INTERNSHIP REPORT

RADISSON RESORT GOA BAGA

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

NADAH SHAIKH

ROLL NO. - 2010

AUGUST 2023

OFFER LETTER

Gmail

Nadah Shaikh <nadahshaikh06@gmail.com>

FW: Industrial Training Program - Radisson Resort Goa Baga

HUMAN RESOURCE <hre@rdgoabaga.com> Sat, Jul 1, 2023 at 3:38 PM
To: nadahshaikh06@gmail.com

FYI.

Thanks & Regards

Rakhi, Human Resources Supervisor

Radisson Resort Goa Baga

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No.155/1-E & F, Baga Arpora Road, Arpora Goa-403516, India

From: Anam Ajmal <lnd@rdgoabaga.com>
Sent: Sunday, May 14, 2023 3:40 PM
To: nadahshaikh06@gmail.com
Cc: Lalit Parmar <hrm@rdgoabaga.com>; 'HRE' <hre@rdgoabaga.com>
Subject: Industrial Training Program - Radisson Resort Goa Baga

Dear Nadah

Greetings of the Day

I am glad to inform you that we have shortlisted your profile for Industrial Training program in Human Resources Department with us from **15 May' 2023** onwards.

Requesting you to kindly note below mention pointers for Trainee Orientation upon joining :

1. Stipend : Unpaid
2. Accommodation : Not Provided
3. Food : Provided (At hotel – Breakfast/Lunch/Dinner)
4. Uniform : Provided
5. Duration : 02 months

-

Documents to carry upon Joining :

-

- ID Proof
- 2 Passport Size Photographs
- Vaccination Certificate

Grooming Standards :

-

- White shirt long sleeves and black trousers - Formal Attire
- Black Belt
- Black Shoes
- Black Socks - Ankle socks are strictly prohibited
- Clean Shaved (Boys)
- Properly Groomed
- No Fancy Watches - Black or Brown belt permitted
- Hair net/bun for the Females - Mandatory
- Hair - Short, trimmed & no long sidelocks - for Gents
- Moustache if kept should not cover the upper lip
- Nails properly trimmed & clean
- Ear studs and nose rings strictly prohibited
- For Females - No Long earrings permitted. Only one earing small
- Lipstick for Female - nude, skin colour or light pink
- Religious threads if worn to be worn inside

Other

-

- All disciplinary rules & regulations to be followed on the premises or strict disciplinary action shall be taken
- Medical condition, if any should be intimated to us prior

Please feel free to connect for any queries and clarifications.

Thanks & Regards

ANAM AJMAL, Learning & Development Executive

Radisson Resort Goa Baga

T: +91 8799954025 | **M:** +91 9176036786 **E:** lnd@rdgoabaga.com

Survey No.155/1-E & F, Baga Arpora Road, Arpora Goa-403516, India

INTERNSHIP CERTIFICATE

This is the certificate provided by the respected hotel for the completion of my internship period of two months in Human Resource Department and Finance department from 15th may 2023 till 15th July 2023.

Radisson

RRGB/HR/367/2023 15th July, 2023

TO WHOM IT MAY CONCERN

This is to certify that **Ms. Nadah Shaikh** student pursuing Integrated MBA (Hospitality, Travel & Tourism) in the Goa Business School at Goa University underwent her Industrial Training at **Radisson Resort Goa Baga** from 15th May 2023 to 15th July 2023.

During this period, she had undergone her training in the following departments:

- **Human Resources**
- **Finance**

The training tenure was completed with Radisson Resort Goa Baga with an attendance percentage of **100.**

During her training, the overall performance was **Excellent.**

Our best wishes for her future endeavors.

Yours Sincerely,

For, Radisson Resort Goa Baga,
(A unit of Amaltas Resorts Pvt. Ltd)

Radisson Resort Goa, Baga

(Lalit Parmar)
Human Resources Manager

Radisson Resort Goa Baga
Survey No.155/1-E & F, Baga Arpora Road, P.O. Box Arpora Goa, 403516, India
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A Unit of Amaltas Resort Pvt. Ltd.

ACKNOWLEDGMENTS

This dissertation would not have been possible without guidance and help of several individuals who in one way or another contributed and extended their valuable assistance in the preparation and completion of this Industrial Training.

I would like to express my gratitude to Goa Business School , Goa University for including internship programs as a credit course which provides an opportunity to gain practical working experience in the organization.

My sincere gratitude to The Learning and development Executive Mrs. **ANAM AJMAL** for giving me the opportunity to do my training at **Radisson Resort Goa Baga** and being my mentors and guiding me throughout my training period from 15th May till 15th July 2023. I would like to extend my sincere gratitude towards my Manager and mentor at the department **Mr. Lalit Parmar** (Human Resource Manager) and **Mr. Mrunal Harnlakar(**Assistant Finance Manager**)** Ms. **Rakhi Jadon** (Human Resource Supervisor) all the other Managers Associates and trainees for helping and guiding me throughout my training in Human Resources & Finance Department. My special sincere thanks to **Ms. Shweta Gurung (**(Human Resource & Training Trainee**)** for being a support and strength to me throughout my training period and for teaching me and helping me throughout. I am grateful to all the staff at the "" **Radisson Resort Goa Baga ""** for their excellent support guidance during my training their cooperation and interest in my training was extremely beneficial to me and made my training an illuminating experience.

