (derived)	1906.90	Survey Language	English (US)
Survey Submission Status	Guest Completed	Reservation Source	GDS/Electronic (i.e. Price Line)
		Mobile Check-In	Yes

Customer Response Activity

No activities yet.

Comment

Overall Comment

👍 "I wanted to take a moment to express my **sincere** appreciation for the **outstanding service** I received during my recent stay at Marriott Goa. 🍷 From the moment I arrived, your staff went above and beyond to ensure that I had an enjoyable and memorable experience.

🍷 The attention to detail, **professionalism**, and **warm** hospitality displayed by your **staff** was truly remarkable. 🍷 I was particularly **impressed** by **Tamara** and her team. 🍷 The **room decoration** was awesome. 🍷 My wife really likes the decoration. 🍷 Please extend my thanks and gratitude to your entire team. 🍷 I look forward to staying with you again in the future."



10/10

NAYAL, MOHAN SINGH

Unit: Goa Marriott Resort & Spa (GOIMC)

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Guest/Stay Information

Property Name	Goa Marriott Resort & Spa (GOIMC)	Arrival Date	06/11/2023
Market Code/Rate Plan	21EATB	Departure Date	06/13/2023
Market Segment	Transient	Loyalty Program Tier	Member
Room Rate (derived)	1977.50	Survey Language	English (UK)
Survey Submission Status	Guest Completed	Reservation Source	Global Reservations Sales (800#)
		Mobile Check-In	Yes

Customer Response Activity

No activities yet.

Comment



Overall Comment

A true example of exceptional hospitality

Wonderful place to stay. Service was perfect, the hotel team friendly and accommodating and that has impressed us most.

We were there for our daughter's birthday and she felt like a princess and will surely return again!

A special thanks to TAMARA(guest relation) who made our stay more than perfect! Loved the surprise she had organized for her.Tamara hospitality was remarkable Loved it!

The food was excellent, but the service was even better. The staff was attentive, and seemed to anticipate our every need. Of particular note were our servers Jaideep and Narendra, and Master Chef Shalender & Chef Dattaguru ji. He spent a long time with us explaining the preparation of Indian food and answering numerous questions. His willingness to engage with us as he did was truly one of a kind.Edwin & Ashish at the Lounge(AZUR) are incredible, loved the cocktail he made with love.



MAdvan wrote a review Feb 2023

1 contribution



An appreciation post!

I have been to this property a couple of times and each time my experience has been enhanced. I would like to thank the staff for all their efforts in making our stay an amazing one. This time Tamara truly created a strong impression on us as she made sure we were well taken care of and would see that things were done for us, may it be helping us with the local attractions and everything else. God Bless you my girl.

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Date of stay: February 2023




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Abhishek R wrote a review Jun 2023

New Delhi, India • 2 contributions



●●●●●

Amazing Experience at Marriott Resorts and Spa Goa !!

What an amazing experience we just had at Marriott Goa Resort and Spa, starting with an amazing welcome to getting the rooms arranged on time. Special thanks to **Tamara**, who not only helped us get the perfect reception but also made sure that we had no issues during our stay. A surprise anniversary cake and wine made our anniversary special.



Tamara We thank you again. We will see you again soon.
Regards
Raj's


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Date of stay: June 2023

Trip type: Travelled with family

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S A wrote a review 3 Jul

1 contribution

●●●●●

Highlighting the Shining Stars at Marriott!!!!

We always love the Marriott which make us love staying us as the staff are warm and are always there to amaze you and make you feel comfortable. Being an elite, the service received at this property is just incomparable with any other one. The staff go out of their way to ensure you have the best time of your life, we travelled for a vacation and moreover for our babymoon. **Tamara** - from the guest relations team would always check on us, especially my wife to see if she need anything or would like to have something special. These small little things are what make the difference. She would send across sweet treats and notes checking on us as well. On the night prior to our departure, she had a little gift placed in our room and that was something that truly touched our heart as this was something we didn't expect but it truly shows how much the staff care about its guests and know their likes and what would make them happy the most. I would definitely recommend this property and Ms. **Tamara** all across as things like these need to be praised and recognized. Great Hospitality Guys.

[Read less](#) ▲

Date of stay: June 2023

Trip type: Travelled as a couple



Room Tip: The Rooms on the side of the gym and spa are more convenient and better

[See more room tips](#)

●●●●● Value ●●●●● Location

●●●●● Service

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Namrata wrote a review 18 Jul
 Mumbai, India • 3 contributions



Fantastic fabulous experience in Goa

Excellent service by Mr Sampuran and Miss Tamanna. Our welcome was extremely pleasing and comfortable. Any medical help, upgrade of a room and a late checkout was at its best !!

Food at the property was so kid friendly. Any specific would arrive in less than 10 mins. Mr Ganesh (manager) and mandeep were at their best. Specifications in food was so perfect.

Kids could step down to eat and the entire crew of marriott was so friendly.

Humble polite and having a big heart was a speciality of Goa marriott and resort.

A special thanks to Sampuran, Tamana, Mandeep and Ganedh in making it a fantastic experience ❤️

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Date of stay: July 2023

Trip type: Travelled with family



Value

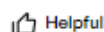


Location



Service

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Hello Tamara,

Firstly, my apologies for not having written to you before. I had every intention of providing feedback so I hope you'll be happy to receive it now.

I want to personally thank you Tamara and your team at the Goa Marriott, for what was a most relaxing and luxurious stay. My second stay with you this year and I am sure it won't be my last.

From the moment I arrived at the hotel I knew I was being looked after and my custom appreciated, especially by you Tamara. The extra check ins that you made with me were most appreciated. The open offer should I need anything was honest and true.

As an Ambassador, I travel a lot and I have to say that out of all the Marriott hotels I have stayed in over the years, the service and the dedication I have received at the Goa Marriott is and has been the best, each time.

If I had any recommendation to you, it would be to keep doing what you are doing, as you do it so well.

I may not have used all the facilities on offer as I wanted a weekend of chilling. But, for those that I did, I also have to call out the exemplary service and courtesy that I received. The team in the Azul bar and the chefs made dining with you a pleasure and Christoph who served me an each breakfast time went out of his way to make me feel at home.

I don't have a bad thing to say about anything or anyone.

Thank you again for the most pleasurable stay. I look forward to returning to Goa Marriott in the coming months.

