Internship Report

Taj Cidade de Goa

Human Resources

December 15th 2022 - June 18th 2023

Authored by Laila Fernandes (1816)



OFFER LETTER

Industrial Training Confirmation - Ms. Laila Fernandes 🥦 Industrial







Trainingcentre Cidade crainingcentre.cidade@selectionshotels.com> to me. Ramu. Valentine. Monaliza *

Nov 29, 2022, 5:53 PM 🌞 🥎



ズA English → > Hindi → Translate message

Turn off for: English

Dear Laila.

Greetings of the day!

This is further to your request for Industrial Exposure training at the Taj Group of hotels. You, have been selected to undergo industrial internship from 15th December 2022 to 15th June 2023, in the Human Resource department.

Please note the following:

- You will be paid a stipend of INR 1500 during this period.
- You will be entitled to meals at the staff restaurant while on duty.
- You are required to make own arrangements for uniform and accommodation.

You should report to the Training office of the hotel at 9.30am in formal attire. Interns need to carry their Black Trousers, White shirt, Chef Coat (no college logo's), Black shoes, Black socks, Black Belt.

It is mandatory that you carry the following:

- TWO recent passport size photographs & 1 Stamp size photograph,
- Valid Covid-19 negative test report from a recognized govt. approved laboratory (less than 72Hrs from Date of Joining).
- . A proof of at least 1 vaccine dose, to be submitted on the day of joining,
- Medical Certificate stating that you do not have any communicable disease, skin ailments & that you did not suffer from Jaundice, Malaria & Typhoid in the past 6 months. This letter should be from a Practicing Doctor (MD) with all required test reports attached.
- No objection Letter from the college stating that you are permitted to undergo industrial training with us.
- Police Verification of your Address.
- Govt. Issued Photo ID Proof
- · Self, bank account details (photo copy)

- Arogya setu app to be download and activated on individuals' smartphones.
- Use of N95 mask is compulsory while in the hotel premises,
- Follow all guidelines as set by the government and the hotel in regards to the safety from Covid 19.
- Maintain utmost level of personal hygiene,
- Restrict your movements post work hours (so as to avoid being infected / become a carrier)

During the Course of your tenure, company may take a decision to shift you in any of our IHCL Hotel or other departments.

In case you are travelling from another state, it is preferred that you Self-isolate for 4 days prior to joining.

A line of confirmation from your end is needed within 24hrs of receiving this email.

Warm Regards,

Monaliza Fernandes Learning & Development Officer Taj Resort & Convention Centre Goa & Cidade de Goa - IHCL SeleQtions M - +917262899205

Vainguinim Beach, Goa 403004













INTERNSHIP COMPLETION CERTIFICATE

CIDADE DE GOA Guara a revert This certificate is proudly presented to Laila Jernandes from Joa University in recognition of successfully completing the Industrial Exposure Training in Human Resource His /Her performance has been Jery Jerocl. The duration of this training was from 15/12/2022 to 18/06/2023 Vincent Ramos Senior Vice President - Goa Valentine Athaide Learning and Development Manager	IHCL
Senior Vice President - Goa Learning and Development Manager TA SELEQTIONS VIVANTA GINGER ama THE NOIAN HOTELS COMPANY LIMITED Office at: 9th Floor Express Towers, Barrister Rajini Patel Marg Nariman Point, Mumbai, Maharashtra 400 021, India • Regd. Off. Mandlik House, Mandlik Road, Mumbai 400 001	

ACKNOWLEDGEMENT

"Genius without education is like silver in the mine"

Benjamin Franklin

I would like to start off by expressing my utmost gratitude to my encouraging professors and teachers, who never failed to nudge all students in the right direction. The sincerity and selfless help from their hearts have been expressed in their words and actions from day one and during the entirety of the course, and their constructive criticism refined us and has helped us to grow into the professionals that we are today.

No tree is complete in its magnificence without every branch, root, node and the very chlorophyll in its leaves. Just as the tree can build its roots and reach great heights, the entire working team at IMBA has helped provide the right environment for us students to branch out and grow. I'd like to mention special thanks to the following IMBA professors for propelling us in our future careers and for inspiring us to bring out the best in ourselves:

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

In addition to teachers, the administrative team has been helping us through our education process with ease, making formalities effortless and beneficial to the students. Their kind attitude and helpfulness was always a pleasure to see. Special mention to (kindly see next page):

Ms. Shilpa Shirodkar

Mr. Kishor Nagvekar

Mr. Naresh Salgaonkar

Mr. Sarvesh Vaigankar

Visiting faculty have inspired us a great deal and helped us with team-building activities for students to get along better, which is always necessary and fruitful. Students have come out of their shell, developed, made new friends, and come out of insecurities during this phase of adulthood, and such activities fulfill that requirement indirectly in the pursuit of education.

Past faculty like Mr. Edgar D'Souza and Mrs. Tahira De Sa have had a great impact on us. Kind and gentle leaders like them have brought laughter, learning and smiles on the face every student. Their presence will be felt and cherished despite the passage of time.

The Goa Business School professors have helped us in our respective specializations, and we are ever grateful them.

The physical environment was maintained to the best of the cleaning staffs' abilities. Their efforts have not gone in vain, and they play an indirect role in facilitating an environment of education for all students on a daily basis.

At Taj Cidade de Goa, I extend my gratitude to Ms. Arti Naik Vaz, Mr. Mahesh Kasker, and the TRCC (Taj Resort and Convention Centre) Human Resource team, including past HR Director Mr. Ramu Vemulapally, for guiding me in my work. Ms. Arti Naik Vaz was my mentored and reporting manager, and she guided me through every process and on most tasks that required technical expertise such as proficiency in Microsoft Excel. Mr. Mahesh Kasker taught me mail-merging and producing birthday vouchers for employees. In terms of all office particulars such as printing, procuring, purchase indenting, etc., I was guided by the entire office team and the HR apprentice as well.

Last but never the least, I extend my admiration and deep respect to those who have extended kindness to the shelterless animals in the campus vicinity. Education is a means of serving and uplifting those who are growing in their journey of life, and the extended generosity of upholding the rights and facilitating the growth of the plants and animals on campus is a noble act from those of great character. May God bless the entire IMBA team.

