

INTERNSHIP REPORT
TAJ EXOTICA RESORT & SPA, GOA



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
MELINDA MANISHA RODRIGUES
1824 – BATCH 2018
AUGUST 2023



OFFER LETTER



Melinda Rodrigues <melindarod2606@gmail.com>

Confirmation of Internship - Ms. Melinda

1 message

Gail Pio Ferrao <gail.pioferrao@tajhotels.com>
To: "melindarod2606@gmail.com" <melindarod2606@gmail.com>
Cc: ExoticaHrd Goa <ExoticaHrd.Goa@tajhotels.com>

Thu, Dec 22, 2022 at 6:10 PM

Dear Ms. Melinda,

Greetings from Taj Exotica Resort And Spa, Goa!

This is further to your request for Industrial Exposure training at the Taj Group of hotels. You, have been selected to undergo industrial internship at Taj Exotica Resort & Spa, Goa from 02nd January 2023 to 30th June 2023 in Food Production Department.

Please note the following:

- You will be paid a stipend of INR 1250 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.
- If the student fails to meet the required percentage of Attendance (90%), he/she will not be awarded a certificate.
- Any Indiscipline/ Misbehaviour from the student will not be accepted.

You should report to the Human Resources office of the hotel at 09:30 am in formal attire. Interns need to carry their Black Trousers, White shirt (no college logo's), Black shoes / Safety Shoes, Black socks, Black Belt.

- Copy of Birth Certificate
- 3 Passport size photographs
- COVID Vaccination Certificate
- Govt. Issued Photo ID Proof
- Self, bank account details (photo copy)
- Police Verification of your address.
- Copies of all Educational Mark sheets.
- No objection Letter (NOC) from the college stating that you are permitted to undergo industrial training with us.
- All documents need to be self-attested by the trainee. For Taj Exotica Resort & Spa, Goa:
- Pre-joining medical fitness certificate including food handlers test from:
- 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.

****Kerker Occupational Health Centre, Martires Dias Rd, Near St. Sebastian Church, Aquem, Margao, Goa 403601**

****Sanitary Card from Primary Health Centre, Cansaulim.**

It is mandatory that you follow the below protocols:

- 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)

INTERNSHIP CERTIFICATE

CERTIFICATE OF EXCELLENCE


EXOTICA RESORT & SPA
 GOA

This certificate is proudly presented to

Melinda Rodrigues

in recognition of successfully completing the 'Industrial Training'

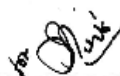
in Food & Beverage Production Department (Bakery)

with attendance of 100%

The duration of this training was from 02-01-2023 to 30-06-2023



GENERAL MANAGER

LEARNING & DEVELOPMENT MANAGER



SELEQTIONS

VIVANTA

GINGER

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TAJ Sats

IHCL

APPRECIATION LETTER



Letter of Appreciation

17th July, 2023

Ms. Melinda Rodrigues
Industrial Trainee
Goa University

Congratulations for living up to the Taj Core Value "Excellence".

I would like to commend you for the efforts and hard work showed by you during your tenure in Food Production Department (Bakery Section). I am sure that these efforts of yours will go a long way in building your career in the hospitality sector.

We value your concern and respect for our guests and the organization.

Keep it up!

For TAJ EXOTICA RESORT & SPA, GOA

A handwritten signature in blue ink, appearing to read "Jose Thomas".

Mr. Jose Thomas
Executive Chef- Food Production



ACKNOWLEDGEMENT

I would like to take this opportunity to express my heartfelt gratitude and appreciation to all the individuals who have contributed to my successful internship at Taj Exotica Resort and Spa Benaulim. Their guidance, support and expertise have been immensely helpful in shaping my professional growth and deepening my passion for the culinary arts.

I am very thankful to Mr. Gail Pio Ferrao the Learning and Development Manager, for giving me the opportunity to train at Taj Exotica Resort & Spa.

I would like to express my sincere gratitude to all the HOD's, Managers and all the staff at Taj Exotica for their full co-operation, guidance, support, and encouragement especially Chef Jose Thomas the Executive Chef, Chef Ashish Tripathi the bakery Sous Chef and Chef Rakesh Mehta Chef de Partie for their excellent support, guidance, and knowledge till the end of my six months training. Their mentorship and guidance have helped me develop a deeper understanding about the kitchen operations and industry practices.

I would also like to extend my apperception to the entire bakery team for welcoming me warmly and creating a nurturing learning environment. The pastry chefs and bakers have been exceptional mentors, patiently sharing their expertise and allowing me to actively participate in day-to-day operations which has broadened my perspective and honed my skills. Their professionalism to detail, and commitment to excellence have left a lasting impression on me.

Furthermore, I would like to acknowledge the support of my fellow interns who made this internship journey even more enriching. The friendships formed during this period will be cherished for years to come.

I am immensely grateful to Prof. K.G. Shankaranarayana (Program Director) for giving me the opportunity to undergo my internship at Taj Exotica Resort & Spa, Dr. Albino Thomson (Assistant Professor), Mr. Kevin D'Souza (Assistant Professor), Dr. Poonam Sadekar (Assistant Professor), Ms Sujal Naik (Assistant Professor), Dr. Paresh Lingadkar and Mr Sadanand Gaonkar for guiding me through this internship. A big thank you to all the administrative staff Ms Shilpa Shirodkar, Mr Kishor Nagvekar, Mr Naresh Salgaonkar and Mr Sarvesh Vaigankar at Goa University for all the support throughout the year.

Lastly, I would like to extend my deep gratitude towards my family and friends for their unwavering support, understanding and encouragement throughout my training period. Their belief in my abilities has been a constant source of motivation and I am grateful for their presence in my life.

My internship experience at the bakery department of Taj Exotica Resort & Spa has been truly remarkable, thanks to the support and guidance of the individuals mentioned above. I am grateful for the knowledge, skills, and relationships I have gained during this period.

EXECUTIVE SUMMARY

This executive summary provides an overview of my internship experience in the bakery department at Taj Exotica Resort and Spa in Benaulim, Goa. The report aims to outline the key learnings, skills acquired, and contributions made during my time at the esteemed establishment.

I had the opportunity to work in Taj Exotica, known for its impeccable service and culinary excellence. Taj Exotica is located in the serene coastal town of Benaulim, Goa, and is celebrated for its stunning architecture, lush surroundings, and world-class amenities. This beach resort sprawls over 56 acres of lush greenery, and is divided into the main hotel building with large deluxe and luxury suites, and villa rooms.

Taj Exotica Resort & Spa, Goa is also the perfect location for social dos, conferences, and business meetings. You can dine at their casual all-day eateries and formal fine-dining restaurant or relax in your room, and have them bring their fine fare to you. Lounge by the pool; de-stress, and soothe your city-frayed nerves with rejuvenating therapies at their J Wellness Circle. One of the hotel's primary strengths is its exceptional customer service. A team of highly trained and dedicated staff members is committed to delivering personalized and attentive service, ensuring that every guest's needs and expectations are met or exceeded. The hotel places a strong emphasis on guest satisfaction, constantly striving to provide a seamless and memorable experience from check-in to check-out.

The goal of my internship was to gain hands-on experience in various aspects of bakery operations. Throughout the internship, I actively participated in various tasks and responsibilities within the bakery department. These included assisting in the preparation and

production of a diverse range of bakery items, such as, pastries, cakes, and desserts. The tasks I handled was the morning shift which included production of sponges and cakes, making staff cakes and cake orders, baking and refilling the morning buffet, standing on live counters, making, and plating VIP amenities which were sent to the room every morning, inventory management, ensuring proper stock levels of ingredients and supplies and writing indents, setting up and tagging the walk -in and cupboards, assisted the chefs, did buffet set ups, gave al- cart orders, adhered to food safety and hyenic practices, made cookies, tea cakes, cupcakes, muffins , received the store etc.

My internship at Taj Exotica Resort and Spa provided me with invaluable learning opportunities. I gained practical knowledge of bakery operations, honed my baking skills, and developed a deeper understanding of creating high quality baked goods. I worked alongside experienced pastry chefs and bakers, learnt essential baking techniques, and the art of creating visually appealing dishes. I learned about the importance of precision in measurements, proper handling of ingredients, and the significance of attention to detail in achieving exceptional taste and presentation. Furthermore, I acquired knowledge about inventory management and the implementation of food safety standards, ensuring a safe and hygienic working environment. I learnt how to manage my time efficiently by planning and making a schedule about what needs to be done so everything was ready before the deadline.

During my internship, I encountered a few challenges that allowed me to grow both personally and professionally. One of the main challenges was managing time efficiently to meet deadlines and handle multiple tasks simultaneously. The fast-paced nature of the bakery department required me to develop strong organizational and prioritization skills. Additionally, working in a team required effective communication and collaboration to ensure smooth operations. Overcoming these challenges not only improved my abilities but also taught me the importance of adaptability and resilience in a professional setting.

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CHAPTER 1

THE COMPANY

1.1 BIRDS - EYE - VIEW OF THE COMPANY

1.1.1 TATA GROUP

Jamsetji Nusserwanji Tata born on 3rd March 1839 at Navsari, Gujarat, was the founder of Tata Group who began with a textile mill in central India in the 1870s. He was a pioneer industrialist whose vision and ambitious endeavours helped catapult India into the league of industrialized countries.

The Tata Group, founded by Jamsetji Nusserwanji Tata in the 1870s, is a pioneering conglomerate that played a crucial role in India's industrialization. With a legacy of innovation and philanthropy, the group has ventured into various industries, including steel, hospitality, aviation, consumer goods, and telecommunications. Over the years, visionary leaders like JRD Tata and Ratan Tata further expanded the group's global footprint, acquiring renowned companies like Tetley Tea, Jaguar, and Land Rover. The Tata Group's commitment to sustainability, social responsibility, and innovation has solidified its position as one of India's most influential and respected business entities.

Under the umbrella of Tata Sons Limited, the group comprises major companies such as Tata Steel, Tata Motors, Tata Consultancy Services, and Tata Global Beverages. The group's dedication to philanthropy is evident through the majority ownership by philanthropic trusts, supporting education, healthcare, livelihood generation, and art and culture. The group's iconic

brands like Tata Salt, Tanishq, and Tata Tea have become household names in India.

¹Additionally, Tata's ventures in the automotive industry and steelmaking have significantly contributed to its global stature.

The major companies under the Tata Group are Tata Steel, Tata Motors, Tata Consultancy Services, Tata Chemicals, Tata Global Beverages, Titan, Tata Capital, Tata Power, Tata Advanced Systems, Indian Hotels, and Tata Communications. 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.

Tata's journey spans over a century of growth and transformation. From its humble beginnings with a textile mill, the group has evolved into a diverse conglomerate, operating independently under its respective boards of directors. With a focus on sustainability and adapting to changing market dynamics, the Tata Group continues to shape India's business landscape and remains a symbol of excellence, innovation, and social responsibility.

1.1.2 THE INDIAN HOTELS COMPANY LIMITED (IHCL)

IHCL is an integral part that represents the hospitality arm of the Tata Group - India's foremost value-based corporation — a visionary, a pioneer, a leader, since its inception 1868. The Tata group today 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 long-term stakeholder value creation based on Leadership with Trust'.

¹ Source: [Jamsetji Tata | Tata group](#)
[TATA GROUP- HISTORY COMPANIES AND PHILOSOPHY \(theceo.in\)](#)

The Indian Hotels Company Limited (IHCL) (formerly known as Taj Hotels, Places and Resorts) is among Asia's leading hospitality companies encompassing 165 hotels located around 80 locations globally, with over 20,000 rooms and 25,000 employees.

Launched in 1903 by Mr. Jamshedji Tata founder of the TATA group, IHCL offers a fusion of warm Indian hospitality and world-class service through a portfolio of hotels, resorts, jungle safaris, palaces & spas. Anchored to the pillars of Trust, Awareness and Joy, the group is focused on growing sustainably to bring about a positive change to the economy, society and environment and create value for all its stakeholders.²

The founder of the Tata Group Mr. Jamsetji Tata, opened its first hotel, The Taj Mahal Palace, Bombay – in 1903. This hotel transformed the face of Bombay and introduced authentic Indian hospitality to the world while bringing global luxuries to the country. The hotel introduced jazz and cabaret in the country and was the first hotel in India to have a licensed bar and electric elevators. Since then, till now, IHCL has been the pioneer in bringing to the nation, and the world, a glorious list of firsts. From opening the doors to India's living grand Palaces, to establishing nation's most-exclusive club, The Chambers, and from discovering and creating landmark tourism destinations like Goa & Kerala to hoisting the tricolour globally with iconic hotels in Europe and the USA, IHCL has always played a leadership role in the global hospitality landscape.

IHCL is committed to delivering exceptional experiences to its guests, and its hotels are known for their luxurious accommodations, world-class amenities, fine dining restaurants, and signature spa and wellness offerings. The company's commitment to sustainability is evident in its eco-friendly practices, energy conservation initiatives, and responsible tourism efforts.

² Source: [Our Brands - The Indian Hotels Company Limited \(ihcltata.com\)](https://www.ihcltata.com/our-brands)

The Indian Hotels Company Limited and its subsidiaries bring together a group of brands and businesses that offer a fusion of warm Indian hospitality and world-class service to its guests of all segments. These include Taj they open their doors to the luxury palaces of Taj the iconic brand for the most discerning travellers and ranked as the World's Strongest Hotel Brand and India's Strongest Brand across sectors as per Brand Finance Hotels 50 Report 2022 and India 100 Report 2022 respectively; SeleQtions, a named collection of handpicked, storied hotels; Vivanta, a chain of contemporary upscale hotels that celebrate joie de vivre; Ginger, a brand that is revolutionizing the lean-luxe segment, and amã Stays & Trails, a charming portfolio of private bungalows and villas set in picturesque locales; Qmin for sumptuous meals from their signature restaurants at the comfort of your home. A rejuvenating spa at the Jiva or perhaps an unparalleled dining experience with Expressions. The IHCL services are there to create mesmerising memories for lifetime.