Yours,

Michael J Hands

Michael.j.hands@icloud.com



Sona M wrote a review Jun 2023

India • 2 contributions



Memorable stay at Goa Marriott Resort & Spa

What started out with a 'not so pleasant' experience due to an unsatisfactory room being allotted to us on check in and a huge wait in spite of us being Platinum elite members; was completely turned on it's head to give us a superlative experience. Nandini Bose deserves a special mention (she heads guest relations). A quick chat with her highlighting our displeasure; she ensured we get the best room which was available for our stay. Not only that she kept checking on us continuously to ensure we were comfortable. The Urrak was well received by us :) cheers and thank you.. Naval from housekeeping did a very good job.. Shriram at the concierge desk helped us plan the dolphin cruise in a private boat and gave us lot of tips for local food and places to visit. Chef Shailendra at the restaurant with his smiling face checking on the food everyday at breakfast. **Tamara** at the front desk was courteous and very welcoming. Thank you team Goa Marriott Resort & Spa

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Date of stay: May 2023

Trip type: Travelled with family

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t j s wrote a review May 2023

Mumbai, India • 2 contributions



Fabulous Experience at the Marriott

We visited this summer with my family and we had a ball. The warm welcome and smooth check-in with a amazing sea view room given by **Tamara** was the best we could ask for. She was always there to make sure we were comfortable and my kids too had a great time. Akshat from the restaurant was also very nice and warm. Our overall stay was indeed way too awesome. We will surely recommend this place to everyone.

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Date of stay: April 2023



Value



Service



Location

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vikask26 wrote a review Apr 2023

📍 Bengaluru, India • 4 contributions



Perfect destination to chill out along with family and friends 😊

Goa Marriott Resort and Spa turned out to be the perfect destination to chill out along with my family which included a furry member.

We stayed for 5 nights thoroughly enjoying each and every moment. Resort location is just perfect. Centrally located, it is very conveniently connected with North as well as South Goa. Food was awesome and what made it memorable was the genuine service provided by each and every staff member we came across.

We were welcomed by Lynn and **Tamara** who made us feel at home in no time and then ensured we were comfortable throughout our stay. Nandini was kind and excited enough to chalk out an itinerary for us, specifically keeping in mind our kid's excitements. Joseph Raphael, Manju, Khevana and the Chefs went out of their way to pamper us. Akshhat was proactively available to check on our comfort and to ensure our requirements were fulfilled. Housekeeping associates were equally great at their job.

I would highly recommend Goa Marriott Resort and Spa and would eagerly wait for my next trip 😊

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Date of stay: April 2023



Value



Location



Service

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sza d wrote a review Apr 2023

1 contribution



Best Vacation so far

The service of Marriott's is very nice and welcoming. We were given a warm and lovely welcome by **Tamara** and she made sure we had our room given to us way before time which helped us greatly. She has been very kind and helpful during our stay. The food is really good. Would like to raise a toast to the management for the having your best people forward who know how to create and make us have the best and unforgettable holiday.

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Date of stay: April 2023



Value



Location



Service


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Discover53143774769 wrote a review Apr 2023
 Mumbai, India • 1 contribution




Perfect


It was amazing experience and more because of Staff name **TAMARA** at the front desk. She is so perfect at her job. She went extra mile to help me out from calling for doctor (I has ankle twist) to letting me know evry detail of the property to guiding me about Goa so nicely. He sweet gesture made my trip go extraordinarily beautiful and relaxed. Thank you so much.

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

Date of stay: April 2023


Trip type: Travelled on business


 Value
  Location

 Service

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gulexplorer t wrote a review Apr 2023
 1 contribution


Fabulous Experience at the Marriott

A true delight to have been a guest at the Marriott Goa. The property is fantastic and the staff too are very warm and friendly. Our constant point of interaction was Ms. **Tamara** and she left no stone unturned to ensure our stay was fabulous. She helped us out with every detail of our stay and also places we could visit and shop too. We are looking forward to visit again. Thanks **Tamara** once again. A must visit destination.



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Date of stay: April 2023

Trip type: Travelled with friends



Room Tip: Look out for the bay view rooms

See more room tips

 Value
  Location

 Service

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Prashant wrote a review Apr 2023

New Delhi, India • 1 contribution



Exceptionally polite and caring staff

Amazing service, extremely polite staff. Great view.

Personally interacted with Anamika and Tamara excellent people, went extra miles in helping with the upgradation and early checking and other services

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Date of stay: March 2023

Trip type: Travelled as a couple



Value



Service



Location

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Sneha A wrote a review Mar 2023

1 contribution



Amazing experience

Fabulous property and good location. Beach front with a swimming pool right on the edge of the beach. The staff is so warm and cordial then it makes the whole experience so beautiful. Tamara from the staff put in so much effort to make our daughter's stay fun. Akshata along with others from the restaurant remembered our preferences and was so warm. Apart from the casino loved our stay and will definitely think about going again.

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Date of stay: March 2023



Value



Service






Location

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SalmaMoosa wrote a review Feb 2023
 Bengaluru, India • 19 contributions • 1 helpful vote


●●●●●

Special Celebrations

Marriott Goa (MHRS) is my home. The place is beautiful & up-lifting. Simply Grills is just the perfect location to spend a beautiful waterfront evening with great food. Last but not the least, people who make it all so warm and welcoming... Delana.. the Queen of my hearts, the welcome hug just sets the tone to everything beautiful there. Then these young team members, Joseph at Simple Grills, he makes sure of every detail of your choice is full filled and keep you happy and satisfied when it comes to food & expectations. Then it's my Doll, **Tamara** in Customer Relationships. She is one who has just made home so deep within my heart that it becomes just impossible to not love her more and more every single time I com here... ❤️

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Date of stay: February 2023
Trip type: Travelled with friends


travel h wrote a review Mar 2023
 2 contributions • 1 helpful vote

●●●●●

Great Job by **Tamara**


We travelled to Goa for our anniversary. Since I wanted to surprise my wife, I was in contact with **Tamara** from the Relations team. Even though I had so many last minute request with short time frames to get them done but still **Tamara** and her team seen that all the arrangements were done that exceeded our expectations., My darling wife was very happy with the setup and I really want to Thank **Tamara** for making our stay at Marriott so great and unforgettable.


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Date of stay: March 2023

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Venture42626670988 wrote a review Feb 2023
 1 contribution





Hotel is excellent and the views are awesome



Specially. Thanks to **Tamara**(front guest relations), Komal front desk and ishvar from restaurant who all make my husband's birthday special with their innovative ideas..hotel is too good I think everyone must visit one time in lifetime 😊


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Date of stay: February 2023


Trip type: Travelled solo

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Sulabh Tandon wrote a review Mar 2023
 3 contributions





Nice stay, courteous staff

Our stay at Marriot was made special by the staff specially **Tamara**. It was actually my wife's birthday and I had requested her if she can help with some basic decor etc, but she went out of her way and ensures every day there was some surprise waiting for her at our room and also got lovely decor and cake arranged on her birthday... Thanks **Tamara** and team... You were wonderful... Overall the hotel experience was nice including the spread of buffet and staff service... Obviously the price of the property is largely driven by the excellent location but one swimming pool is very small and the other is boringly located... There were some not so nice beverage policies which the hotel should look into...otherwise the staff in the waterfront restaurant was mostly very nice and happy to help... Once again thanks to **Tamara** for all the help... :-)

