

INTERNSHIP REPORT

Exotic tours and travels



**Submitted to
Department of management studies (MBA
integrated)**

Goa Business School

**In parallel fulfilment for the award of the degree
of**

Master of Business Administration

(Integrated: Hospitality, Travel And Tourism)

By

(Hrithik Kondvilkar)

(1814)

August 2023



Offer Letter



Date- 05.01.2023

OFFER LETTER

DEAR, HRITHIK KONVILKAR

We are delighted to offer you a position at EXOTIC TOUR AND TRAVEL. We believe your skills and experience will be valuable assets to our team. According to our conversation, the position is TRAINEE. 9TH January will be your starting date. The enclosed employee handbook describes our company's medical benefits.

If you accept this offer, please sign and return the second copy of this letter in the space provided. For your convenience, a stamped, self-addressed envelope is enclosed. We are delighted to welcome you as a new trainee at EXOTIC TOUR AND TRAVEL.

Sincerely.

Rahul Naik
PROPRIETOR

EXOTIC TOURS & TRAVELS
Shop No. 1, Indraprastha Apts.,
Santa Cruz, Tisk, Ponda-Goa 403 401

Shop No 1, Indra Prastha Apts, St.Cruz Ponda, Goa 403401 India
Rahul 7507396483 / 8530429485

Internship certificate



TOUR PACKAGES, INTERNATIONAL TOURS, DOMESTIC TOURS, FAMILY TOURS, GROUP TOURS, COLLEGE & SCHOOL TOURS, HONEYMOON PACKAGES, TICKET BOOKING (FLIGHT, TRAIN, BUS) VISA, PASSPORT.

Date- 20.07.2023

CERTIFICATE

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Mr. Hrithik Kondvilkar was employed with us from 9th January to 8th July 2023.

During his working period we found him a sincere, honest, hardworking, dedicated employee with Professional attitude and very good job knowledge.

We take this opportunity to thank him for his contribution and wish him Success in all future endeavors.

With Best Wishes.
From Exotic Tours and Travels.


Rahul Naik
PROPRIETOR
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Acknowledgment

Apart from my efforts, the success of any internship depends largely on the encouragement of many others. I take this opportunity to express my gratitude to the individuals who have been instrumental in the successful completion of this internship.

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.

Nevertheless, I would like to thank all the faculty members and office staff

(Prof. K.G. Shankaranarayanan: Program Director

Dr Albino Thomson: Assistant Professor

Mr Kevin D'souza: Assistant Professor

Dr Poonam Sadekar: Assistant Professor

Ms Sujal Naik: Assistant Professor

Mr Sadanand Gaonkar: Assistant Professor

Dr Paresh Lingadkar: Assistant Professor

Administrative staff

Ms Shilpa Shirodkar

Mr Kishor Nagvekar

Mr Naresh Salgaonkar

Mr Sarvesh Vaigankar

Proprietor of Exotic Tours and Travels

Mr Rahul Naik

Staff of Exotic Tours and Travels

Mr sanmesh shet

EXECUTIVE SUMMARY

The most rewarding part of this internship was being able to draft my own contract as an intern .

I am extremely grateful and excited for whatever comes my way.

In review, a service-related business as in the travel and tourism industry the need for education and training cannot be ignored.

This internship has been an excellent and rewarding experience. I have been able to communicate, network, and connect with so many people. This also enhanced my collaboration skills while interacting with them.

One main thing that I have learned through this internship is time management skills as well as self-motivation.

In the beginning, I was skeptical however once I realized what I had to do, I organized my day and work so that I was not overlapping or wasting my hours and had questions ready for when it was the correct time to give.

The training enhanced my practical knowledge.

Most importantly, I am oriented to the industrial scenario and its many challenges and subtleties.

The smooth functioning of a travel and tourism depends to a large extent on the mutual cooperation among its different departments.