IHCL Core Values - Every action at IHCL is guided by core values of Trust, Awareness and Joy, with Community at the heart of all we do. A combination of unparalleled craftsmanship, best-in-class service, and undeniable business acumen is what makes IHCL iconic in every way.

Trust

- Fairness with all stakeholders
- Openness and transparency in what we do
- Free flow of information
- Alignment of all stakeholders
- Build and strengthen long-term relationships

Awareness

- Enhance awareness around our plans, strategies, tactics, processes

- Work together to create greater enterprise value
- Participative in our decision making
- Imbibe a sense of belonging across all stakeholders

Joy

- Derive joy and happiness from what we do and how we do it
- Serve all stakeholders with joy and utmost dedication
- Create and maintain an environment where there is joy and happiness, where people are respected and diversity is celebrated
- Share our success with all stakeholders

Sustainability - About PAATHYA - Paathya, derived from the Sanskrit term पथ, meaning³ a path, represents IHCL's commitment to leading positive change while upholding core values of trust, awareness, and joy. This sustainability initiative focuses on various aspects, including Environmental Stewardship, Social Responsibility, Excellence in Governance, Preserving Heritage, Value Chain Transformation, and Sustainable Growth. IHCL's belief in sustainable growth is deeply rooted in its legacy, driven by diversity, excellence, and positive outcomes. Their core objective is to foster economic growth while ensuring a positive social and environmental impact. Through Paathya, IHCL endeavors to preserve and promote India's rich cultural heritage and traditions, offering guests meaningful experiences at their hotels. Moreover, the company emphasizes prudent corporate governance principles, setting an example for the industry and creating long-term value for all stakeholders. IHCL remains dedicated to social responsibility, supporting public welfare, livelihoods, and skill development initiatives. They encourage their workforce to contribute to the greater good through

³ Source: [Our Brands - The Indian Hotels Company Limited \(ihcltata.com\)](https://www.ihcltata.com/our-brands)

volunteering and active participation. Environmental stewardship is also a significant aspect of Paathya, with IHCL's holistic efforts focusing on clean energy adoption, water conservation, waste management, and reducing single-use plastic.

Additionally, IHCL places immense importance on partnerships and transformation. They collaborate with vendors and partners, leveraging technology to optimize time, cost, and quantity, while implementing fair work practices and assessing risks. Sustainable supply chain practices and best-in-class procurement approaches support the growth and development of suppliers and vendors, with a focus on local and indigenous sourcing. Through these comprehensive initiatives, IHCL solidifies its position as a responsible and forward-thinking hospitality conglomerate, contributing to a cleaner, greener, and more sustainable ecosystem.

1.1.3 TAJ EXOTICA RESORT AND SPA, GOA

⁴Taj Exotica Resort and Spa, Goa, India is a luxurious beachfront property nestled on the pristine Benaulim Beach in South Goa. Renowned for its serene ambiance, impeccable service, and exquisite architecture, Taj Exotica offers a tranquil retreat for leisure travellers seeking a luxurious beach getaway.

Forty minutes away from the airport, this beach resort in Goa sprawls over 56 acres of lush greenery, and is divided into the main hotel building with large deluxe and luxury suites, and villa rooms. All this space coupled with old-world architecture, flower-lined patios and a sunshine-laden atrium make for a perfect romantic or family holiday.

The resort showcases a fusion of Indo-Portuguese architectural design, reflecting Goa's colonial heritage. It features spacious and elegantly appointed rooms, suites, and villas, each

⁴ Source: [Taj Exotica Resort & Spa, Goa - 5 Star Hotel in South Goa | Taj Hotels](#)

designed with a perfect blend of modern comforts and traditional aesthetics and offering breathtaking views of the Arabian Sea and the beautifully manicured gardens.

The resort is not only a popular destination for leisure travellers but also an ideal venue for social events, conferences, and business meetings. The spacious Ballroom, one of the largest pillarless banquet halls in Goa, spanning 4,600 square feet (427 sq m), is perfect for hosting romantic destination weddings and other grand celebrations.

⁵In addition to its luxurious amenities and services, Taj Exotica's location in Goa is a major draw for visitors. Goa is known for its beautiful beaches, vibrant culture, and colonial charm. Guests can explore nearby attractions, indulge in water sports, or simply relax on the pristine shores of Benaulim Beach.

When it comes to dining, Taj Exotica Resort & Spa offers a culinary experience that caters to every taste. Guests can enjoy a variety of Indian and international cuisines at the casual all-day eateries and the formal fine-dining restaurant. For those who prefer dining in the privacy of their rooms, the resort provides in-room dining services. Additionally, guests can unwind by the large outdoor pool or indulge in rejuvenating therapies at the J Wellness Circle to relax. The Jiva Spa is a sanctuary of relaxation and rejuvenation, offering a variety of wellness treatments and therapies inspired by ancient Indian healing traditions.

For those seeking an active holiday, the resort offers a fully equipped fitness centre and a range of sports activities which are an important part of the resort's activities, including badminton, tennis, golf, and cricket. Water sports enthusiasts can also enjoy an array of thrilling water activities directly on the shores of Benaulim Beach.

⁵ Source: [Taj Exotica Resort & Spa, Goa - 5 Star Hotel in South Goa | Taj Hotels](#)

The resort's dedicated team is committed to providing personalized service and ensuring that guests have a memorable stay. The staff is dedicated to creating a warm and welcoming atmosphere, going the extra mile to ensure a memorable and enjoyable stay. They also assist in arranging tours to nearby attractions, such as bird sanctuaries and spice plantations, as well as providing guided visits to historic sites and private Portuguese homes showcasing antique artifacts and paintings.

In addition to its luxurious offerings, Taj Exotica Resort and Spa is committed to sustainable practices. The resort actively participates in eco-friendly initiatives, including energy conservation, waste management, and responsible sourcing, ensuring that guests can enjoy their stay while minimizing their environmental impact.

Whether seeking a romantic getaway, a family vacation, or a destination for special events and weddings, Taj Exotica Resort and Spa, Goa offers a luxurious and idyllic retreat that captures the essence of Goa's natural beauty and rich heritage.

⁶Hotel Policies

- Check-in time: 2:00 PM
- Check-out time: 12:00 Noon
- They accept American Express, Diner's Club, Master Card, Visa
- Explore Taj Kids, a kids program based on adventure, discovery, questing all the while keeping in mind fun while learning.
- Pets are allowed in Villa rooms and Premium Villa rooms only.

Shopping at the lobby - Exclusive jewellery with real gems and diamonds, shawls silk materials, handicrafts, Jaipur clothing. An Exclusive showcase of specially curated world

⁶ Source: [Taj Exotica Resort & Spa, Goa - 5 Star Hotel in South Goa | Taj Hotels](#)

class precious stones & diamond jewellery. Shopping centre's like Khazana, Rathan textile, Divine jewels, Heritage, cottage arts, Exotic gems are available at the lobby

TAJ KHAZANA- Is a chain of luxury lifestyle stores in selected taj Hotels TAJ KHAZANA showcases and stocks artifacts and collectibles garments, stoles, shawls, costume jewellery and accessories from handpicked Indian craftsman and designer

1.2 PRODUCTS, SERVICES AND FACILITIES OFFERED AT TAJ EXOTICA

1.2.1 PRODUCTS

Rooms

The hotel offers a total of 140 rooms as its main product. The Street has 33 villas with 100 rooms and blocks have 2 floors with 40 rooms. The number and types of rooms are as follow:

S. NO	ROOM TYPE	NUMBER OF ROOMS
1	Villa room garden view king bed	31
2	Villa room garden view twin bed	11
3	Premium room sea view king bed	13
4	Deluxe room sea view king bed	12
5	Premium villa room garden view king bed	22
6	Deluxe room sea view twin bed	8
7	Premium villa room garden view twin bed	16
8	Exotica room	1
9	Junior suite	2
10	Villa room garden view with plunge pool king bed	3
11	Villa room garden view with plunge pool twin bed	1
12	Premium villa room with plunge pool king bed	4
13	Indulgence villa room with plunge pool king bed	9
14	Indulgence villa room with plunge pool twin bed	1
15	Luxury suite	2
16	Executive suite	2
17	Presidential suite	2

1. ⁷Villa Room Garden View - The Villa Room Garden View get their name from the lush landscaped gardens they overlook. Each room within a four-room villa is spacious and has either a private balcony or verandah. For large families, interconnecting rooms are "available in king and twin bed configuration". (56 Sq Mt, Inclusive of WiFi, up to 3 guests, King/Twin, Verandahs/balconies to enjoy the verdant outdoors)
2. Deluxe Room Sea View - The Deluxe Room Sea View are cosy and comfortable retreats located within the main hotel building. The verandahs offer stunning views of the surroundings and the bathrooms have luxuriant bathtubs with individual shower cubicles. "Available in king and twin bed configuration". (56 Sq Mt, Inclusive of WiFi, up to 3 guests, King/Twin, Coveted views of the sea beyond the gardens)
3. Exotica Room with Sitting Area - Room type and bed type assigned at check in, "Available in king and twin bed configuration". (56 Sq Mt, Inclusive of WiFi, up to 3 guests, King/Twin, sit out/ Balconies to enjoy the verdant surroundings)
4. Premium Villa Room Garden View - Spacious rooms are in a four-room villa with garden view and each has a private balcony or sit out. These villa rooms are a modern interpretation of the historic past, highlighting the array of bright colours and capturing the essence of the real Goa. "Available in king and twin bed configuration". (56 Sq Mt, Inclusive of WiFi, up to 3 guests, King/Twin, sit out or balcony overlooking the lush garden)
5. Premium Room Sea View - From the glorious views of the sea to a lazy siesta on the verandah, experience quintessential tropical life in your own Premium Room Sea View. The luxuriant bathtub completes your relaxation. (59 Sq Mt, Inclusive of WiFi, up to 3 guests, King, Magnificent Arabian Sea & garden views)

⁷ Source: [Taj Exotica Goa | Traveller Made](#)
[Taj Exotica Resort & Spa, Goa - 5 Star Hotel in South Goa | Taj Hotels](#)

6. Villa Room Garden View with Plunge Pool - These are luxurious garden-facing rooms in two-unit villas. Each villa room has a personal plunge pool. Modern amenities and our signature Taj hospitality ensure you have a spectacular holiday. "Available in king and twin bed configuration". (56 Sq Mt, Inclusive of WiFi, up to 3 guests, King/Twin, Personal plunge pools overlooking lush gardens)
7. ⁸Indulgence Villa Room with Plunge Pool - In a two-room unit that has a plunge pool, the Indulgence Villa Rooms offer views of the lawns. Their sit outs give you the most romantic experience, perfect for long conversations over wine. "Available in king and twin bed configuration". (56 Sq Mt, Inclusive of WiFi, up to 3 guests, King/Twin, Breathtaking views from the plunge pool)
8. Junior Suite - The Junior Suite is a one-bedroom suite with a living room in the main building. This sea-facing suite has one bathroom and one washroom. The room can be interconnected to 1 Premium Sea-view Room thus giving it the flexibility of being converted into a 2-bedroom suite. (92 Sq Mt, Inclusive of WiFi, up to 3 guests, King, Partial Sea View with Balcony/Sit Out)
9. Executive Suite - The Executive Suite is a one-bedroom suite with a living room towards the end of the main building, thus affords maximum privacy. This partial sea-facing suite has one bathroom and one washroom. (110 Sq Mt, Inclusive of WiFi, up to 3 guests, King, Partial Sea View with Balcony/Sit Out)
10. Luxury Suite - The Luxury Suite, located in the main building, is a grand one-bedroom suite with a separate living room. This sea-facing suite has one bathroom and one wash room. The room can be interconnected to a Deluxe Sea-view Room if needed. (115 Sq Mt, Inclusive of WIFI, up to 3 guests, King, Great views of Arabian Sea for a romantic ambience)

⁸ Source: [Taj Exotica Goa | Traveller Made](#)
[Taj Exotica Resort & Spa, Goa - 5 Star Hotel in South Goa | Taj Hotels](#)

11. Presidential Villa with Plunge Pool - The Presidential Villa, with its personal plunge pool and garden, is the epitome of the good life. With two plush bedrooms each with en-suite bathrooms, and a spacious living room, the suite offers unsurpassed indulgence. (164 Sq Mt, Inclusive of WiFi, up to 4 guests, King, 2-bedroom suite with private garden & plunge pool)
12. Two-bedroom Interconnected Garden Villa room - These are spacious rooms in a four-room villa with garden view and each has a private balcony or veranda. (114 Sq Mt, up to 6 guests, King & Twin, Interconnected room)
13. Two-bedroom Deluxe Sea View room - These beautifully appointed rooms offering comfort and luxury are in the main resort building with uninterrupted views of the landscaped gardens. (114 Sq Mt, up to 6 guests, King & Twin, Interconnected room)
14. Two-bedroom Sea view Family Suite with Living room - These beautifully designed rooms offering comfort and luxury are in the main building with uninterrupted views of the gardens and the ocean from their private balconies or sit out and Veranda. (152 Sq Mt, up to 7 guest, King, Interconnected Suite with Premium Sea View room)

Meetings & Event Spaces

1. Sala Grande

This majestic pillarless ballroom with a high ceiling is the perfect location for a larger-than-life celebration- a total of 4600 sq ft which can be slip into 2 with a partition.

Dimension: 17 m. X 25 m. | Area: 427 sq . m. | Height: 4 m.

Guest Entry Point: 3

Seating style capacity

Theatre: 400, Circular: 150, U Shaped: 100, Boardroom: 100, Classroom: 160, Reception: 500

2. Saleta 1

This venue is best suited for smaller events, meetings, and conferences. This venue also has natural light on one side.