Lastly I would like to thank our Program Director **Prof. K.G. Shankaranarayanan ,** Assistant Professor and our class coordinator **Dr Poonam Sadekar,** Assistant Professor **Dr. Albino Thomson,** Assistant Professor **Mr Kevin D'souza,** Assistant Professor **Ms Sujal Naik,** Assistant Professor **Mr Sadanand Gaonkar**, Assistant Professor **Dr Paresh Lingadkar** for not only being teachers but mentors in preparing and guiding me during the internship And I would also like to thank Administrative staff **Ms Shilpa Shirodkar, Mr Kishor Nagvekar, Mr Naresh Salgaonkar,** and **Mr Sarvesh Vaigankar** for their extended support.

EXECUTIVE SUMMARY

During a 2-month internship, I had the chance to receive insightful knowledge and practical experience in the subject of human resources at Radisson Resort Goa Baga, a luxurious hotel located in the centre of Baga, North Goa. The resort provides a warm place for pleasure and business tourists due to its excellent location just 800 meters from the famous Baga Beach. An upcoming luxury hotel, Radisson Resort Goa Baga, has 95 guest rooms with contemporary amenities like free Wi-Fi and 24-hour in-room dining. The resort's amenities, which include a restaurant, bar, swimming pool, fitness centre, and spa, are all intended to give visitors a complete and rewarding experience.

Role and Responsibilities

As an HR intern, I actively engaged with the resort's HR team, contributing to various aspects of human resource management. My responsibilities encompassed tasks related to employee relations, recruitment, and fostering a positive work environment.

Key Learning Objectives

The primary objectives of my internship were to understand the operational dynamics of the hospitality industry and to acquire practical knowledge of HR practices within a resort setting. Additionally, I aimed to enhance my communication, teamwork, and problem-solving skills.

Projects and Tasks During my internship,

I participated in recruitment processes, which included assisting in candidate sourcing, conducting initial screenings, and coordinating interviews. I also had the opportunity to collaborate on employee engagement initiatives, helping to organize team-building activities and recognition programs.

Skills Acquired

Through hands-on experience, I gained proficiency in recruitment strategies, interview coordination, and communication with potential candidates. I also deepened my understanding of fostering a positive work culture through engagement initiatives.

Challenges Faced

Navigating the fast-paced hospitality industry presented challenges, particularly in managing multiple tasks simultaneously and adapting to dynamic guest and employee needs. However, these challenges allowed me to enhance my multitasking and adaptability skills.

Contributions and Achievements

I actively contributed to the successful execution of recruitment efforts, aiding in identifying potential candidates aligned with the resort's values and requirements. I also played a role in organizing employee engagement activities, fostering a sense of camaraderie among the staff.

Professional Development

My internship at Radisson Resort Goa Baga significantly contributed to my professional growth by offering exposure to real-world HR practices. I achieved my learning objectives and gained insights into the hospitality sector's unique HR challenges and opportunities.

Conclusion

In conclusion, my 2-month industrial training at Radisson Resort Goa Baga provided me with invaluable practical experience in the realm of HR operations within the hospitality industry. The exposure to recruitment, employee engagement, and navigating a resort environment has not only bolstered my skills but also deepened my appreciation for effective HR management in a dynamic setting.

By immersing myself in the resort's operations and collaborating with a dedicated HR team, I have gained insights that will undoubtedly shape my future endeavours in the HR field. This internship has solidified my passion for HR management and affirmed the importance of fostering a positive and inclusive workplace culture within the hospitality sector.

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1. RADISSON HOTEL GROUP

1.1 Introduction

1.1.1 Radisson Hotel Group Americas

With nine individual brands and more than 1,500 hotels internationally, Radisson Hotel Group Americas is one of the largest, most dynamic hotel groups in the world. We take pride in our company's strong heritage of design and innovation and have earned a reputation for award-winning hotel experiences and exceptional service. Most importantly, our guests, owners, and business partners know they can expect genuine hospitality and honest partnership from us.

Our portfolio includes Radisson Collection, Radisson Blu, Radisson, Radisson RED, Radisson Individuals, Radisson Inn & Suites, Park Plaza, Park Inn by Radisson, and Country Inn & Suites by Radisson. Each of our distinctive hotel brands embodies our modern vision of hospitality in its own way. We focus on delivering individualized guest service, offering stylish designs that reflect each unique location authentically, and creating vibrant social scenes in our hotels' welcoming public spaces.

At Radisson Hotel Group Americas, we're leading the charge to create positive innovations in a changing travel industry. We're committed to doing business responsibly, in part through employment programs, career development opportunities, and transparent sustainability efforts. Our highest priority is the health, safety, and security of our guests, employees, and business partners worldwide. **Please refer figure no 1: Hotel Brands logo**

1.1.2 Vision

At Radisson Hotel Group Americas, we want to be the go-to company for guests, hotel owners, investors, and hospitality talent. With quality hotels throughout the United States, Canada, Caribbean, and Latin America, we offer our guests ease of travel and our partners plenty of industry opportunities. We're building our success with an eye to the future, by fostering meaningful connections and mutual engagement with people and communities wherever we go. When we succeed, so do all the stakeholders in our international village.