Nevertheless , I did enjoy the training to the fullest and am very sure that this training will help me in my future endeavors.

Methodology

The study was conducted using the participatory method as i Was working as an intern in this company to know the in-depth Information, the topic was discussed with the expert professionals related to the company for several times and other related secondary information.

Data Collection method:Data have been collected from two sourcesThese are as under:

Primary source

The primary source of data includes the following

Face to face conversation with the project manager of Exotic.And director of Exotic and Working and handle some selectionProcedure

Secondary source

The secondary sources of data include as under:

Text book

Relevant web site links

CONTENTS

Chapter	Particulars No	Page
	Offer Letter	3
	Internship certificate	4
	Acknowledgments	5
	Executive summary	7
	Methodology	9
	Organization/Company	11
	Birds-eye-view	12
	Products/services	15
	Objective	19
	Task(s) handled	23
	Learning	27
	Challenges	31
	Appendix I: Samples of the work done	
	Appendix II: Photos while you are at work	

Introduction

Organisation/Company

Exotic Tour and Travel, a familiar name in the travel and tourism sector of Goa is engaged in the healthy growth of travel trade in the country. It is run by a team of young and energetic professionals. Exotic started their journey on 19th January, 2019.

Exotic Tour and Travel. The office of Exotic Tour and Travel is centrally located in the hub of Ponda commercial area, within close proximity of major Airline offices in Goa.

The office is well appointed with the internal and external Communications, being effectively maintained by telephone, Fax, internet, computer networking and computer reservation Systems (CRS) to meet up the demand of our Clientele. The Company, one of the units in a group is based on a solid foundation with multi-discipline business experience, such as travel and tourism, IT sector, software developing, hotel reservation, campaign organizers etc

Birds eye view

So the exotic tours and travels Company focuses on providing unique and awe-inspiring experiences that allow travelers to see destinations from a different perspective. They organize guided tours and elevated walks through treetop canopies, allowing travelers to experience the beauty of forests and wildlife from a high vantage point. They design customized itineraries based on the traveler's preferences, combining various aerial activities and experiences to create a truly unique and unforgettable journey.

A tour and travel company is a specialized organization that helps individuals, families, and groups plan, organize, and book their travel experiences. This type of company acts as a one-stop-shop for all travel-related needs, offering a wide range of services to ensure a smooth and hassle-free journey.

The services provided by a tour and travel company can vary depending on their target market and expertise.

Itinerary planning: A tour and travel company will work closely with clients to create personalized travel itineraries based on their preferences, interests, and budget. They suggest popular tourist spots, off-the-beaten-path destinations, and must-see attractions.

Travel bookings: A tour and travel company helps clients secure various aspects of their trip, including flights, hotels, transportation, and activities. They leverage their industry partnerships and connections to offer competitive rates and options that meet clients' needs.

Customized travel packages: For clients looking for a more personalized experience, tour and travel companies can tailor-make travel packages that suit their specific requirements. This could include special interest tours (e.g., culinary or adventure-focused trips), family-friendly vacations, or luxury travel experiences.

Destination expertise and guides: Tour and travel companies employ destination experts and local guides who possess in-depth knowledge about

specific locations. They provide valuable insights, historical context, and recommendations, enriching the travel experience for clients.

In case of any travel-related issues, such as flight delays or cancellations, tour and travel companies act as a point of contact and support for their clients. They help resolve any problems that may arise during the trip and provide assistance in making alternative arrangements if needed.

Overall, Exotic tours and travel company provides professional guidance, convenience, and peace of mind to travelers. They offer a range of services to ensure a memorable and enjoyable travel experience, taking care of the logistics and allowing clients to focus on exploring, learning, and making meaningful memories during their journeys.

Products and services

Exotic tours and travel company offers a variety of products and services to cater to the needs and preferences of travelers. Some common products and services provided by tours and travel companies include:

Flight bookings: These company assist customers in booking domestic and international flights, providing options for different airlines, schedules, and prices.