Dimension: 7 m. X 10 m. | Area: 72 sq. m. | Height: 3 m.

Guest Entry Point: 1

Seating style capacity

Theatre: 40, Circular: 20, U Shaped: 24, Boardroom: 24, Classroom: 20, Reception: 50

3. Saleta 2

Larger space when interconnected with Saleta 1.

Dimension: 7 m. X 10 m. | Area: 72 sq. m. | Height: 3 m.

Guest Entry Point: 1

Seating style capacity

Theatre: 40, Circular: 24, U Shaped: 20, Boardroom: 20, Classroom: 24, Reception: 50

1.2.2 SERVICES

⁹F&B outlets

The F&B outlets in the hotel offer exceptional food and service, delighting guests with a wide variety of culinary experiences. The skilled chefs and attentive staff ensure that every meal is a memorable and satisfying one.

Moreover, the In Room Dining service operates round the clock, providing guests with the convenience of enjoying delectable meals in the comfort of their rooms whenever they

⁹ Source: [Taj Exotica Resort & Spa, Goa - 5 Star Hotel in South Goa | Taj Hotels](#)
[Taj Exotica Goa | Traveller Made](#)

desire. With a focus on quality, creativity, and attentive service, these F&B outlets enhance the overall guest experience and contribute to the hotel's reputation for culinary excellence.

1. Sala da Pranzo- All day dining restaurant serving global cuisine spanning across - Indian, Oriental, Pan-Asian, Italian, Mediterranean, Continental. This dining experience features interactive live kitchens, private dining sections, and open-air verandas with stunning views of our lush gardens.

Cuisine - World Cuisine

Breakfast - 07:30 to 10:30 Hours

Lunch - 12:30 to 15:30 Hours

Dinner - 19:00 to 22:30 Hours

2. Miguel Arcango- An award winning Goan-Portuguese specialty restaurant opens for lunch & dinner service. The restaurant also features a lively show kitchen and majestic views of the Arabian Sea from its Alfresco.

Cuisine - Goan - Portuguese Cuisine

Lunch - 12:30 – 14:45 Hours

Dinner - 19:30 – 22:45 Hours

3. Lobster Village- Seasonal beachfront live grill restaurant overlooking the Arabian Sea, promising spectacular evenings under the stars and a feast of prized selection of seafood, meats, vegetables and more; all sourced locally.

Cuisine - Grills

Sundowners Cocktails & Lite Bites - 17:00 - 19:00

Dinner - 19:00 - 23:00

4. Adega Camoens- Laid-back lounge bar offering a contemporary setting, perfect for an intimate gathering with your friends and family while you enjoy your drinks and snacks, overlooking the beautiful landscapes and breath-taking sunsets.

Cuisine - Finger food, Cocktails

Timings - 1100 hrs - 2300 hrs

Other services

5. Hora da chav – It is situated at the lobby area which serves Tea coffee and snacks between 16:00pm – 18:00pm.
6. Aqua bar- Situated near the swimming pool which serves Alcoholic and Non-alcoholic beverages with light snacks.
7. In Room dining – In Room Dining is a service provided by the hotel to serve food ordered by guests directly to their rooms. This service operates 24 hours, allowing guests to enjoy meals and snacks at their convenience, without having to leave their rooms.

¹⁰Spa - Wellness

One of the only hotels to have 2 spas within its premises – Jiva and Jiva Ayurveda. It offers different kinds of therapies, Spa Indulgence, Yoga and meditation and different kinds of body care and facials which is charged on different packages. It is an award-winning J Wellness Circle.

Four single treatment rooms, one couple room, a beauty salon with manicure and pedicure station, Pedispa, facial room, an Ayurveda consultation room with two treatment suites, a Yoga pavilion, unisex fitness centre, and separate changing areas for men and women

¹⁰ Source: [Taj Exotica Resort & Spa, Goa - 5 Star Hotel in South Goa | Taj Hotels](#)

with lockers and shower facilities. Our wet area encompasses steam, a shower, and a hot Jacuzzi. We provide robes, towels, slippers, and personal amenities.

Timings Spa: Open daily from 8 am to 8 pm.

Gymnasium: 7 am to 8 pm (trainer will be available from 7 am to 4 pm).

¹¹Holistic Healing Therapies

The ethos of our carefully recreated therapies is inspired by the rich wellness heritage of India. Based on the principles of Ayurveda, these therapeutic experiences are designed to heal and restore. Using natural products, these therapies are performed by specially-trained hands and help with enhanced mobility and provide relief. Each of these therapies comes with a pre-therapy steam ritual and a post-therapy relaxation lounge experience for enhanced efficacy.

Yoga and Meditation

Yoga is an eternal science representing the universal need to evolve and transcend all limitations. Ancient mystics and seers discovered a way of connecting to the source of life within us. J Wellness Circle continues this time-honoured tradition by abiding by the rules and practices of the Bihar School of Yoga – a holistic form of yoga that integrates physical, psychological, and spiritual dimensions equally. Group classes, as well as individual sessions, are offered. The individual session will be specially designed to suit your personal requirements and level of prior yoga practice. A consultation with our yoga teacher to assist you in choosing the appropriate programme.

¹¹ Source: [Taj Exotica Resort & Spa, Goa - 5 Star Hotel in South Goa | Taj Hotels](#)

¹²Taj Kids

The kids area is called TAJ KIDS. Taj kids area have a lot of facilities available for kids aged from 4 to 12 years. The kids area have a lot of activities available which change every day in a week like: -

Indoor activities- collage fun, painting session, movie time, card making, leaf art, memory game, fun art, heart wall hanging, cup painting, finger painting, Dance classes, family activities, doodle art, musical game, best out of waste, thread art, one min Game, stone painting, house for kids, making of cloudy rainbow, basket full of flowers and news paper bag making, etc.

Outdoor activities – volleyball at pool, scavenger hunt at lawn, soccer & cricket at lawn, pool games, Treasure hunt, Table tennis tournament, hula hoop classes, pool table workshop, outdoor fun games, coconut crazy, coconut breaking game, fish feeding, dog and the bone, and kite flying, etc.

Sports and games available:

- Golf putting
- Bicycles can be available night
- Cricket, soccer, pool table, board game, croquet, large chess board caroms, Table tennis, long tennis, beach volleyball, and PS-5.

The timings for the kid's area are – 10:00 to 18:30

¹² Source: [Taj Exotica Resort & Spa, Goa - 5 Star Hotel in South Goa | Taj Hotels](#)

1.2.3 FACILITIES

- Wi-Fi for resident guests
- Options of smoking & non-smoking rooms
- Inclusive bottled water
- Concierge & multilingual staff
- Travel desk, car rental services, currency exchange, safe deposit lockers & 24- hour laundry
- Kids Taj programmes & baby-sitting services for young guests City tours
- 24-hour business centre, with one meeting room equipped with conferencing facilities, high-speed Wi-Fi, secretarial assistance & workstations
- Outdoor parking facility for up to 50 cars
- Pets are welcomed at a charge
- Large outdoor pool
- Facilities for the disabled
- 24-hour fitness centre with Technogym equipment
- 24-hour on-call doctor
- Cricket ground
- Badminton facilities
- Nine-hole executive golf green & putting greens

- Cemented tennis court
- Pool tables
- Golf carts(buggy) are available for the guest 24 hours to travel anywhere in the property.
- Taxi service and tour facilities available
- Paging at the airport arrival gate¹³

¹³ Source: [Taj Exotica Resort & Spa, Goa - 5 Star Hotel in South Goa | Taj Hotels](#)

1.3 SECTIONS WITH IN THE ORGANIZATION

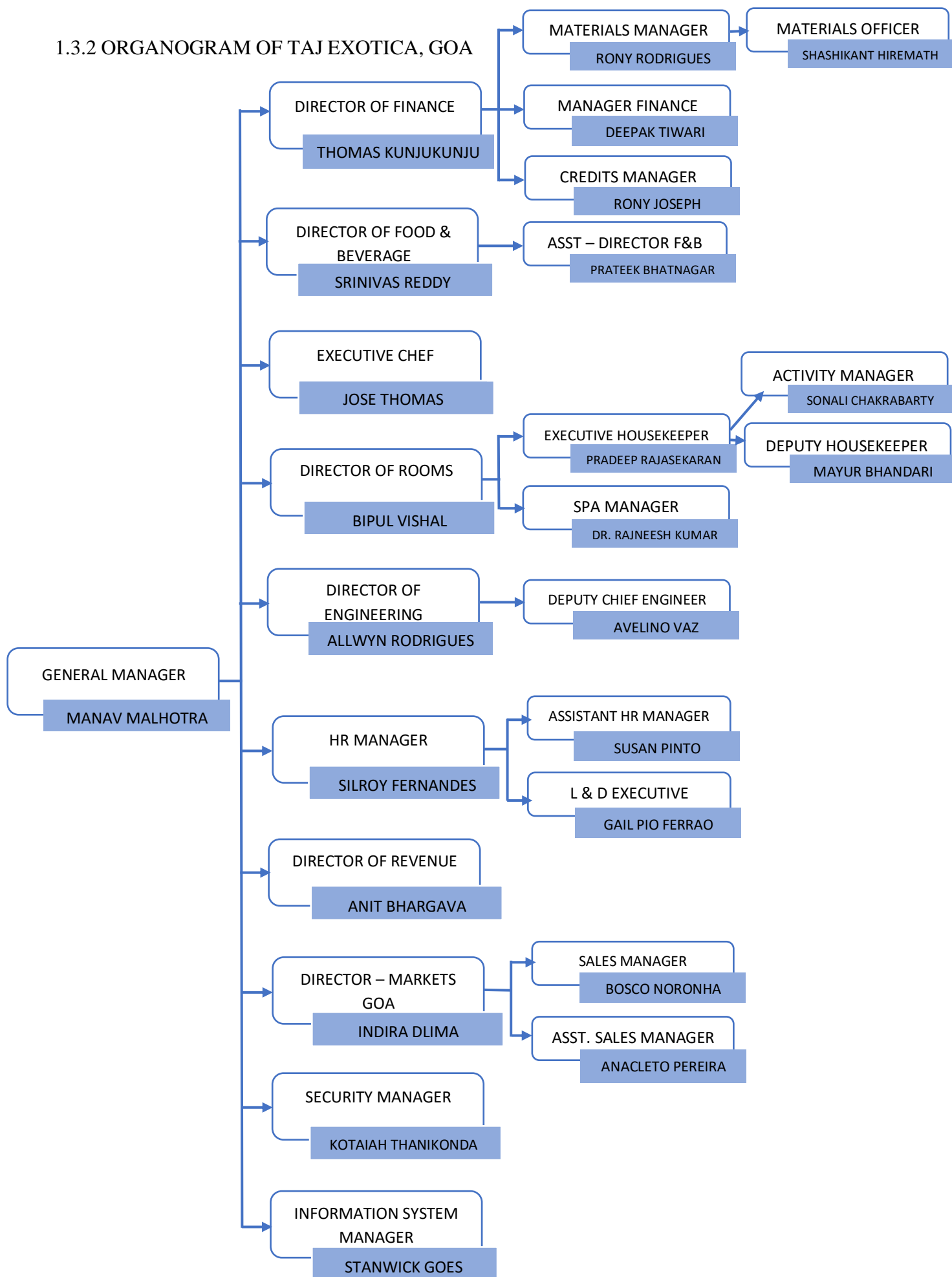
Within the hotel organization, there are various sections that work together to ensure smooth operations and excellent guest experiences. The sections withing the organisation include:

1. **Front Office:** This department is responsible for guest check-in and check-out, handling reservations, managing guest inquiries and requests, and providing concierge services. The front office staff is the first point of contact for guests and plays a crucial role in providing a warm and welcoming atmosphere.
2. **Housekeeping:** The housekeeping department is responsible for maintaining cleanliness and hygiene throughout the hotel, including guest rooms, public areas, and back-of-house spaces. Housekeepers ensure that the rooms are well-prepared for incoming guests and provide turn-down services during the stay.
3. **Food and Beverage Service (F&B):** This department oversees all food and beverage operations in the hotel, including restaurants, bars, banquets, and in-room dining. The main objective of the Food and Beverage Service department is to provide excellent customer service, create memorable dining experiences, and meet the culinary preferences of guests.
4. **Food Production:** The kitchen section is responsible for food preparation, cooking, and plating, ensuring that the guests receive delicious and high-quality meals. It plays a vital role in delivering high-quality and delicious meals, ensuring guest satisfaction and enhancing the overall dining experience.
5. **Sales and Marketing:** This team is responsible for promoting the hotel's services, attracting new guests, and managing corporate partnerships and events. This section also handles group bookings, corporate accounts, and special events.

6. Finance: The finance department manages the hotel's financial transactions, including budgeting, accounts payable and receivable, payroll, and financial reporting. It ensures the hotel's financial health and compliance with financial regulations.
7. Human Resources: The HR department is responsible for recruiting, training, and managing the hotel's staff. It ensures that employees are well-trained, motivated, and supported in their roles.
8. Engineering: This department handles the hotel's physical infrastructure, including maintenance, repairs, and renovations. Engineers and technicians ensure that all facilities are in working order and provide a safe environment for guests and staff.
9. Security: The security team ensures the safety and security of guests, staff, and hotel property. Hotel security measures are designed to prevent incidents, respond to emergencies, and create a secure environment for everyone.
10. Banquets and Events: This section is responsible for organizing and executing events, conferences, and weddings hosted at the hotel. It coordinates with clients to plan and execute successful gatherings.
11. Spa and Wellness: This department manages the spa services and fitness centre and offers various treatments and services, such as massages, facials, and fitness facilities, to enhance guests' relaxation and well-being.