EXECUTIVE SUMMARY

This internship report contains specifics regarding the functioning of the Taj Cidade de Goa's Human Resource (HR) team, as well as details of my role in the organization as an Industrial Exposure Trainee (IET) in HR in Cidade de Goa. It is a luxury beach resort in Goa situated in Dona Paula in the North of Goa, overseeing the Vainguinim beach.

Cidade de Goa is aheritage property owned by The Timblo family in Goa. It is the first 5-star hotel in Goa, and was built in 1982 by an architect named Charles Correa. The Taj group keeps this property as a part of its hotels in the SeleQtions category, which means that it is owned by the original owners and not by the Taj group, yet is preserved in its style and history to keep the branding the same with its original charm. The property has 207 rooms and 299 in Taj Resort and Convention centre, making it a shared total of 506 rooms. This makes Taj Cidade de Goa amoung the top hotels in terms of number of rooms in Goa.

During the training period between December 2022 to June 2023, major events such as TATA Connect, Taj Idol, ABC (TATA's Annual Business Conference), multiple rounds of the G20 summit and more, took place at both hotels.

A brief of the tasks handled by me are as follows:

- Pre-employment registration formalities
- Procuring documents, data entry, sorting and submitting employee data on Excel, and HR operations in general
- Event Coordination: CSR activities, Townhalls, Fist Bump Friday, (monthly employee engagement activity), etc.
- Procured and sorted employee data for TATA Connect, the G20 summit in 2023, data for Employee ID cards, Birthday vouchers, etc.
- Organized employee files (e.g. during the TPAM audit)
- Graphic Designing
- Registering employees and IETs on the WYSE Facial Recognition System for attendance

CONTENTS

Chapter	Particulars	Page numbers
	Offer letter	i
	Internship Completion Certificate	ii
	Acknowledgements	iii
	Executive Summary	vi
1.	Organization	1 - 2
	1.1 Birds-eye-view	3
	1.2 Products and Services	4 - 9
	1.3 Sections within the organization	10
2.	Tasks handled	11 - 12
3.	Learning	13 - 14
4.	Challenges	15 - 18
	Appendix I	19
	Appendix II	36
	Appendix III	41

1. ORGANIZATION

"In a free enterprise, the community is not just another stakeholder, but is in fact the very purpose of its existence."

- Jamsetji Tata

Founded by Jamsetji Tata in 1868, the Tata group is a global enterprise, headquartered in India, comprising of 30 companies across ten verticals, one of them being 'Tourism and Hospitality'.

The group operates in more than 100 countries across six continents, with a mission:

'To improve the quality of life of the communities we serve globally, through longterm stakeholder value creation based on Leadership with Trust'.

Tata Sons is the principal investment holding company and promoter of Tata companies. Sixty-six percent of the equity share capital of Tata Sons is held by philanthropic trusts, which support education, health, livelihood generation and art and culture.

In 2021-22, the revenue of Tata companies, taken together, was \$128 billion (INR 9.6 trillion). These companies collectively employ over 935,000 people. *

The Tata group has been in the travel, hospitality and tourism industry since 1903. The founder of the Tata group, Jamsetji Tata set up the Taj Mahal hotel in 1903.

Taj Hotels has also been named the World's Strongest Hotel Brand by Brand Finance for the year 2021. Notably, the Taj Hotel is managed by The Indian Hotels Company Limited (IHCL), a hospitality company based in India that operates hotels, resorts, jungle safaris, palaces, spas, and in-flight catering services. The same titled was honoured to the Taj group of hotels in 2022.

And as of June 7th, 2023 IHCL, India's largest hospitality company, announced that its iconic brand – Taj has secured the No. 1 position on Brand Finance's coveted 'India 100 2023' report, marking it the third time the brand has achieved this distinction. [Refer to picture in Appendix III]

This brings us to Taj Cidade de Goa, a hotel under the SeleQtions brand of the Taj group of hotels under the Tourism and Hospitality vertical of the TATA group.

All SeleQtions hotels are management contracts for IHCL and are primarily a conversion brand. Existing properties that are upscale are essentially merged with IHCL for the latter to manage the properties by IHCL policies, while such properties are still owned by the original owners. In the case of Cidade de Goa, it is managed by IHCL, and all hiring, corporate and day-to-day operations are handled by IHCL. Similar to the concept of 'SeleQtions' brand of hotels is as seen in chains like Hilton, which has DoubleTree by Hilton, and in the case of Marriott, which has Fairfield by Marriott. As such, they are curated collections of hotels that are not called Hyatt or Marriott, but are known and branded by their own individual names.

"You miss 100% of the shots you don't take"
- Wayne Gretzky

1.1 BIRDS-EYE-VIEW

Located in the North of Goa, Taj Cidade de Goa was built by world-renowned architect Mr. Charles Correa, and is a beach resort that caters homely luxury and embodies the essence of Goa in terms of geographical location and Portuguese-influenced design such as rooms with *balcãos*, historic murals and a backyard beach. As the tagline goes, it is Goa in a resort. The same feeling is encapsulated by Goan live music played by Goan musicians, especially upon entry for guests.

The quaint & secluded Vainguinim beach, makes Cidade de Goa a selected destination for families, and this is also in-part due to the indoor as well as outdoor children's play areas, and a range of water sports and games.

It offers nine types of rooms, 3 pools which includes 2 pools for adults and 1 for children (with swim-training facilities), 4 restaurants, 2 bars, 4 conference and hall spaces for events, and outdoor lawns for events.

The hotel is complete with various departments needed to sustain 5-star operations, namely:

- 1. Front Office
- 2. Food and Beverage Service
- 3. Food Production
- 4. Housekeeping
- 5. Engineering
- 6. Finance
- 7. Sales and Marketing
- 8. Human Resources
- 9. IT Operations
- 10. Purchase and Receiving (a part of Finance but separately stationed

As of June 2023, there were 298 on-roll employees and roughly 145 outsourced staff or contractual labour.

1.2 PRODUCTS/SERVICES

The services offered by Cidade de Goa are comprehensive and on-theme with the tagline of 'Goa in a Resort'. The details of the same are furnished below.

