

INTERNSHIP REPORT
GOA MARRIOTT RESORT & SPA

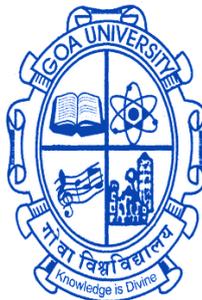


SUBMITTED TO
DEPARTMENT OF MANAGEMENT STUDIES (MBA - INTEGRATED)
GOA BUSINESS SCHOOL
IN PARTIAL FULFILMENT FOR THE AWARD OF THE DEGREE OF
MASTER OF BUSINESS ADMINISTRATION
(INTEGRATED: HOSPITALITY, TRAVEL AND TOURISM)

BY
RHYDHI PAIKA KUNKOLKAR

1815

AUGUST 2023



OFFER LETTER



Confirmation for Marriotternship (Training) - HR department from 23-Jan-2023 to 31-Jul-2023

1 message

Cabral, Aldrina <Aldrina.Cabral@marriotthotels.com>

Fri, 20 Jan, 2023 at 1:31 pm

To: rhydhikunkolkar21@gmail.com <rhydhikunkolkar21@gmail.com>

Cc: Trindade, Jeronimo <Jeronimo.Trindade@marriotthotels.com>, Bishnoi, Yaman <Yaman.Bishnoi@marriotthotels.com>, Hiranwale, Bhimaji <Bhimaji.Hiranwale@marriotthotels.com>

Dear Rhydhi,

Greetings from Goa Marriott Resort & Spa!

We are happy to confirm your selection for Marriotternship in Human Resources department at our property from 23-Jan-2023 to 31-Jul-2023.

During the course of the Training, you will be provided with the following:

- Duty meals in the associate dining room.
- 4 offs.
- Monthly Stipend of INR 5000/-

Documents required on joining are below:

- Vaccination Certificate – Both dose mandatory
- 4 Passport size Photographs
- Police Clearance Certificate
- Government ID Proof
- Bank Account Details (passbook photocopy)
- Medical – Fit to work
- NOC from College / University
- Education certificates

No accommodation provided. Uniform will be provided by us.

Kindly acknowledge this email and share a confirmation to the above mentioned.

Thanks & Regards

Aldrina Cabral

Human Resources Manager

MARRIOTT HOTELS |



LET YOUR MIND TRAVEL

Goa Marriott Resort & Spa | Post Box No. 64, Miramar, Panaji, Goa 403 001

P +91-832-6656085 Website: www.goamarriottresort.com

Our Commitment to Clean, Click here <https://bit.ly/30yKVvJ>

1/2



Our Virtual Tour, Click here <https://bit.ly/33wy1k1>



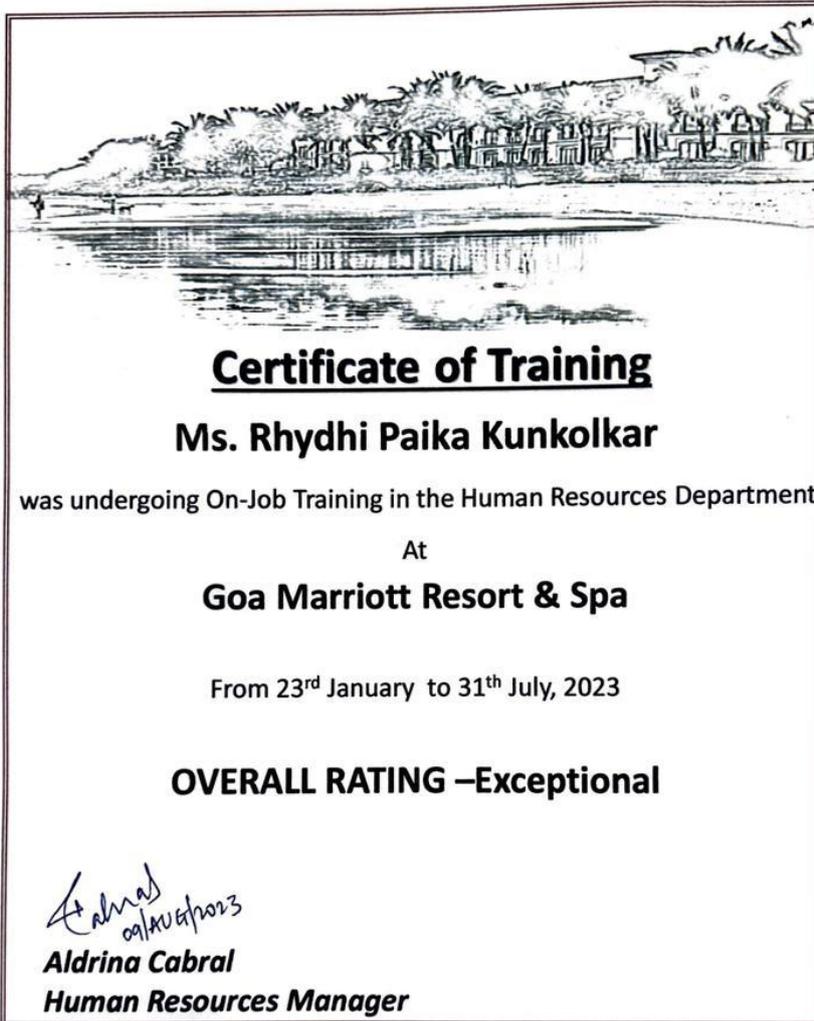
“WHILE WE TAKE CARE OF GUESTS, MARRIOTT TAKES CARE OF US.”

To Join the Marriott International family, visit Marriott.com/Careers

Marriott
INTERNATIONAL

We are One.
We are
MARRIOTT
GROW WITH US.