Each section plays a crucial role in creating a seamless and enjoyable experience for guests, ensuring that the hotel operates efficiently and upholds its reputation for hospitality and excellence.

1.3.2 ORGANOGRAM OF TAJ EXOTICA, GOA



CHAPTER 2

TASKS HANDLED

2.1 INTERNED AT THE BAKERY SECTION

During my internship at Taj Exotica Resort & Spa, Goa, I had the incredible opportunity to work in the bakery section, which was an integral part of the resort's culinary offerings. Under the guidance of experienced pastry chefs, I gained hands-on experience in various aspects of bakery operations. I was involved in the entire process of creating delectable baked goods that delighted the resort's guests. I learned essential baking techniques, and the art of creating visually appealing and delicious treats.

Working in the bakery section also exposed me to the high standards of quality and attention to detail that are essential in a luxury hospitality setting. I learned about the importance of precision in measurements, proper ingredient handling, and maintaining cleanliness and hygiene in the kitchen. These skills and knowledge have significantly enhanced my understanding of bakery operations and will undoubtedly benefit me in my future endeavours.

Furthermore, the collaborative and supportive work environment in the bakery section fostered personal and professional growth. I had the opportunity to work alongside talented and passionate chefs who shared their expertise and inspired me to push my limits. Through teamwork and effective communication, we ensured smooth operations and delivered exceptional baked goods to the resort's discerning guests.

2.1.1 WORKING SCHEDULE

During my internship in the bakery, I was in the morning shift for 5 months and evening shift for one month. My daily working schedule for the morning shift was from 7 in the morning to 6 in the evening, and the working schedule during the evening shift was from 1 in the afternoon to 11:30 in the night. This schedule allowed me to fully immerse myself in the bakery operations and experience the fast-paced and demanding nature of the culinary industry.

During banquets and events, the working shift would extend for longer hours, typically lasting for 12 to 13 hours. This extended shift would begin around 7 in the morning and continue until 7 or 8 in the evening.

Banquets and events often required additional preparation and a higher volume of baked goods to cater to the larger number of guests. As a result, the bakery team needed to dedicate extra time and effort to ensure that all the baked items were ready for service and met the resort's standards of excellence.

Working until 6 in the evening allowed me to complete my tasks, and prepare for the next day's operations. It also allowed me to be a part of all three buffets during the day, that is breakfast, lunch, and dinner. The rigorous working schedule instilled in me the importance of discipline, time management, and working efficiently in a fast-paced environment. It also taught me the value of teamwork and effective communication, as we collaborated closely to meet deadlines and ensure the smooth functioning of the bakery department.

Overall, the daily working schedule from 7 in the morning to 6 in the evening provided me with a comprehensive understanding of the bakery operations, honed my skills, and prepared me for the challenges and demands of a professional culinary career.

2.2 TASKS I PERFORMED

When I was in the morning shift, I was exposed to a variety of tasks related to bakery operations and had the opportunity to be a part of all three buffets everyday (Breakfast, lunch, and dinner). During the initial two month, under the guidance of the chef in the morning shift I had the chance to learn and participate in various tasks specific to the morning shift production. From the third month onwards, I gradually transitioned to handling the morning shift independently. During this time, I took on more responsibility and had the opportunity to showcase the skills and knowledge I had acquired. Some of the key tasks I performed and was involved in include:

2.2.1 MORNING BREAKFAST

- **Table Arrangement and Cleaning:** I would start my shift by arranging and cleaning the table tops in the bakery section.
- **Ice Cream Scooper Stand:** As part of my duties, I would change the water in the ice cream scooper stand regularly to maintain cleanliness and hygiene.
- **Knife Sanitization:** I would sanitize the knives used in the bakery section, ensuring that they were clean and ready for use in food preparation.
- **Trays and Cutlery Collection:** I would go and collect trays from the dishwash area and collect cutlery platters from the storage area, ensuring that they were clean and ready for use during service.
- **Assisting the Night Shift:** One of my main responsibilities was to bake and refill the breakfast items on the buffet. I would assist the night shift with measuring of ingredients for bread dough, donut dough and breakfast refilling. This involved taking rounds of the breakfast buffet area, checking which items needed to be refilled, and baking and preparing those items as per the requirements. Some items, such as croissants and Danish pastries, were outsourced from a company called Bridor and were ready to bake.

However, the night shift would prepare eggless croissants and Danish in-house. Refilling of the breakfast items was taken on two different trays one for egg items and the other for eggless items.

- **Buffet refilling:** The breakfast buffet featured a wide variety of delicious baked goods, catering to different preferences and dietary requirements. Here are some of the items that were part of the breakfast buffet: The items on the buffet included two types of croissant (plain and almond) these flaky pastries were a popular choice among guests, two types of danish (cinnamon rolls, choco twists, raspberry twists and pain au chocolate) which would change alternatively, two types of tea cakes (chocolate, carrot, banana, fruit flavour) these moist and flavourful cakes added a sweet touch to the breakfast spread, chocolate and vanilla muffins both egg and eggless, assorted bread basket (multigrain, focaccia and soft roll), mini muffins with piper buttercream, donuts (cinnamon sugar and chocolate), eggless croissant and eggless custard danish, slice bread (brown and white) and bread basket which included baguette, multigrain and white loaf. As soon as the items on the buffet were less, I use to bake and refill the breakfast items on the buffet on two different trays one for egg items and the other for eggless items ensuring that the buffet had bakery items present all the time.

Given the complimentary nature of the breakfast buffet, it was a busy and demanding task to ensure that all the baked items were continuously refilled to meet the guests' needs. However, it was a rewarding experience to witness guests enjoying the variety of freshly baked goods and starting their day on a delicious note.

After the breakfast buffet concluded at 10:30 am, the service staff would collect the remaining items and return them to the bakery.

- **Proper storage:** As part of my responsibilities, I would carefully organize the items, ensuring that they were properly segregated and labelled with relevant details, such as

the name of the item, the date it was prepared and date of validity. This labelling system helped maintain freshness and facilitated efficient rotation of the stored items. The trays and containers filled with the breakfast items would then be stored in the walk-in, which provided a controlled environment to preserve the quality and taste of the baked goods. By efficiently organizing and storing the leftover breakfast items, we were able to minimize wastage and maximize their usability.

2.2.2 PLATING VIP AMENITIES

Around 8 am, the In-Room Dining (IRD) team would deliver clean plates along with a Kitchen Order Ticket (KOT) to the bakery section. The KOT would contain the number of amenities and different messages, which were then sent to the VIP rooms. There were two types of amenities that were prepared everyday:

- **PR Cake:** The PR cake was a chocolate mousse cake decorated and plated with different messages such as happy birthday, happy anniversary, welcome home, congratulations, etc. Personalized names and messages were written on the plates to add a special touch. These cakes were prepared based on the KOT instructions and required careful attention to detail to ensure the desired message and presentation were achieved.
- **Chocolate Platters:** The chocolate platters consisted of a plate dusted with cocoa powder, along with four pieces of chocolate filled with truffle.
- **Special VIP amenities:** These thoughtful treats were meant to make our VIP guests feel even more special and appreciated during their stay. These included four jars which included three nuts (roaster cashew, salted almonds, pistachios) and one jar with special nantakai cookie and one chocolate platter which had 8 pieces of chocolate with golden choc chips adding a touch of elegance to the presentation.

I would follow the KOT and prepare these amenities daily, ensuring that they were ready for timely delivery to the VIP rooms. Attention to detail was crucial to maintain the quality and aesthetics of these amenities, as they were intended to create a memorable and personalized experience for the guests.

During banquets and special events, additional amenities were prepared and sent to the rooms. These amenities would often consist of different types of sweets and were prepared in larger quantities to accommodate the number of guests attending the event.

2.2.3 HELPED WITH THE PREPARATION AND SET UP OF THE BUFFET FOR LUNCH AND DINNER

- **Hot Dessert (Pudding):** One of my daily tasks was to prepare a hot dessert, we made pudding in a casserole, for both lunch and dinner buffets. I had the creative freedom to select the type of pudding each day, ensuring different variety for the guests. I would make the pudding before the designated pick-up time at 12:30 pm for lunch and 6:30 pm for dinner. To maintain variety, I made sure to repeat the selection after a few days. The assortment of puddings included delicious flavours such as coconut, chocolate, bread and butter, mocha, strawberry, kiwi, diplomat, donut, banana caramel, and Malwa pudding. After baking the puddings for 35 minutes, I would decorate them and place it on the buffet over the hot plate.
- **Buffet Stands Setup:** Another significant aspect of my role was arranging and setting up the buffet stands for both bakery and halwai (Indian sweets) dishes. This task had to be completed before the designated pick-up times at 12:30 pm for lunch and 6:30 pm for dinner. Along with the stand setup, I took responsibility for cleaning the ice cream machine and ensuring it was ready for service on the buffet. After completing the setup,

I assisted in picking the buffet items from the bakery section to the buffet area (Sala de Pranzo restaurant) and arranging them on the stands including the live counter setup.

- **Bread Baskets:** Arranging bread baskets for the lunch and dinner buffets, as well as for banquets, was a task that required both attention to detail and a creative touch. In this task, I carefully prepared three baskets containing types of soft rolls: brown and white bread rolls, focaccia, and a selection of breadsticks and lavash. These bread baskets played a vital role in enhancing the overall dining experience, offering guests a delightful assortment of freshly baked breads to complement their meals.

2.2.4 LIVE COUNTER AND ICE CREAM COUNTER

I had the opportunity to manage the live counter and ice cream counter during lunch and dinner buffets. These counters were a highlight of the dessert section, offering a delightful and interactive experience to the guests. Here are some of the tasks I handled at the live counter and ice cream counter:

- **Live Counter:** The live counter was a special attraction where guests could enjoy freshly prepared and customized desserts. Each day, I set up the live counter with various condiments and prepared the dessert of the day based on the menu every day. The dessert options included Sunday ice cream, gadbad ice cream, royal falooda, world of chocolate, banana split, pineapple punch, coke float, and more. For example, for royal falooda, I would skilfully layer sabja seeds, falooda, rose syrup, vanilla ice, rose milk, and, garnishing it beautifully with tuti fruti in small juice glasses and serving it to the guests. On Sundays, I prepared cotton candy using two coloured sugars, which added an element of fun and surprise to the buffet.
- **Ice Cream Counter:** The ice cream counter offered four different Flavors of ice cream each day, and it was my responsibility to change the flavors daily. Common flavors

included vanilla, chocolate, strawberry, mango, coffee, and butterscotch. I filled the ice cream in containers and set them in the ice cream machine, ensuring that the counter was always well-stocked with a delightful selection of Flavors.

- **Setting Condiments:** I arranged and organized the condiments that complemented the ice cream and live counter offerings. The condiments included strawberry crush, kiwi crush, chocolate sauce, Choco chips, tutti frutti, sprinkles, cake crumbs, cookie crumbs, mango puree, and more. The condiments for the live counter varied based on the specific dessert being served. For example, for gadbad ice cream, the condiments contained cut apples, pears, bananas, custard, cut jelly cubes, and rose syrup.
- **Standing on live counters:** One of my tasks was standing at the live counter and serving the live dessert and ice cream to the guests. This provided me with the opportunity to interact with the guests, understand their preferences, and add a personal touch to their dining experience. It was rewarding to see the smiles on their faces as they enjoyed the freshly prepared desserts. As a part of my role at the live counter guests often approached me with inquiries about the desserts available on the buffet. It was crucial for me to be well-informed about all the dessert items being offered so that I could assist and guide the guests effectively. By having in-depth knowledge about the various desserts on the buffet, I could confidently answer guests' questions, provide details about the different flavours and options, and offer recommendations based on their preferences. This helped create a positive and personalized experience for the guests as they felt well-informed and cared for during their dining experience.

Managing the live counter and ice cream counter allowed me to showcase my creativity, attention to detail, and ability to engage with guests in a friendly and hospitable manner.

2.2.5 PRODUCTION OF DIFFERENT SPONGES

During the morning shift, one of my primary responsibilities was to produce different types of sponges used for various pastries, desserts, cake orders, and gateaux served at the buffet. The availability of these sponges was crucial to meet the demand and handle any unforeseen requirements efficiently. There were two categories of sponges that I prepared:

- **Sponges from Scratch:** This category included three types of sponges, each made from scratch using specific recipes. The first was the mud cake, a decadent and rich chocolate sponge cake known for its deep, intense flavour. The second was the vanilla sponge, which was light, fluffy, and versatile, serving as a base for various cake creations. The third was the popular red velvet sponge, known for its vibrant colour and subtle cocoa taste. These sponges were prepared with precision, ensuring their consistent quality and taste.
- **Sponges Made from Premix:** Starting in April, we began using premix for eggless sponges due to the increasing demand for eggless cakes. The premix made the process more convenient as I only needed to mix it with water and oil to create the sponge batter. This approach not only saved time but also ensured that we could efficiently cater to guests with dietary preferences or restrictions. Having the premix readily available allowed me to quickly produce eggless sponges as needed, maintaining a seamless flow of cake production.

In order to ensure a smooth operation, I made sure that the walk-in refrigerator was always well-stocked with at least one full tray of each type of sponge. This precautionary measure was taken to be prepared for any unexpected requirements or last-minute cake orders, ensuring that we could promptly deliver high-quality and freshly baked goods to our guests.