1.2.1 ROOMS

Cidade de Goa offers 9 kinds of hotel rooms, the smallest in size (34 sq Mt) being the Superior Rooms, suitable for up to 3 guests with a King/Twin sized bed. The most spacious room is the Vasco da Gama Suite Sea View room, (79 sq Mt) and also suitable for up to 3 guests.

The range of rooms, in order of most affordable to most expensive are as follows:

- 1. Superior Rooms (34 sq Mt)
- 2. Deluxe Room Sea View (35 sq Mt)
- 3. Premium Room Sea View (36 sq Mt)
- 4. Deluxe Room Sea View with Sitout (38 sq Mt)
- 5. Deluxe Suite with Terrace (57.1 sq Mt)
- 6. Premium Suite Sea View (57.1 sq Mt)
- 7. Luxury Suite Sea View (79 sq Mt)
- 8. Jardim Suite Sea View (79 sq Mt)
- 9. Vasco da Gama Suite Sea View (79 sq Mt)

All rooms come with wifi accessibility, and are suitable for a varying number of occupants from 2-4 numbers. All rooms contain King-sized beds, with space for the facility of a Twin-sized bed where up to 3 occupants are allowed in a given room.

Kindly note: Pictures of the rooms have not been included in the report as they are not areas I frequented and the pictures provided on the website are not up-to-date post the recent renovations.

1.2.2 RESTAURANTS

Laranja is an all-day dining multi-cuisine restaurant where the breakfast buffet is laid. On days of full occupancy, Café Azul, a pool-side restaurant that overlooks the sea, is used to assist in breakfast service operations. Otherwise, Café Azul opens for a la carte service for lunch and dinner. As the names of each restaurant imply, the colour theme for Laranja is Orange while it is blue for Café Azul. This keeps in line with the notably and varyingly vibrant buildings in Portuguese-themed architecture.

Alfama resembles the style of old Lisbon with in-restaurant *Fado* performances. It is a formal, in-door, Portuguese themed restaurant, complete with a *balcãos*, verandahs, tiled roofs, street lamps and arches. It caters dinner operations.

There is a seasonal open-air dining restaurant named Barbeque, the outdoor environment of which allows one to observe and listen to the sound of the waves crashing on the shore, overlooking the lawns of Cidade de Goa. As such, it is open for dinner service only.

Kindly note: Taverna, the lobby bar and lounge, as well as Bar Latino, the pool-side bar, are not featured on the website.

1.2.3 TATTVA SPA AND SALON

Clube Saúde's Tattva Spa and Salon offers a Jacuzzi, Sauna, Aromatherapy services, Massages, Make-up and Grooming services. The service of Pavitra Ayurveda is briefly explained on the SeleQtions Hotels website as follows:

"Portuguese architecture meets Indian heritage. Based on a 5000-year-old wellness philosophy, Pavitra's treatments and experiences focus on balancing the mind, body, and soul. This style of Ayurveda focuses not only on physical ailments, but also on the importance of spiritual rejuvenation, with special emphasis on energy, yoga, meditation, and self-healing. Every package offered is customised to your specific needs, after consulting our in-house physician"

Tattva Spa and Salon are not a part of the Taj brand but are a separate business entity that was working within Cidade de Goa pre-merger, and in keeping up with the SeleQtions business model, IHCL has chosen to renew the contract with Tattva Spa and Salon.

1.2.4 CLUB SAUDE – GYMNASIUM

The Gymnasium offers a range of equipment, fit for the standard of a 5-star hotel, with expansive cardio equipment like elipticals and treadmills, as well as a range of barbell and dumbbell sets.

There are 3 certified personal trainers stationed in the gym, and 2 swimming coaches that are stationed at the poolside. There are 2 swimming pools for adults, the deepest depth being 8.5 ft., and there is a kid's pool as well.

There is a children's play room with one attendant for the same, a table tennis room, Saunas, and a boutique shop for gym accessories and souvenirs.

Within the space of Club Saude is where Tattva Spa and Salon is stationed. The pool attendants and Gym Trainers are on-roll employees i.e., on Fomento Resort and Hotels Ltd.'s pay roll, and as Tattva is a contract business working within Cidade de Goa's premises, the entire team, including the Children's section attendant, are hired on contract basis.

1.2.5 EVENT SPACES

This consists of indoor meeting rooms and banquet halls. They are Ultramar I and Ultramar II, Sala de Banquete and Grand Sala.

Ultramar

An elegant boardroom, furnished with a long wooden table, comfortable chairs, select paintings and artwork, and a projector. The room is suited for board meetings.

Capacity: 17 people

Dimension: 6 m. x 4 m.

Area: 23 sq. m. Height: 3 m.

Guest Entry Point: 1

Sala de Banquete

The go-to venue for conferences and mid-sized business meetings, Sala de Banquete is just a little smaller than the Grand Sala. Wooden doors and yellow-coloured lighting create an old-world styled setup.

Capacity of guests based on seating style setup:

Theatre: 150

Circular: 60

U Shaped: 50

Boardroom: 52

Classroom: 50

Reception: 175

Grande Sala

The largest and grandest ballroom in the resort, Grande Sala can accommodate upto 450 delegates.

Dimension: 29 m. x 12 m.

Area: 348 sq. m. Height: 4 m.

Guest Entry Point: 1

Capacity of guests based on seating style setup:

Theatre: 400 Circular: 150 U Shaped: 90

Boardroom: NA Classroom: 180 Reception: 500

Note: The website does not provide information regard the various lawn spaces for events, however, events such as TATA Connect, weddings, etc. take place on the outdoor, sea-facing lawns at Cidade de Goa.

The website also does not provide the correct image for Sala de Banquete, and has instead an image of Ultramar I and II, labeled wrongly. The images are clarified in Appendix III.

1.3 SECTIONS WITHIN THE ORGANIZATION

The Hotel consists of a Front of the House and Heart of the House sections. The Front of the House sections includes the Front Office, complete with a Reception, Concierge-cum-Travel desk and a Taxi Counter. There is the Food and Beverage service department including the sections detailed under the 'Products and Services' section of the report, namely outlets like Laranja, Café Azul, Barbeque, and Alfama. There is also the IRD or In-Room Dining section.