1.1.3 Culture and beliefs

At the heart of Radisson Hotel Group Americas is our brand promise, Every Moment Matters. More than our signature, it's simply how we do business and who we are at the core. We help to ensure our success by aligning our 95,000 international team members around our core beliefs. Diversity, equity, and inclusion. We are many minds, with one mindset. At Radisson Hotel Group Americas, we believe that sentiment deeply, and it's embedded in everything we do. We strive to promote diversity, equity, and inclusion in our workforce, guests, suppliers, and other stakeholders. Our goal is to build a culture that embraces our differences and celebrates each individual's uniqueness, talents, skills, background, and experiences

1.1.4 OUR COMPANY

More than 75 years of hospitality experience

With that experience, we have grown to become one of the largest and most dynamic hotel groups in the industry with a powerful set of brands that deliver world class hospitality and excellent service.

1.1.5 Our History

At Radisson Hotel Group we never stop searching for new ways to serve our guests, provide opportunities for our owners and business partners and become leaders. Our company, that began in Copenhagen, Denmark with the launch of the world's first designer hotel, has grown to span the world and continues to offer new locations every year.

1.1.6 Our Vision

Our long-term vision is to be the company of choice for guests, owners and talent. Whenever a guest plans a trip, or an investor or owner is thinking of a partner, or whenever someone is looking for a career in the hospitality industry, they will all think of Radisson Hotel Group first.

1.1.7 True to Our Beliefs

At the heart of Radisson Hotel Group is our brand promise, Every Moment Matters. More than our signature, it is how we do business and who we are at the core. We create memorable moments and company success by inspiring our team members with our core beliefs.

- We deliver memorable moments every day, everywhere, every time.
- We enjoy serving with our "Yes I Can!" spirit.
- We grow talent, talent grows us.
- We are many minds, with one mindset.
- We value open and direct interactions to build trust.
- We believe anything is possible.
- We have fun in all that we do.

Refer Figure no 2: Hotel Belives

1.1.8 Our way of being

At Radisson Hotel Group we strive to be the first choice in the mind of guests, owners and talent. In our journey to achieve this, we practice strong beliefs and actions that respect the diversity of people, the community, ethics and the planet.

1.1.9 An international presence

We are present in over 95 countries with ten distinctive brands. Together with our partners, we continue to develop new hotels and generate synergies to go much further.

1.1.9.A People at the heart of our business

Our team is committed to extra thoughtful care and is passionate about delivering an amazing hotel experience. While each of our team members at Radisson Hotel Group plays a unique role, they all serve as brand ambassadors working to deliver memorable moments and turn guests into passionate brand advocates.

1.1.9.B Our Brands

Radisson Hotel Group is proud to provide a dynamic set of hotel brands for a wide range of travellers and budgets. Each of these brands has its own identity. Any traveller can feel at home when they decide to stay with us, because there is always a Radisson Hotel that caters to their needs. We centre and focus our work on delivering memorable moments, acting as a true host by being the best partner.

- **RADISSON COLLECTION**

Radisson Collection is a unique collection of iconic properties. While the character of each hotel feels authentic to its locality, all offer the ultimate template for contemporary living; united by bespoke design and exceptional experiences across dining, fitness, wellness and sustainability

- **RADISSON BLU**

Radisson Blu creates memorable experiences in stylish spaces. By paying close attention to the small details that make a big difference, we inspire unforgettable experiences with every stay.

- **RADISSON**

Radisson enables guests to find harmony in their hotel experience – with relaxing natural spaces, thoughtfully considered details and unexpected delights.

- **RADISSON RED**

Radisson RED presents a playful twist on conventional hotel stays, injecting new life into hotels through informal services where anything goes, a social scene that's waiting to be shared and bold design.

- **RADISSON INDIVIDUALS**

Radisson Individuals brings together hotels that have unique characteristics and personalities, offering guests an opportunity to discover new locations whilst knowing that they will always receive the high standards of quality and service they rely on from Radisson Hotel Group.

- **PARK PLAZA**

Park Plaza delivers authentic, genuine service which is inspired by the personality of each locale. The contemporary design brings vibrancy to every aspect of the experience offered. Park Plaza connect the places and people for a truly authentic experience.

- **PARK INN BY RADISSON**

Park Inn by Radisson delivers stress-free experiences, good food and upbeat environments. We positively lift our guests' moods for a happy stay – with clever use of colour, inspired, contemporary design, and friendly, personalized service with surprising, feel-good extras.

- **COUNTRY INN & SUITES BY RADISSON**

Inspired by a sense of belonging, community and shared experiences, Country Inn & Suites by Radisson delivers a heartfelt experience through inviting design, products and services, so that all guests feel that they are welcome and that they matter.

- **PRIZEOTEL**

Focusing on lifestyle design at an affordable price point, prizeotel's eclectic character combines comfortable accommodation in an informal social setting and service culture. With inviting, multipurpose social spaces in central locations, each hotel becomes a hub for work and play.