2.2.6 INVENTORY MANAGEMENT, STORE PICK – UP AND SET UP

As part of my internship during the evening shift, I also had the opportunity to be involved in inventory management, store pick-up, and setting up the store processes. These tasks were essential for ensuring a well-organized and smoothly functioning bakery section. Here is how I contributed to these aspects:

- **Inventory Management:** Keeping track of inventory was crucial to maintain a sufficient stock of raw materials and ingredients required for daily baking and dessert preparation. I assisted in monitoring inventory levels, checking stock expiration dates, and updating the inventory records. By actively participating in inventory management, I contributed to cost-efficiency and minimized food waste, which aligned with the principles of sustainability embraced by the resort. As part of this responsibility, my task was to check the current stock levels of ingredients and bakery supplies. I would identify items that were running low or nearing depletion. After conducting the inventory check, I would write a list of the items that needed to be replenished. Once the list was prepared, I would submit it to the chef who then issued the store. By promptly communicating the inventory needs, I ensured that the bakery section had a continuous supply of fresh ingredients, essential for maintaining the smooth operation of the bakery.
- **Store Pick-up:** When I was in the evening shift my responsibility was to collect the store in the evening between 4 and 5. This involved going to the purchase section to collect our store and bring the items to the bakery. The process began by cross-checking the list of items that were previously ordered to ensure that everything had been delivered. After verifying the order list, I proceeded to collect the required supplies from the purchase section. This step was crucial to ensure that we had all the necessary ingredients and bakery supplies available for the evening shift and the following day's operations. Timely collection of the store was essential to maintain the bakery's

efficiency and ensure that we could smoothly cater to guests, banquet events, and other culinary needs.

- **Setting Up the store:** I helped in setting up the store once it was received from the purchase section. Additionally, I organized the storage area to ensure easy accessibility to frequently used ingredients and baking essentials. An organized set-up streamlined our baking processes, allowing the bakery team to work efficiently and deliver high-quality products to guests and banquet events.

2.2.7 PREPARING AMENITY ITEMS

- **Public Relations Cake:** It is a special chocolate mousse cake prepared for VIP guests, especially those celebrating significant occasions or are repeat guests. This delectable cake is sent to their rooms as a gesture of appreciation and to enhance their experience at the hotel. The cake consists of two layers: a thin layer of cake as the base and a luscious chocolate mousse on top. To prepare the PR cake, I followed a meticulous process. First, I baked the thin layer of cake, but since it needed to cool thoroughly, I baked it on one day and prepared the mousse on the following day. This careful planning ensured that the cake sponge had enough time to cool down before assembling the mousse. The mousse was made in trays and then cut into small squares. Each square was plated with a dusting of cocoa powder, a mud ball, and a chocolate garnish to enhance its visual appeal. Additionally, a personalized message was written on the plate based on the Kitchen Order Ticket (KOT) instructions. Considering the significance of the PR cake, I had to stay well-prepared to meet the demands. I made sure to have a tray of mousse ready every alternate day, ensuring a constant supply in the walk-in, especially during times when there were numerous VIP amenities to be delivered. This attention to detail and thoughtful planning ensured that every VIP guest received a

delightful and beautifully presented PR cake, adding a touch of sweetness and warmth to their stay at Taj Exotica Resort & Spa.

- **Mud Balls:** Mud balls were served as a delightful garnish on the Public Relations (PR) cake and were also included in the chocolate platters that were sent to guest rooms every morning. Initially, both mud balls and chocolate pieces were part of the platters. Each platter contained two mud balls and two chocolate pieces. However, in March, the platters were modified to include only chocolates. To ensure a steady supply of mud balls, I used to make around 60 of them every evening during the initial months. As the requirement changed and they were only needed as garnish for the PR cake, I reduced the frequency to once a week. It was crucial to make the mud balls perfectly round and aesthetically pleasing since they were meant as an attractive topping for the cake. The mud balls were created from sponge waste, ensuring that no cake went to waste. This approach aligned with the resort's commitment to sustainability and minimizing food wastage. By utilizing sponge waste to create these delightful garnishes, the hotel maintained its focus on environmental stewardship and responsible practices. The mud balls played an essential role in enhancing the presentation and appeal of the PR cake.
- **Chocolates:** Chocolates with truffle filling were used for VIP chocolate platters and chocolate boxes. Crafting these exquisite chocolates required a careful and time-consuming process, which I undertook every alternate day along with another chef. The process of tempering the chocolate was crucial to achieve the desired texture and shine. To meet the demand, we created around 8 moulds of chocolates every alternate day. Ensuring the chocolate shells were thin was essential to allow the truffle filling to melt seamlessly with the chocolate, creating a harmonious and luxurious taste experience. To make the chocolates even more visually appealing and unique, we added different colours during the crafting process. These vibrant colours added a touch of elegance

and creativity to the chocolates, making them stand out as exquisite and artistic creations. Once the chocolates were crafted, we stored them in the walk-in to maintain their freshness and quality.

2.2.8 BREAKFAST ITEMS

- **Mini muffins:** Creating mini muffins was a daily task, using the premix, I carefully prepared the muffin batter, ensuring a consistent and delicious taste for the guests. After baking, I piped the muffins with buttercream, which added a delightful touch and enhanced their visual appeal. The breakfast buffet was a busy and popular time for guests, and the mini muffins were always in high demand. To meet this demand, I made sure to bake them twice on busy days, ensuring a constant supply of freshly made muffins for the guests to enjoy. I played with colours and designs, making each muffin unique and visually stunning. In addition to serving as a delightful treat during breakfast, these mini muffins were also occasionally used for VIP amenities on special occasions.
- **Pancake and waffle batter:** As part of my responsibilities during the evening shift, I took charge of preparing the pancake and waffle batter for the next day's breakfast service. These delicious breakfast items were a favourite among the guests, and I made sure to create the perfect batter to ensure a delightful dining experience. Creating the pancake and waffle batter involved precise measurements and a careful blend of ingredients to achieve the right consistency and taste. Once the batter was ready, I ensured proper labelling and storage in the walk-in refrigerator. The clear tags and organized placement allowed the continental chefs to easily locate the prepared batter during the busy morning hours since they made them on live counters, ensuring a smooth and efficient breakfast service.

2.2.9 STAFF CAKE AND CAKE ORDERS

- **Cake layering:** Layering cakes and storing them in the deep was a smart and efficient way to manage cake orders. By having pre-layered cakes readily available, the bakery team could respond promptly to last-minute cake orders without compromising on quality and freshness. This approach ensured that guests received freshly prepared and beautifully decorated cakes in a timely manner, enhancing their dining experience. I made it a routine to store two trays of pre-layered cakes in the deep. One tray was dedicated to our popular 1 kg chocolate cakes, which were in high demand among our guests. The other tray held a mix of half kg chocolate cakes and half kg staff black forest cakes. By keeping these trays well-stocked, we were ready to serve our customers' cake preferences at any given moment. The idea was to layer the cakes in advance and store them in the deep. This way, whenever we received an order, we could easily take out the pre-layered cake, coat it, and decorate it as needed. This approach saved us a lot of time and allowed us to serve our guests promptly, even during busy periods. To ensure precision and consistency in our cake layering process, I used rings to create the perfect layers for each cake. Once the cakes were layered, I carefully demoulded them onto trays and stored them in the deep until they were needed. Whenever there were only two cakes of each type left in the deep, I would immediately start layering new ones to replenish our stock.
- **Staff cake:** At the end of each month, the HR department provided us with a list of employees who would be celebrating their birthdays the following month, and they were in for a treat a delicious half kg black forest cake. From the second month of joining, I took over the staff cake preparation. To ensure a seamless process, I checked the list every morning to see if there were any staff cakes scheduled for the day. If there were, I immediately got to work, preparing, and decorating them with care. The staff

cakes were usually picked up by the employees at 4 in the evening, so I made sure they were ready well in advance. I would retrieve the pre-layered cake from the deep, carefully apply the cream to give it a luscious finish, and then decorate it with chocolate garnish. Adding a "Happy Birthday" tag to the cake was the final touch, making it a special treat for our valued staff members. This small yet significant gesture exemplified Taj Exotica's commitment to its employees' well-being and happiness. It was a privilege to play a role in making their birthdays extra special and to contribute to the warm and welcoming atmosphere that defined our workplace.

- **Cake orders:** Handling cake orders at Taj Exotica was both exciting and challenging. The process began when the In-Room Dining (IRD) team delivered the Kitchen Order Tickets (KOTs) for cake orders. These orders could come from hotel guests, non-resident guests, and even staff members. Once the main chef reviewed and approved the KOTs, he would assign them to us, and I was often responsible for handling the initial steps of cake preparation. For most cake orders, my task involved applying a smooth and even layer of cream on the cake to give it a clean finish. After that, I melted the rich dark glaze, tempered it, and then poured it over the cake to add a glossy and decadent touch. Once I completed these steps, I would hand over the cake to the chef, who would then take charge of the final decorations and writing personalized messages as per the order requirements. For certain special cakes, such as fruit cake, tiramisu cake, butterscotch, truffle, and others, we took a slightly different approach. These cakes were not pre-layered in the deep, but rather, we layered them separately upon receiving the order. This ensured that these cakes were as fresh and delightful as possible when delivered to the guests or customers.
- **Chocolate garnish:** Making chocolate garnish was one of the creative and essential tasks I handled in the bakery. It involved tempering chocolate, a delicate process that ensured

the chocolate had the right consistency and shine. This step was crucial to achieve the perfect finish for the garnishes. For the PR cake garnish, I tempered the chocolate and made small garnish using a palette knife. These garnishes made the mousse visually appealing to the guests. To ensure efficiency, I prepared a container filled with these chocolate garnishes, ready to be used every morning for the PR cakes. In addition to the PR cake garnish, I also made chocolate tags. These tags were versatile and served multiple purposes, being used for both staff cakes and cake orders. I crafted the chocolate tags, ensuring they were smooth and uniform, ready to be written on with personalized messages for each cake. For the staff cake, I created a chocolate garnish that covered the sides of the cake, adding a beautiful and professional touch to the presentation. Additionally, I made chocolate shards that were placed on top of the cake, providing an attractive design, and enhancing the overall appearance of the cake.

- Fondant toppers: Crafting fondant toppers for cake orders was a delightful experience that allowed me to showcase my creativity. Whenever a cake order called for fondant decorations, the chef graciously granted me the freedom to make the toppers. This process became a source of fun and excitement, as I enjoyed the opportunity to bring unique designs to life using fondant. From brainstorming ideas to moulding and shaping the fondant, each step of the process was fun.

2.2.10 À LA CART ORDERS

- Ice cream orders: Handling the ice cream section in the bakery was a delightful and fast-paced task. We had an ice cream freezer that stored a variety of ice cream flavours in opened containers. My responsibility was to ensure that the containers were always full and ready to serve. To maintain a smooth workflow, I regularly checked the ice cream inventory and replenished it by getting the required ice cream from the deep freeze. This practice helped us quickly fulfil a la carte orders, especially during busy lunch and dinner

hours when KOTs (Kitchen Order Tickets) kept pouring in. Timing was of the essence in serving ice cream orders, as guests expected quick service. Hence, I made sure to stay organized and prepared, so we could serve the ice cream on time.

- À la cart orders: Assisting with À la carte orders were a part of my tasks in the bakery, and I approached it with a sense of urgency and attention to detail. The mise en place process was crucial in preparing for a la carte orders. It involved carefully organizing and prepping all the necessary ingredients and components required for various dishes. For example, I would cut fresh fruits to be used as garnishes, scoop ice cream for desserts, and arrange other elements for popular items like gadbad, a delightful ice cream dessert. Speed and accuracy were essential during the mise en place to keep up with the demands of a la carte service. By efficiently completing the preparations, I ensured that when orders came in, the necessary ingredients were readily available, allowing the chefs to assemble the dishes swiftly and deliver them to the guests promptly. Gadbad required meticulous attention to detail. I took care to arrange each component precisely, presenting a visually appealing dessert that delighted our guests.

2.2.11 SETTING, TAGGING, AND CLEANING

- Setting: Setting the bakery in order was an essential responsibility to maintain a clean and organized workspace. Starting with the cupboards, I ensured that they were neatly arranged and stocked with all the necessary baking ingredients, tools, and equipment. By having everything in its designated place, it became effortless to locate items quickly during busy working hours, enhancing our efficiency and productivity. The table tops were also part of my setup routine, and I made sure they were clean and ready for use before the work began. This involved wiping down the surfaces and ensuring that all the required utensils and tools were readily available, contributing to a smooth workflow throughout the day. Handling the platters was another aspect of setting up the bakery. After they were washed

in the dishwasher, I arranged them in the designated areas, making them easily accessible for future use. This not only maintained the bakery's cleanliness but also showcased professionalism and dedication to creating a welcoming environment for both colleagues and guests. Moreover, setting the walk-in was part of my daily routine. This involved organizing and arranging the ingredients and finished products in the walk-in fridge. By following a systematic approach, we were able to optimize space and ensure that all items were properly stored, maintaining their freshness and quality.

- **Tagging:** My task was to change the tags along with another intern before the day of their expiry. Tagging the ingredient containers in the cupboards and items in the walk-in and a la carte freezer was a crucial aspect of our food safety and inventory management practices. It helped us ensure that all the ingredients and products remained fresh and safe for consumption, preventing any potential wastage or spoilage. In the cupboards, where we stored dry ingredients, we performed tagging every month. This involved thoroughly cleaning the containers, wrapping them in clean wrap, and then placing a clear and visible tag indicating the contents and the date they were checked. By doing this, we could easily identify when an item needed to be replenished or replaced, ensuring that we always had a sufficient supply of fresh ingredients on hand. For the items in the walk-in fridge and a la carte freezer, we took more frequent measures to maintain freshness. Every three days, we cleaned and inspected the items, re-wrapping them if necessary, and adding new tags with updated dates. This helped us to catch any signs of spoilage or expiration early on, preventing the use of compromised ingredients. By adhering to this tagging and cleaning routine, we upheld the highest standards of food safety and quality.
- **Cleaning:** Maintaining cleanliness and hygiene in the bakery was a crucial responsibility. After every lunch and dinner service, and after each production session, the area would become messy and required thorough cleaning every 2 hours. This included cleaning the

table tops, washing used utensils, sanitizing the knife and ice cream scoop bowl, and ensuring the sink was spotless. Additionally, I made sure to clean the machines after making certain sponges like mud cake or ganache since it used to spill. Whenever there was a spillage or breakage, we promptly called the KST (Kitchen Stewarding Team) for assistance. During audits, we ensured the entire bakery was thoroughly cleaned, and we diligently checked and changed the tags to maintain proper hygiene standards.

