

INTERNSHIP REPORT

TAJ EXOTICA RESORT AND 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 Kunal Sharma

Rollno: 2008

AUGUST 2023



OFFER LETTER

Dear Ms. Thomson,

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 15th May 2023 to 14th July 2023.

| Hotel Name | Student Name | Training Period DD-MM- YYYY | Training Period DD – MM – YYYY |
|---------------------------|----------------------|--------------------------------------------|-----------------------------------------------|
| Exotica Resort & Spa, Goa | Selvina Fernandes | 05/2023 | 07/2023 |
| Exotica Resort & Spa, Goa | Sifa Penny Fernandes | 05/2023 | 07/2023 |
| Exotica Resort & Spa, Goa | Shania D'silva | 05/2023 | 07/2023 |
| Exotica Resort & Spa, Goa | Astrid Colaço | 05/2023 | 07/2023 |
| Exotica Resort & Spa, Goa | Kunal sharma | 05/2023 | 07/2023 |

Please note the following:

- 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.

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

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)

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

Warm regards,

Gail Pio Ferrao

Learning & Development Executive M - +91

9689161295 gail.pioferrao@tajhotels.com

INTERNSHIP CERTIFICATE

CERTIFICATE OF EXCELLENCE



EXOTICA RESORT & SPA
GOA

This certificate is proudly presented to

MR. KUNAL SHARMA

in recognition of successfully completing the 'Industrial Training'

in FRONT OFFICE & HOUSEKEEPING DEPARTMENT

with attendance of 97%

The duration of this training was from 15-05-2023 to 15-07-2023

GENERAL MANAGER



LEARNING & DEVELOPMENT MANAGER



SELEQTIONS

VIVANTA

GINGER

amã
STAYS & TRAILS

Qmin
purified. healthy. delicious.



IHCL

ACKNOWLEDGMENTS

I take this opportunity to express my gratitude to the individuals who have been instrumental in the successful completion of this internship. I would like to extend my greatest appreciation to GM.

Manav Malhotra, Mr. Daniel Pereira (Assistant housekeeping Manager) and Mr. Mayur Bhandari, Mr Valenkho (Front office manager) all the other Managers Associates and trainees for helping and guiding me throughout my training in Housekeeping and Front office department. Their tremendous support, encouragement and motivation every time has been invaluable for me, During these two months, I would also like to thank my associates who help me to learn and pushed me to my limits and made me realize my potential to work and not giving up on me. And I would also like to thank my Parents and Mentors for taking care of me so I can work hard and made sure I'd be productive. I would also like to thank other individuals whose direct and indirect support helped me to complete my internship, without their support it would not have been possible. Nevertheless, I thank Prof. K.G. Shankarnarayan (PD), Prof. Kevin Dsouza, Ma'am Albino, Dr. Poonam Sadekar, Ms. Sujal Naik, Mr. Sadanand Gaonkar and Dr. Paresh Lingadkar for assisting me to get into the hotel and preparing me for the training. Moreover, I also thank the administrative staff of IMBA; Ms. Shilpa Shirodkar, Mr. Kishor Nagvekar, Mr. Naresh Salgaonkar and Mr. Sarvesh Vaigankar for their extensive support.

EXECUTIVE SUMMARY

The purpose of this summary is to provide an overview of the experience and achievement gained through my internship. During my 2month internship I had the opportunity to work in Housekeeping department and front office department at Taj exotica resort and spa .In housekeeping department I learned cleaning the room by doing bed making, bathroom, guest room, pool side, public area cleaning, pentry setup, mini bar setup. I also learned the standard of procedure for each cleaning process. As a housekeeper, we need to maintain the cleanliness and order of the building and furniture in the hotel. Working in front office department improved my communication skills, and connect me with so many people. This also enhanced my collaboration Skills while interacting with Guest. The training enhanced my practical knowledge and provided me with valuable knowledge about the industry, the diverse range of task and responsibilities allowed me to develop essential skill and knowledge that will be beneficial in my future professional endeavours.