There is one main Kitchen consisting of the Bakery, Cold Kitchen, Continental cuisine, Indian cuisine, Tandoor section, Chinese, and a Halwai section. There are live counters at Laranja and Café Azul, as well as at Barbeque.

There is the main Housekeeping office along the same corridor of the entry to the Kitchen and near IRD. Housekeeping pantries are situated on each floor as well.

Connecting to the lobby and front desk is the back office of Front Office, which meets wall-to-wall with the Sales Manager's cabin, which is next to the Finance department.

The Security department is situated right at the staff entrance point, known as the Time Office, beyond which there is a small recreational space that was recently renovated and in the process of further development. At the end of the corridor of the Recreation Room lies the Ladies' Locker room, the Gents' Locker room and the Executive Gents' Locker room.

Below this is the Uniform room, which is located opposite the Human Resource office. Along this underground level is the staff cafeteria.

Between the Housekeeping office and the Uniform room is a corridor that leads to the Linen Room. Further down this corridor is the Purchase section, and along an adjacent corridor is the Engineering department.

The Sales team and IT team, being a shared resource, are mostly situated in the Taj.

2. TASKS HANDLED

The section I worked in

For the entirety of my training, from December 15th 2022 to June 18th 2023, I interned in the Human Resource department. As HR is a shared/joint resource for both properties within Taj Cidade de Goa, I was occasionally shifted to the TRC (Taj Resort and Convention Centre) when the requirement was stated. However, for the majority of my training, I was assisting Ms. Arti Naik Vaz, one of the assistant HR Managers at Taj Cidade de Goa.

Working schedule (date and time every day)

While the stipulated time was from 9 a.m. to 6.pm every day, my working hours crossed 9.5 hours every day, due to the large load of work. During the first 2 weeks of training, I came by at 9 a.m. and left at 6:15 p.m. everyday. However, due to the increasing nature of work in Cidade de Goa for an HR team with just 2 personnel for roughly 450 employees, I found myself working an average of 10-12 hours every day. During the G20 summit, due to last-minute requests to compile company staff data, contractual staff data, and ODC data, I found myself doing almost 13 hours of work in a day.

Type of task(s) I was exposed to and Hands-on experience

A brief of the tasks regularly handled by me are as follows:

- Co-handled pre-employment registration formalities for new recruits and verbally translated particulars of the Joining Kit to candidates.
- Mentored and assisted ESL trainees and staff in work tasks [procuring documents, data entry, registration formalities, basic computer literacy, and HR operations in general]
- Assisted in keeping a record of IET and staff attendance while resolving attendance-related issues.
- Event Coordination: Brainstormed and facilitated CSR activities [road cleaning, placement of cement water bowls for strays], Townhalls, Fist Bump Friday, (monthly employee engagement activity), etc.

- Procured and sorted employee data for the G20 summit in 2023, data for Employee ID cards, Birthday vouchers, Apprentice and on-roll employee files, etc.
- Organized employee files, followed-up with and acquired necessary data (e.g. during TPAM audit)
- Graphic Designing: notices, staff birthday posters, activities, events;
 Star performer presentations for the daily morning meeting; a video compilation for Fist Bump Friday
- Registered employees and IETs on the WYSE Facial Recognition System.

Relationship of the task with the course you studied in the classroom

Almost 80% of my work was Graphic Designing as part of Human Resources, and almost 15% was coordination of employee engagement activities. It was more on the side of Event organizing and hosting, rather than core HR work.

Around 5% of my work had to do with sorting data on Excel, and sending the classified data back to the reporting manager, such as insurance data of executive employees and procuring of G20 Summit data.

3. LEARNING

What did you learn from the practical exposure?

From my observations, these are the various functions of the HR department at Cidade de Goa, specifying the ones I was exposed to and involved in:

- Recruitment
- Staff management (providing facilities, coordinating, etc.)
- Employee activities (CSR, events, appreciation) + the promotion of the same
- Compensation (calculating PF, EPS, Gratuity, paid leave, etc.)
- Filing and organizing
- Retention (keeping employees, offering benefits, etc.)
- Training new joinees, existing staff and trainees
- Handling employee grievances, sorting them out, coordinating with department heads on the same, etc.
- Counselling (big organizations have separate counsellors, however, in Cidade de Goa, Ms. Arti would counsel staff as she has been working there for 10 years and understands grievances and functionings of the organization on a deeper level.

Have you had an opportunity to be innovative in handling tasks? – The way you introduced new practices that cut short the time required, enhanced quality in the output, etc.

Yes, there was a lot of room for creativity as I had shown the team my graphic design skills, and the majority of my work (more than 70% of it) had to do with creative output. Some such tasks are:

- Poster making for individual staff birthday posters, for some engagement activities, notices (locker fumigation, salary account opening, STAR program, etc).
- Coordinating some routine, daily HR tasks allowed me to interact with almost all employees and develop a good understanding of what ails them and what needs improvement. This allowed me to provide support to staff when matters of counselling and employee grievances came up. Being calm and kind-natured, this allowed me to tactfully de-stress staff and diffuse situations.
- Conveying employee queries and grievances

- Conducting and monitoring Employee engagement activities, of which, the liberty to choose and decide games, prizes, and hosting were bestowed upon me. This allowed me to have creative liberty and to bring out a new side to employees from the serious work environment. Being a good speaker and presenter, the games were made fun and interactive due to the skills I brought to the table. An example of this is the 2 times that I assisted in conducting Fist Bump Friday game activities. [Appendix I]
- Presentations: daily Employee appreciation presentations, Townhall, etc.
- Video editing: Townhall video, Fist Bump Friday video.
- Contributing to CSR activities, such as placement of Water For Voiceless water bowls. WFV is an NGO that supplies free cement water bowls for strays, and the entity who takes the bowls has to fill and replenish the bowls for birds and animals to benefit from. [Picture of the agreement letter is in Appendix II]

Have you learned something about yourself (your abilities vis-a-vis expectations of your reporting officer, your likes and dislikes)

The details of likings and dislikes will be in the detailed section of the Challenges faced during training. In brief, what I learned about myself is that I am more resilient than I knew I was, quite a strong pillar of support, and responsible due to which, a large workload would be transferred to me to lessen the burden of the already overworked and understaffed HR department at Cidade de Goa. As mentioned earlier, there were 298 on-roll employees and roughly 145 outsourced staff or contractual labour. This did not include interns, the number of which fluctuated between 30 to 45 students.