INTERNSHIP (COMPLETION) CERTIFICATE



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

APPRAISAL



Dated: 18th August, 2023

**Ms. Rhydhi Paika Kunkolkar
On Job Trainee
Human Resources**

Sub: Letter of Appreciation

Dear Rhydhi,

Congratulations and a big **'THANK YOU'** for your exceptional performance and assistance during the On The Job Training at **Goa Marriott Resort & Spa** from 23rd January, 2023 to 31st July, 2023.

You have been an amazing support, our team recognizes and values your contribution in achieving departmental and organizational goals.

Thank you for all you do at Goa Marriott Resort & Spa!

Best Regards,

Aldrina Cabral
18/08/2023

**Aldrina Cabral
Human Resources Manager**

GOA MARRIOTT RESORT & SPA

Post Box No. 64, Miramar, Panaji, Goa 403001
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Corporate Identity Number: U26921GA1991PTC001168

ACKNOWLEDGEMENTS

Any internship's success, aside from mine greatly depends on the support of many people. I would like to use this chance to show my gratitude to everyone who helped this internship get off the ground.

I consider myself very lucky and fortunate enough to work in Goa Marriott Resort & Spa. I want to express my sincere gratitude to my DHR Mr. Jeronimo Allen Trindade and my HRM Ms. Aldrina Cabral for giving me this opportunity. Everyone from HR Department have always given me unwavering support, inspiration and motivation. I have worked closely with numerous colleagues over the six months, all of whom I hold in the highest regard. I would want to express my sincere gratitude to everyone who has assisted me with my work.

I would want to express my gratitude to everyone whose direct and indirect support made it possible for me to complete my internship.

Nevertheless, I would like to thank Prof. K.G. Shankaranarayanan: Program Director.

Dr. Albino Thomson: Assistant Professor.

Mr. Kevin Dsouza: Assistant Professor.

Dr. Poonam Sadekar: Assistant Professor.

Ms. Sujal Naik: Assistant Professor.

Mr. Sadanand Gaonkar: Assistant Professor.

Dr. Paresh Lingadkar: Assistant Professor.

Administrative Staff:

Ms. Shilpa Shirodkar

Mr. Kishor Nagvekar

Mr. Naresh Salgaonkar

Mr. Sarvesh Vaigankar



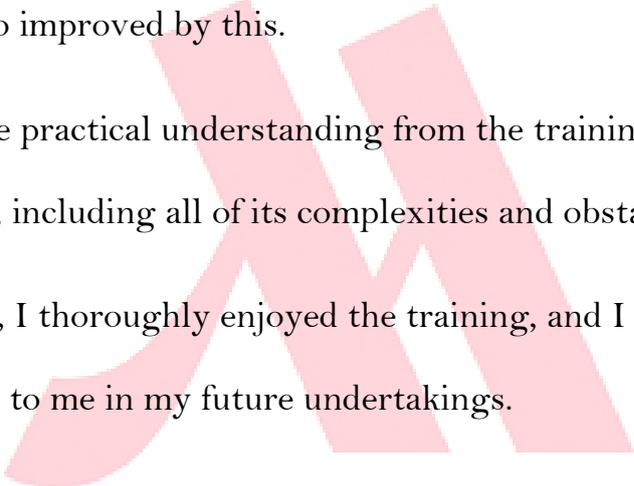
EXECUTIVE SUMMARY

The ability to create my own contacts in my internship as an HR trainee was the most satisfying aspect. I am incredibly appreciative and anticipating everything that comes my way.

In conclusion, education and training are essential in a service-based industry. This internship was a fantastic and fulfilling experience. With so many people, I have been able to connect, network and converse. My ability to work with the team was also improved by this.

I gained more practical understanding from the training. I am familiar with the environment, including all of its complexities and obstacles.

Nevertheless, I thoroughly enjoyed the training, and I have no doubt that it will be useful to me in my future undertakings.



MARRIOTT

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Marriott International

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.

In 1995, Marriott was the first hotel company to offer online reservations.

In April 1995, Marriott acquired a 49% interest in The Ritz-Carlton Hotel Company. Marriott believed that it could increase sales and profit margins for The Ritz-Carlton, a troubled chain with many properties either losing money or barely breaking even. The cost to Marriott was estimated to have been about \$200 million in cash and assumed debt. The next year, Marriott spent \$331 million to acquire The Ritz-Carlton, Atlanta, and buy a majority interest in two properties owned by William Johnson, a real estate developer who had purchased The Ritz-Carlton, Boston in 1983 and expanded his Ritz-Carlton holdings over the next twenty years. Ritz-Carlton expanded into the timeshare market. Ritz Carlton benefited from Marriott's reservation system and buying power. In 1998, Marriott acquired majority ownership of The Ritz-Carlton.

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 centres.

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.

Since the founders were Mormon missionaries, copies of the *Book of Mormon* are provided in hotel rooms in addition to the Bible.

Marriott brands

Marriott operates 30 brands internationally

1) Luxury

Classic:

- JW Marriott Hotels
- The Ritz-Carlton
- St. Regis Hotels & Resorts

Distinctive:

- Edition Hotels
- Bulgari Hotels & Resorts
- W Hotels

2) Premium

Classic:

- Delta Hotels
- Marriott Hotels & Resorts
- Marriott Vacation Club
- Sheraton Hotels and Resorts

Distinctive:

- Le Méridien
- Renaissance Hotels
- Westin Hotels
- Gaylord Hotels

3) Select

Classic:

- Courtyard by Marriott
- Fairfield by Marriott
- Four Points by Sheraton
- Protea Hotels by Marriott
- SpringHill Suites

Distinctive:

- AC Hotels by Marriott
- Aloft Hotels
- Moxy Hotels

4) Long Stay

Classic:

- Marriott Executive Apartments
- Residence Inn by Marriott
- TownePlace Suites
- Apartments by Marriott Bonvoy

Distinctive:

- Element Hotels
- Homes & Villas by Marriott International

5) Collections

- The Luxury Collection
- Autograph Collection
- Design Hotels
- Tribute Portfolio



MARRIOTT

Organization/Company

HOTEL INFORMATION

Check-in: 4:00 pm

Check-out: 12:00 pm

Minimum Age to Check In: 18

Smoke Free Property

Pet Policy

Pets Welcome

1 pet in Garden View Patio rooms only with a non-repaid fee of INR2000 per day.