Accommodation: offer assistance in booking accommodations such as hotels, resorts, hostels, and vacation rentals, based on the customer's budget and preferences.

Transportation: They arrange for transportation services including airport transfers, car rentals, private drivers, train tickets, and bus tickets, to facilitate seamless travel between destinations.

Travel packages: curate travel packages that include a combination of flights, accommodation, transportation, and activities. These packages often cater to specific themes or destinations, allowing customers to choose a pre-designed itinerary or customize it according to their preferences.

Sightseeing and guided tours: They organize sightseeing tours and guided activities within destinations, providing customers with opportunities to explore famous landmarks, historical sites, natural attractions, and cultural experiences.

Cruise bookings: offering options for different cruise lines, itineraries, cabin types, and onboard activities.

It's important to note that the specific products and services offered may vary from one tours and travel company to another, depending on their specialization and target market.

Car Rental

Exotic for the first time have come forward with a distinct facility to make the ground transportation in Goa. Working with the best Goan car rental suppliers with the guaranteed services in Goa, Sylhet and Chittagong that we believe to be unparalleled and represents the international standard.

Other related services are:

Excursion

Rail-bus-steamer ticket

Half a day city tour

Meet and assist service

Vision

To be the market leader in terms of international standard service Air Ticket and recreation sector and ensure maximization of the potential customers to increase the sales volume.

Mission

To focus on the customers demand and ensuring quality through Good Servicing Practice (GSP) and by using extensive promotional activities to achieve the goal of monopolistic market leader in travel and tourism sector and recreation sector.

Goal

Incorporating latest technology and quality service to improve Quality at all times.

Give adequate emphasis on public relation to build image.

To add at least one additional service in each year.

Objective

To diversify market portfolio across the country according to the market demand and situation.

To increase market awareness as well as sales by persuasive promotion based strategies.

Maintain a constant growth rate. To market the famous tourist destinations.

Maintaining the quality of the market through continuing monitoring and sound management

Promotional strategy of Exotic

The promotional strategies of Exotic are reviewed each year in Consultation with their advertising agents and media buyers On their Recommendations a themed campaign is devised and appropriate Media selected. There is a limited budget available for such Campaigns and since television advertising is not usually possible

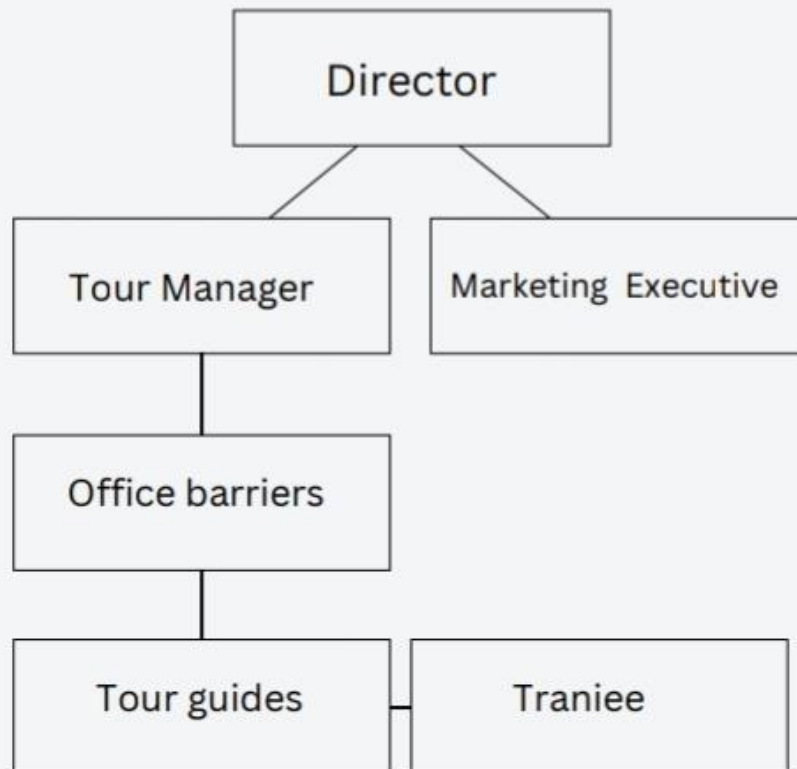
Within their budget in past years the choice has been to use the

