

INTERNSHIP REPORT

**Doubletree By Hilton Goa panaji**

SUBMITTED TO

DEPARTMENT OF MANAGEMENT STUDIES (MBA-INTEGRATED)

GOA BUSINESS SCHOOL

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

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# Acknowledgements

I would like to extend my greatest appreciation to my supervisors. Their tremendous support, encouragement and motivation every time has been invaluable to me. During these Six months, I have also collaborated with many colleagues for whom I have great regard, and I wish to extend my warm thanks to all who have helped me with my work.

I would like to thank all whose direct and indirect support helped me to complete my internship, without their support it would not have been possible.

Thank you KGS Sir, Maam Albino, Sir Kevin Dsouza, Maam Sujal Naik, Sir Sadanand

And all Faculty staff for giving me all the knowledge in all this 5 years time.

## Summary

The most thankful movement was I got an opportunity is that I got chance to work in Human resource Department. Human resource department is basically taking care of at our work place its not only about hiring or firing. Its about giving a chance to start with career plan its also about learning new things and giving trainings and giving more knowledge to employees.

The most interesting role in this is that you get a chance to interect with new people everyday and we learn about communication and also helps to bulid network.

One of my best learning about this internship that how to keep yourself motivted and how to organize the work and do step by step and also about communications skills which is important in day todays life and most importantily I learned is management skills.

Never to forget this days since I have learnt so many things and at side enjoyed the as I do which I always used to and love the work I used to do.

I am sure that this training have helped me to grow now as well as for future

## All About Hilton



Welcome to doubletree family

A central Goan resort with Mandovi River views tucked between lush forest and the claming waters of the mandovi river. We are located 10 min away from the UNESCO world heritage site at old goa. Goa's capital city Panaji and Miramar beach are both 15 min away with having 160 guest rooms.

### Amenities

- Connecting rooms
- Parking
- Non- smoking rooms
- Digital keys
- Concierge service
- Spa

- Executive lounge
- On site restaurant
- Outdoor pool
- Gym
- Meeting rooms

## **OUR PURPOSE PLATFORMS**

### **Vision**

To fill the earth with the light and warmth of hospitality-by delivering exceptional experiences- every hotel, every guest, every time.

### **Mission**

To be the most hospitable company in the world – by creating heartfelt experiences for guests, meaningful opportunities for team members, high value for owners and a positive impact in our communities.

### **Values**

HOSPITALITY   INTEGRITY   LEADERSHIP   TEAMWORK  
OWNERSHIP   NOW .

# HILTON BRANDS



- ✓ Double by Hilton
- ✓ Conrad hotels & resorts
- ✓ Embassy suites hotels
- ✓ Hampton inn & suites
- ✓ Hilton garden in
- ✓ Spark

## **Rewards & Recognition for Team Members**

Every month we have recognition for Heart of House and Front of House team members.

- Service Awards - Hilton is very proud of the various service milestones achieved by our Team Members. In recognition, we present awards for the 5th, 10th, 15th, 20th, 25th etc. years of service. This includes a gift, an anniversary pin and a celebration.
- Team Member and Leader of the month/year- Recognizing team members who are demonstrating and living up to the Hilton Values
- Guest Champion Award- Recognizing team members for creating exceptional guest experiences.
- The Innovation Award- Recognizing team members for inventing/improvising an existing process/practice/service/product by themselves that shall create heartfelt guest experiences.
- Sales Person of the Month/Year- Recognizing team members for generating revenues for our business.
- Guest Champion Team- Recognizing team members for driving team efforts towards achieving higher SALT scores
- Service Anniversary Awards- Recognizing team members for their immense contribution, trust and loyalty towards the company over the years



- Best Trainer of the Month/Year- Recognizing team members who bring in continuous improvement and consistency in our team members development and overall guest experience.

### Benefits at a glance!

#### Employee Benefits

- Birthday Celebration- the team member will be presented with a ½ kg cake and also an Amazon voucher worth Rs 800. HR will share the list of all the birthdays with Executive Chef at the end of the current month for the following month's birthday.

#### Department Recognition Funds

- Appreciating TM's in respective department in the hotel which will further assist in cultivating and nurturing a positive work place environment through work life balance.
- The Head of Department should communicate to HR the date of the Department Recognition for the month as scheduled by Hilton Monthly Recognition well in advance and to get the necessary approvals.
- Each of the department is eligible to claim INR 150/- only per person once a month as department expense for arranging departmental Recognition.
- New Born- Rs. 2000/- gift voucher will be gifted to the team member who would be blessed with new born (up to 2 kids) during the work tenure.

- Team Member Wedding- Rs. 3000/- gift voucher will be gifted by the management to the team member getting married (only once) during the work tenure.
- Creche Facility- Team Members can opt the crèche facility for up to two kids whose age would be within the bracket of 3 years subject to the spouse having continuity in employment. Valid documents like birth certificate of the child and presently working certificate of the spouse is a mandate.
- Employee Referral- team members referring potential candidates to fill in critical vacant positions in the hotel will be entitled the following reward grade wise-

#### Conditions of Employment / rules for employees

##### Working Hours

Always make sure you know your rostered times. If you are going to be late for, or absent from your rostered shift, telephone your immediate Supervisor at least two hours prior to your rostered starting time.

All Team Members must leave the hotel completing their shift unless they have written authorization from their Department Head. On their off days team member are not allowed to enter the Hotel premises unless called for duty. Use of the team member's restaurant is also prohibited for team member who are off duty.

##### Rosters

Rosters showing Team Members ordinary starting and finishing times and rest days will be posted weekly – before the end of every week for the following week.