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Date of stay: February 2023

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Lakshmi V wrote a review 5 Aug

1 contribution



Awesome Monsoon Experience

Recently I had travelled to Goa with friends and stayed at Mariott Panjim. Being with friends is itself special, but our stay at this wonderful resort has become a memorable one The whole team were so warm and cordial ... Special mention to Ms. **Tamara** ...who upon my friends' request arranged such a beautiful décor for my birthday in our room. It was very special moment for all of us. And also a big thank you to Mr. Shriramfor being so accommodative and helping us with all our queries. Ms. Delana and Chef Dutta with his team were amazing too. Kudos to team Mariott, Panjim Goa

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Date of stay: July 2023

Trip type: Travelled with friends



Value

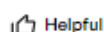


Service



Location

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Advani wrote a review Feb 2023

5 contributions



Birthday holiday done right

Right from check-in to check-out, the time spent at the luxurious property was made truly memorable. Nandini as always ensured the room was ready before arrival with our requests for pillows, AC, etc totally looked after. A delicious cake along with balloons and decoration made the birthday trip extra special. Barkha and **Tamara** at front desk deserve a mention. Naval kept our room spic-and-span. Delana took personal interest in our feedback and offered royal treatment. We can truly say this is OUR hotel. See you in a couple of months!

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Date of stay: February 2023

Trip type: Travelled as a couple

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Malhotra M wrote a review Jan 2023

New Delhi, India



Great Staff At Marriott

I had come to Goa for a brief period of time and unfortunately wasn't staying at the Marriott. I had come to meet the Club Marriott team who were very helpful. I also came across this kind young girl- **Tamara** at the Marriott. As I was sitting at the Lobby waiting for someone, she approached me and asked if I needed anything and suggested that I should try the masala tea which they have at their bakery and to my surprise the tea was really good. It was delivered to me in no time. Marriott indeed has great staff and to my bad luck I was not able to stay at the Goa Marriott but I am going to surely come and stay here in my next visit to Goa. Kudos to the staff very kind and helpful to not only the people staying in the resort but even the people who just visit the lobby or guest alone.

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Date of stay: January 2023

Trip type: Travelled as a couple

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Diksha dhir wrote a review Feb 2023

4 contributions



Good experience

Very comfortable and memorable stay
Beautiful reception and in house casino was fun
Special thanks to Ms. **Tamara** for being so kind and helping me out to make this trip even more sweeter.
Thanks to Mr. Avinash from restaurant for being so cooperative

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Date of stay: February 2023

Trip type: Travelled with family


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Varun S wrote a review Jul 2023
 2 contributions





Granny's 90th @ Goa Marriott Resort & Spa! Simply the Best!

A holiday consists of a wonderful location, sumptuous food, and comfortable property! However, what makes a holiday fabulous are the people at the Goa Marriott Resort & Spa! Many thanks to Nandini, Tamara, Rajesh, Delana & Avinash, for taking care of every small request. From pick-up to drop-off and everything in between, each moment was special. My grandmother's 90th celebrations were awesome all thanks to the warmth of this special team @ Goa Marriott! Keep up the good work. Look forward to our next visit.

Varun Sachdeva

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

Date of stay: July 2023


Trip type: Travelled with family


Room Tip: Must Visit places - Yazu : Asian Jamun : Coastal

[See more room tips](#)

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Harbaksh M wrote a review Feb 2023
 1 contribution



Excellent, unparalleled exceptionally great & thrilling experience.

Frequent visitor to Marriott goa. Excellent place with unmatched hospitality especially of Ms Tamara who is so beautifully taking care of guests in lobby& other parts of the property. I am so pleased to notice her warm welcome. I must say she is tirelessly attending to every one .



In totality I must express that I would visit the property time & again Great vibes.

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Date of stay: February 2023

Trip type: Travelled as a couple

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Sumeet R wrote a review Jul 2023

3 contributions



Amazing Hospitality beyond words.

We had a fantastic stay.

Everything from pre-checkin to stay to checkout was a breeze and I was absolutely delighted by the hospitality. **Tamara** called me before arrival and was kind enough to arrange the best of decor, amenities, etc. Delana was very helpful with making all the arrangements for the birthday celebration. Both of them are true gems of your hotel and stayed in touch throughout the stay to keep us happy and ensured we had a blast. Not just us, they were everywhere meeting all the guests and ensuring that everyone is happy and helped everyone plan their day with their suggestions and cheerful conversations. It was such a delight to see a merry atmosphere which the team created and smiles on everyone's faces.

Chefs and service staff were very kind and offered customisation and breakfast specials which were amazing. Overall a great hotel in terms of product, service and more than that the people we met who were not just working but enjoying their work by spreading contagious smiles.

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Date of stay: July 2023

Trip type: Travelled as a couple

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10/10

RAJ, ABHISHEK

Unit: Goa Marriott Resort & Spa (GOIMC)

July 11, 2023 at 12:25 AM EST ☆

[0 subscribers](#)

Room Rate (per room) 2006.35

Survey Language English (US)

Survey Submission Status Guest Completed

Notification Source Other

Mobile Check-in No

[Subscribe](#)

Customer Response Activity

No activities yet.

Comment




Overall Comment

☺ I hope this email finds you well. ☺ I am writing to express my utmost satisfaction and gratitude for the incredible experience I had during my recent stay at your hotel. ☺ I believe it is essential to acknowledge the **exceptional service** and **outstanding** work by **Tamara**, who went above and beyond to make my visit truly memorable.


☺ From the moment we stepped into the hotel lobby, we were greeted with warmth and genuine hospitality. ☺ The **check-in process** was seamless, thanks to Tamara, who promptly handled all formalities while ensuring that we felt welcome and comfortable. ☺ Her attention to detail and personalized approach truly stood out.

☺ Our room was arranged in no time, as we wanted, and my kid was also welcomed in a very good way; ☺ **he** was very happy with the way **he** was greeted and responded. ☺ I would like to extend my gratitude to Tamara; ☺ **she** has not only **helped** us and taken care of us during our stay ☺ but also led by example that good hospitality can create a lot of positivity. ☺ Thanks again, Tamara, and I wish you all the best. ☺ See you soon.

Topics: Arrival & Departure - Check-In - Ease Staff - Staff Professionalism - Staff Overall
Staff - Staff Helpfulness - Staff Overall


10/10

DEVA, SAUMITRA
Unit: Goa Marriott Resort & Spa (GOIMC)
Submitted from: Anonymous Property


June 26, 2023 at 12:47 AM EST


[0 subscribers](#)

No activities yet.