Refer Figures No 3 : Raddison Brands

RADISSION RESORT GOA BAGA

1.2 BIRDS-EYE-VIEW

Goa is a small state situated on the western coast of India. It was liberated from the rule of the Portuguese in 1961 and is considered the 25th State in the Union of States of India. On 30 May 1987, it became a separate state. Located on the Western Ghats of Konkan, Goa is known as the smallest and the fourth smallest populated state of India. Goa is bounded by Maharashtra to its north, eastern and southern boundaries were formed by Karnataka, while the western coast is formed by the Arabian Sea. It is also considered the richest Indian state. The largest city of Goa is Vasco da Gama while Panaji is the capital. Margao is known as the historic city of Goa that reflects Portuguese culture. It is because the Portuguese landed here as merchants first and conquered the land in the early 16th century. International and domestic tourists visit this tiny state every year, in large numbers. Tourists are attracted to its golden beaches, architecture, and places of worship. It is a biodiversity hotspot and is rich in flora and fauna. Goa is known for sharing harmonious relationships among its various religious communities,

living peacefully for generations. Goa is regarded as one of the best states of India in terms of investment environment and infrastructure. Radisson Resort Goa Baga, is an upcoming upscale hotel in the heart of Baga, North Goa. Strategically situated just 800 meters from the famous Baga Beach, 39 kilometres from Dabolim Airport, Radisson Resort Goa Baga is a favourable weekend destination for leisure and business travellers. The vibrant resort features 95 guest rooms with 24/7 in-room dining, free Wi-Fi, as well as a restaurant, bar and swimming pool. Our fitness centre and spa will be opening shortly. Our food and drink offerings promise the palate arousing experience, with our all-day dining restaurant "Café de Port" serving world cuisine with an option of indoor and stylish alfresco seating.

Guests can start their day off with a delicious buffet breakfast or make use of the early morning grab-and-run service. Located in the popular tourist hotspot of North Goa, guests will stay close to nearby attractions, including the upbeat Saturday Night Market, top night clubs, and a selection of popular beaches. For culture lovers, there are also nearby places of worship and World Heritage-listed architecture just waiting to be discovered. Our resort's activity desk will be ready to help guests organize outdoor adventure activities, water sports, old city tours, and more. **Refer Figures No 4: Hotel Picture**

1.2.1 Connectivity Airport

Radisson Resort Goa Baga is 39.9 km & 1hr 10mins drive time away from the Goa International Airport

1.2.2 Connectivity Railway Station

Radisson Resort Goa Baga is 50.3 km & 1hr 29mins drive time away from the Margao Railway Station **Refer Figure No 5: Hotel Connectiviy Map From Airport And Railway Station**

1.2.3 Nearby Attractions

Located just one kilometer from the famous Baga beach, Radisson Resort Goa Baga is perfectly situated near top attractions, shopping, and nightclubs. **Refer Figure No 6: Nearby Attraction**

1.2.4 Nearby Attractions

Soak up the sun or practice watersports on North Goa's beautiful beaches and enjoy outdoor adventures. **Refer figure no 7 : Nearby Attraction**

1.3 PRODUCTS/SERVICES

1.3.1 Rooms

Radisson Resort Goa Baga features **95 spacious** and aesthetically designed rooms, brimming with vibrant colors, contemporary style, and modern amenities to ensure a comfortable stay.

Choose between our Standard, Superior, and Deluxe Rooms, or for an extra special stay, book a stay in one of our Suites. **Refer Figure no 8 : Rooms**

1.3.2 Types of Rooms

- **Superior Room :** Our Superior room will offer you everything you need for a comfortable stay and a good night's sleep. We guarantee an exceptional level of comfort after a day full of wonderful moments, grab a drink from the minibar or order a bite to eat from 24-hour room service.
- **Premium Room :** Enjoy the Premium Room - Pool View when staying for business or leisure. In addition to the standard amenities, you can rest well with your pick between a king or two twin beds. Relax with a soothing shower after a busy day, and sip on a coffee from the in-room facilities while gazing at the pool.
- **Premium Rooms with Balcony :** In the Premium Rooms with Balcony - Pool View, you will sleep well in your choice of a king bed or two twin beds. Relax after a busy

day with a soothing shower, or catch up on work at the convenient work desk. You can also keep up-to-date with the news while watching the satellite TV. If visiting for business, the amenities will help you put your best foot forward, including the hair dryer and an ironing board.

- **Junior Suites pool views :** Choose these stylish Junior Suites for a comfortable stay and pool views. In addition to our range of memorable amenities and a modern design, you'll enjoy a cosy king bed plus a sofa bed.
- **Junior Suites with Balcony - Pool View :** Our Junior Suites offer a pinnacle of comfort. Melt into the cosy king bed after exploring the beautiful beaches and ancient architecture, or enjoy the serene surroundings while relaxing on the open balcony. An elegant, modern design and thoughtful amenities mean you have everything you need for a comfortable stay and an excellent night's sleep.
- **Suite with Terrace :** Our Suite with Terrace is the perfect place to rest and boasts a lovely pool view from the private terrace. Enjoy this beautiful space with natural daylight and keep up-to-date with satellite television. The Suites are perfect for families or individuals on an extended stay and offer a king-size bed, a sofa bed, and superior amenities.
- **Presidential Suites :** Our Suites are the perfect place to rest and unwind with a peaceful private terrace. Enjoy the beautiful weather, natural daylight and keep up to date with satellite television, having all your comforts away from home. Perfect for families or individuals on an extended stay offering a king-size bed and superior amenities.