Maximum Pet Weight: 30kgs

Maximum Number of Pets in Room: 1

Parking

Complimentary On-Site Parking

Long Term Parking

Surround yourself with luxury at our Goa beach resort

The Goa Marriott Resort & Spa offers five-star hotel services in a stunning beachfront location. Our luxurious Goa beach resort combines award-winning hospitality with soothing hotel amenities and is located on the edge of Miramar Beach with views of the Arabian Sea and Mandovi River. Settle into one of the luxurious suites or rooms with views of the hotel grounds or the bay. In our restaurants and bars, which include a swim-up bar in our outdoor pool, you can sample tastes from Goa and around the globe. Spend some time being pampered at our Spa, practice yoga in our 24-hour fitness facility, or just unwind in a hammock. With specialized catering and attentive service, our exquisite indoor and outdoor venues are the ideal environment for business events and weddings. The Panjim and North Goa neighbourhoods, which are close to our hotel in Miramar, Goa, are home stunning beaches, interesting historical sites and both onshore and offshore casinos. We are anticipating your arrival at the Goa Marriott Resort & Spa, whether you are traveling for business or a beach vacation.

1.1 Products/services

Rooms & Suites

- Relax in comfort in our five-star Goa hotel rooms
- Unwind in luxury rooms and suite rooms in Goa, which are filled with deluxe amenities
- Enjoy views of our hotel garden or Miramar Beach from the floor-to-ceiling windows in your Goa suite
- All our Goa accommodations feature 24-hour room service, free bottled water and a mini-fridge
- Get ready in the bright bathroom of your Goa suite offering pampering products and a soaking tub
- Spacious Goa suites with separate living areas and private patios are ideal for family holidays
- Our Goa beach accommodations include access to the kids' playroom and outdoor pools

Guest room, 1 King, Garden view

Beds and Bedding

- Maximum occupancy: 3
- 1 King
- Rollaway beds permitted: 1
- Cribs permitted: 1
- Maximum cribs/rollaway beds permitted: 1
- Pillowtop mattress, Featherbed, and Duvet

Bath and Bathroom Features

- Separate bathtub and shower
- Hair dryer
- Robe
- Slippers

Furniture and Furnishings

- Chair
- Alarm clock (Bang and Olufsen)
- Safe, in room

- Table, seats 1
- Desk, writing/work, electrical outlet
- Iron and ironing board

Food & Beverages

- Room service, 24-hour
- Bottled water, complimentary
- Coffee/tea maker
- Instant hot water
- Minibar, for a fee

Internet and Phones

- Phones: 3
- Phone features: voicemail, speaker phone, and phone lines (2)
- High-speed internet, complimentary
- Wireless internet, complimentary

Entertainment

- 55in/140cm LED TV
- Premium movie channels
- Cable/satellite

- International cable/satellite
- CNN, and HBO
- Chromecast

Special Benefits

- Business services, for a fee

Room Features

- 38sqm/409sqft
- Air-conditioned
- This room is non-smoking
- Connecting rooms are available (for some rooms)
- Living/sitting area
- Windows, soundproof

Hospitality Services

- Evening turndown service
- Newspaper delivered to room, on request

Accessible Room Features

- This room type offers mobility accessible rooms
- This room type offers accessible rooms with roll-in showers

- This room type does not offer hearing accessible rooms



Guest room, 2 Queen(s), Garden view

Beds and Bedding

- Maximum occupancy: 3
- 2 Queen(s)
- Rollaway beds permitted: 1
- Cribs permitted: 1
- Maximum cribs/rollaway beds permitted: 1
- Pillowtop mattress, Featherbed, and Duvet

Bath and Bathroom Features

- Separate bathtub and shower
- Hair dryer
- Robe
- Slippers

Furniture and Furnishings

- Chair
- Alarm clock (Bang and Olufsen)
- Safe, in room
- Table, seats 1

- Desk, writing/work, electrical outlet
- Iron and ironing board

Food & Beverages

- Room service, 24-hour
- Bottled water, complimentary
- Coffee/tea maker
- Instant hot water
- Minibar, for a fee

Internet and Phones

- Phones: 3
- Phone features: voicemail, speaker phone, and phone lines (2)
- High-speed internet, complimentary
- Wireless internet, complimentary

Entertainment

- 55in/140cm LED TV
- Premium movie channels
- Cable/satellite
- International cable/satellite

- CNN, and HBO

Special Benefits

- Business services, for a fee

Room Features

- 38sqm/409sqft
- Air-conditioned
- This room is non-smoking
- Connecting rooms are available (for some rooms)
- Living/sitting area
- Windows, soundproof

Hospitality Services

- Evening turndown service
- Newspaper delivered to room, on request

Accessible Room Features

- This room type offers mobility accessible rooms
- This room type offers accessible rooms with roll-in showers
- This room type does not offer hearing accessible rooms

Guest room, 2 Queen(s), Pool view

Beds and Bedding

- Maximum occupancy: 3
- 2 Queen(s)
- Rollaway beds permitted: 1
- Cribs permitted: 1
- Maximum cribs/rollaway beds permitted: 1
- Pillowtop mattress, Featherbed, and Duvet