Ms. Arti Naik Vaz knew that she was overloaded with work, and she faced burnout every day at work as well. Sometimes, she expected more speedy results, and sometimes, she was greatly appreciative of my efforts. This yo-yoing of expression of mood and frustration arose from workload-related burnout, and so I understood that her reaction completely with regards to work expectations, as she herself faced the same expectations on her. However, this workload proved to be a challenge and opportunity for me to take on large responsibilities and learn new tasks, thus developing me into the resilient and confident go-getter that I became.

4. CHALLENGES

The activity that you were unaware about

I was unaware that hiring was a challenge years post Covid, and budgets were tighter from 2020 onwards, thus not allowing a lot of hires to happen, but getting individuals on-board as apprentices were a norm. This hiring practice was surprising to me, and the hotel is yet to adjust back to proportionate number of staff for full-fledged operations

Meeting the deadlines

As mentioned in the Learning section, there was a constant overload of work, and no one in the HR office went home before 10 hours passed in office. This mentally strained all of us in the office, and we sacrificed many personal commitments due to work. There was no good work and personal life balance, and my memory was affected due to stress and constant work pressure. On weekends, I felt that they were weekdays, and my mind was on pending work during the weekends as well. Unhealthy deadline expectations from corporate were regular causes for burnout for us all.

Some other challenges, as well as Expectations v.s. Reality feedback are as follows:

Interns do not get sick leave

When interns fell ill or had an injury and were advised rest by a doctor, their days are marked as "absent" beyond their weekly offs. Due to this, interns would work 10-20 days consecutively so as to not get a cut in their stipend. Earlier, the weekly offs allowed were 4 days in the month, and the stipend was rupees 1,500. Thankfully, as of March 2023, the weekly offs were raised to 6 days per month, and pending offs would get carried forward if an intern was not allowed to take their days off on busy days. The stipend also increased to rupees 5,000 per month.

Interns cannot use the staff coach

Though this was the case, female interns can sometimes avail of a night drop facility if their shift ends after 7:30p.m. and it is clearly dark outside.

Demotivation in terms of placement prospects

Our families have taken the pain to financially support their kids for 5-year program, where we end up as **post-graduates** in **Hospitality Travel and Tourism**, with a specialization in a specific field such as HR or Marketing. However, in reality, we're overqualified for positions that are filled by people who have graduated from high school, and **we are offered an apprenticeship at best**. Some people with no hospitality background get taken as 'A1 Operations' trainees (once completed, the program leads to trainees entering as supervisors in the operational department of their specialization).

Burdening, heavy workload with unrealistic deadlines and expectations

The HR department at Cidade was understaffed (5 staff pre-covid, 2 staff from 2022 onwards), which meant there was no time to train a trainee, but work had to be done and the workload was heavy on a regular basis. No new staff were being hired despite this situation. As part of HR, during the first 2 rounds of the G20 summit, I had to stay back and compile data along with 2 other HR assistant managers (there are no entry level staff in Cidade de Goa's HR, nor any apprentices). The data was for approximately 450 individuals, not including ODCs. Due to the last minute work culture, there were times where the HR personnel stayed till 10-11p.m. to compile data, while I have done 12 hour shifts on some days. Most other days, my shift was never 9 to 6. I would always leave between 7 p.m. and 8:15 p.m. There are times that I took work home.

The mood of the day hung upon the mood of the person I reported to in my department, and this is a shared reality I learnt from 3 other interns that I regularly communicated with. The higher up could destroy the morale of the intern, who is clearly inexperienced and trying to complete tasks, and that scolding would set the tone for the whole day. Even staff would feel discouraged and not productive for the rest of the day. Thus, the **poor communication is was counterproductive**.

Expectation vs Reality

Expectation #1

Learning what was relevant to my field (HR) by following a job description

Reality

There was no job description, and I did not learn as per a written/physical job standard for an HR associate. Therefore, I had no fixed, visible standard of what I could learn as an HR intern, to be an HR associate. However, I mostly learnt some areas of work that an entry-level HR staff would be handling 30% of the time. I learnt how to manually type attendance of staff on days that the automatic system failed, which would have to be reviewed and edited by the HR personnel in charge of Attendance. This was done on Excel.

Expectation #2

Workload would be as per what an associate can take

Reality

An unmanageable amount of work gets dumped on 1 associate in the team, who happens to be the most cooperative. When the work is given, it is given in a way that the associate cannot say "no", such as sending an email with said associate's superior in CC, and the work is typically given by those who are senior to said associate.

Result:

Interns have to help them pick up the pace, they are frustrated, interns have to do trial and error which can frustrate the already frustrated employee.

Kindly note: as there is no conclusion section in the format of the report, I have included a Conclusion as part of the Challenges section of the report. Kindly proceed to the next page for the same.

Conclusion

I learnt a lot, directly and indirectly from my 6-month long internship. Unfortunately, I was not trained to be an HR associate. I instead took on a few elements of HR, and mostly coordinated tasks and helped out. I was not enabled any access to the HRMS (Orion), which would help me to provide HR services to associates that asked me for assistance frequently while the other 2 staff were busy or unavailable, nor was I allowed to learn about Orion to merely be educated on the HRMS.

Learning what an HR associate would do was my major expectation, as per a set job description. The outcome was that I learnt how to assist in handling a heavy workload, while sacrificing time for other tasks and personal commitments. However, I got to practice a lot in the entirity of my internship such as how to interact / deal with employees and executives, how to handle employee grievances, graphic designing skills, daily monotonous tasks such as procuring new joinee paperwork and making an employee file from A to Z.

A major positive was the employee engagement activities that took place regularly, which interns were included in, and it provided good refreshment from the repetitive tasks and poor employee interactions. The activities were inclusive, and at times, both hotels came together to take part in group/team activities. Overall, I'm glad to have learnt as much as I could, and learnt more than I asked for in certain areas, and I was welcomed as a part of the team.

APPENDIX I

As the nature of my work was largely coordination-based and in Graphic Designing as part of Human Resources, enclosed in this section are merely some out of the hundreds of posters created by me.