Refer Figure No 9: Hotel Rooms

1.3.3 Services

Our on-site restaurants and bars are perfect for our guests to unwind and experience a range of delicious cuisines. Café de Port is an indoor/outdoor venue that specializes in all-day live cooking stations with dishes from India, Asia, and the western world to satisfy all tastes. Julep by contrast is an interactive bar fusing music and cocktails, which is the perfect way to unwind after long beach days. **Refer Figure No 10 : Services**

1.3.4 Restaurant & Bar

- Food and drink will be one of the highlights during your stay in Baga.
- Radisson Resort Goa Baga features Café de Port, an eclectic all-day dining restaurant serving a delightful array of regional and organic cuisine with live cooking stations.
- Julep is the hotel's interactive bar offering bespoke cocktails and delicious appetizers.
- Hotel guests looking to start their day the right way can also enjoy a delicious buffet breakfast or make use of the early morning grab and run service.

1.3.5 Café De Port – All Day Dining

Concept - A contemporary multi-cuisine dining venue. An emphasis on regional & organic cuisine offers an eclectic all-day dining menu including Indian, western, pan-Asian, and local Goan cuisine, live cooking stations with an unparalleled level of service appealing to all the major senses. Innovative presentation and serve ware General Décor - Contemporary, covers 108, Service Profile - Unobtrusive, Courteous, Timely, Entertainment - Soft live band on weekends ,Timings - 0600 hrs. to 2400hrs **Refer Figure No 11 : Café De Port**

1.3.6 Julep

An interactive bar celebrating the re-emergence of Musical & Cocktail culture. Featuring the collection of progressive bespoke cocktails along with some delicious appetizers served in a very carefully chosen serve ware. Great taste aside, you and your friends will also look great holding these cocktails, Truly Instagram able! General Décor - Contemporary, – Covers 21 , Service Profile Showmanship, Friendly & Interactive, Timings - 11 am to 11:45 pm **Refer Figure No 12 : juleep**

1.3.7 Meetings and Events

We have designed our meeting rooms to match the exquisite interiors to showcase a warm, sun-kissed exterior. Our hall has a total capacity for 120-150 people, while our second hall is tailor-made for smaller parties, with a guest list of up to 50 people. Both halls offer charm, flexibility, and elegance. Our Pre-Function Room is an excellent locale for receptions, meetings, and conferences, due to its one-thousand square meter size and neutral design. Capacity Information Hall 1 Size: 1567m2 | 120 Pax , Hall 2 Size: 980 m2 | 50 Pax **Refer Figure No 13 : Key Feauters**

1.4 SECTIONS WITHIN THE ORGANIZATION

1.4.1 Front Office Department

The Front Office Department is often considered the heart of the hotel. 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.

- Reception: Welcomes guests, checks them in and out, provides information, and manages reservations.

- Concierge: Assists guests with various requests such as travel arrangements, tours, and local information.
- Bell Desk/Porter: Helps with luggage handling, escorts guests to their rooms, and provides general assistance.

1.4.2 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.

- Housekeepers: Responsible for cleaning and maintaining guest rooms and public areas.
- Laundry: Handles guest and hotel laundry, including washing, ironing, and dry cleaning.

1.4.3 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.

- Restaurants: Prepares and serves meals to guests, including breakfast, lunch, and dinner.
- Bars: Provides beverages, cocktails, and sometimes light snacks to guests.
- Banquet/Event Services: Manages event spaces, catering, and arrangements for conferences, weddings, and other functions.

1.4.4 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.

- Sales Managers: Attract business clients and negotiate deals for conferences, events, and corporate stays.
- Marketing: Promotes the hotel through advertising, online presence, social media, and partnerships.

1.4.5 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.

- Accounting: Handles financial transactions, payroll, and budgeting for the hotel.
- Revenue Management: Optimizes room rates and availability to maximize revenue.

1.4.6 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.

- Recruitment: Hires and trains staff for various departments.
- Employee Relations: Manages employee concerns, welfare, and performance evaluations.

1.4.7 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

- Maintenance: Ensures that all areas of the hotel are well-maintained and functional.
- Engineering: Handles technical systems, such as HVAC, plumbing, and electrical systems.

1.4.8 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.

- Security Officers: Monitor the premises, ensure guest safety, and handle emergencies.
- Loss Prevention: Prevents theft, fraud, and other security-related issues.

1.4.9 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.

- Guest Relations: Addresses guest complaints, ensures their comfort, and handles special requests.
- Reservations: Manages room bookings and availability.

1.4.9.A 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.

- General Manager: Oversees all hotel operations and ensures everything runs smoothly.
- Executive Assistant: Provides administrative support to the top management.