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1. TAJ EXOTICA RESORT & SPA

1.1 Birds-eye-view

1.1.1 About Taj Exotica

In luxury's own lap at Taj Exotica Resort & Spa, Goa, embrace the languid and laid-back life that is so characteristic of this sunny beach state. Located in Benaulim on the southwest coast of Goa and overlooking the Arabian Sea, this Mediterranean-inspired resort in Goa will slow down your time to a tranquil tempo. Forty minutes away from the airport, our 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. Taj Exotica Resort & Spa, Goa is also the perfect location for social dos, conferences and business meetings. Our Ballroom, one of the largest pillarless banquet halls in Goa at 4,600 square feet (427 sq. m), is ideal for romantic destination weddings. Within the luxurious 5-star resort in Goa, savour the finest nuances of Indian and international cuisines. You could dine at our casual all-day eateries and formal fine-dining restaurant or relax in your room, and have us bring our fine fare to you. Lounge by the pool; de-stress, and soothe your city-frayed nerves with rejuvenating therapies at our J Wellness Circle. For those looking for a more active holiday, our fitness centre has everything enthusiasts need. Sports are an important part of the resort's activities, and you can get busy playing badminton, tennis, golf and cricket. Allow our team to pamper you while at the hotel, and take care of your every need in Goa. We arrange tours to a bird sanctuary and spice plantation, take you to a private Portuguese home to view antique artefacts and paintings, and guide you through Goa's historic sites. And for those seeking an adrenaline rush, an array of water sports is available right on Benaulim Beach.

1.2 PRODUCTS/ SERVICES

1.2.1 Hotel policies

- Check-in time: 2:00 PM
 - Check-out time: 12:00 Noon
 - Early check-in and late check-out on request. Charges may apply.
 - We 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. Choose from a whole host of inclusive and paid activities at the hotel during your stay.
-
- Pets are allowed in Villa rooms and Premium Villa rooms only. Charges apply.
 - Contact hotel for further details.

1.2.2 Hotel highlights

- Pet Friendly
- 800mts Pristine White Sands Beach Front
- 9-Hole Executive Golf Course
- Award Winning J Wellness Circle
- Activity Centre for Kids.

1.2.3 Hotel Accommodation

8 Suites including 2 Presidential Villas

- **Presidential Villa**

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.

- **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 washroom. The room can be interconnected to either one or two Deluxe Sea-view Room if needed.

- **Executive Suite**

The Executive Suite, located in the main building, is a grand one-bedroom suite with a separate living room with Goan architecture. This partial sea-facing suite has one bathroom and one washroom and affords privacy.

- **Junior Suite**

The Junior Suite, located in the main building, is a newly renovated one-bedroom suite with a separate living room. This sea-facing suite has one bathroom and one washroom. The room can be interconnected to either Premium Sea-view Room if needed.

Number of Rooms 140:

The resort has 100 villas rooms which include Plunge Pool and Garden Villa Rooms as well as Deluxe Sea View and Premium Rooms in the main building.

- **Garden Villa Rooms**

The Garden Villa Rooms get their name from the lush landscaped gardens they overlook. Each Room within a four-room villa is spacious and has either a verandah or sit out. For large families, Interconnecting rooms are available on request.

- **Deluxe Sea View Room**

Deluxe Sea-view Rooms are cozy and comfortable retreats located within the main hotel Building. The verandahs/ Sitouts offer stunning views of the surroundings and the bathrooms Have luxuriant bathtubs with individual shower cubicles (interconnected rooms are also Available on request).

- **Premium Villa Room Garden View**

These villa rooms are a modern interpretation of the historic past, highlighting the array of Bright colors and capturing the essence of the real Goa. Size-612 Sq.ft(57 Sq.mt)

Premium Sea View Rooms

From the glorious views of the sea to a lazy siesta on the verandah/ Sitout, experience Quintessential tropical life in your own Premium Sea-view Room. The luxuriant bathtub Completes your relaxation.

- **Garden Villa Room with Personal 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.

- **Premium Villa Room with Personal Plunge Pool**

Each of these rooms is located in a two-room villa and has a personal plunge pool, rekindle Your romance while relaxing in your plunge pool. These rooms provide a truly memorable Goa Experience!

- **Indulgence Villa room with plunge pool**

In a two-room unit that has a plunge pool, the Sunset Villa Rooms offer views of the lawn. Their sit-outs give you the most romantic experience, perfect for long conversations over wine Size-612 Sq.ft (57 Sq.mt)

1.2.4 Hotel Restaurants/ Bars

Taj l Exotica Resort & Spa offers several choices for dining:

- **Sala da Pranzo**

All-day Diner: Journey the world on your plate at this all-day diner which serves Cuisines from around the world

- **Miguel Arcanjo**

Named after legendary Goan Chef Miguel Arcanjo Mascharenhas, this fine dining Restaurant is your stop for a meal. Savor a finely curated Goan menu that truly Brings out the full local flavor. The restaurant also features a lively show kitche

- **Lobster Shack**

A relaxed thatched beachfront restaurant, Lobster Shack, offers a delectable Selection of seafood and an impressive array of wines

- **Adega Camoens**

Elegant black-and-white photos of Hollywood movie stars and posters line the handsome Resort & Spa, Goa's exotic lounge bar. Music enhances its old-world charm, making the space ripe for a romantic evening over cocktails, cigars and cognac

1.2.5 MAIN STRENGTHS, SPECIAL TOUCH

Service philosophy, almost a kilometer beach frontage with 45 acres of landscaped gardens, Children's club, host of outdoor and indoor activities for adults and children.