Following media: Poster advertising

Press advertisements

Smaller posters for distribution. Their own web site

Operational network organization



SWOT Analysis

1. Strengths:

- **Group image:** It can easily attract the job market.
- **Skilled manpower:** Skilled manpower creates the job environment professional that leads a systemic and efficient organizational structure.
- **Latest technology:** Latest technology makes organization more effective and systematic .So every task can be managed so smoothly.
- **Wider distribution network:** Wider distribution network gives the employee better opportunity to explore their quality and knowledge and open the door to be more professional in the business community.

2. Weaknesses

They have only two department financial department and marketing

Department They have lots of clients but some managerial problem they have the tendency to lose them. No employee training and development centre Comparatively low investment in increasing different operations.

3. Opportunities

- *Exotic has a scope of expansion their business in Goa, as it has Become the tourist hub*
- *As this company is very much successful in tours and travels, It can easily joint venture with other local or international travel Company to give better services> The government of Goa is Giving immense support on developing tourism sector and Offers various packages, loans, investment on this sector So Amanas has an opportunity to grab it.*

4. Threats

- *The unstable situation of Goa that greatly harm the tourism Sector.*
- *Sometimes less interest of foreigner to come in Goa Now-a-days many companies are doing good business in Tourism sectors in India*

Job as an intern

(Task handled)

Nature of Job

In Exotic tours and travel I was appointed as the trainee, my job was to handle the Application, recovery the client list, day to day data sources Transaction and taken participation on their different group Discussion.

Specific responsibilities of the job

Assist my director to give her different information here have Received client calls offer different service of my company and inform This to my director.

- Handle the vacancy applications means select the applicant for Offering interview according to their CGPA and experiences
- Take observation part on vacancy interview means in selection Board when job interview arranged, I was there to put mark on their Discussion
- Handle day to day data sources transaction

Different aspects of job description

In a travel and tourism company like Exotic Travel and Tourism, the staff is responsible for handling various tasks to ensure the smooth operation of the business. Some common tasks handled by the staff may include:

1.Assisting customers with travel inquiries: Staff members interact with customers either in person, over the phone, or online to understand their travel preferences, provide information about different destinations, and help them choose suitable travel packages or services.

2.Making travel bookings: Staff members handle the process of making travel arrangements for customers, including booking flights, accommodation, transportation, and activities. They ensure that all necessary details are accurately recorded and communicated to the relevant parties.

3.Handling customer complaints and resolving issues: Staff members address customer

complaints and grievances, aiming to find satisfactory resolutions to ensure customer satisfaction. They may coordinate with other departments or service providers to rectify any issues that arise during the customer's travel.

4. Handling payments and invoices: Staff members process payments, issue invoices, and manage financial transactions related to customer bookings. They ensure accuracy in billing and handle any discrepancies or payment-related concerns.

5. Maintaining customer relationships: Staff members build and maintain relationships with customers to promote loyalty and repeat business. They may proactively reach out to customers to offer new travel experiences, share special promotions, or request feedback to continuously improve their services.

6. Staying updated with industry trends and regulations: Staff members keep themselves informed about the latest travel trends, industry regulations, and changes in destination requirements. This ensures that they can provide accurate and up-to-date information to customers.

These tasks may vary depending on the specific roles within the company and the section or department in which the staff members work.