1.4.9.B 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.

- IT Support: Manages the hotel's technology infrastructure, including networks, systems, and software.
- Remember that the size and structure of hotel organizations can vary widely, so some hotels might combine or have additional departments based on their specific needs and services.

Each department contributes to the hotel's success by playing a unique role in providing guests with exceptional experiences while maintaining efficient operations.

1.5 ORGANIZATION CHART.

The hotel will have the organization chart which represents the management structure and lines of communication within the hotel. This will be prepared by the Human Resources Manager and be approved by General Manager.

All the hires will be thoroughly acquainted with the organization chart during their induction as it provides them with an overviews of hotel operations. It will assist them in understanding responsibilities of each manager and will highlight the appropriate lines of communication.

Refer Figure No 14: Organizational Chart

1.6 HUMAN RESOURCE DEPARTMENT

The Human Resources Department HRD plays a crucial role in recruiting, training, developing, and managing the hotel's most valuable asset - its workforce. The Human Resources department is a vital component of any organization, serving as the custodian of its most valuable asset - its people. Human Resources professionals are responsible for managing the various aspects of the employee lifecycle, ensuring a harmonious work environment, and aligning the workforce with the organization's goals and objectives. This department plays a crucial role in fostering a positive and productive work culture, attracting top talent, and optimizing employee performance.

Key Functions of the Human Resources Department:

- **Recruitment and Talent Acquisition**: Human Resources professionals are responsible for identifying staffing needs, developing job descriptions, and attracting qualified candidates through various recruitment channels. They conduct interviews, assess applicants' suitability, and facilitate the selection process.
- **Onboarding and Training**: Once new employees are hired the Human Resources department facilitates their smooth integration into the organization through comprehensive onboarding programs. Human Resources is also responsible for providing training and development opportunities to enhance employees' skills and knowledge.

- **Employee Relations**: The Human Resources department acts as a bridge between employees and management. They address employee concerns, mediate conflicts, and strive to maintain a positive work environment. Human Resources also plays a crucial role in promoting employee engagement and job satisfaction.
- **Performance Management**: Human Resources professionals design and implement performance management systems to set clear expectations, evaluate employee performance, and provide feedback. Performance reviews and goal-setting are essential components of this process.
- **Compensation and Benefits**: Human Resources Manages salary structures, benefits packages, and incentives to attract and retain top talent. They ensure that employees are fairly compensated and that the organization remains competitive in the job market.
- **Compliance and Legal Matters**: The Human Resources department ensures the organization complies with labour laws, regulations, and industry standards. They handle employment contracts, workplace safety, and other legal matters related to the workforce.
- **Employee Development and Career Growth**: Human Resources professionals identify career development opportunities for employees and support their growth within the organization. This includes training, mentorship programs, and succession planning.
- **Diversity and Inclusion**: Human Resources plays a critical role in promoting diversity and inclusion within the organization. They implement policies and initiatives to create an inclusive workplace that values diversity.
- **Employee Offboarding**: When employees leave the organization, Human Resources oversees the offboarding process, including exit interviews and necessary paperwork. This ensures a smooth transition and the preservation of positive relationships.

In conclusion, the Human Resources department is the backbone of an organization, focusing on the well-being and development of its employees. From talent acquisition to employee engagement and beyond, Human Resources professionals work diligently to create a supportive and productive work environment, thereby contributing significantly to the organization's overall success.

Refer Figure No 15 : Human Resources Department chart

1.7 FINANCE DEPARTMENT

The Finance Department is a pivotal cornerstone of any organization, entrusted with the management, analysis, and optimization of financial resources. As a crucial hub of financial decision-making, this department plays a fundamental role in driving the organization's growth, stability, and profitability through effective management of monetary assets, strategic planning, and adherence to financial regulations.

Key Functions of the Finance Department:

- **Financial Planning and Analysis**: The Finance Department is responsible for creating and maintaining budgets, financial forecasts, and strategic financial plans. This involves assessing current financial health, projecting future financial performance, and aligning financial strategies with organizational goals.
- **Budgeting and Cost Control**: Finance professionals develop budgets for various departments and projects, monitoring expenditures to ensure they remain within established limits. Effective cost control measures are put in place to maximize resource allocation and minimize wastage.
- **Financial Reporting**: The Finance Department compiles and presents financial statements, reports, and analyses to provide a clear picture of the organization's

financial performance to stakeholders, including management, investors, and regulatory bodies.

- **Risk Management**: Finance professionals assess financial risks and devise strategies to mitigate them. This includes managing investments, analysing market trends, and planning for potential economic uncertainties.
- **Cash Flow Management**: Maintaining a healthy cash flow is essential for business operations. The Finance Department monitors and manages cash inflows and outflows, ensuring that the organization has sufficient liquidity to meet its obligations.
- **Capital Structure and Funding**: Finance professionals determine the optimal mix of debt and equity financing to fund the organization's activities. They evaluate various funding options, such as loans, bonds, and equity investments, to support growth and expansion.
- **Investment Decisions**: The Finance Department evaluates potential investment opportunities, assessing their potential returns and risks. This involves analysing projects, acquisitions, and capital expenditures to ensure they align with the organization's financial objectives.
- **Financial Compliance**: Finance professionals ensure the organization adheres to financial regulations, accounting standards, and tax laws. They manage financial audits and maintain accurate and transparent financial records.
- **Strategic Financial Management**: The Finance Department collaborates with senior management to make informed decisions based on financial insights. They provide data-driven recommendations for business strategies and initiatives.
- **Financial Technology** (FinTech) Integration: In the digital age, finance departments often leverage technology solutions for tasks such as automated financial reporting, data analysis, and payment processing.