Bath and Bathroom Features

- Separate bathtub and shower
- Hair dryer
- Robe
- Slippers

Furniture and Furnishings

- Chair
- Alarm clock (Bang and Olufsen)
- Safe, in room
- Table, seats 1

- Desk, writing/work, electrical outlet
- Iron and ironing board

Food & Beverages

- Room service, 24-hour
- Bottled water, complimentary
- Coffee/tea maker
- Instant hot water
- Minibar, for a fee

Internet and Phones

- Phones: 3
- Phone features: voicemail, speaker phone, and phone lines (2)
- High-speed internet, complimentary
- Wireless internet, complimentary

Entertainment

- 55in/140cm LED TV
- Premium movie channels
- Cable/satellite
- International cable/satellite

- CNN, and HBO
- Chromecast

Special Benefits

- Business services, for a fee

Room Features

- 38sqm/409sqft
- Air-conditioned
- Connecting rooms are not available
- Living/sitting area

Hospitality Services

- Evening turndown service
- Newspaper delivered to room, on request

Accessible Room Features

- This room type offers mobility accessible rooms
- This room type offers accessible rooms with roll-in showers
- This room type does not offer hearing accessible rooms

Patio, Guest room, 2 Queen(s), Garden view

Beds and Bedding

- Maximum occupancy: 3
- 2 Queen(s)
- Rollaway beds permitted: 1
- Cribs permitted: 1
- Maximum cribs/rollaway beds permitted: 1
- Pillowtop mattress, Featherbed, and Duvet

Bath and Bathroom Features

- Separate bathtub and shower
- Hair dryer
- Robe
- Slippers

Furniture and Furnishings

- Chair
- Alarm clock (Bang and Olufsen)
- Safe, in room
- Table, seats 1

- Desk, writing/work, electrical outlet
- Iron and ironing board

Food & Beverages

- Room service, 24-hour
- Bottled water, complimentary
- Coffee/tea maker
- Instant hot water
- Minibar, for a fee

Internet and Phones

- Phones: 3
- Phone features: voicemail, speaker phone, and phone lines (2)
- High-speed internet, complimentary
- Wireless internet, complimentary

Entertainment

- 55in/140cm LED TV
- Premium movie channels
- Cable/satellite
- International cable/satellite

- CNN, and HBO
- Chromecast

Special Benefits

- Business services, for a fee

Room Features

- 38sqm/409sqft
- Air-conditioned
- This room is non-smoking
- Connecting rooms are available (for some rooms)
- Living/sitting area
- Living area and bed separated privacy wall

Hospitality Services

- Evening turndown service
- Newspaper delivered to room, on request

Accessible Room Features

- This room type offers mobility accessible rooms
- This room type offers accessible rooms with roll-in showers
- This room type does not offer hearing accessible rooms

Guest room, 2 Queen(s), Pool view

Beds and Bedding

- Maximum occupancy: 3
- 2 Queen(s)
- Rollaway beds permitted: 1
- Cribs permitted: 1
- Maximum cribs/rollaway beds permitted: 1
- Pillowtop mattress, Featherbed, and Duvet

Bath and Bathroom Features

- Separate bathtub and shower
- Hair dryer
- Robe
- Slippers

Furniture and Furnishings

- Chair
- Alarm clock (Bang and Olufsen)
- Safe, in room
- Table, seats 1

- Desk, writing/work, electrical outlet
- Iron and ironing board

Food & Beverages

- Room service, 24-hour
- Bottled water, complimentary
- Coffee/tea maker
- Instant hot water
- Minibar, for a fee

Internet and Phones

- Phones: 3
- Phone features: voicemail, speaker phone, and phone lines (2)
- High-speed internet, complimentary
- Wireless internet, complimentary

Entertainment

- 55in/140cm LED TV
- Premium movie channels
- Cable/satellite
- International cable/satellite

- CNN, and HBO
- Chromecast

Special Benefits

- Business services, for a fee

Room Features

- 38sqm/409sqft
- Air-conditioned
- Connecting rooms are not available
- Living/sitting area

Hospitality Services

- Evening turndown service
- Newspaper delivered to room, on request

Accessible Room Features

- This room type offers mobility accessible rooms
- This room type offers accessible rooms with roll-in showers
- This room type does not offer hearing accessible rooms

Guest room, 1 King, Bay view

Beds and Bedding

- Maximum occupancy: 3
- 1 King
- Rollaway beds permitted: 1
- Cribs permitted: 1
- Maximum cribs/rollaway beds permitted: 1
- Pillowtop mattress, Featherbed, and Duvet

Bath and Bathroom Features

- Separate bathtub and shower
- Hair dryer
- Robes: 2
- Slippers

Furniture and Furnishings

- Sofa
- Chair
- Alarm clock
- Safe, in room

- Table, seats 1
- Desk, writing/work, electrical outlet
- Iron and ironing board

Food & Beverages

- Room service, 24-hour
- Bottled water, complimentary
- Coffee/tea maker
- Instant hot water
- Minibar, for a fee

Internet and Phones

- Phones: 3
- Phone features: voicemail, speaker phone, and phone lines (2)
- High-speed internet, complimentary
- Wireless internet, complimentary

Entertainment

- 55in/140cm LED TV
- Premium movie channels
- Cable/satellite

- International cable/satellite
- CNN, and HBO
- Chromecast

Special Benefits

- Business services, for a fee

Room Features

- 38sqm/409sqft
- Air-conditioned
- This room is non-smoking
- Connecting rooms are available (for some rooms)
- Living/sitting area
- Windows, soundproof