1.2.6 Key Sites/Activities In The Area

An hour's drive away from Galgibag beach which is nesting and hatching site for the endangered Olive Ridley turtle, Cotigao wildlife sanctuary, Rivona Caves, Basilica of Bom Jesus, Se Cathedral.

1.2.7 Fun Facts

The hotel is dotted with 1000 coconut trees which are local to Goa. Fun activities Like cycling, caricature artist, etc are available at the resort.

Helipad

Helicopter operator Fly Blade India has connected Manohar International airport at Mopa in North Goa to Taj Exotica hotel in South Goa with effect from 13 February The company will operate from the airport to the hotel twice a day. The helicopter On this route will currently be able to seat four passengers at a fare of ₹6000 per Person. The company said that each passenger can carry up to 7 kg of luggage on The helicopter. The first return journey from the hotel will be between 11am and 12pm whereas the Second return journey will be between 12:30pm and 1:30pm. The company will Offer the helicopter service six days a week.

Special check-in instructions

- This property offers transfers from the train station (surcharges may apply); to arrange pick-up, guests must contact the property 24 hours prior to arrival, using the contact information on the booking confirmation
- Front desk staff will greet guests on arrival

- To register at this property, guests who are Indian citizens must provide a valid photo identity card issued by the Government of India; Permanent Account Number (PAN) cards will not be accepted due to national regulations. Travelers who are not citizens of India must present a valid passport and visa. Indian citizens must show a PAN card at check-out for cash transactions exceeding INR 25,000.

Pets

- Pets are allowed for an extra charge of INR 5000, per pet, per stay, plus a deposit of INR 5000 per stay
- Welcoming dogs and cats only, total (up to 30 lb. per pet)
- Specific rooms only, restrictions apply; pet-friendly rooms can be requested by contacting the property on the number on the booking confirmation
- Food and water bowls are available.

Children and extra beds

- Children are welcome
- Children, up to the age of 5 years, can stay for free if using existing beds when occupying the parent or guardian's room
- Rollaway/extra beds are available for INR 3500.0 per night.
- Cots (infant beds) are available for INR 2000.0 per night.

Payment types at the property

- American Express

- Mastercard
- Visa

1.3 Sections within the organization

1.3.1 Front Office Department

The front desk serves as the initial point of contact for visitors and is in charge of greeting them, handling reservations, checking visitors in and out, and giving them important details about the hotel's amenities and services. With the concierge helping visitors with a variety of needs and the bell desk/porter providing luggage assistance, the welcome area is a centre of activity.

1.3.2 Housekeeping Department

The Housekeeping Department is responsible for maintaining the cleanliness and orderliness of the hotel's guest rooms, public areas, and back-of-house spaces. Housekeepers ensure that rooms are clean, well-stocked, and comfortable for guests. The laundry section handles guest and hotel linens, keeping them clean and well-maintained. The horticulture department looks after the overall beautification of the hotel.

1.3.3 Food and Beverage Department

This department encompasses various dining aspects of the hotel. Restaurants serve meals to guests, offering a variety of cuisines for different tastes. Bars provide a range of beverages, from soft drinks to cocktails. The banquet or event services section manages spaces for conferences, weddings, and other gatherings, along with catering arrangements.

1.3.4 Food production department

The Food Production Department is a vital part of any hotel. It is responsible for providing guests with delicious and nutritious food that meets their expectations. The department also plays a key role in the overall profitability of the hotel. Main Kitchen, pantry, Bakery & Confectionery, Butchery, Banquet Kitchen, Chefs area, Garde Manger, Commissary, Walkins

1.3.5 Sales and Marketing Department

The Sales and Marketing Department plays a pivotal role in attracting guests and driving revenue.

The sales team works to secure business clients and negotiate deals for events and stays. The marketing team promotes the hotel through various channels, including advertising, online presence, and collaborations.

1.3.6 Finance Department

The Finance Department handles the financial aspects of the hotel's operations. The accounting team manages transactions, payroll, and budgeting. Revenue management optimizes room rates and availability to maximize income.

1.3.7 Human Resources Department

Human Resources is responsible for the hotel's staffing needs. The recruitment team hires and trains employees across different departments. Employee relations ensure that staff welfare is addressed, and performance evaluations are conducted regularly.