Subscribe

Comment

 Overall Comment
We visited the resort for a family vacation and the **staff** really took **good care** of us. 🌟 **Special** mention to Nandini, Tamara and Delana for making our stay memorable since it also happened to be our wedding anniversary during the stay.
Topics: Staff - Staff Professionalism - Staff Overall
Reason for Brand Question Rating
🌟 The staff went out of their way to make sure we were having a good experience during the stay. 🌟 They arranged for a cake, chocolates, wine, drinks and balloon decor for us during the stay due to our wedding anniversary. 🌟 During dining at waterfront restaurant the **service** was **exceptional** and the food great. 🌟 Highly recommend the place to everyone.
Topics: Staff - Staff Professionalism - Staff Overall

Guest Satisfaction

Primary Metric


Intent to Recommend (Property)

10


Loyalty

Elite Appreciation

10


10/10

FERNANDES, JOAO
Unit: Goa Marriott Resort & Spa (GOIMC)
Submitted from: Anonymous Property


June 23, 2023 at 7:30 PM EST


[0 subscribers](#)

No activities yet.

Subscribe

Comment

 Overall Comment
We arrived early 🌟 but no hassles at all as we were made to feel comfortable in the check in lounge area overlooking the Mandovi River.
And then on we had a brilliant time in the **comforts** of our **room** and the facilities within the Marriott property.
Two names that comes to my mind are Riya and Tamara they really know how to make your stay effortlessly brilliant.
Topics: Guestroom - Bedroom - Overall Comfort
Reason for Brand Question Rating
🌟 More than anything else the staff that makes you feel at home

Guest Satisfaction

Primary Metric


Intent to Recommend (Property)

10

Loyalty

Elite Appreciation

10


10/10

SHETTY, DIPTI
Unit: Goa Marriott Resort & Spa (GOIMC)

July 31, 2023 at 6:14 AM EST


[0 subscribers](#)

Customer Response Activity

No activities yet

[Subscribe](#)

Comment

 Overall Comment
Our stay in Marriott was awesome. A very pleasant and convenient stay. Good food and very attentive service. The room was roomy and comfortable. The hospitality was absolutely perfect

Topics: Guestroom - Bedroom - Size Staff - Staff Professionalism - Staff Overall

Reason for Brand Question Rating
Our experience with Goa Marriott has become a beautiful memories. we were taken care as a family. We were in constant touch right before arriving on airport till we were dropped. Tamara furtado (Guest relations) who was with us all the time whenever in need. Her service was awesome. She made our stay beautiful. We friends were meeting after 15 years and Goa Marriott made it so special with loads of surprises. We were touched.


Topics: Staff - Staff Professionalism - Staff Overall

Guest Satisfaction

Primary Metric

Intent to Recommend (Property)

10


10/10

NAYAL, MOHAN SINGH
Unit: Goa Marriott Resort & Spa (GOIMC)

June 16, 2023 at 1:49 AM EST


[0 subscribers](#)

Customer Response Activity

No activities yet

[Subscribe](#)

Comment


 Overall Comment
A true example of exceptional hospitality

Wonderful place to stay. Service was perfect, the hotel team friendly and accommodating and that has impressed us most.
We were there for our daughter's birthday and she felt like a princess and will surely return again!
A special thanks to TAMARA(guest relation) who made our stay more than perfect! Loved the surprise she had organized for her.Tamara hospitality was remarkable Loved it!

The food was excellent, but the service was even better. The staff was attentive, and seemed to anticipate our every need. Of particular note were our servers Jaideep and Narendra, and Master Chef Shalender & Chef Dattaguru ji. He spent a long time with us explaining the preparation of Indian food and answering numerous questions. His willingness to engage with us as he did was truly one of a kind.Edwin & Ashish at the Lounge(AZUR) are incredible. loved the cocktail he made with love.
This is a place to be. Ten of 10 for food,drinks and service.

The sunset view from the room at Miramar beach mesmerizes. Cherish memories of this stay. Highly recommended for family vacations

Looking forward to our next visit. Many thanks and your training and hospitality skills are the best in the world.


9/10

TANDAN, ADITI
Unit: Goa Marriott Resort & Spa (GOIMC)

July 28, 2023 at 8:51 AM EST


[0 subscribers](#)

Customer Response Activity

No activities yet

[Subscribe](#)

Comment

 Overall Comment
The staff was the best part of the hotel. Very warm and welcoming

Topics: Staff - Staff Professionalism - Staff Overall

Reason for Brand Question Rating
Special thanks to Tamara for her beautiful and thoughtful gesture for my daughter - even after the trip we carried away memories

Topics: Staff - Staff Professionalism - Staff Overall

Guest Satisfaction

Primary Metric

Intent to Recommend (Property)

9

Hi,

My family and I spent a weekend at your property recently (29 Jul ~ 31 Jul).

We had a wonderful time and thoroughly enjoyed our stay. Goa during the monsoon has its own allure and staying at the Marriott was an added plus.


The room and services were excellent, as was the food at the restaurants. Restaurant Chef Pillai, in particular, was amazing.

I would like to specially thank Ms. Tamara, Customer Services, for her efforts to ensure our stay was perfect. She is a very warm and approachable person - exceptionally fit for her customer facing role. We wish her all the best for her future endeavours.


The weekend was special as we were celebrating my wife's birthday. Tamara set up a wonderful surprise, which we will remember for a long time. Also thanks to Jyoti and Abid who decorated our room in pink !!

You have a great team and we will be back again very soon.

Regards
M. S. Ashok

 9/10

FERNANDES, REGGIE
 Unit: Goa Marriott Resort & Spa (GOIMC)


April 25, 2023 at 12:20 PM EST 

[0 subscribers](#)

Customer Response Activity

No activities yet. [Subscribe](#)

Comment


 Overall Comment
 We stayed for 2 nights in preparation for our wedding. 🟢 The property and staff were excellent. 🟢 Tamara from guest relations was exceptionally helpful and made the two days special and a breeze. 🟢 It was a memorable stay to celebrate our wedding, thanks to Tamara and the team. 🟢 Delana too was very kind and helpful as well.

Topics: Staff - Staff Professionalism - Staff Overall


Guest Satisfaction

Primary Metric

Intent to Recommend (Property) 9

 7/10

MAHADEVAN, SHANKAR
 Unit: Goa Marriott Resort & Spa (GOIMC)


April 25, 2023 at 10:35 AM EST 

[0 subscribers](#)

Customer Response Activity

No activities yet. [Subscribe](#)

Comment

 Overall Comment
 The property is excellent.
 The staff is excellent
 The room is excellent
 The service is excellent... BUT..
 There was absolutely NO privacy for me and my family. 🟡 We were in one of the top suites of the hotel 🟡 but there were people continuously present outside our room because of which I had to keep my curtains closed all the time. 🟡 I just could not chill outside my room which according to me is the vibe of Goa. 🟡 Even after 11.30 pm .. a whole lot of corporate guests were sitting on the boundary wall and drinking .. that was a bit of a disappointment for me and my family. 🟡 Everything else was fantastic .. Tamara was extremely courteous and warm.