Hospitality Services

- Evening turndown service
- Newspaper delivered to room, on request

Accessible Room Features

- This room type offers mobility accessible rooms
- This room type offers accessible rooms with roll-in showers

- This room type does not offer hearing accessible rooms



Guest room, 2 Queen(s), Bay view

Beds and Bedding

- Maximum occupancy: 3
- 2 Queen(s)
- Rollaway beds permitted: 1
- Cribs permitted: 1
- Maximum cribs/rollaway beds permitted: 1
- Pillowtop mattress, Featherbed, and Duvet

Bath and Bathroom Features

- Separate bathtub and shower
- Hair dryer
- Robes: 2
- Slippers

Furniture and Furnishings

- Sofa
- Chair
- Alarm clock
- Safe, in room

- Table, seats 1
- Desk, writing/work, electrical outlet
- Iron and ironing board

Food & Beverages

- Room service, 24-hour
- Bottled water, complimentary
- Coffee/tea maker
- Instant hot water
- Minibar, for a fee

Internet and Phones

- Phones: 3
- Phone features: voicemail, speaker phone, and phone lines (2)
- High-speed internet, complimentary
- Wireless internet, complimentary

Entertainment

- 55in/140cm LED TV
- Premium movie channels
- Cable/satellite

- International cable/satellite
- CNN, and HBO
- Chromecast

Special Benefits

- Business services, for a fee

Room Features

- 38sqm/409sqft
- Air-conditioned
- This room is non-smoking
- Connecting rooms are available (for some rooms)
- Windows, soundproof

Hospitality Services

- Evening turndown service
- Newspaper delivered to room, on request

Accessible Room Features

- This room type offers mobility accessible rooms
- This room type offers accessible rooms with roll-in showers
- This room type does not offer hearing accessible rooms

Patio, Guest room, 1 King, Bay view

Beds and Bedding

- Maximum occupancy: 3
- 1 King
- Rollaway beds permitted: 1
- Cribs permitted: 1
- Maximum cribs/rollaway beds permitted: 1
- Pillowtop mattress, Featherbed, and Duvet

Bath and Bathroom Features

- Separate bathtub and shower
- Hair dryer
- Robe
- Slippers

Furniture and Furnishings

- Chair
- Alarm clock
- Safe, in room
- Table, seats 1

- Desk, writing/work, electrical outlet
- Iron and ironing board

Food & Beverages

- Room service, 24-hour
- Bottled water, complimentary
- Coffee/tea maker
- Instant hot water
- Minibar, for a fee

Internet and Phones

- Phones: 3
- Phone features: voicemail, speaker phone, and phone lines (2)
- High-speed internet, complimentary
- Wireless internet, complimentary

Entertainment

- 55in/140cm LED TV
- Premium movie channels
- Cable/satellite
- International cable/satellite

- CNN, and HBO
- Chromecast

Special Benefits

- Business services, for a fee

Room Features

- 38sqm/409sqft
- Air-conditioned
- Connecting rooms are available (for some rooms)
- Living/sitting area

Hospitality Services

- Evening turndown service
- Newspaper delivered to room, on request

Accessible Room Features

- This room type offers mobility accessible rooms
- This room type offers accessible rooms with roll-in showers
- This room type does not offer hearing accessible rooms

Patio, Guest room, 2 Queen(s), Bay view

Beds and Bedding

- Maximum occupancy: 3
- 2 Queen(s)
- Rollaway beds permitted: 1
- Cribs permitted: 1
- Maximum cribs/rollaway beds permitted: 1
- Pillowtop mattress, Featherbed, and Duvet

Bath and Bathroom Features

- Separate bathtub and shower
- Hair dryer
- Robe
- Slippers

Furniture and Furnishings

- Alarm clock
- Safe, in room
- Table, seats 1
- Desk, writing/work, electrical outlet

- Iron and ironing board

Food & Beverages

- Room service, 24-hour
- Bottled water, complimentary
- Coffee/tea maker
- Instant hot water
- Minibar, for a fee

Internet and Phones

- Phones: 3
- Phone features: voicemail, speaker phone, and phone lines (2)
- High-speed internet, complimentary
- Wireless internet, complimentary

Entertainment

- 55in/140cm LED TV
- Premium movie channels
- Cable/satellite
- International cable/satellite
- CNN, and HBO

- Chromecast

Special Benefits

- Business services, for a fee

Room Features

- 38sqm/409sqft
- Air-conditioned
- Connecting rooms are available (for some rooms)
- Living/sitting area

Hospitality Services

- Evening turndown service
- Newspaper delivered to room, on request

Accessible Room Features

- This room type offers mobility accessible rooms
- This room type offers accessible rooms with roll-in showers
- This room type does not offer hearing accessible rooms

1 Bedroom Suite, 1 King, Bay view

Beds and Bedding

- Maximum occupancy: 3
- 1 King
- Rollaway beds permitted: 1
- Cribs permitted: 1
- Maximum cribs/rollaway beds permitted: 1
- Pillowtop mattress, Featherbed, and Duvet

Bath and Bathroom Features

- Separate bathtub and shower
- Hair dryer
- Robe
- Slippers

Furniture and Furnishings

- Sofa
- Chair
- Alarm clock
- Safe, in room

- Table, seats 1
- Desk, writing/work, electrical outlet
- Iron and ironing board

Food & Beverages

- Room service, 24-hour
- Bottled water, complimentary
- Coffee/tea maker
- Instant hot water
- Minibar, for a fee

Internet and Phones

- Phones: 4
- Phone features: voicemail, speaker phone, and phone lines (2)
- High-speed internet, complimentary
- Wireless internet, complimentary