The Finance Department is the guardian of an organization's fiscal health, working diligently to allocate resources effectively, assess risks, and capitalize on opportunities.

Refer Figure No 16 : Finance Department Chart

2. Learnings

2.1 Human Resources Policies

2.1.1 Human Resources Operation

Human Resources Operations (HR Ops), is the department that supports the entire employee lifecycle and assists your team in their day-to-day tasks. The scope of Human Resources Operations is multi-faceted. It plays a crucial role in developing a company's people strategy to reach its business goals. Human Resources Operations is a part of an effective Human Resources service delivery model. Human Resources Operations has never been more necessary to the success of your organization. **Refer figure no 17 :Human Resources operation**

Key responsibilities of Human Resources Operations

Depending on the size of your organization, the Human Resources Operations teams could look very different. They can focus on specific regions/segments of the business or have a generalist approach. In either case, they have the following responsibilities:

- **Administration**: The Human Resources Operations team is responsible for many administrative tasks that keep the business running. These tasks include payroll management, staff data entry, and maintenance. They are also responsible for maintaining the human resources information system – also known as HRIS. This program is used to track and maintain all Human Resources -related data, such as employee contracts, non-disclosure agreements, compensation, employees' personal data, and more.
- **Compliance**: Compliance is one of the most important tasks your Human Resources Operations department is responsible for. They make sure that, legally, your organization is aligned with country-specific labour laws when tasked with things such

as hiring, workplace rules, and employee treatment. Human Resources Operations outlines the Human Resources compliance policies that need to be followed internally.

- **Recruitment**: If your organization is large enough to have a recruiting team, Human Resources Operations will focus on headcount planning. That is, making sure there are enough people in the organization so that the business runs well, but not too many people that you waste resources. If you have a smaller organization and no dedicated recruitment team, Human Resources operations will pick up everything from advertising, interviewing, and making job offers to candidates.
- **Onboarding**: Human Resources Operations develops a structured onboarding program. They support managers in delivering a positive onboarding experience to their new team members.
- **Employee Relations (ER):** Employee relations refer to a company's efforts to manage relationships in an organization. Human Resources Operations focuses on preventing and resolving issues between co-workers and management. They also concentrate on understanding how your staff feels about their job, company environment, and overall well-being.
- **Offboarding**: Offboarding happens when an employee has either decided to leave the company or was fired. It involves administrative tasks like ensuring the employee returns company property, notifying IT and payroll about personnel changes, and preparing any paperwork the employee might need to sign. Offboarding also involves exit interviews, which are conversations between the employee, manager/ Human Resources , and the leadership team. During this chat, Human Resources Operations is looking for feedback from the leaving team member on how to create a better work environment and employee experience for the current and future

employees. Human Resources Operation basically starts when the interview is conducted and employees are shortlisted

1. Induction
2. Employees joining formalities
3. On boarding process: Brand orientation + Basic Training + Posh
4. Documentation joining format
5. Posh- Prevention of Sexual harassment
6. Human Resources Policy (Weekly off, Leave, Off)
7. Medical fine
8. Food, Accommodation , holiday
9. Benefits
10. Property show around+ MOD meet
11. Before uniform & shoes
12. Surrender to their department

2.1.2 Classification of Employees

Permanent: A Permanent employee is one who has been on a permanent basis in writing at the commencement of employment who has satisfactorily completed the stipulated probationary period of service in the same or other and is therefore borne on the rolls of permanent employees by a specific order or written direction of management.

Probationer: A probationer is an employee who is provisionally employed to fill in a permanent post and has not been confirmed by the company in accordance with these rules. Ordinarily the probation is for a period of six months, but it may be extended at the discretion of the management.

FTC (Fixed Term Contract): An FTC employee is one who has been employed for a limited duration or has been appointed for specific job as indicated in the appointment order, this contact finishes on completion of the laid down period /job.

Casual: A casual employee means an employee engaged for any work of an occasional or casual nature and includes workman employed for a temporary increase of work due to sudden & special order.

Apprentice: An apprentice is one who is employed under The Apprentices Act 1961. Absorption of Apprentice is at the sole discretion of management.

Trainees: A trainee is a one who is a learner and has applied for undergoing training and has executed an agreement along with a bond to that effect provided she/he undergoes the training subject to his /her good conduct and behavior and acquire the necessary competence required for the job for which training has been sought. She/he may or may not be given stipend during the training period. No guarantee is given to a trainee for appointment or absorption on permanent/hotel payroll.