Critical observation and recommendation

Exotic tours and travel is well reputed travel house in Goa. But I have Found some critical Point that need to be notice and implement the proper steps. Which Are:According to their services Exotic Tours and Travel is quite small Organization.

► There have less emphasis on managers or subordinate decision Making. All the decisions are done by managing directors.

All operation of the company is based on networking and information Technology based which sometimes break down and hamper the Work

What I learned

I got skilled in a variety of tasks, including sales, marketing, Planning and business management. Also in Depth knowledge of travel destinations and the travel industry.

Working in a travel and tourism company provides staff members with numerous opportunities for learning and professional growth.

1. Destination knowledge: Staff members learn about various destinations, their cultures, attractions, and unique features. This knowledge enables them to provide accurate information to customers and enhances their understanding of different parts of the world.
2. Customer service skills: Working in the travel and tourism industry requires interacting with customers from diverse backgrounds. Staff members develop excellent communication, interpersonal, and

problem-solving skills, ensuring that they can provide exceptional customer service.

3. Time management and organizational skills: The nature of the industry often involves handling multiple tasks simultaneously and working with tight deadlines. Staff members learn to prioritize tasks, manage their time effectively, and stay organized to ensure efficient and timely service delivery.

4. Teamwork and collaboration: Travel and tourism companies often operate in a team-based environment. Staff members learn the importance of collaboration, effective communication, and teamwork to ensure seamless coordination between various departments and deliver exceptional customer service.

5. Industry knowledge and trends: Working in the travel and tourism industry allows staff members to stay updated on industry trends, new destinations, emerging technologies, and changes in travel regulations. This continuous learning

ensures that staff members remain knowledgeable and can provide accurate information to customers.

Overall, working in a travel and tourism company provides staff members with a wide range of learning opportunities that enhance their professional skills, broaden their knowledge, and equip them with valuable transferable skills that can be applied to various industries.

Geography and Culture

I have gained knowledge of the geography, cultures and Traditions of travel destinations. Most courses on this subject Cover major geographical regions and the predominant cultures Of those regions. Specific skills obtained from courses in this Area include:

Map reading

Measuring distance

Locating major geographic features

Researching local weather and conditions

Business skill

This travel agents work independently and need to be able to Manage their own business, so skills in areas like sales, marketing And communication are essential for success. Business skills Covered include:

Niche marketing

Cross selling techniques

Identifying prospective clients

Basic finance and accounting

Trade-Specific Courses

Trade-specific courses for travel agents teach the laws, rules and regulations That govern travel. Basic industry functions, like operating reservation system And creating itineraries are also taught. Courses also provide details on the Products travel agents frequently handle, such as those offered by cruise line Airlines and tour operators. Travel industry course topics may include:

Cruises ,Air travel,Road or rail travel,Organized tours,International travel

Challenges

Seasonal Demand: Travel and tourism often experience peak seasons with high demand followed by slower periods. Managing staff workload and scheduling during these fluctuations can be challenging.

Customer Service: Dealing with customers' complaints, demands, and addressing their concerns while ensuring client satisfaction can be challenging. Dealing with difficult or irate customers adds to the workload and pressure.

Time Management: Coordinating and managing travel itineraries, bookings, and ensuring smooth operations while meeting deadlines and managing multiple tasks can be demanding for staff members.

Work-Life Balance: Long working hours, especially during peak seasons, extensive travel, and managing irregular schedules can affect the work-life balance of staff members, increasing stress and affecting their well-being.

It is important for travel and tourism companies to invest in staff training, support systems, and effective communication channels to address these challenges and ensure employee well-being and engagement.

Inefficient Travel Software

Every travel agency must have a travel booking software so as to Reach out to the wider audience all over the world. However, if the Travel software is slow or doesn't have advanced features, you may Lose your customers to competitors. You should hire a qualified Travel application development company to build a responsive Travel website with essential features for your business.

Some picture while we were
working during tours



Some of my picture during my internship





Thank you