The Wall of Employee Appreciation, a.k.a the STAR wall, all 5 posters designed by me.



Prior to the Wall of Appreciation: Posters such as STAR Point updates, Appreciation post employee engagement events such as Taj Idol, etc.

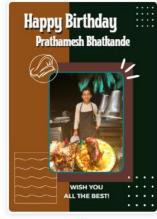


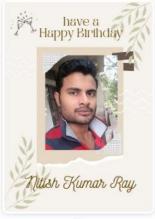
3. LEARNING

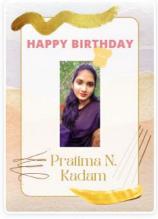
Making (via Excel), printing and distributing employee birthday vouchers based on the chronological Zodiac arrangement of the employee birthday list

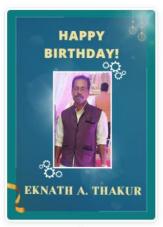


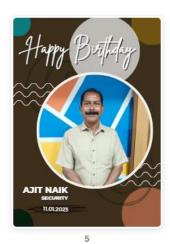
Birthday posters for staff birthdays created on Canva. This brought out my editing skills and graphic design skills.

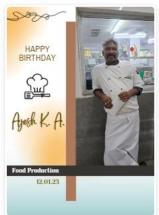


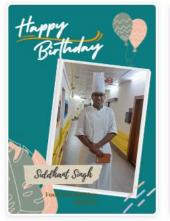






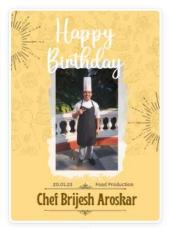


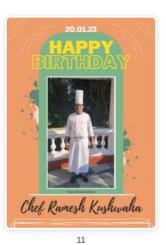


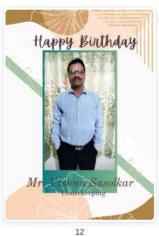




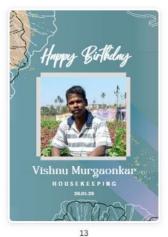
Happy Birthday

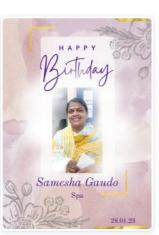






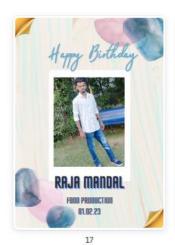


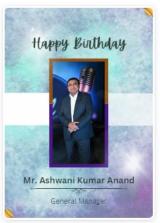


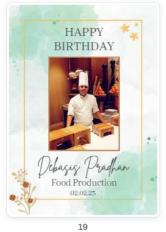


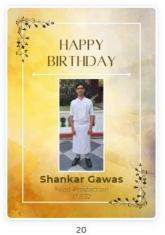


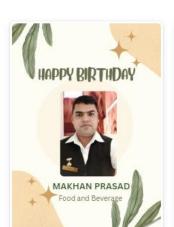


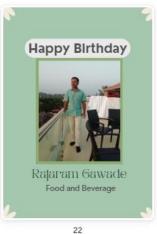


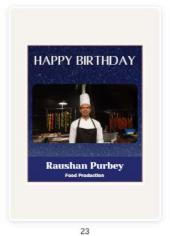


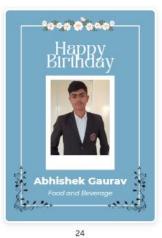






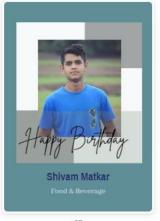




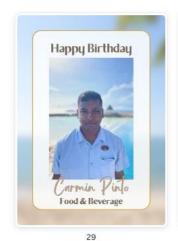


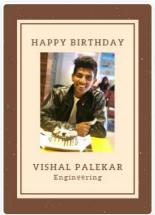


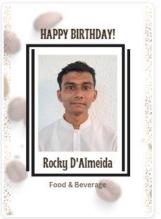


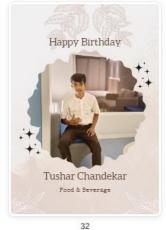






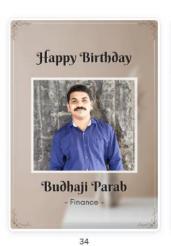


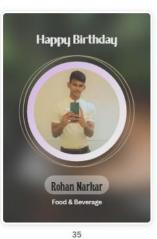


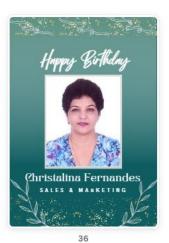


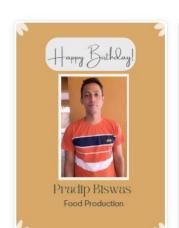
Happy
Bothday

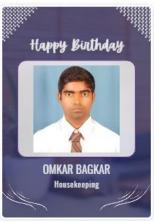
ASHISH PANVELKAR
Food & Beverage

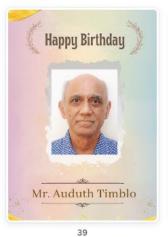


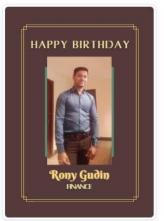


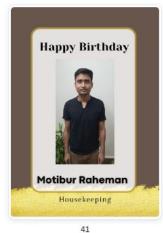


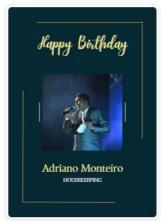


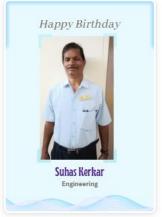


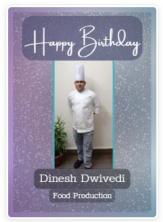




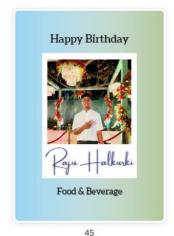


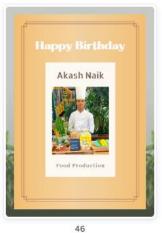


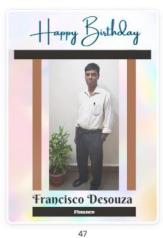




42 43 44

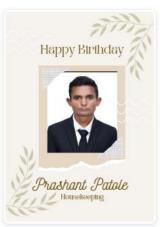


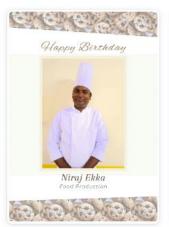


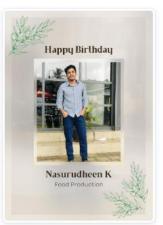






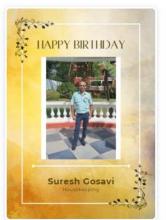


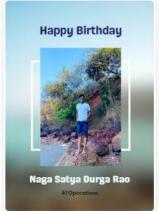




49 50 51 52



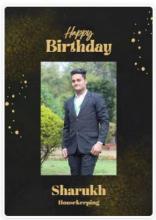






54 55 56

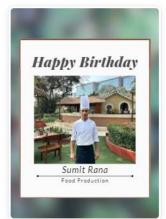








57 58 59 60

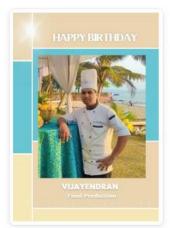