2.2.12 MANDATORY ITEMS IN THE BAKERY

Since I oversaw the morning shift in the bakery, it was my responsibility to ensure that essential items were always available in stock since they were frequently used. This included items like truffle, sugar syrup, dark and white glaze, buttercream and whipping cream. I had to plan and make sure to prepare these items in sufficient quantities to meet the demand throughout the day. Additionally, I kept track of inventory and made sure to replenish items promptly before they ran out to ensure smooth operations and timely service for the guests.

- **Truffle:** Preparing 8 kg of chocolate truffle every alternate day was one of my key responsibilities in the bakery. The truffle was an essential item used extensively in various desserts, cake layering, chocolate sauce, and as a filling inside chocolates, etc. On busy days the truffle would get over in a day.
- **Whipping cream:** Maintaining a ready supply of whipped cream was essential in the bakery to ensure smooth and efficient cake decorating and dessert preparation. As part of my responsibilities, I made certain that we always had enough whipped cream available for use. This involved planning and taking the whip cream boxes out of the deep freezer in advance, allowing them to thaw properly in the walk-in. Whipped cream was a versatile ingredient used to coat cakes, decorate desserts, and add a touch of indulgence to various sweet treats. Having it readily accessible in the walk-in

eliminated the need to wait for it to thaw at the last minute especially during last minute orders.

- **Sugar syrup:** Making sugar syrup on a weekly basis was a routine task that contributed to the smooth functioning of the bakery. This essential ingredient played a versatile role in various desserts and preparations, adding moisture and sweetness to enhance the flavours. I prepared the sugar syrup with precision, ensuring the right balance of sweetness and consistency. Storing the sugar syrup in the walk-in provided easy access whenever it was needed. This way, we could efficiently soak the sponge used for the PR mousse, ensuring a delightful and moist texture. For layering cakes, the sugar syrup was instrumental in enhancing the taste and ensuring a soft moist cake. Baklava, a popular pastry with layers of filo dough, nuts, and honey, also benefited from the sugar syrup's sweet and syrupy touch. Additionally, the sugar syrup played a crucial role in soaking fruits kept in condiments, preserving their freshness and prevented them from turning black.
- **Buttercream:** Preparing 2 kg of buttercream was one of my regular tasks in the bakery, and it lasted for almost a week. I took great care in making this creamy and delicious mixture, as it played a significant role in enhancing the taste and presentation of our desserts and pastries. One of the main uses of the buttercream was for piping the mini muffins we served during the breakfast buffet. Buttercream also served as a versatile garnish for various desserts, since it added a rich and velvety finish. Additionally, for cakes requiring a fondant layer on top, the buttercream acted as an essential base.
- **Dark Glaze and White Glaze:** Making dark glaze and white glaze was another important responsibility I had in the bakery. These glazes added a touch of elegance and sophistication to our cakes and desserts, making them look even more enticing. The dark glaze was a rich and glossy chocolate coating that we used to cover cakes. Its

shiny texture and deep colour created a stunning finish that instantly elevated the visual appeal of the cakes. Whether it was a decadent chocolate cake or a layered mousse creation, the dark glaze added a luxurious touch, making the desserts even more irresistible. To ensure a steady supply, I made sure to prepare a new batch once the previous one started running low, typically every 4 to 5 days. Similarly, the white glaze was a smooth and lustrous coating used on various desserts. Its pristine appearance and glossy texture gave a refined look. Like the dark glaze, I made sure to replenish the white glaze regularly to ensure we always had enough on hand. Both glazes were stored in the walk-in, carefully labelled, and stored to maintain their freshness and quality. Whenever needed we would take the required amount of glaze, melt it, temper it and then coat the cake or dessert.

2.2.13 DESSERT PRODUCTION

Working with the other chefs in the bakery to create a wide array of delectable desserts was an exciting and fulfilling part of my task. Our aim was to offer guests at Taj Exotica an unforgettable culinary experience, and these desserts played a significant role in achieving that goal. My task was to make and assist the chef in the production of these desserts:

- We skilfully crafted rich and moist brownies, irresistible with their fudgy texture and chocolatey goodness and the cheesecakes were a true indulgence. We used to make the often since they were used for buffet and a la carte order and were popular.
- Choux pastries were meticulously piped and filled with luscious creams, creating delightful profiteroles that disappeared quickly during buffet spreads. We used to make these and store the shells in the deep.
- Apple pie is a classic and beloved dessert that we prepared with great care and attention to detail. Our apple pie was a delectable combination of sweet and tart flavours, encased

in a flaky and buttery pastry crust. I used to make the tart shells and cut apples for the mixture.

- The delicate and colourful macarons added a touch of elegance to any occasion, enchanting guests with their beautiful appearance and delightful taste. We used to make them and store the shells in the deep since they were very tricky to make.
- The baklava was a treat for those with a preference for Middle Eastern sweets, with its flaky layers of pastry, nuts, and honey syrup. I used to roll the baklava and store it in the deep.
- Pastéis de nata, with their creamy custard filling and crispy pastry crusts, offered a delightful taste of Portugal. I used to make the filling custard and it was also used for a VIP banquet.
- Our walnut cake, with its rich nutty flavour and tender crumb, became a favourite among guests seeking a unique and satisfying dessert. This was a A la carte dessert.
- The tiramisu, a classic Italian delight, layered with coffee-soaked ladyfingers and creamy mascarpone, was always in high demand. We used to make the tiramisu mixture every 4 days.
- The crème caramel, with its silky-smooth texture and caramelized sugar topping, was a timeless and elegant choice for buffet spreads and banquets.
- Chocolate lovers were enticed by the rich and decadent chocolate marquise. These were made for buffet.
- The Panna cotta, with its delicate wobble and subtle vanilla flavour, offered a refreshing and light treat. This was also available sugar free.
- The silk cake, with its melt-in-your-mouth texture and delicate sweetness, was another favourite among our guests.

- The creamy and crispy cream brûlée, with its caramelized sugar crust, added a touch of sophistication to our dessert offerings.
- We also prepared an array of other mouthwatering mousses. These mousses were an essential part of our dessert offerings, adding a touch of luxury and sophistication to our culinary creations. Some of the different mousses we prepared include mango, chocolate, passionfruit, coconut, blueberry, strawberry, banana caramel, etc.

There were many more desserts but these were the most popular ones. Working together to create these diverse and tantalizing desserts allowed us to showcase our culinary skills and create memorable dining experiences.

2.2.14 COOKIES

During my evening shifts at the bakery, my task was to make a variety of cookies that were loved by our guests. This process involved several steps, all aimed at creating the perfect cookies that would be enjoyed during banquets, amenities, morning meetings, by the poolside, along with coffee, and more. Here is a glimpse into how I made these delightful treats:

- **Cookie Dough Preparation:** To start, I would prepare the cookie dough for each type of cookie. For the four main types – jam cookies, ajwain cookies, oats cookies, and Nankatai cookies, I would follow specific recipes, combining ingredients like flour, butter, sugar, and unique flavours such as jam or ajwain (carom seeds). The dough was mixed until it reached the perfect consistency.
- **Chilling the Dough:** After preparing the dough, I would allow it to chill in the walk-in. Chilling the dough helps to firm it up and enhances the flavour development, resulting in more flavourful cookies.
- **Shaping and Baking:** Once the dough was adequately chilled, I would shape it into cookie balls or cut them into appropriate shapes, depending on the cookie type. For

example, the Nankatai cookies were typically shaped into rounds. The cookies were then placed on baking trays and baked in the oven until they turned a golden brown and had a crispy exterior.

- **Storage in the Walk-in:** To ensure a steady supply of cookies, I would prepare a larger batch of cookie dough and store it in the walk-in refrigerator. This way, I could easily access the dough whenever the cookie jar needed refilling.
- **Variety and Special Cookies:** While the four main types of cookies were consistently available, there were times when we would introduce variety. For special occasions or banquets, I would prepare different types of cookies such as custard cookies, bran cookies, and peanut butter cookies.
- **Supply and Refilling:** As cookies were consumed throughout the day in various settings, it was important to keep the cookie jars well-stocked. Whenever the cookie jar was running low, I would retrieve the stored dough from the walk-in, shape the cookies, and bake them. This efficient system ensured a constant supply of freshly baked cookies.

2.2.15 MUFFIN AND TEA CAKE MIXTURE

Creating the muffin and tea cake mixture and storing it was a strategic practice that rationalized the baking process and ensured a steady supply of different flavours for muffins and tea cakes. Along with the night shift chef, we would prepare this mixture and store it in the walk-in refrigerator. This mixture remained fresh for around 4 to 5 days. The beauty of this mixture lay in its adaptability. It served as the base for an array of muffin and tea cake flavours, allowing us to efficiently produce a variety of treats without having to start from scratch every time. The mixture played a crucial role during breakfast hours, as the night shift chef could easily bake muffins using this pre-prepared mixture, ensuring a quick and seamless service for guests.

Moreover, this mixture was also used to make tea cakes that was served during evening at the poolside. Creating these versatile cake mixtures in bulk and storing them in the walk-in proved to be incredibly beneficial due to their high demand. Along with with the night shift chef, we would prepare specialized mixtures like banana and carrot cake, which offered distinct Flavors and options for our baked goods. By making these mixtures in advance and storing them properly, we ensured that we had a readily available foundation for various cakes. This not only saved time during busy shifts but also allowed for consistent quality and taste across different batches of cakes.

2.2.16 BANQUETS

Participating in banquets was a part of my role at the hotel. These events encompassed a wide range of occasions, from grand Indian weddings to business conferences, government meetings, and office gatherings. Banquets brought with them longer working hours, as we strived to provide exceptional culinary experiences. Here is a glimpse into my involvement in banquets:

- **Set Up for Dessert Counter:** One of the crucial aspects of banquets was creating an inviting dessert counter. This involved arranging various elements such as stands, different height levels, and decorative touches to make the display visually appealing. My responsibilities included assisting the chef in transporting these stands from the KST storage area to the banquet halls. Once in the halls, we meticulously arranged desserts to create an appealing visual impact.
- **Assisting in Production:** Given the larger number of guests during banquets, increased production was essential. I collaborated closely with the chef to prepare extra batches of desserts to meet the higher demand. This involved planning and execution to ensure that all guests received delightful treats without any compromise on quality.

- **Live Counters and Interactive Desserts:** Many banquets featured live dessert counters, which added an interactive element to the dining experience. Ice cream counters were a staple, and I would prepare the condiments and fill ice cream domes in advance. Some banquets also offered live desserts like churros or Thai delicacies like tub tim krob. As part of my responsibilities, I would stand at these live counters, skilfully serving ice cream and assemble live desserts to cater to guests' preferences.

2.3 HANDS ON EXPERIENCE

During my internship in the bakery, I gained valuable hands-on experience by actively participating in various tasks and responsibilities. I had the opportunity to handle a diverse range of cases each day, contributing to my practical learning and skill development. I was involved in preparing a wide range of baked goods, desserts, including cakes, muffins, cookies, truffles, and more. I learned how to create different types of mousse, layer cakes, and make cookies, etc. Additionally, I assisted in the production of items for different occasions such as banquets, buffets, and A la carte orders. I participated in the entire baking process, from measuring ingredients to executing the final presentation. This allowed me to develop a strong understanding of recipe measurements, mixing techniques, baking times and temperature, and presentation skills. I assisted other chefs to ensure efficient operations, especially during peak times like banquets. Furthermore, I gained insights into maintaining cleanliness and organization within the bakery, as well as implementing proper labelling and tagging practices to ensure freshness and hygiene. My daily involvement in plating VIP amenities, maintaining cleanliness, organizing, baking sponges, producing mandatory items, fulfilling cake orders, managing live counters, preparing hot desserts, making mini muffins, handling PR cakes, making cookies, contributing to breakfast service, etc provided me with a complete experience in bakery operations. This diverse exposure significantly enriched my practical skills and understanding of the culinary field.

In summary, my hands-on experience in the bakery during my internship provided me with practical exposure to various baking techniques, dessert preparation, inventory management and operational aspects of a professional kitchen. This hands-on learning approach allowed me to apply theoretical knowledge in real-world scenarios, enhancing my skill set and confidence in the culinary field.

2.4 RELATIONSHIP OF THE TASK WITH THE COURSE I STUDIED

The tasks I performed during my internship in the bakery were closely linked to the theoretical knowledge I gained through my classroom studies. These hands-on experiences helped me connect the gap between theory and practice, enhancing my understanding and skill development in several ways:

- **Baking Techniques:** The tasks of baking sponges for cakes, making truffle, buttercream, preparing various dessert components, and making different types of pastries aligned directly with the baking techniques and principles I learned in the classroom. I was able to apply the techniques I learned in class to real-life situations, gaining a deeper understanding of ingredient proportions, mixing methods, and temperature control.
- **Food Safety and Hygiene:** Maintaining cleanliness, organizing workstations, following proper hygiene practices and proper grooming were crucial tasks that directly correlated with the food safety and hygiene principles I studied in college. The emphasis on food safety and sanitation that I learned in the classroom was put into practical use as I ensured the bakery met high standards of cleanliness and safety.
- **Recipe Adaptation:** Working with different flavours, textures, and ingredients for various desserts, including muffins, cakes, and cookies, allowed me to apply the principles of recipe adaptation that I studied. I learned how to modify recipes while maintaining the desired outcome.
- **Time Management:** Handling various tasks simultaneously, from plating VIP amenities to preparing mandatory items, cake orders, cookies, etc, required effective time management. This correlated with classroom discussions on efficient workflow, time management, and multitasking. The time management skills I learned in college helped me to plan my schedule ensuring tasks were completed efficiently.