Topics: Staff - Staff Professionalism - Staff Overall Guestroom - Bedroom - Temperature

Received over 500 + reviews over TripAdvisor, Guest Voice,
MakeMyTrip, Booking.com and other online platforms.

Appraisals

Industrial Training PERFORMANCE APPRAISAL FORM (PAF) Integrated MBA (Hospitality, Travel & Tourism)

Name of Student: <u>Tamara Furtado</u>	Term: _____
Name of the Organization: <u>Gos Mainett R28</u>	Duration: <u>2 months</u>
Department: <u>F&BS / FP / HK / FO / Guest Relations</u>	From: <u>17th May 22</u> To: <u>17th July 22</u> (specify)

Appearance

Immaculate Appearance, Spotless uniform, Well groomed hair, Clean nails & hands	✓ 5
Smart Appearance, Crisp uniform, Acceptable hair, Clean nails and hands	4
Well Presented, Clean Uniform, Acceptable hair, Clean nails & hands	3
Untidy hair, Creased ill kept uniform, Hands not clean at times	2
Dirty / dishevelled, Long / unkempt hair, Dirty hands & long nails	1

Punctuality / Attendance (_____ days present out of _____ days)

On time, Well Prepared, Ready to commence task, Attendance Excellent	100%	✓ 5
On time, Lacks some preparation but copes well, Attendance Very good	90%	4
On time, Some disorganized aspects just copes, Attendance Regular	80%	3
Occasionally late, Disorganized approach, Attendance irregular	60%	2
Frequently late, Not prepared, Frequently absent without excuse	50%	1

Motivation

Demonstrates ambition to achieve progressively.	✓ 5
Positively seeks to improve knowledge and performance	4
Shows interest in all work undertaken.	3
Is interested only in areas of work preferred.	2
Lacks drive and commitment.	1

Attitude to Colleagues / Customers

Wins / retains highest regard from colleagues has an outstanding rapport with clients	5
Polite, considerate and firm, well liked.	✓ 4
Gets on well with most colleagues, Handles customers well.	3
Slow to mix, weak manners, is distant has insensitive approach to customers	2
Does not mix, relate well with colleagues & customers	1

Attitude to Supervision

Welcomes criticism, Acts on it, very co-operative	✓ 5	+10
Readily accepts criticism and is noticeably willing to assist others.	4	
Accepts criticism, but does not necessarily act on it.	3	
Takes criticism very personally, broods on it.	2	
Persistently disregards criticism and goes own way.	1	

1

Initiative

Very effective in analyzing situation and resourceful in solving problems	5
Shows ready appreciation and willingness to tackle problems	✓ 4
Usually grasps points correctly.	3
Slow on the uptake.	2
Rarely grasps points correctly.	1

Reliability / Comprehension

Is totally trust worthy in any working situation?	✓ 5
Understands in detail, why and how the job is done.	
Can be depended upon to identify work requirements and willing to complete them. Readily appreciates, how and why the job is done.	4
Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand	3
Cannot be relied upon to work without supervision.	2
Comprehends only after constant explanation.	
Requires constant supervision. Lacks any comprehension of the application.	1

Responsibility

Actively seeks responsibility at all times.	
Very willing to accept responsibility.	✓ 5
Accepts responsibility as it comes.	4
Inclined to refer matters upwards rather than make own decision.	3
Avoids taking responsibility.	2
	1

Quality of Work

Exceptionally accurate in work, very thorough usually unaided.	✓ 5
Maintains a high standard of quality	4
Generally good quality with some assistance.	3
Performance is uneven.	2
Inaccurate and slow at work.	1

Quantity of work

Outstanding in output of work.	✓ 5
Gets through a great deal.	4
Output satisfactory.	3
Does rather less than expected.	2
Output regularly insufficient	1

Total 59 / 50

Name of Appraiser: Mahima Trivedi Signature: MahimaDesignation of Appraiser: Director of Rooms Date: 22/07/22Contact Number / email.id: 9145096022Signature of Student: [Signature] Date: 22/07/22

Industrial Training
PERFORMANCE APPRAISAL FORM (PAF)
 Integrated MBA (Hospitality, Travel & Tourism)

Name of Student: <u>Pamasa Furtado</u>	Term <u>9th January 2023</u> - till
Name of the Organization: <u>Goa Marriott Resort & SPA</u>	Duration: <u>7 months</u>
Department: <u>F&BS / FP / HK / FO / Guest Relations Assistant</u> (specify)	From: <u>9th Jan</u> To: <u>22nd July</u>

Appearance

Immaculate Appearance, Spotless uniform, Well groomed hair, Clean nails & hands	5
Smart Appearance, Crisp uniform, Acceptable hair, Clean nails and hands	4
Well Presented, Clean Uniform, Acceptable hair, Clean nails & hands	3
Untidy hair, Creased ill kept uniform, Hands not clean at times	2
Dirty / dishevelled, Long / unkempt hair, Dirty hands & long nails	1

Punctuality / Attendance (days present out of days)

On time, Well Prepared, Ready to commence task, Attendance Excellent	100%	5
On time, Lacks some preparation but copes well, Attendance Very good	90%	4
On time, Some disorganized aspects-just copes, Attendance Regular	80%	3
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Frequently late, Not prepared, Frequently absent without excuse	50%	1

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Performance is uneven.	2
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Quantity of work

Outstanding in output of work.	5
Gets through a great deal.	4
Output satisfactory.	3
Does rather less than expected.	2
Output regularly insufficient	1

Total 50 / 50

Name of Appraiser:

Sampran Singh

Signature:

Sam

Designation of Appraiser:

AFOM

Date:

22/07/23

Contact Number / email.id:

SAMPRAN. YADAV@MARLPORT.COM

Signature of Student:

[Signature]

Date:

22/7/23

Appendix – V

Memories and Fun Moments at Work





Independence Day 2023



Last day of Internship



AAW 2023

Appendix – VI

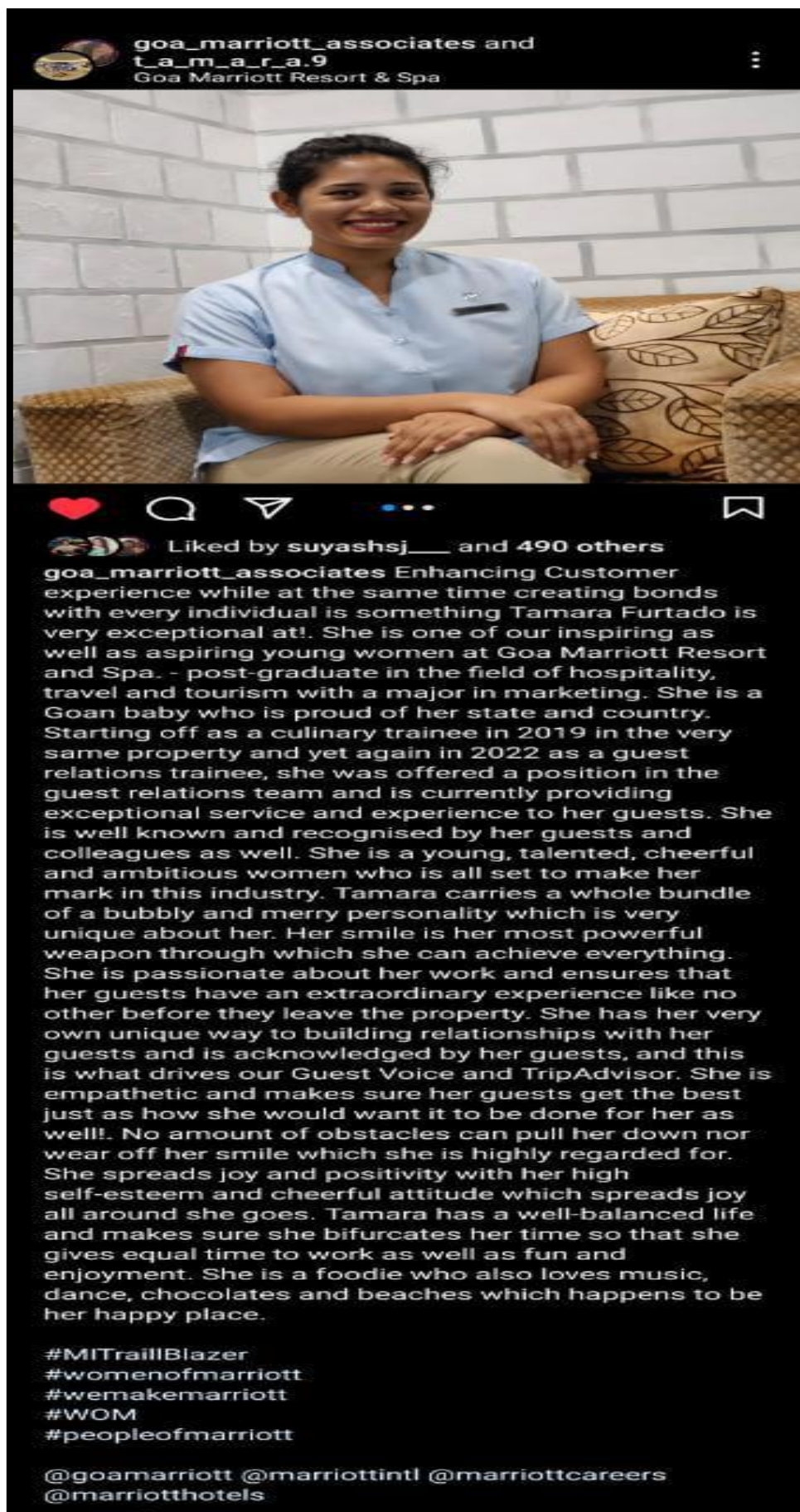
Appreciations and Recognitions

Brilliant Host Award




Celebrating the 1000th Marriott Hotels

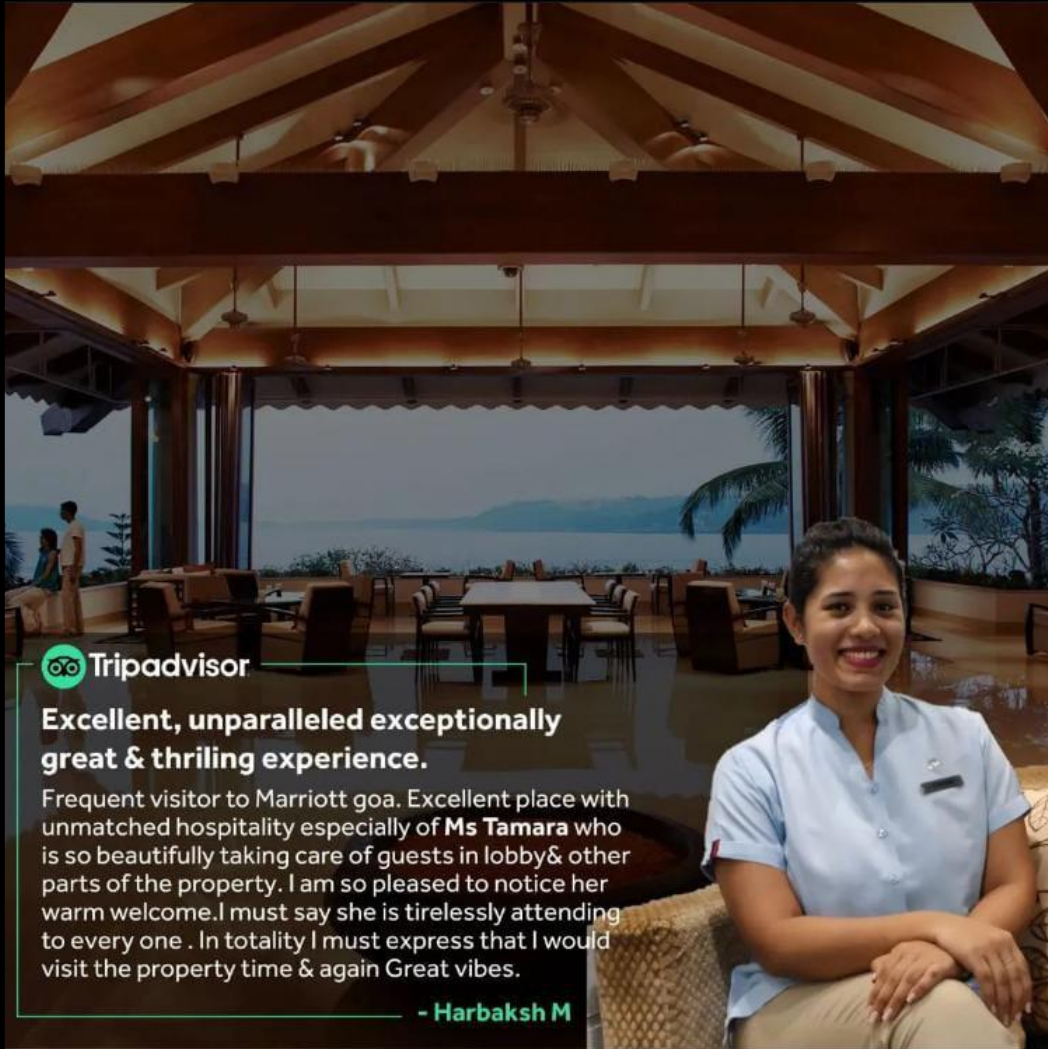





Recognized on Women's Day 2023






goamarriott
 Goa Marriott Resort & Spa


Recognized on Instagram




Tripadvisor

Excellent, unparalleled exceptionally great & thrilling experience.
 Frequent visitor to Marriott goa. Excellent place with unmatched hospitality especially of **Ms Tamara** who is so beautifully taking care of guests in lobby& other parts of the property. I am so pleased to notice her warm welcome. I must say she is tirelessly attending to every one . In totality I must express that I would visit the property time & again Great vibes.
 - Harbaksh M