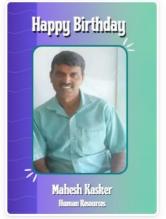


61 62 63 64









65 66 67 68



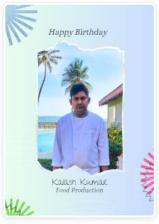




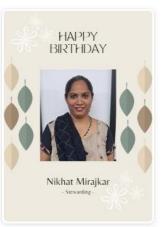


69 70 71 72



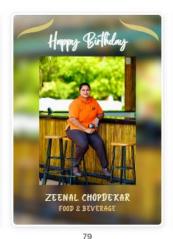






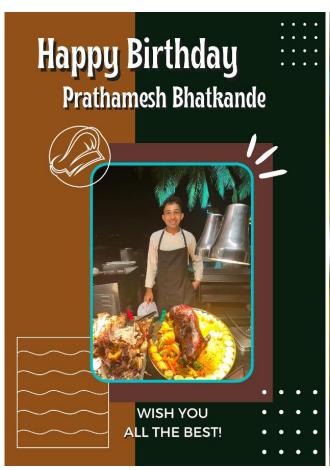
73 74 75 76

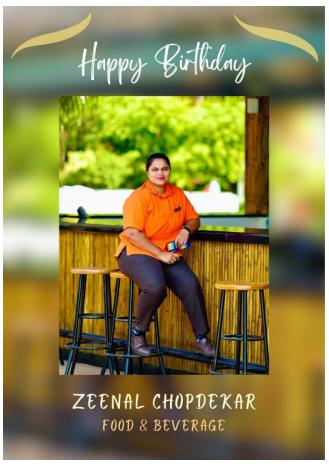






Up-close samples of birthday posters made









Nikhat Mirajkar

- Stewarding -

Happy Birthday

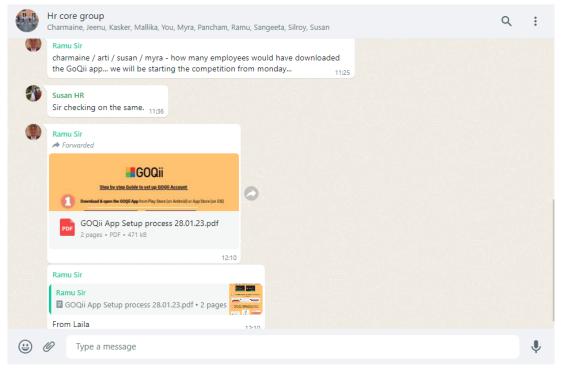


Vijaykumar Parab

Finance

When IHCL initiated a Fitness challenge in collaboration with GoQii in 2023, the rules needed to be simplified and the existing poster needed to be condensed, so as to print just 2 frames of the document, which was otherwise drab and with excessive information, unsuitable for busy employees to read when passing by in the corridors. Upon condensing and paraphrasing the content, and beautifying the poster, I managed to bring it down to 2 pages and shared the same with the HR Director at the time. He appreciated it and shared it on the 'HR Core Group' via Whatsapp for both hotels. Below is the poster and a screenshot of Mr. Ramu Vemulapally's message of my poster.





WFV Water bowl agreement for CSR of placing water bowls for strays:



20th March 2023

To, Water for Voiceless (WFV North Goa) Dona Paula, Goa

Subject: Appreciation for Water Bowls supplied

Dear Sir.

We are writing this letter to you to convey our deep appreciation and gratitude to Water For Voiceless for providing us 10 WFV water bowls, to facilitate our environmental stewardship goals as part of Paathya.

We have placed these water bowls within the premises of Taj Cidade de Goa and Taj Resort and Convention Centre, Goa, as well as in our staff accommodation areas, namely Cidade Haven in Taleigao and the adjacent ladies accommodation. Countless strays and numerous birds will greatly benefit from the clean water that we will fill into these bowls to quench their thirst. The timely provision of these bowls during the summer is much appreciated as well.

Our team will ensure that these water bowls are filled with clean water everyday as well as cleaned on a regular basis. Once again, we thank you for supplying us with these water bowls to help the voiceless.

With best regards,

Ramu Vemula pally
Area Human Resources Director – Goa
and Director of Human Resources

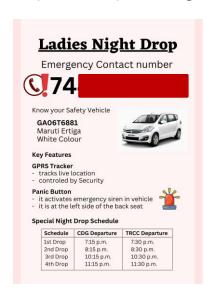
Some notices and posters for upcoming events concerning employees

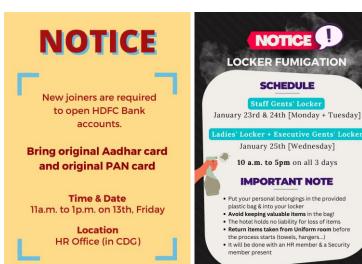


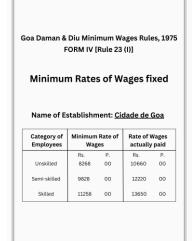


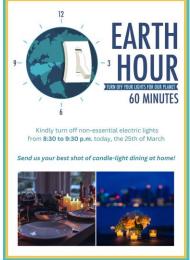


Notices (continued) including legal notices relevant to Human Resources.

