- **Customer Interaction:** Engaging with guests on live counters provided me with valuable experience in customer interaction. This connected to the communication skills I learned in class, helping me address guest requests and preferences effectively.
- **Menu Planning:** Contributing to buffets and dessert counters during banquets allowed me to witness firsthand how different items fit into a menu. This aligned with my studies on menu planning, where I learned to create balanced and appealing menu offerings. Example how there had to be at least two veg desserts and one chocolate dessert on the buffet so everything was balanced.
- **Quality Control and Consistency:** Tasks such as making truffle, buttercream, and specific mixtures emphasized the need for precision, consistency, and quality control. This linked with classroom topics on maintaining uniformity in recipes and ensuring the highest standard of products.

In conclusion, my internship tasks not only complemented but also reinforced the theoretical concepts I learned in the classroom. The tasks I handled during my bakery internship were integral to bridging the gap between theoretical learning and practical application. They provided real-world context to the concepts I studied in the classroom, enriching my understanding of bakery operations and culinary arts.

CHAPTER 3

LEARNING

3.1 LEARNINGS THROUGH PRACTICAL EXPOSURE

My internship at the bakery was a remarkable learning journey that provided me with a comprehensive understanding of the bakery operations. From managing various tasks to mastering the art of dessert creation, my time at the bakery equipped me with practical skills and insights that exceeded classroom knowledge. This section will be about valuable learnings I gained during this hands-on experience, shedding light on how it shaped my perspective and enriched my culinary knowledge.

3.1.1 TIME MANAGEMENT AND PLANNING

During my internship in the bakery, effective time management and planning became integral aspects of my daily routine. Juggling various tasks and responsibilities within tight schedules demanded a strategic approach to ensure that operations ran smoothly and products were delivered on time. Handling multiple tasks during busy shifts taught me how to manage stress and stay focused under pressure. One of my primary tasks was preparing sponges, which were essential components for various desserts and cakes. To ensure a consistent supply, I learned to plan by monitoring inventory levels and proactively preparing sponges in advance. This approach allowed us to avoid last-minute rushes and maintain a steady flow of production, especially during busy periods like banquets and buffets. Creating truffle was another task that required careful planning. Recognizing its high demand, I made sure to prepare truffle in substantial quantities every alternate day. This strategy not only met the daily requirements for different desserts and chocolate products but also helped in preventing any shortages. Managing the sugar syrup was crucial for various recipes, including soaking sponge layers and enhancing the flavours of desserts. I learned to make sugar syrup weekly and store it properly,

allowing quick access during the production process. This proactive approach ensured that I had the necessary ingredients ready when needed, streamlining the dessert-making process. Additionally, plating VIP amenities and cake orders required timely execution. I learned to prioritize tasks based on their deadlines, ensuring that amenities and cakes were prepared and presented flawlessly. This approach was crucial in maintaining guest satisfaction and upholding the hotel's reputation for exceptional service.

Handling multiple tasks helped me grasp the importance of time management, workflow optimization, and maintaining consistency in output. The experience not only taught me how to prioritize tasks based on urgency and demand but also enabled me to understand the significance of maintaining high-quality standards even amidst a dynamic and fast-paced environment.

3.1.2 WORKING TOGETHER

Throughout my internship at the bakery, one of the most significant lessons I learned was the importance of team collaboration. Working alongside chefs and kitchen staff in a bustling and fast-paced environment highlighted that success is rarely achieved in isolation. Instead, it is the collective effort of a well-coordinated team that leads to efficient operations and outstanding outcomes. Effective communication emerged as a fundamental pillar of teamwork. Coordinating tasks, sharing insights, and addressing challenges required constant and open dialogue. By embracing this communication, we were able to ensure that everyone was aligned with the bakery's goals and objectives. Supporting one another was another key aspect that I learnt during this experience. In a demanding environment like the bakery, lending a helping hand and stepping in where needed made a significant difference. Whether it was assisting in setting up for banquets, managing live counters, or simply sharing responsibilities, the spirit of mutual support was crucial in maintaining a smooth workflow. This realization has

left a mark on me. My internship taught me that teamwork not only enhances efficiency but shared accomplishment makes the overall experience much more fulfilling and satisfying.

3.1.3 CRITICAL THINKING

Throughout my internship, I encountered numerous situations that demanded quick and strategic thinking. One notable instance was when there was a sudden surge in cake orders. With limited time and resources, I had to prioritize tasks and coordinate with the team effectively to meet the increased demand. Moreover, handling accidental spillages or breakages required immediate action to prevent disruptions in the production process. I had to quickly address the issue, find, and call the KST, all while minimizing any impact on the overall workflow. These critical moments in the bakery not only tested my problem-solving abilities but also reinforced the importance of adaptability, resourcefulness, and effective decision-making. I learned that a bakery environment is fast-paced and unpredictable, and being able to think critically and respond promptly is essential to ensure smooth operations and maintain the quality of products and services. Addressing spillages, breakages, and managing last-minute orders required quick thinking and problem-solving abilities. These situations encouraged me to think on my feet and find practical solutions.

3.1.4 HYGIENE AND FOOD SAFETY PRACTICES

Maintaining impeccable hygiene and adhering to food safety protocols was one of the most crucial lessons I learned during my bakery internship. I gained first-hand experience in the thorough cleaning processes required in a commercial kitchen, like thoroughly washing work surfaces, utensils, and equipment. Keeping my workspace spotless and sanitized at all times instilled in me a sense of discipline and responsibility towards cleanliness. I also learned the critical need to sanitize knives and other tools properly before and after each use. Following

the correct techniques to keep knives and ice cream scoopers sterile ensured I prevented any cross-contamination while handling ingredients.

Additionally, I understood the importance of monitoring expiration dates, rotating stock, and proper labelling and storage. Keeping a well-organized walk-in refrigerator and storage area allowed me to maintain quality and freshness of ingredients. The frequent tagging and date-checking processes were also insightful. By regularly updating tags on containers in cupboards and the walk-in, I could ensure we used only safe, fresh ingredients in our recipes. It also taught me how proper inventory management prevents wastage and disruption. The strict protocols I practiced will continue guiding me in any professional kitchen environment to uphold the utmost care and responsibility when handling food.

3.1.5 CUSTOMER-CENTRIC APPROACH

Interacting directly with customers provided valuable learning experiences in developing a customer-centric approach. My experiences handling live counters and cake orders during the internship cultivated strong customer service skills and underscored the importance of a customer-centric mindset. When working at the live dessert counters, I had opportunities to interact with guests, understand their preferences, and delight them with customized offerings. This allowed me to appreciate the value of building rapport with customers and ensuring their satisfaction. Fulfilling cake orders also required attention to detail in order to meet customers' specific requirements. I learned to focus on delivering a positive experience, whether it was for hotel guests celebrating special occasions or external customers ordering cakes. Crafting personalized messages and designs on cakes and desserts taught me how small gestures and customization can make customers feel valued. Enhancing presentation based on instructions demonstrated how customers' needs should be prioritized. Moreover, responding promptly to last-minute orders highlighted the need for flexibility and timeliness in

customer service. Maintaining well-stocked ingredients and pre-made components enabled quick turnaround times even during busy periods. Overall, the internship instilled in me a mindset of taking ownership for customers' happiness. My learnings will guide me in continuing to develop a thoughtful, adaptable, and engaging approach to customer service as I grow professionally.

3.1.6 RESPONSIBILITY AND INDEPENDENCE

Transitioning from being guided to handling tasks independently during the morning shift marked a significant phase in my growth. This experience taught me a great deal about responsibility and independence, and it had a deep impact on my personal and professional development.

One of the most important lessons I learned was accountability. Suddenly, I was solely responsible for the tasks at hand, and there was no one else to rely on. This shift forced me to take ownership of my work and the outcomes it produced. It made me realize the importance of delivering on my commitments and understanding the direct impact of my actions. Moreover, this transition provided me with a crash course in decision-making. Without the safety net of guidance, I had to make choices on my own. This included prioritizing tasks, finding solutions to unexpected challenges, and adapting to rapidly changing situations. Navigating these decisions taught me the art of quick thinking and the ability to make sound judgments even under pressure. Perhaps one of the most valuable skills I gained from this experience was the ability to work confidently under pressure. The morning shift often presented me with high-stress situations that required me to stay composed and focused. Over time, I developed a sense of self-assurance that I could handle whatever came my way. In conclusion, the transition to independent tasks during the morning shift was a crucial moment in my personal and professional journey. It instilled in me a sense of accountability, honed my

decision-making skills, and empowered me to face challenges with confidence. I will forever be grateful for the growth opportunities this phase provided and will carry its lessons with me as I continue to progress in my career and life.

3.1.7 MENU DIVERSITY

Engaging in buffet preparation offered me a remarkable insight into menu diversity. The experience provided me with the chance to work with an array of baked goods, each possessing its distinct set of recipes and techniques. Each new bakery item I encountered brought with it a unique set of ingredients and techniques. From delicate pastries to breads, I embarked on a journey of discovery that allowed me to appreciate the diverse range of flavours and textures that can be achieved through baking. Working with ingredients like different types of flour, sugars, fats, and leavening agents, I gained a deeper understanding of how these elements interact and contribute to the final product. This culinary journey was not limited to the practical aspect alone. It had a profound impact on my theoretical knowledge as well. Understanding different ingredients, their roles in various recipes, and how they interact during the baking process became an integral part of my learning. This knowledge allowed me to experiment and innovate confidently, knowing how to use ingredients to achieve desired outcomes. This flexibility not only enhanced my efficiency but also instilled in me a sense of confidence when faced with new culinary challenges.

In essence, the exposure to menu diversity through buffet preparation was an enriching chapter in my culinary journey. This broadened my culinary knowledge and enhanced my ability to work with different ingredients, leading to a well-rounded understanding of bakery offerings. As I continue to explore and create in the culinary industry, the knowledge and insights gained from this experience remain invaluable.

3.1.8 ADAPTABILITY

The exposure to a diverse array of desserts, banquet setups, and the ever-shifting demands of the culinary world instilled in me a valuable trait: adaptability. Being ready to handle unexpected demands and last-minute orders demonstrated the importance of preparedness and adaptability in the culinary field. The ever-changing demands of the bakery required me to become highly adaptable. Preparing for the rotating breakfast, lunch and dinner buffet menus meant adjusting to produce new items every day. Varying order volumes, from rushed periods to slower days, compelled me to modify my pace and workload accordingly. Being ready to switch gears enabled me to operate efficiently. Each new task presented its unique set of requirements, from intricate cake designs to elegant pastry plating. As I embraced these variations, I discovered the importance of flexibility and the ability to seamlessly switch gears.

Additionally, tailoring tasks like plating amenities, crafting toppers, and decorating cakes as per customers' specific instructions was great practice in adapting to provide personalized service. The evolving guest preferences also taught me to embrace change and stay willing to try new approaches. From daily tasks to last-minute orders to managing unforeseen challenges, the ability to adjust allowed me to maintain a high level of efficiency without compromising on quality. In conclusion, the exposure to diverse desserts, banquet setups, and the fast-paced bakery environment moulded me into an adaptable professional I learned to respond quickly and effectively to the constant changes in daily production requirements, guest preferences, order volumes, and banquet needs. Whether it was adjusting baking schedules, trying plating techniques, or quickly picking up new skills, I developed the ability to smoothly transition between diverse tasks.

3.1.9 ATTENTION TO DETAIL

Engaging in tasks like plating VIP amenities and crafting personalized messages on PR cakes showed the importance of attention to detail in the culinary world. My internship helped me understand the importance of paying attention to the smallest details in order to deliver top-quality products and exceptional service. Tasks like styling VIP amenities and personalizing celebration cakes required immense precision. I learned that every step, from the way ingredients are measured to how garnishes are placed, impacts the outcome. Preparing personalized messages on PR cakes further highlighted the significance of attention to detail. The artistry extended beyond the delectable flavours to the carefully crafted messages that adorned the cakes. A minor slip in spelling or alignment could impact the emotional resonance of the message. Tasks involving truffle and buttercream preparation emphasized the criticality of quality control. I learned how attention to detail, precision, and maintaining uniform standards contribute to delivering products that meet or exceed expectations. Moreover, consistently maintaining the presentation and abundance of buffet items, however minor they may seem, collectively enhanced guests' experience. Working in a luxury hotel setting raised my standards for excellence. I realized focusing intently on crafting every component to perfection is what sets extraordinary creations apart. The need for precision I learned will motivate me in any situation to hone my attention to detail and create the absolute best quality results.

3.1.10 HANDS-ON SKILL DEVELOPMENT

The tasks I undertook became a platform where classroom theories seamlessly merged with practical scenarios, solidifying my understanding of baking techniques and principles. The practical application of theoretical knowledge not only enhanced my comprehension of baking but also instilled a sense of confidence in my abilities. Working in the bakery allowed me to

develop practical skills that cannot be fully grasped from textbooks alone. I honed techniques such as measuring ingredients accurately, kneading dough to the right consistency, and mastering baking times. These skills are the foundation of successful baking and have given me the confidence to tackle a wide range of recipes. Baking numerous batches also allowed me to hone my observation skills to identify perfectly baked goods.

The repetition and feedback from my mentors enabled me to improve techniques like piping, decorating, and plating for aesthetically appealing finishes. These hands-on lessons provided practical wisdom I will carry throughout my career. The bakery skills I developed through experience have given me tremendous confidence in independently tackling any baking challenge.