1.3.8 Engineering and Maintenance Department

The Engineering and Maintenance Department focuses on keeping the hotel's physical infrastructure in excellent condition. Maintenance personnel ensure that areas are clean and functional, while the engineering team manages technical systems like HVAC, plumbing, and electrical systems.

1.3.9 Security Department

The Security Department is vital for guest safety and property protection. Security officers monitor the premises, handle emergencies, and prevent potential security issues. Loss prevention aims to minimize theft and fraud risks.

1.3.9.a Guest Services Department

This department caters to guest satisfaction and comfort. Guest relations addresses concerns and special requests, making sure guests have a pleasant experience. The reservations team manages room bookings and availability.

1.3.9.b Administration Department

The Administration Department oversees the overall management of the hotel. The general manager provides leadership and ensures all departments are functioning cohesively. The executive assistant offers administrative support to top management.

1.3.9.c Information Technology Department

The IT Department manages the hotel's technological infrastructure. IT support ensures networks, systems, and software are operational and secure, enabling smooth operations across various departments. These are the most important departments in the hotel industry. Each of them is crucial in its own way. Each department contributes to the hotel's success by playing a unique role in providing guests with exceptional experiences while maintaining efficient operations.

2. TASKS HANDLED

2.1 Housekeeping Department

2.1.1 Housekeeping Daily Routine Tasks:

- Allotted daily service starts at 9:00 AM and is completed by 6:00 PM.
- Newspapers and magazines stacked and left in plain view.
- Bed tightly and neatly made.
- All flooring had to be swept/vacuumed.
- Deal with lost and found articles.
- Setting the trolley with all supplies/ linens.
- Filling supplies and setting pantry for the day.
- Getting water crates from water treatment.
- Keeping few extra bed ready if needed.
- Getting baby amenities depending in children arrivals.
- Collection of pet amenities and pet food from housekeeping desk.
- Provide linen in rooms, restaurants, banquet halls, conference venues, health clubs, and so on, as well as maintain an inventory for the same.
- Mirrors/pictures had to be free from dust and smudges.
- Guest clothing found on the bed or floor had to be folded and placed on bed or chair, clothing left on furniture folded and left in place.

- Make sure All bulbs, TV, Hair Dryer, iPad / iPod / Mobile Docking station were functional.
- No items were to be removed from the guest room unless placed in the trash basket.
- Guest money, jewellery, mobile, laptops, valuables and personal items should be left untouched.
- Shoes should be paired and placed to the side.
- All stationery and supplies should be restocked.
- Laundry bag and order form to be replaced and neatly presented.
- All trash cans should be emptied.
- Sink, counter and mirror to be wiped clean and spotless.
- Tub and shower cleaned, no debris, dust, spots, stains or hair.
- Toilet cleaned, no debris, dust, spots, stains or hair.
- Used linens should be removed and replaced.
- Bathroom paper supplies restocked and Tissues re-pointed.
- Glasses washed or replaced, Coffee machine set up, cleaned and restocked.
- All Interior windows and window sills should be free of dust, hair, streaks and fingerprints.
- Lamps, bulbs, shades and switches had to be free from dust, hair, streaks and fingerprints.
- Appropriate lighting left on and TV channel reset to welcome screen.
- Janitors trolley to be replenished for the night service.

2.1.2 Standard Procedure for Room Cleaning

- Ring door bell and shout “housekeeping” to ask the guest for room cleaning
- If guest does not answer, ring bell and say “housekeeping” 3 times before entering the room
- Attach door safety belt to the door before work begins.
- Turn on all the lights and open curtains
- Empty the bins
- Dust the area thoroughly
- Change bed linin
- Clean the bathroom area
- Dry the bathroom
- Replenish toiletries
- Replenish other supplies
- Change towels
- Mop floors with dry mop

2.2 Front Office

Daily Routine task

- Gather all the Kullads (welcome drink glasses)

- Washing and cleaning dispenser
- Stacking all the trays
- Getting towels
- Setting up back area / Pentry
- Getting water bottles
- Getting mixers to make welcome drink
- Getting arrival sheet
- Delivering extended Key's to respective rooms
- Delivering newspaper or magazines
- Making welcome drinks
- Making cold towels
- Decorating welcome drink & cold towel tray
- Getting activity sheet
- Filling Garland stand
- Arranging luggage trolley
- Doing arrival guests profiling.