Hiring notices requested to be made by recruitment section:



Left: Making 400+ nametags for staff, IETs, ODCs, TATA Connect support staff, G20, etc. Right: Word of thanks TATA Connect success Appreciation poster from late Mr. Vincent Ramos



2 slides out of a presentation crossing one hundred slides on employee appreciation called "Recognizing Excellence"







Five Star facilities; 10 Star Staff

An absolutely fab experience. Really appreciate Mr. Reagan, guess he was the front desk manager. The moment we entered the Hotel, he made us feel so welcome and at home. And you could sense that he was not only doing his duty - there was sincerity in his approach. Also spl thanks to Riya for showing us around the Hotel. Hats Off, Taj and Cidade de Goa! We are already planning our next stay with you..!

IAĴ SELEQTIONS VIVANIA GINGER AMÃ QMIN

IHCI



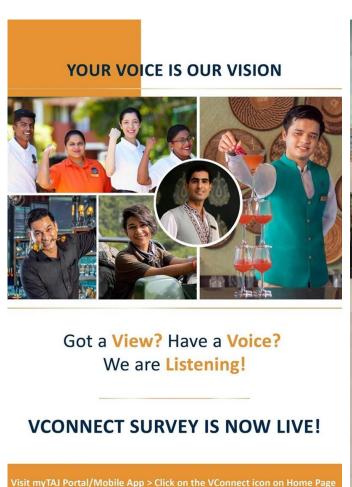


(Part 1) Taj's legendary hospitality, complete with personalised luxury was an experience. My delightful stay at the Taj Cidade de Goa, 1st of May to 4th of May 2023. Made a booking through the IHCL website which was smooth and easy. Promptly received the banking information as a reply to my email. So had my office prepay for the hotel. Received 2 calls on 30th April 2023 from the hotel to check about my special requests made during the booking. Mr. Shiv Oberoi became the single point of contact for all our needs. A delightful gentleman who was very attentive and courteous to all special requests we made. He instantly recognised me on arrival and I was led to the common seating area, while he fetched the keys to show me 2 options he had pre arranged. I liked a suite and as a gold member was delighted to be upgraded.

APPENDIX II

Enclosed in this section are pictures that display my involvement in internship activities at Taj Cidade de Goa during the period from December 15th 2022 to June 18th 2023. It includes correspondence I handled during my internship period, as well as other tasks handled as mentioned in the Executive Summary and Learning sections of this report.

Distributing badges for Celebrating the Spirit of Tajness. The same set of pictures were used in a V-Connect Campaign.





Pictures of some members of the Taj Cidade de Goa HR team during the Republic Day celebration (flag hoisting) on 26^{th} January, 2023.



Pictures of the team and myself during and appreciative farewell organized by them on one of the last few days of the 6-month long internship:











Picutre post nursery clean-up CSR.



Picture post the Water Pledge taken on World Earth day



Picture taken by me of a Fist Bump Friday activity



Appreciation from reporting manager Ms. Arti Naik Vaz







APPENDIX III

Enclosed in this section is the relevant pictures pertaining to each section of the report that did not suit the category of Appendices I and II. This section contains images of the Organization as well as Products and Services.

1.2.2 RESTAURANTS



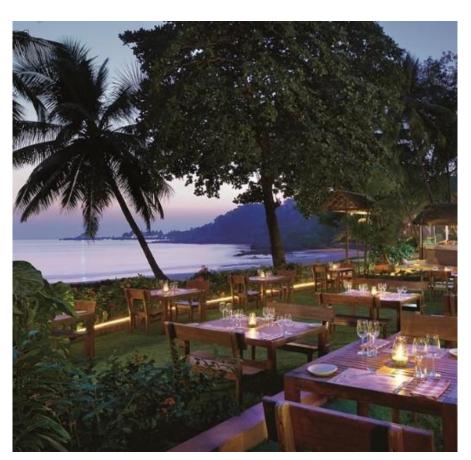
Laranja, the all-day dining multi-cuisine restaurant of Cidade de Goa



Café Azul, which serves food from North India, Far East Asia, and Italy.



Alfama, named after a town in Portugal, a restaurant that serves a balance of global cuisines such as French and European dishes, as well as local dishes.



Barbeque, a sea-facing, rustic-themed, seasonal open-air restaurant that caters dinner.

1.2.3 TATTVA SPA AND SALON



1.2.4 CLUB SAUDE – GYMNASIUM



1.2.5 EVENT SPACES



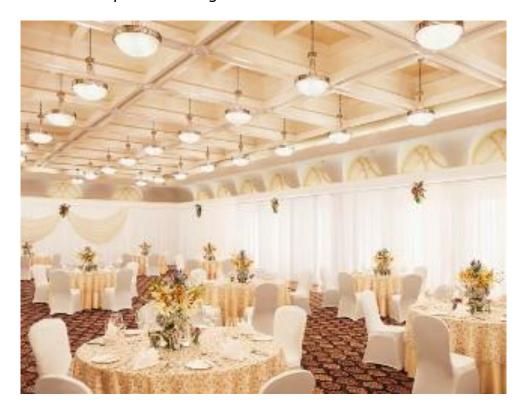
Ultramar conference hall (1)



Ultramar conference hall (2)



Sala de Banquete meeting hall



Grande Sala banquet hall

REFERENCES

Organization

https://www.tata.com/business/overview

https://www.tata.com/business/tourism-travel

https://travelobiz.com/top-10-strongest-hotel-brands-in-2022-taj-ranked-1-again/

https://www.ihcltata.com/press-room/taj-ranked-as-India-strongest-brand-brand-for-third-time/

https://www.forbesindia.com/article/special/indian-hotels-launches-new-brand-selegtions-with-12-upscale-properties/53021/1

1.1 Bird's Eye View

https://www.seleqtionshotels.com/en-in/cidade-de-goa/

1.2 Products and Services

https://www.seleqtionshotels.com/en-in/cidade-de-goa/

https://www.justdial.com/Goa/Sala-De-Banquete-Cidade-De-Goa-Vainguinim-Beach-

Donapaula/0832PX832-X832-130429183326-K1P7 BZDET