Due to the nature of the Hospitality and Tourism Industry there will be times when unexpected changes will occur, so check your roster daily - we ask you to be flexible. All Team Members are expected to work when rostered.

No Team Member is permitted to change their roster or swap days off without the consent of his/her Department Head or Supervisor

#### Time and Attendance

All Team Members are required to punch / sign in and out for each shift at the Team Member entrance. Failure to sign / punch may attract deduction in your salary.

#### Payment of Salaries

Upon commencement of employment, you will be helped to open a Salary Bank account to facilitate the payment of your salary which will be credited to you by the 1st week of the month.

In the unlikely event of any delay in Salaries, this will be communicated to all in a timely manner.

#### Weekly Off Day

All Team Members are entitled for eight weekly offs in a month.

Annual Leave – 15 Days / annum (As per your employment letter) where 1.25 of Annual Leave will get credited to the Leave account if the joining takes place within the 1st to 10th of the month. Likewise, a leave credit of 0.62 will appear if joining takes place within the 11th to 20th of the month. However, there wouldn't be credits of the same appearing if a team member joins post 20th of the month.

#### Approval of Annual Leave

Selection of vacation dates is subjected to the approval of the team member's supervisor.

Annual leave requests must applied on HRIS at least a week prior to the leave start date unless otherwise approved by the supervisor. Team Members on probation period will not be allowed to avail of the leaves as per Hilton Policy

#### Sick / Casual Leave –

If you are unable to work due to illness for 3 days or more then you are required to seek medical treatment and obtain a Medical Certificate. If Sick leave is being availed for more than 3 days then TMs are required to mail, WhatsApp their medical certificate on 4th day and can return to duty after producing fitness certificate. Team Members on probation period will not be allowed to avail of the leaves as per Hilton Policy.

#### Care Giving Leave-

In case a Team Member is required to take leave(s) for self-care (personal illness or injury) or for the care of an immediate family member (i.e. Spouse, Children, Parents, Parents-in-law, Siblings, Grandparents, Grandchildren, Partner and/or Pets) who requires dedicated attention and care (physical or mental) then that Team Member can apply for Caregiving leaves up to a maximum limit of 10 calendar days per year. Eligibility for these leaves is restricted to cases where the concerned Team Member has entirely exhausted his/her annual entitlement of Annual Leaves and Casual/Sick Leaves.

#### Compassionate/ Bereavement leave-

This leave can be applied Incase an immediate family member passes away. A total of 5 days leave will be provided to the team member at a stretch.

#### \*\* Permutations & Combinations of Leaves-

A mix of weekly off with Annual/Privilege Leave, Compassionate Leave, Sick Leave, Casual Leave, Optional/National holidays is acceptable however, not more than 3 sick leaves and 2 casual leaves be applied at a stretch with other leaves.

#### Optional Holidays -

Apart from five National Holidays team members can avail five optional holidays from the list published by Human resource department with prior permission from Department Head.

#### Maternity Leave

Female employees are entitled for maternity as per the applicable law.

#### Paternity Leave

Male employees are entitled for paternity leave of three days as per law. The same can be combined with any leaves available as per the above clause on permutations and combinations.

#### Unpaid Leave (leave without pay)

Leave of absence may be granted to team members for emergency purpose where they have exhausted their paid sick leave or for serious and/or acute personal reasons. Approval of such leave is at the sole discretion of the management.

#### Team Members Entrance and Exit

All team members are to use the team member's entrance and exit only while reporting to work or going off duty.

#### Packages, Parcels and Bags

You may not take into the hotel any personal packages, parcels or bags e.g. shopping bags, sports bags, etc. In case if you need to take then you need to report the same at Security.

If you are required to take any hotel item into or out of the hotel, a gate pass must be obtained from your Department Head. The gate pass and item/s will be examined by the Security Officer on duty who has the right to open and inspect the contents of such items. Hotel property may not be removed from the hotel at any time without written approval.

#### Guest Confidentiality

No team member should give out information about a hotel guest and discuss any guest's personal life.

#### Workplace Injuries

Workplace injuries will be handled as per LSOP of the hotel.

#### Public Areas

Team Members are not permitted to be in any part of the hotel premises used by guests (e.g. restaurants, hotel shopping areas, etc.) nor are they permitted to be on guest room floors at any time, except in the course of their normal duties.

#### Use of Guest Elevators

Do not use guest elevators unless special duties require you to do so. You must use the service elevators at all times.

#### Personal Visitors, Phone Calls, Mobile Phones and Mail

Team Members are not permitted to take personal phone calls or receive visitors while at work the only exception is in the event of an emergency.

### **Grooming Standards of Hilton**

- Neatly aligned hair
- Clean shave
- Maximum 2 rings can be worn in hands
- Ear /eyebrows are not permitted
- Tattoos should not be visible
- Mohawks are not permitted

## **Conclusion**

The human resource mainly focuses on recruiting , training and retaining the employers and helping them when they are in need. This department plays a major role in getting of good staff . And also getting a lot management skills and as well to develop ourselves. it also focus on giving knowledge, training and development for personalities.

#### My roles and responsibilities as HR

- ✓ Joining formalities
- ✓ Doing experience letters, absconding letters, confirmation letters, offer letters.
- ✓ Helping the employees with queries
- ✓ Doing reference checks of employees
- ✓ Conducting activities for staff
- ✓ Accommodation checking
- ✓ Help the senior with attendance
- ✓ Sending mails and replying to mails
- ✓ Documentation filing
- ✓ Making of posters of birthdays, events etc
- ✓ Taking the interview of trainees
- ✓ Vendors bills submission
- ✓ Sending documents for verifications