Entertainment

- 2 TVs
- Largest 55in/140cm LED
- Premium movie channels

- Cable/satellite
- International cable/satellite
- CNN, and HBO
- Chromecast

Special Benefits

- Open: All Days
- Cocktails, for purchase
- Complimentary non-alcoholic beverages
- Business services, for a fee

Room Features

- 70sqm/753sqft
- Air-conditioned
- This room is non-smoking
- Connecting rooms are not available
- Living/sitting area
- Separate living room
- Living area and bed separated privacy wall
- Windows, soundproof

Hospitality Services

- Evening turndown service
- Newspaper delivered to room, on request

Accessible Room Features

- This room type offers mobility accessible rooms
- This room type offers accessible rooms with roll-in showers
- This room type does not offer hearing accessible rooms



OFFERS AND PACKAGES

1. Member Exclusive Offer - A Goan Monsoon

Members get more! Enjoy a stay at your favourite hotel in Goa with a lavish breakfast, a Goan cocktail experience for 2 at the bar, 1,000 bonus points, and more.

2. Member Wake up to Breakfast Rate with 2000 Bonus Pack

Enjoy exclusive benefits and earn 2000 bonus points while you experience mindful luxury and warm hospitality at Goa Marriott Resort & Spa.

3. On Sundays, We Brunch

Join us with friends and family for a lavish Brunch every Sunday.

4. Stay and Play

Make your Goa staycation even more special with INR 1000 one-time play chips per stay at inhouse Casino Carnival and much more.

5. Dining Bliss

Whether you're planning a romantic or family getaway or simply unwinding after a hectic day – this offer is the perfect choice! Enjoy Two-way Airport Transportation & more.

FEATURED AMENITIES ON-SITE

1. **Sustainability**
2. **Restaurant**

Enjoy Food and Drinks Offered at Goa Marriott Resort & Spa

AT THIS HOTEL

Waterfront Terrace & Bar

International

Treat yourself to delicious international cuisine at our inviting coffee shop and Goa buffet restaurant brightened with natural sunshine and views of the Arabian Sea. Sample from our lavish buffet spreads featuring Savory dishes.

Everyday

7:00 AM-11:00 PM

Dress Code: Casual

AZ.U.R / Lobby Lounge (Great Room)

International

Gather with family and friends at our cafe and lounge to enjoy dining on light bites and drink cocktails and mocktails while taking in stunning views of Miramar Beach.

Everyday

12:00 PM-12:00 AM

Dress Code: Casual

Simply Grills

Bar-B-Q

Our seasonal restaurant offers a scenic outdoor dining experience designed for a BBQ in Goa. Sink your teeth into fresh seafood, expertly prepared meats, BBQ specialities and vegetarian platters, while enjoying bay views.

Everyday

6:30 PM-11:00 PM

Dress Code: Casual

Pool Bar

International

Enjoy a refreshing drink under the comforting sun at our swim-up pool bar in Goa. Sip specialty cocktails and sample delicious comfort food while relaxing in style at our waterfront hotel overlooking the beach.

Everyday

10:00 AM-7:00 PM

Dress Code: Casual

Goa Baking Company

Deli

Indulge in freshly baked breads, delicate pastries, gourmet coffee and local savories with an added twist. Pick up treats from our Goa bakery to take along as you explore or head to the beach.

Everyday

7:00 AM-11:00 PM

Dress Code: Casual

Marriott Bonvoy on Wheels- Online Food Delivery

Multiple cuisines

Relish exquisite flavours from the comfort of your room, as we deliver signature delicacies from our award-winning restaurants right to your door.

Open 24/7

3. Fitness Centre

Discover the inviting beachfront from our Goa spa resort

Fitness Centre

Enjoy a simple warm up session or an intense workout at our fitness centre

Open 7 days a week, 24 hours a day

Complimentary

Fitness Classes

Yoga Classes (Chargeable)

Fitness Services

Full range of modern fitness equipment's.

Facilities Available

Locker rooms

Steam Rooms

Special Guest Privileges

Complimentary usage of Steam, Jacuzzi and Pool.

Equipment Available

Cardiovascular Equipment

Elliptical Machine(s)

Exercise Bike(s)

Free Weights

Rowing Machine(s)

Stair Climber(s)

Strength Equipment

Treadmill(s)

Weight Machines

4. **Spa**

Quan Spa

Restore your body's balance during your visit to the North Goa spa inside our waterfront resort. Indulge in luxury treatments that blend traditional therapy and modern techniques to rejuvenate your body and revitalize your mind.

Quan Salon

Treat yourself to a well-deserved pampering in our North Goa spa. Feel your cares melt away as you enjoy our extensive selection of services from soothing massages and body treatments, manicures and pedicures to hair styling in our Goa hair salon.

Everyday:

10:00 AM-7:00 PM

Appointment required

Services, Treatments and Amenities

Facials

Kids Services

Makeup Services

Manicures/Pedicures

Men's Services

Scalp & Hair Treatment

Waxing

Fitness Centre

Enjoy a simple warm up session or an intense workout at our fitness centre

Open 7 days a week, 24 hours a day

Complimentary

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5. Swimming

Outdoor Pool

Mon-Sun: 8:00 AM-8:00 PM

Outdoor

Towels provided

Kids Pool

Mon-Sun: 8:00 AM-8:00 PM

Outdoor

Towels provided

Children's Pool

Whirlpool

Spa

Towels provided at whirlpool

6. Hot Tub

7. Meeting Space

7 Event Rooms

1314 SQ MT Total Event Space

400 Capacity Largest Space

3 Breakout Rooms

8. Free Wi-Fi

9. Activities for Kids

10. Casino

11. Game Room

12. Dry Cleaning Service

13. Laundry

14. Hair salon

15. Room Service

16. **24 Hour Room Service**

17. **Wake up Calls**

18. **Daily Housekeeping**

19. **Turndown Service**

20. **Service Request**



1.2 Sections within the organization

- Human Resources
- Finance
- Purchase
- Revenue
- Sales And Marketing
- Culinary
- F&B Service
- Front Office
- Spa
- Loss Prevention
- Housekeeping
- Engineering
- Administrative