3. LEARNINGS

3.1 Housekeeping

1 month in housekeeping I learned how to communicate with guest without hesitation, how to take request And complete them according to hotel standards. I basically worked in most of the areas in housekeeping Department for example linen room, control desk, housekeeping store/pantry and minibar. I learned how we start with the cleaning of the room how each and everything placement matters we have to check each and everything in the room so we can tell other department if anything is wrong with any electronic devices or inform front office department if there are any damage made during the stay. Most of days I worked in mini bar where I had to check each room given to me, to check whether goods are used from the mini bar so they can be added in final check out. To be honest I was little nervous in the beginning because if I miss any item to put before arrival or miss any room to check before guest checked out it would be a huge problem for housekeeping department because we have to give all accounts in the end of the day. But my senior worked with me and thought me how to remember things easily and make habit to check everything accordingly. What I learned while working is coordination is the key to work efficiently.

3.2 Front Office Department

It is the one of the many departments which directly interacts with the customers when they first arrive at the hotel. The staff of this department is very visible to the guests. Me and my team welcomed the guest and made sure they get comfortable and settled down before formalities we welcome them by giving welcome drinks (kokum or lime juice) once they are settled we then begin with check in process where I

collect their ID's and give them to front office desk and meanwhile showed our guest around the property for example restaurant, activity area, bar ,business centre and shops around the lobby. And made sure guest are made familiar with the property. After assigning room to them we label room number to their languages and drop their language in their rooms. In front office department we were told to be as attentive as we can be Because we are the face of the hotel. We need to make sure if guest requirements were fulfilled without even them asking. Once all guest were arrived we start with profiling were we fill in the details of the guest in our system . It was wasn't that difficult to learn hotel system cause I basic knowledge from MIS class we had in college what I learned from my senior in work place is having good memory .This is an essential asset as a staff, particularly when dealing with regular guests and repeat customers. A staff member who remembers a guest's likes, dislikes, needs, and wishes will be a tremendous asset to the hotel. In this internship I learned that we need to keep cool mind all the time even if its rush hour we need to maintain our calmness.

4. CHALLENGES

- I got opportunity to work in tow of the most important department , that is housekeeping and front office department. I learned to observe and how to communicate with guest accordingly. The quickness to do task on time.
- The most challenging part for me was time management most of the time my working hours were extended due to which I had problem going back home as I lived pretty far from my work place I had to cut down my sleep time but I din let that stop me from completing my internship. I got used To timing after couple week's.
- In beginning I had to note down all the requests given to me either from staff or guest I found it difficult to remember many things at the same time but as I got familiar with the rooms and work place I struggled less and got used to it.
- As a intern I had to see all the things which we require for the day is arranged and placed properly in back area or in the trolley but when there was shortage senior 'asked me to do many work at the same time which was very confusing and if I had missed something I had to go again which was very time consuming and effected everyone with whom I was working with so multitasking also was challenging aspect for me.

I appreciate the chance that was given to me. I've learned more about the profession and grown as a person as a result of this experience. I will use these priceless insights and experiences to flourish in the hospitality industry as I advance in my career.