 Liked by **suyashsj__** and 134 others

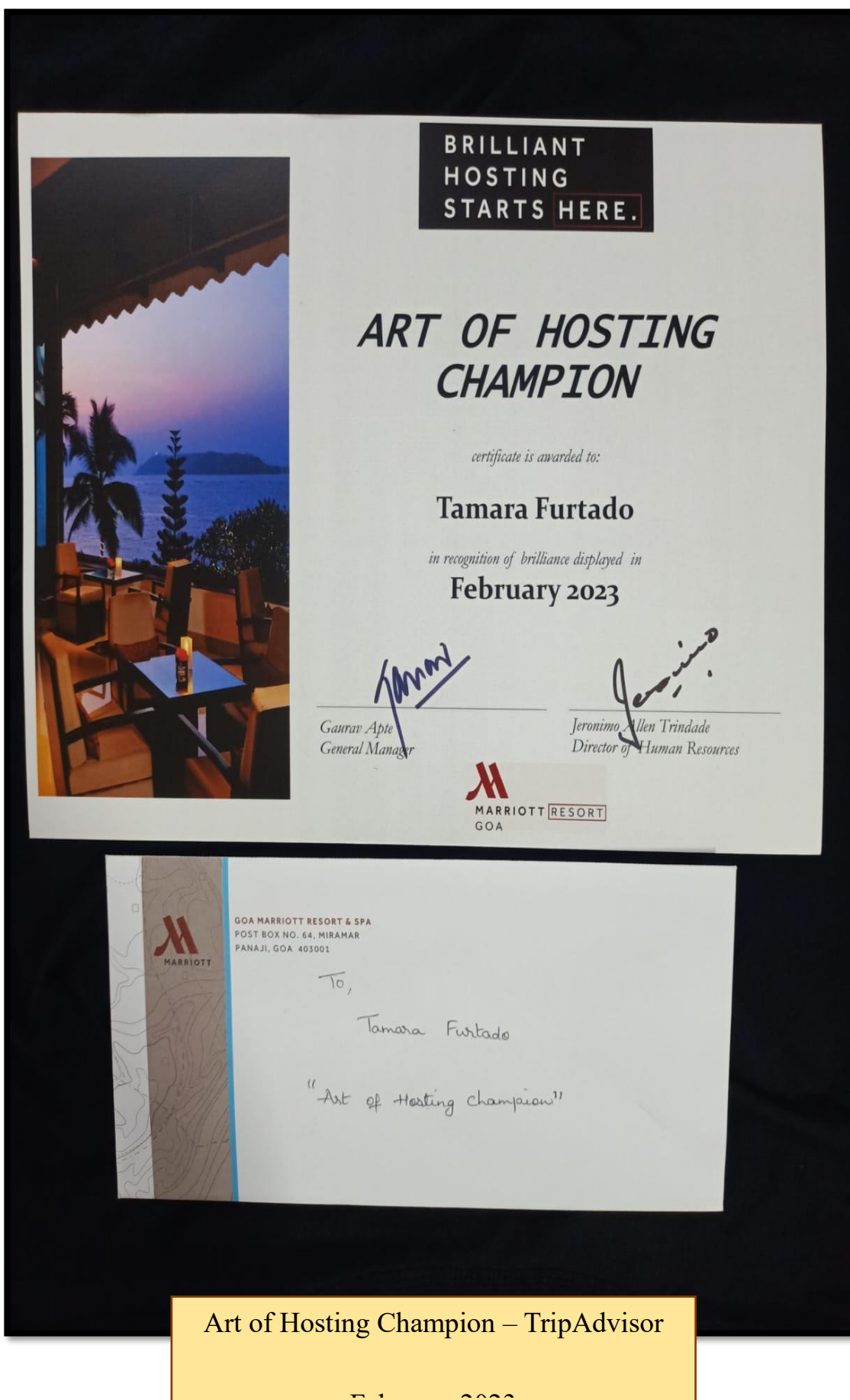
goamarriott Thank you for these wonderful words. Every positive feedback we get encourages us to provide our patrons with experiences that they will remember for ages.

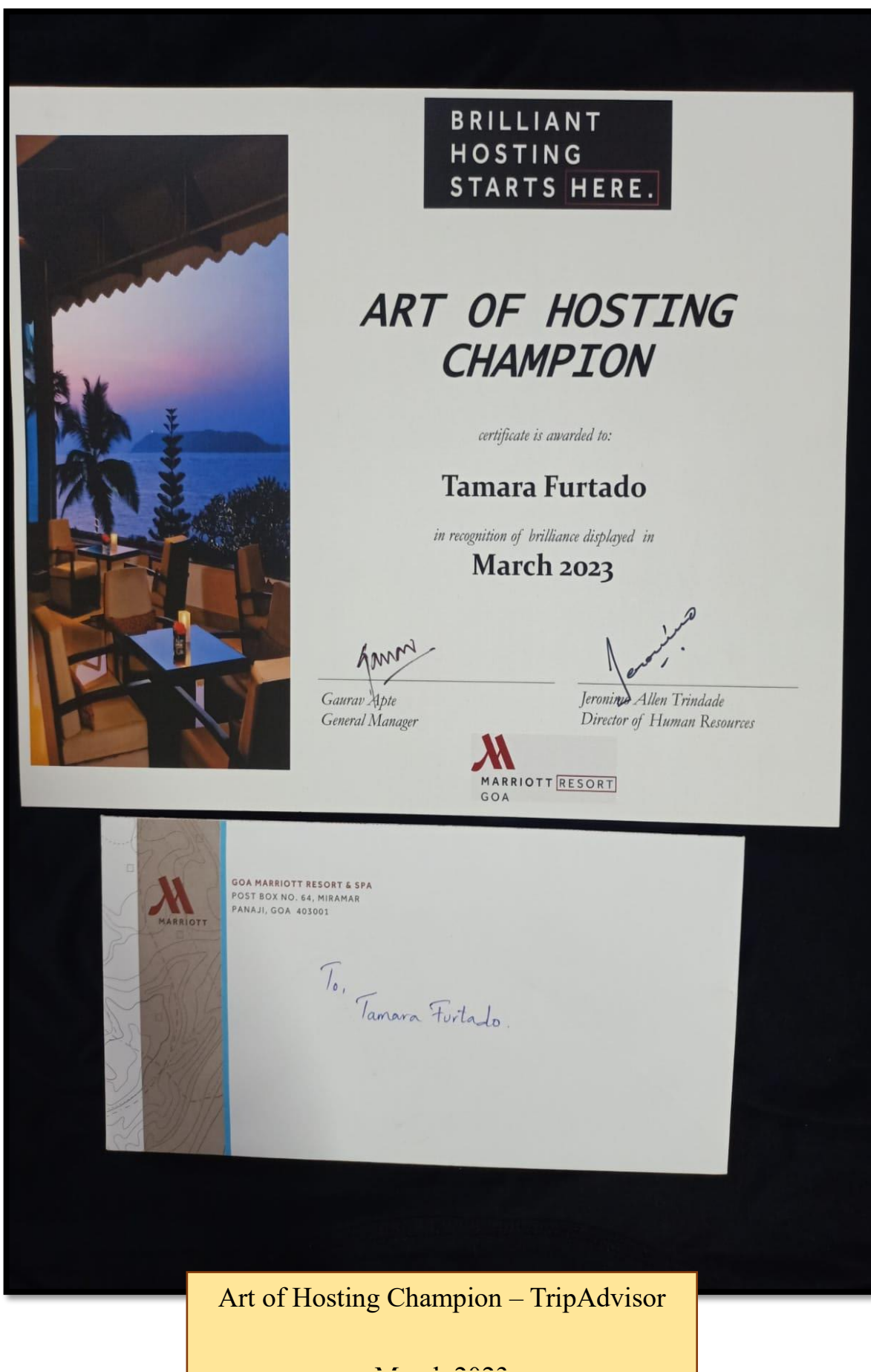
#GuestReview #ItsBetterAtGoaMarriott #Goamarriott #HappyGuests #TripAdvisorReviews