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Task(s) handled

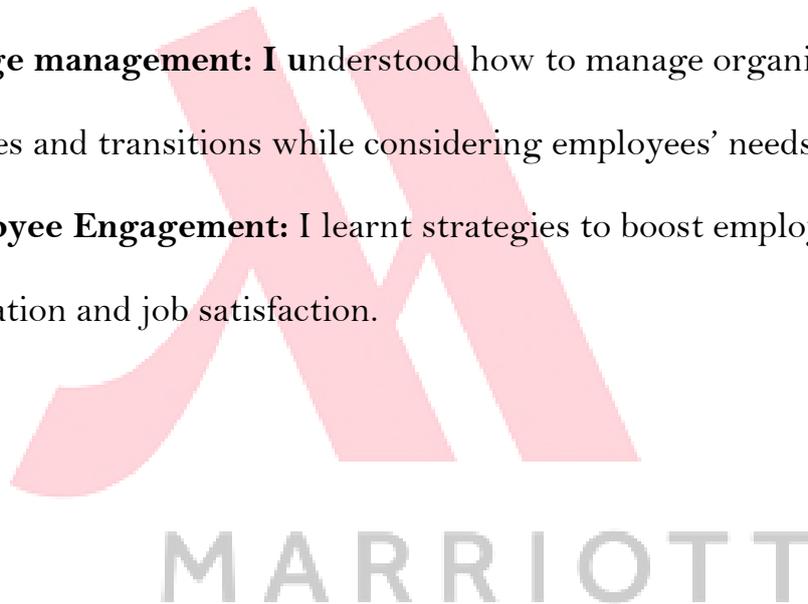
- ✓ Filing.
- ✓ Making Canva's.
- ✓ Assisted in recruitment process.
- ✓ Conducted initial screening of candidates.
- ✓ Managing employee's records.
- ✓ Coordinating with other departments for various purposes.
- ✓ Joining formalities of new staff/trainees.
- ✓ Clearance of interns.
- ✓ Daily Packet.
- ✓ Participating in employee engagement initiatives.
- ✓ Department change of the interns (roaster).
- ✓ Interns' stipend.
- ✓ Responding to basic employee inquiries.
- ✓ Helped with data entry and record keeping.
- ✓ Supporting various administrative tasks within the HR team.
- ✓ Raising workorders, PCV's, Complimentary rooms, TER'S.
- ✓ Handling Associate's Instagram page.

Learning

I learnt about various aspects of HR management, including

1. **Recruitment and selection processes:** understood how to source candidates, conduct initial screenings.
2. **Employee onboarding procedures:** learnt the process of integrating new employees into the organization and ensuring a smooth transition.
3. **Performance management techniques:** understood how to set goals, provide feedback and evaluate intern's performance.
4. **Employee relations:** learnt to handle conflicts, maintain positive work environment and address employee's/intern's concerns.
5. **Data management:** learnt to handle employee/intern's records and other confidential data accurately and securely.
6. **Communication Skills:** Developed effective communication skills for interacting with employees/interns.
7. **Time Management:** understood how to prioritize tasks, manage workloads and meet deadlines.
8. **Leadership Skills:** I learnt about leadership principles, not in a managerial role.
9. **Problem solving:** I developed the ability to analyse HR challenges and devise effective solutions.

10. **Basic HR software system:** I had to update all the records of employee/intern.
11. **Ethical and Professional Conduct:** learnt about ethical responsibilities and professionalism required in HR roles.
12. **Conflict Resolution:** I gained skills to mediate conflicts and find amicable solutions within the workplace.
13. **Diversity and Inclusion: I** understood the importance of fostering a diverse and inclusive workplace and promoting equal opportunities.
14. **Change management: I** understood how to manage organizational changes and transitions while considering employees' needs.
15. **Employee Engagement:** I learnt strategies to boost employee morale, motivation and job satisfaction.



Challenges

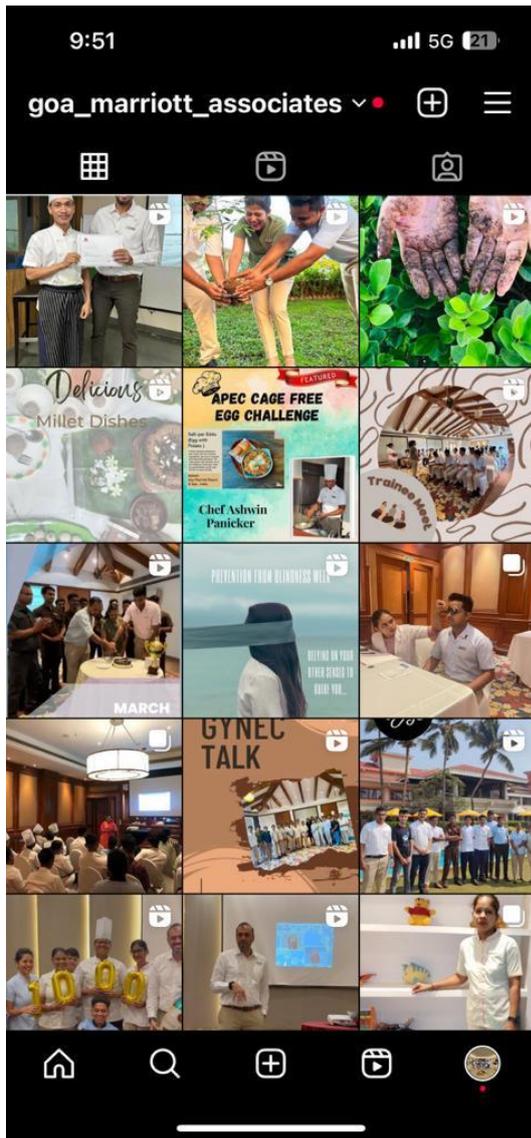
1. **Balancing Priorities:** I had to juggle multiple tasks simultaneously, which required effective time management and organizational skills.
2. **Communication Skills:** Effectively communicating with employees, managers and others was sometimes challenging while conveying complex information.
3. **Adapting to Technology:** Navigating HR software systems and tools was new to me.
4. **Building Relationships:** it took some time for me to build a good relationship with the employees as I was new and didn't know anyone.
5. **Lack of Authority:** As I was an intern, I didn't have limited authority.
6. **Limited Experience:** I was new so I was lack of practical experience, which sometimes made it challenging to handle complex HR tasks and situations.
7. **Confidentiality Concerns:** I had to deal with sensitive employee information.
8. **Decision Making:** I had to take decisions that impact interns.
9. **Handling Stress:** The HR Department sometimes faces high-pressure situations; I was a fresher I had to learn to manage stress and remain composed.