APPENDIX I

Figure no.: 01

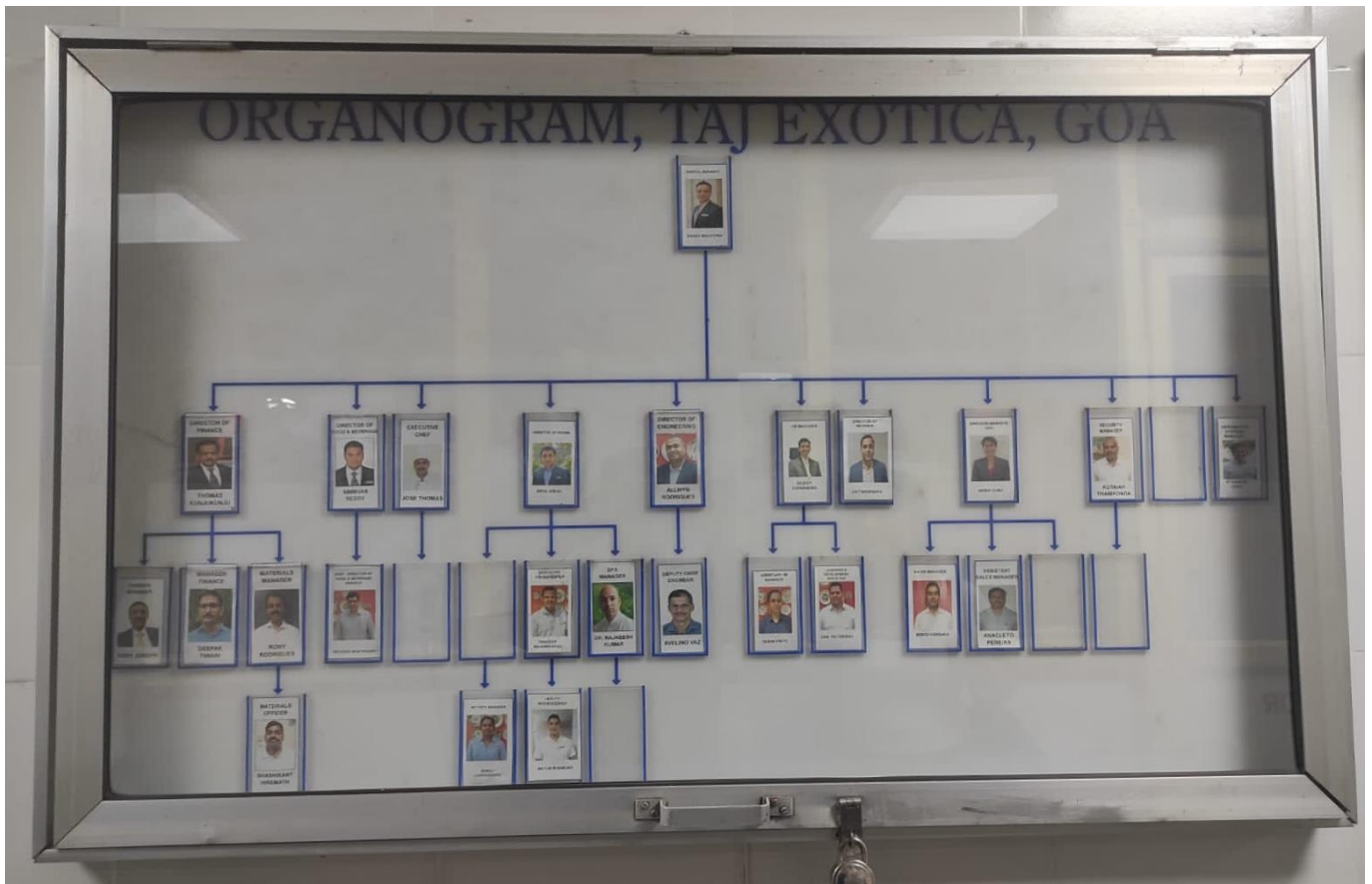
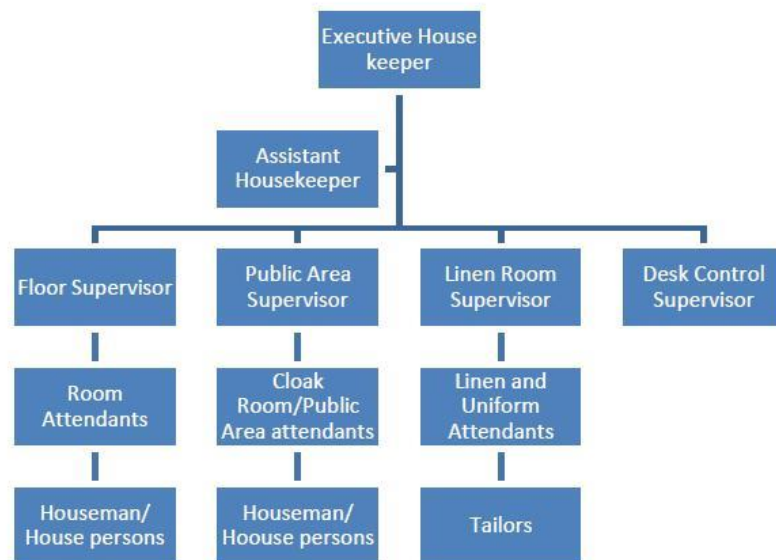