CHAPTER 4

CHALLENGES

4.1 WORKING UNDER PRESSURE AND MANAGING TIME

Working under pressure in the bustling bakery environment was both demanding and rewarding. With an abundance of tasks to tackle and a constant stream of orders, ensuring everything was ready on time became a daily challenge. During breakfast service, I was constantly on my toes, maintaining a well-stocked buffet while also tending to the ongoing baking tasks. Busy mornings required me to navigate a dynamic routine of baking and buffet management. I would rush between the ovens, monitoring baking times and ensuring items were baked to perfection. Simultaneously, I had to ensure that the buffet remained filled for customers seeking a delightful morning spread. Plating VIP orders added an extra layer of pressure. Creating elegant arrangements for many VIP plates within a tight timeframe demanded not only precision but also a touch of artistry. The rush to ensure these plates were beautifully presented while also managing other tasks showcased the need for skilful multitasking. Coordinating the timing of the pudding's appearance on the buffet was another feat of coordination. Collaborating with the bread section chefs to share oven space required seamless communication to avoid any delays. This highlighted the importance of teamwork and effective communication in ensuring a smooth culinary operation. While the pressure was intense, the experience was transformative. It taught me to stay composed under stress, make quick decisions, and manage my time efficiently. Through the demanding moments, I discovered my capacity to adapt, improvise, and ensure that each task was executed flawlessly. These time pressures were not merely obstacles, they were opportunities for growth. I became better at managing my time efficiently, embracing each moment as an opportunity to refine my skills and thrive under pressure.

4.1.1 LONG WORKING HOURS

The bakery environment brought with it a set of physical demands that required both flexibility and adaptability. Long hours spent on my feet, lifting heavy ingredients and equipment were all part of the daily routine. The constant movement and standing were a testament to the dedication required in the culinary world. The hours passed quickly as I navigated between baking stations, ensuring each creation was tended to with care. While physically demanding, this aspect of the job instilled a sense of discipline, reinforcing the idea that excellence in baking goes hand in hand with hard work. The act of lifting heavy ingredients and equipment was a practical challenge. Carrying heavy chocolate bags, moving trays of baked goods, and managing industrial-sized mixers demanded not only physical strength but also proper technique to prevent strain. Working extended shifts of more than 12 hours during banquets presented both a physical and mental challenge. The demanding nature of standing for prolonged periods without proper breaks tested my endurance and stamina. However, this experience was rewarding since we worked as a team to meet the deadlines. The long hours demanded a high level of resilience, requiring me to maintain focus and energy throughout the duration of the event. The challenges I faced served as a reminder that excellence in baking is not solely about creating delectable treats, it is also about embracing the physical demands with enthusiasm and a sense of purpose. Through this experience, I cultivated both resilience and a profound appreciation for the hard work that goes into every culinary creation.

4.1.2 COORDINATING WITH DIFFERENT TEAMS

As a trainee interacting effectively with teams like KST (Kitchen Stewarding), IRD (In-Room Dining) and banquet who had well-established systems was tricky initially. Navigating the protocols for KOT hand-overs, orders, and tool transfers between departments took time. Learning the appropriate channels of communication was important. Given my beginner status,

earning the trust of experts in these teams also required patience. I had to prove my reliability by consistently delivering on assigned duties. Moreover, aligning my work pace and priorities with those of other departments was difficult at first. But experience taught me how to synergize efforts for interdepartmental harmony. Occasionally delays from other teams impacted my work. I realized maintaining transparency through polite, constructive conversations was best to resolve such issues. As I built relationships with colleagues over time, our teamwork smoothed out. The internship taught me the importance of mutual understanding between departments for a productive work environment. Overall, the cross-departmental coordination challenges made me a stronger team player and communicator, preparing me for collaborative roles.

APPENDIX I**Samples of work done by me**

Layering cakes and storing in the deep



Sponge base for PR cake



PR Chocolate Mousse



Cutting the PR Cake



Plating PR Platters

Morning Breakfast



Baking breakfast items



Refilled the breakfast buffet



Setting and storing the breakfast items
in the walk - in



Breakfast setup

TAJ
EXOTICA RESORT & SPA
GOA

Date :
Sl. No. : **52387**

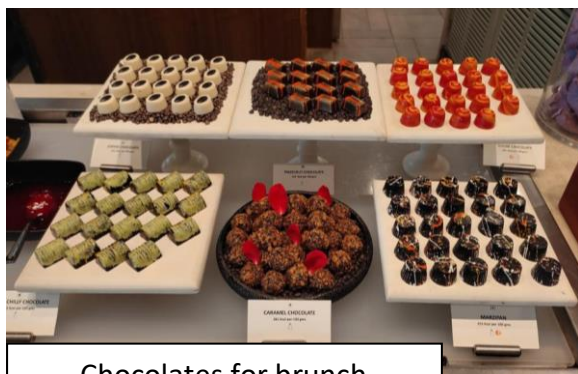
Room No. : Time : Table No. : Pax :

Portion	Order	Cover
14	Chocolate Platters	
02	Sweet Platters	
06	WBC	
06	Birthday Cake	
03	Anniversary Cake	
01	50th Anniversary Cake	
85	Fruit	
02	Jumbo Fruit Baskets	
01	Black chocolate platter	
01	Black sweet platter	
	21/06/2023	

Example of KOT received for the platters



Prepared chocolate platters



Chocolates for brunch



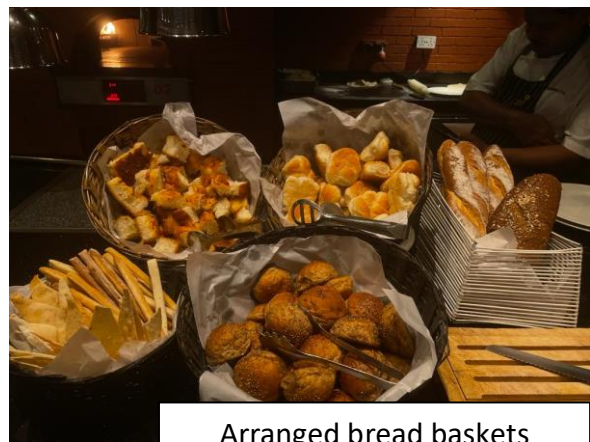
Made and piped mini muffins for breakfast



Made pudding for lunch and dinner buffet



Filled the ice cream for the buffet



Arranged bread baskets



Prepared and set condiments



Made tarts for fruit tarts and
apple crumble



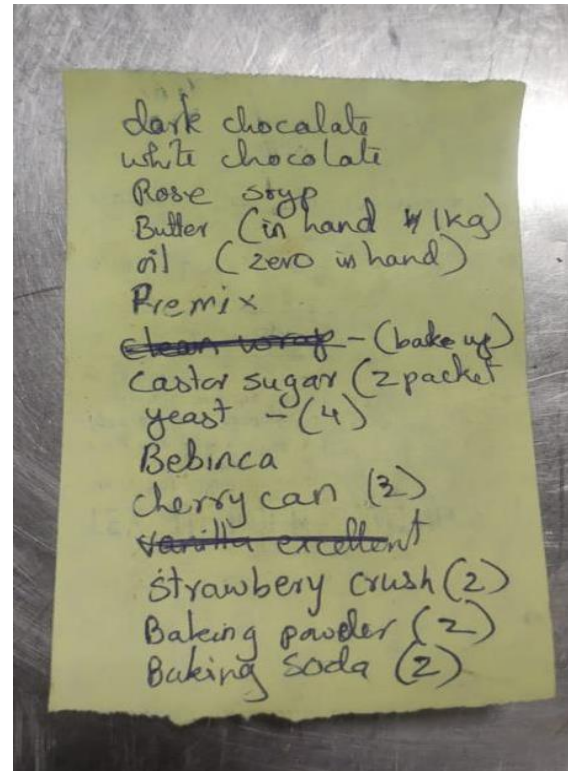
Prepared special amenities for banquet
guests



Made fondant toppers for a cake order



Received and set the store in the evening



Writing inventory for the store



Received and set the breads every morning





Staff Cake

EMPLOYEE	EMPLOYEE NAME	DESIGNATION	JOB SUB FAMILY	DATE OF BIRTH
170-003107	Mr. Srinivasa P Redd	Director of Food & Beverage	F&B	01-Jul
170-003082	Mr. Anoop Kumar	Guest Service Coordinator	Food Production	01-Jul
170-003005	Mr. Rama Velip	Guest Service Assistant	Housekeeping	03-Jul
170-003271	Mr. Vijay Manohar	Guest Service Coordinator	Engineering	05-Jul
170-001822	Ms. Savita Arjun Shinde	Guest Service Assistant	Housekeeping	05-Jul
170-000981	Ms. Priya Kalangutkar	Secretary	Engineering	05-Jul
170-002916	Mr. Ravi Sharma	Guest Service Assistant	Housekeeping	07-Jul
170-000110	Mr. Pankaj Kumar D	Chef de Partie	Food Production	08-Jul
170-003280	Mr. Rajneesh Kumar	Spa Manager	Spa / Jiva Spa	08-Jul
170-003349	Ms. Jeryl Ann Joseph	Accounts Officer	Finance	10-Jul
170-003286	Mr. Rohit Suresh Pra	Apprentice	Food & Beverage	10-Jul
170-003259	Mr. Prem Kumar Ch	Guest Service Coordinator	Food Production	13-Jul
170-003076	Mr. Suneel Kumar	Guest Service Coordinator	Food Production	14-Jul
170-002939	Mr. Bosco Noronha	Sales Manager	Sales & Marketing	14-Jul
170-003312	Ms. Pooja Kamath K	CA Trainee	Finance	15-Jul
170-003028	Mrs. Shamal Badger	Guest Service Coordinator	Security	15-Jul
170-003239	Ms. Deeksha Dandot	Duty Manager	Front Office	18-Jul
170-002956	Mr. Bipin Mallick	Guest Service Coordinator	Finance	18-Jul
170-003352	Mr. Kousik Kundu	Guest Service Assistant	Food Production	20-Jul
170-003358	Ms. Maria Jayraj D	Apprentice	Food Production	21-Jul
170-003358	Ms. Maria Jayraj D	Apprentice	Food Production	21-Jul
170-002991	Mr. Yashitsungba	Guest Service Coordinator	Spa	21-Jul
170-003075	Mr. Rakesh Singh M	Guest Service Assistant	Food Production	22-Jul
170-003258	Mr. Vishnu C	Guest Service Assistant	Food Production	24-Jul
170-003355	Mr. Preton Caliston	Apprentice	Food Production	24-Jul
170-003272	Ms. Namrata Rahul	Guest Service Assistant	Food & Beverage	24-Jul
170-003261	Mr. Digamber Vikas	Apprentice	Food Production	29-Jul
170-003274	Ms. Kimbely Allida F	Apprentice	Front Office	31-Jul
170-003274	Ms. Kimbely Allida F	Apprentice	Front Office	31-Jul

List of names of staff with their birthday date

TAJ
EXOTICA RESORT & SPA
GOA

Date: 30/8
Sl. No.: 45594

Room No.: Time: Table No.: Pax:

Portion	Order	Cover
NR	Guest Mrs. Mahesh	
1/2 kg	Eggless	
	Chocolate Cake	
	Happy B'day Vicky	
	Pick up on 31/03/23	
	At 12 pm	

KOT for a cake order



Cake order



Prepared VIP amenity



Jars for conference (Banquet)

<u>MAIN COURSE</u>	
Goan Prawns curry	— Goan
Fish moilee	— SI
Paneer butter masala	— Ind
Mix veg xacuti	— Ind Goan
Bhindi do pyaza	} Ind
Lehsooni dal tadka	
Jeera mutter pulao	
Steamed rice	
Assorted Indian breads	
<u>DESSERTS</u>	
Sliced Fresh Seasonal Fruits	} Bak, Halwa
Moong Dal Halwa	
Chocolate Silk Cake	
Pista Rasmalai	
Nutty Caramel Pie	
Greek Honey Lemon Slice	
Malpua	
Two types of Ice cream	

Example of a banquet menu

Example of a banquet menu



Arranged set ups for everyday buffet and Sunday

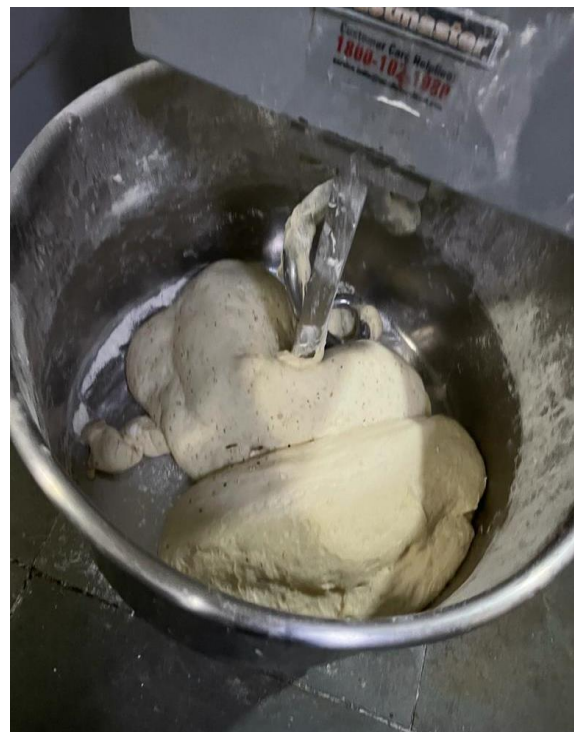




Production of different sponges



Made and baked cookies



Measured ingredients for different bread dough

APPENDIX II

Photos of me while at work



Preparing mini muffins



Serving at the live counter



Layering Baklava



Easter set up



Making fondant toppers for a cake order



APPENDIX III**Fun activities during my internship**

Took part in the Taj Idol singing competition



Visited an orphanage and made posters with the kids on global warming



Participated in the Annual Day
inter- department dance
competition



Women's day celebration



Participated in Kopel making
competition



The Bakery Team



Farewell