Brilliant Support Award –

May 2022







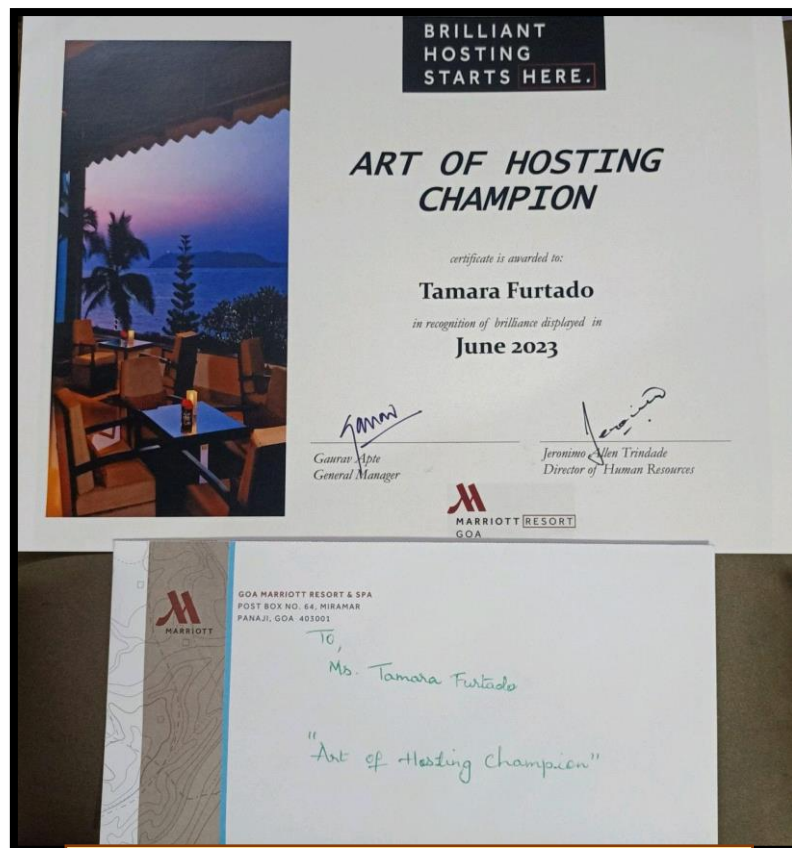






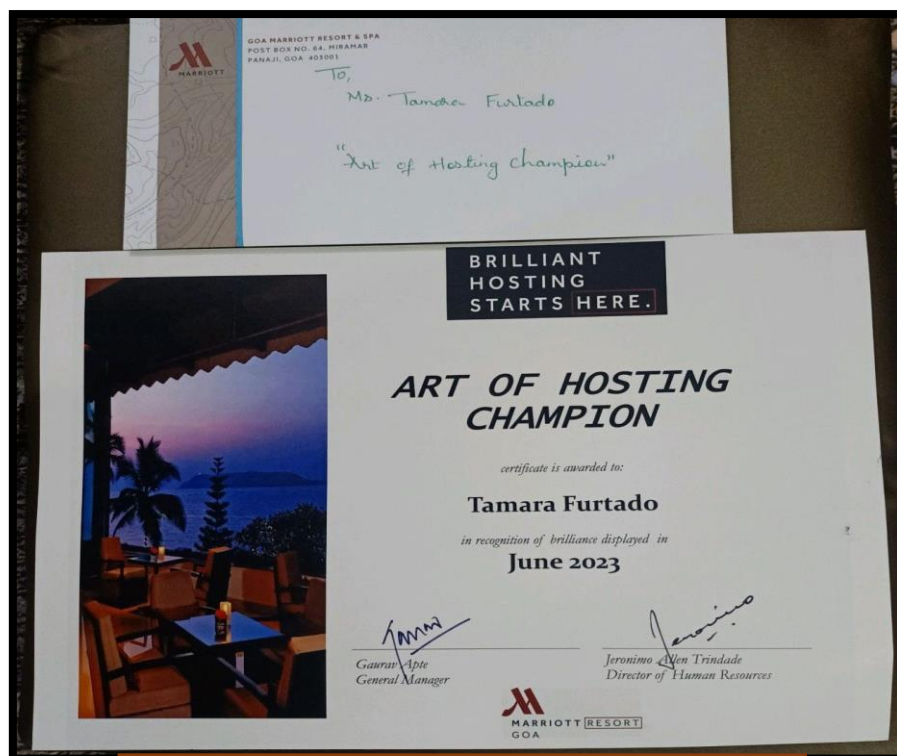
Art of Hosting Champion – TripAdvisor





Art of Hosting Champion – TripAdvisor





Art of Hosting Champion – Guest Voice



BRILLIANT BEST**Day 7**

#People Of Marriott
#Women Of Marriott



Tamara Furtado

ADVANCING THE ART OF HOSTING
Creating Personal Connections • Responding to Cues • Making It Brilliant



Recognized on Women's Day 2023