Figure no.: 02

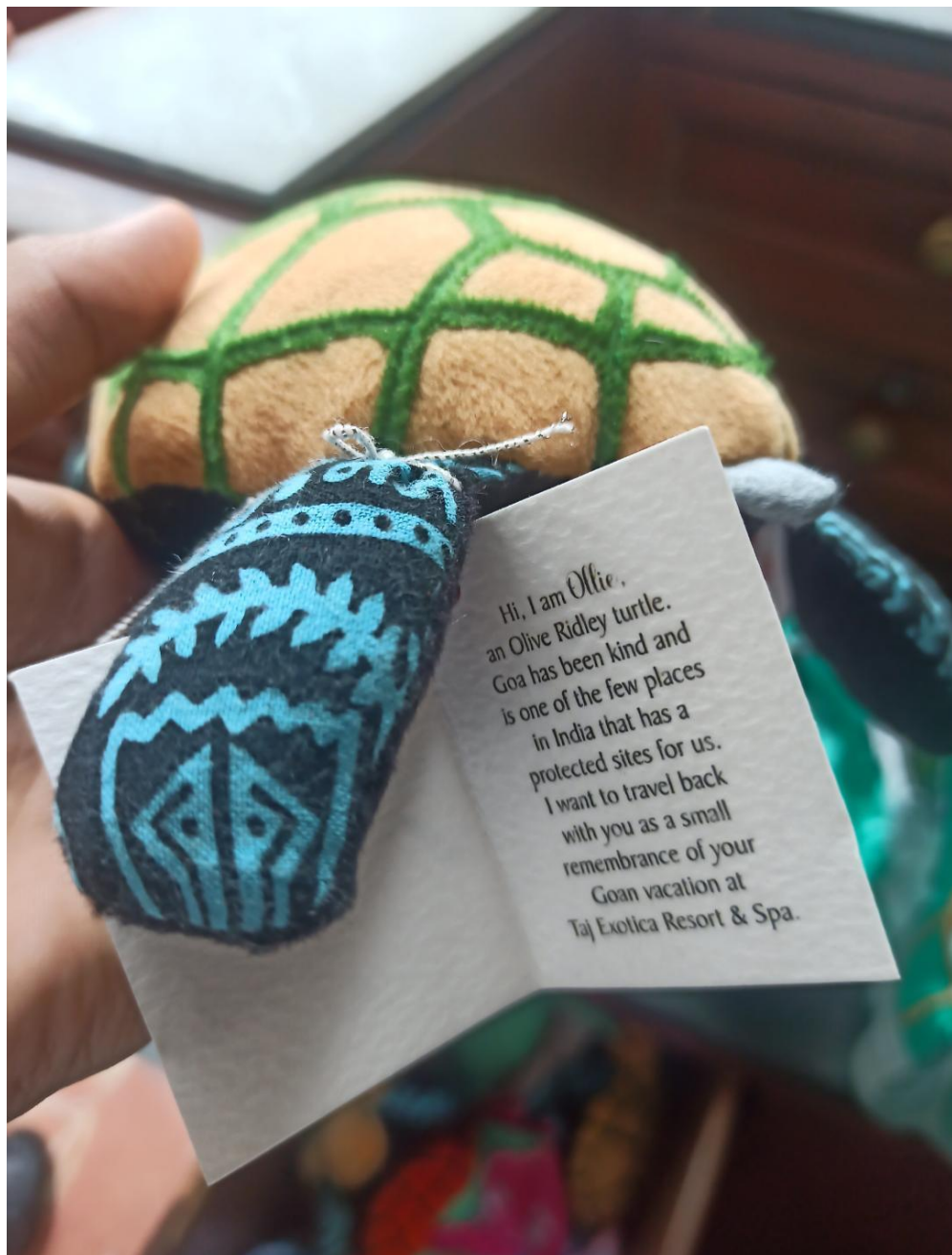
Housekeeping organizational chart



APPENDIX II- SAMPELS AND PHIOTOS WHILE AT WORK**Welcome Drinks/ Cold towels**

Welcome Toys





Hi, I am Ollie,
an Olive Ridley turtle.
Goa has been kind and
is one of the few places
in India that has a
protected sites for us.
I want to travel back
with you as a small
remembrance of your
Goan vacation at
Taj Exotica Resort & Spa.