10. **Pressure to Perform:** I wanted to contribute meaningfully during my limited time in the department.

Despite these challenges, HR Department offered valuable learning experiences that will help me to develop essential skills for a successful HR career.



Appendix I



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VID-200

10-Jul-23			
Names	Current Department	Date Of Change	Reporting Department
Rohit Das	Front Office	10-Jul-23	Sales & Marketing
Tanusree Majumder	Housekeeping		F&B service
Aadarsh Lama	Housekeeping		F&B service
Nabajyoti Narzary	Housekeeping		Culinary
Subin Thomas	Culinary		Front Office
Niranjan	Culinary		Front Office
Pratham Singh	Front Office		Culinary
Mussaraf Hussain	Front Office		Culinary
Nikhil Desai	Housekeeping		F&B service

01-Jun-23			
Names	Current Department	Date Of Change	Reporting Department
Subin Thomas	Housekeeping	01-Jun-23	Culinary
Niranjan	Housekeeping		Culinary
Pratham Singh	Housekeeping		Front Office
Mussaraf Hussain	Housekeeping		Front Office
Rekha Pawashe	Front Office		F&B Service
Srushti Bhakoji	Front Office		F&B Service
Nabajyoti Narzary	F&B service		Front Office
Aaron Britto	Front Office		Culinary
Lysander De Araujo	Front Office		Culinary
Shinjini Sarkar	F&B service		Housekeeping
Nabajyoti Narzary	F&B service		Housekeeping

ART OF HOSTING CHAMPION - TA 2022-2023



TAMARA FURTADO
FRONT OFFICE

22 April, 2023

MARRIOTT INTERNATIONAL UNDERSCORES DEVELOPMENT IN INDIA DURING PRESIDENT AND CEO ANTHONY CAPUANO'S VISIT

HIGHLIGHT

Marriott International is currently present in over 40 cities with 140 hotels across 16 brand India. The company is focusing on advancing development in secondary and tertiary ma to attract both business and leisure visitors.



During Capuano's visit, which took place between April 10- 14, the company opened the JW Marriott Goa, its 150th hotel in South Asia as well as the Mulberry Shades Bengaluru Nandi Hills, A Tribute Portfolio Resort.

In addition, the company announced its plans to open 15 hotels this year in South Asia across its luxury, premium and select brand segments. Marriott also has plans to launch the brand debut of Moxly in India with the anticipated openings of Moxly Bengaluru Airport Prestige Tech Cloud and Moxly Mumbai Andheri West in 2024.

ENJOY YOUR COFFEE BREAK

Venue: Cafeteria
Time: 04:00am - 05:00am



~Coffee is always a good idea

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BSC 2023						
GOAL	% WT	U	P	SP	K	YTD
TALENT INDEX SCORE	15%	< 4pts.	4-6 pts.	7-9 pts.	>=10 pts.	8
REVPAR INDEX (%PT. RPI GROWTH VS. 2022)	20%	< +2.0% pts	+2.0% pts	+3.0% pts	+5.0% pts	-41.7%pts
F&B REVENUE VS. (BUDGET)	15%	Below P	4% below Budget	Budget	6.00%	-9.00%
Guest Voice ITR (Gatekeeper – BSA)	20%	< 74.2	74.2	74.7	75.2	71.4
CONTACTABLE ENROLLMENTS	10%	< 6172	6172	6637	6986	3716
GOP MARGIN (VS. BUDGET) * (GATEKEEPER – ICM)	20%	< - 0.7% pts	-0.7% pts	Budget	+ 0.7% pts	+2.3%pts



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VID-20230819-WA0
003.mp4



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Executive Committee (EXCOMM) & Leadership Team (LST)

**MARRIOTT RESORT
GOA**

GAURAV APTE
GENERAL MANAGER

SANDEEP KAUL
DIRECTOR OF OPERATIONS

MELISSA COLACO
DIRECTOR OF SALES & MARKETING

MANOJ MHAMAL
DIRECTOR OF ENGINEERING

BARKHA KEWALRAMANI
FRONT OFFICE MANAGER

DINESH BABU T M
F & B MANAGER

STEVE ALMEIDA
DIRECTOR OF LOSS PREVENTION

AMIT KUMAR DASH
EXECUTIVE CHEF

TUSHAR GHUGARE
DIRECTOR OF FINANCE

JERONIMO TRINDADE
DIRECTOR OF HUMAN RESOURCES

SHILPA KAMPANI
EXECUTIVE HOUSEKEEPER



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