ArrivalSheet

| Room | Guest Name | Time | 27.08.2023 - Vasanti | Remarks |
|-------------|----------------------------|-------|-------------------------------------------------------------------------------------------------------------------------|--------------|
| 505 | *Gafita,Nicolae Bogdan,Mr. | 00:00 | Departure Details | CHRG |
| 609/610 | *Vbenez,Riza,Ms. | 04:30 | Departing on 26.08.23 late night | Buggy @ 4:20 |
| 308 | *Dwivedi,Ashwani,Mr. | 06:00 | Sedan to Dabolim @ 4:30 // Charges to be posted | CHRG |
| 213 | *Sibal,Shivani,Ms. | 08:30 | Innova drop to Dabolim @ 6:00 // charges posted | NCHRG |
| 428 | *Gupta,Pushpinder,Mr. | 09:00 | Innova drop to Dabolim @ 8:30 | CHRG |
| 327/324 | *Sampath,Amruth,Mr. | 09:30 | OWN | CHRG |
| 422 | *Ralkar,Ashwin,Mr. | 10:00 | OWN | CHRG |
| 305 | *Naha,Dipanjani,Mr. | 10:30 | OWN | CHRG |
| 304 | *Shukla,Amrendra,Mr. | 10:30 | OWN | CHRG |
| 509/510/511 | *Bahal,Madan,Mr. | 11:00 | Innova to Dabolim @ 11:00 // Charges to be posted | CHRG |
| 603 | *Sahni,Vansh,Mr. | 11:00 | Sedan drop @ 11:00 to Dabolim airport // Charges to be posted | CHRG |
| 603 | *Sharma,Sankalp,Mr. | 11:00 | Innova Crysta drop to Dabolim @ 11:00 | NCHRG |
| 614 | *Jain,Gaurav,Mr. | 11:00 | Sedan drop to Dabolim on DP @ 11:00 | CHRG |
| 304 | *Purohit,Suman Ramesh,Ms. | 11:00 | Crysta drop @ 11:00 // Charges to be posted | CHRG |
| 104 | *Jogani,Rahul,Mr. | 11:30 | Innova drop to Dabolim @ 11:30 // charges to be posted | CHRG |
| 185 | *Wadehra,Nikhil,Mr. | 11:30 | Sedan drop to Dabolim @ 11:30 on DP | CHRG |
| 303 | *Singh,Siddharth,Mr. | 11:30 | Guest will let us know | CHRG |
| 407 | *Sah,Vivek,Mr. | 11:30 | Sedan drop to Dabolim @ 11:30 // charges to be posted | CHRG |
| 411 | *Seth,Gaurav,Mr. | 11:30 | OWN | CHRG |
| 419 | *Deshpande,Ram,Mr. | 11:30 | Drop to Dabolim @ 11:30 // charges to be posted | CHRG |
| 529 | *Pandey,Vikas,Mr. | 11:30 | OWN | CHRG |
| 316 | *Mainali,Jyoti Kumar,Mr. | 12:00 | Innova drop to Dabolim @ 11:30 // charges to be posted | CHRG |
| 316 | *Chhabria,Rishi,Mr. | 12:00 | Guest will let us know | CHRG |
| 414 | *Chatterjee,Mithun,Mr. | 12:00 | OWN | CHRG |
| 503 | *Mehta,Varun,Mr. | 12:00 | Sedan drop to Dabolim @ 12:30 // charges to be posted | CHRG |
| 531 | *Jayakumar,Deepak,Mr. | 12:00 | OWN | CHRG |
| 605 | *Vora,Pritee,Mrs. | 12:00 | Drop to FABR // Charges TO BE INFORMED to the guest | CHRG |
| 106 | *Jain,Akshay,Mr. | 12:15 | Sedan drop to Dabolim @ 12:15 // charges to be posted | CHRG |
| 301 | *Khandelwal,Tanay,Mr. | 12:15 | Sedan drop to Dabolim @ 12:15 | NCHRG |
| 301 | *Dani,Priti,Ms. | 12:15 | OWN | CHRG |
| 207 | *Mehta,Chintan,Mr. | 12:30 | OWN | CHRG |
| 415 | *Panthaki,Manju,Ms. | 12:30 | OWN | CHRG |
| 427 | *Malaka,Manideep,Mr. | 12:30 | OWN | CHRG |
| 522 | *Singhal,Apoorva,Mr. | 12:30 | OWN | CHRG |
| 107 | *Karandikar,Mihir,Mr. | 12:30 | OWN | CHRG |
| 611 | *Jain,Aditi,Mr. | 12:30 | Guest will let us know | CHRG |
| 202 | *Kumar,Ravi,Mr. | 12:45 | Guest is flying from MOPA, will confirm about the car later | CHRG |
| 317 | *Koteeshwaran,Sanjai,Mr. | 12:45 | Guest is flying from Dabolim, charges informed, will confirm about the car later | CHRG |
| 320 | *Dhariwal,Nishant,Mr. | 12:45 | Innova drop to Dabolim // 4800 ++ to be posted as differential charges | CHRG |
| 218 | *Lakhani,Iqbal,Mr. | 13:00 | OWN | CHRG |
| 303 | *Kanungo,Satish,Mr. | 13:00 | OWN // LCO till 14:00 DENIED, offered till 13:00, Guest has been informed | CHRG |
| 409/410 | *Tahlan,Dr Shweta,Mrs. | 13:00 | LCO denied till 16:00, confirmed till 13:00. Guest has been informed // 2 Sedans drop to Dabolim , charges to be posted | CHRG |
| 425 | *Sandeep,Shubham,Mr. | 13:00 | OWN // LCO DENIED till 16:00, comformed till 13:00 Guest TO BE informed | CHRG |

Housekeeping trolley



Supplies