Outsourced staff: Outsourced staff is that which has been contracted through a vendor. While the hotel remains the Principal Employer, there is no liability on the hotel to absorb any outsourced staff on its permanent payroll. Outsourced staff would usually be employed as under;

1. Security Guards
2. Housekeeping – Public Area Attendants
3. Kitchen Stewarding Staff.

2.1.3 Employment Enquiries

All employment enquiries will be directed to The Human Resources manager for Initial Screening. An offer of employment can only be made by the Human Resources Manager. An

offer of employment will be made once a candidate has been interviewed as per the policy in response to the reference check has been received. It is extremely important to ensure that every written application received is replied to as quickly as possible ideally within seven days. The reply may be in the form of an email or a telephone call to gain further information or ask the applicant to attend an interview.

2.1.4 Recruitment of Candidates

All staff Vacancies and recruitment activities should be coordinates through the hotels Human Resources Department. The Human Resources Manager Will Develop, For Requisitioning, Recruiting and appointing new employees along the lines of those outlined below.

Manpower Requisitions: As soon as a vacancy or impending vacancy is identified the HOD will submit a manpower requisition form to the Human Resources department. The Human Resources Department will check for its accuracy vis-a-a-vis the approved manning. If the requirement is within the approved manning, the recruitment procedure would be initiated.

Recruitment Resources: The Human Resources Manager's key responsibility are to search for a suitable candidate conduct screening interviews based on the job description and person specification and prepare a shortlist of suitable qualified applicants for the HOD concerned to interview. Priority for the selection will be from-

- Internal sources
- External sources

Recruitment from within the hotel: A through search for internal candidate should be conducted before a further search is undertaken.

Recruitment of Relatives: Employment of relatives is prohibited in situation where one can expert managerial influence over another in the same supervisory chain or can perform audit functions over the other or where conflicts in interest may occur.

External Sources: If there are no suitable candidate within the hotel an external search be initiated by The Human Resources Manager. There are several potential sources which can be used. These includes

- Applicants on File /Data Bank
- Web Portals
- Campus Recruitment
- Advertising
- Employment Agencies / Head Hunters

- **Applicants on File /Data Bank**

The Human Resources Manager shall maintain a databank file containing unsolicited job applications filed by the job type. To obtain maximum benefit from this resource the Human Resources Manager should ensure that any application held on file will already have been screened by the Human Resources Manager and only application which are current will be maintained on file. If the resources are managed in an effective manner, the Human Resources Manager should be able to recommend or suggest a possible candidate for a position as soon as it becomes available

- **Web Portals**

Web Portals can be used as a medium to hire the potential talent.

- **Campus Recruitment**

Local catering school and colleges are often ideal source of potential applicants. As a result, recommended to establishment a good relationship with institution by maintaining a relatively high profile, being supportive of work experience programme and offering professional advice on academic curriculum. It is also essential that in dealing with these institution and students that the hotel projects a professional image at all the times. Vacancies which may be filled by graduates or student will be advertised via campus notice boards

- **Advertising**

Any advertisement placed for positions available should adhere to the guidelines for advertisement as laid down Brand Standards.

- **Employment Agencies**

Due to expenses involved employment agencies should only be used as a "last resort" source of potential candidate. In the event that the Human Resources Department has exhausted all other option and must use an agency, prior approval must be obtained from General Manager.

2.1.5 Interview/ Selection

It is important that interviews for all categories of employees are conducted with a professional approach.

Call Letter

Call letters should be sent to all short-listed candidate in the prescribed format. Reasonable time should be given to candidates to appear for the interview.

Interview Room

The interview process projects the first impression about the organization. Care should be taken to conduct the interviews in a well-furnished office or room.

Procedures

1. Pre-opening interviews
2. Preliminary interviews
3. Final interview

Pre-opening interviews: When a new hotel is being commissioned the Human Resources Manager shall initiate all recruitment activities for all categories of employees.

Preliminary interviews: All preliminary interviews will be conducted by the immediate supervisor and Asst. Manager Human Resources. Comments will be endorsed by the above in the appropriate interview Evaluation Form.

Final interview: Candidates shortlisted for the interview should be intimated on the date time and venue of the final interview. Interview Assessment sheet as applicable would be filled by the Human Resources Manager, HOD and the General Manager.

2.1.6 Reference Check of Candidates

Reference check is an essential part of the selection process. References provides valuable information about a candidate's performances help to rank candidate and assist in making the final selection decision. Ideally all candidates who have been shortlisted should be reference checked. The Human Resources Manager should never make a job offer without conducting a reference check.

1. Telephonic Reference Check
2. Reference check through Email

Telephonic Reference check: During the reference check open ended and probing question should be asked about the candidates' skills, behavior, personality and capabilities. All comments made during the conversation with the referee should be recorded on reference check form using the referee's exact words, rather than an interpretation of the comments.

Reference Check through Email: Form may also be used as a tool to conduct reference check for the employees. The form should be sent through mail to the referee in a specific format Information from the reference check should not be revealed to the candidate. A candidate's current employer should not be contacted unless the candidate gives permission to do so.

2.1.7 Joining of The Employees

Joining of the employees will be restricted to the first and third Monday. Intimation will be given to the various departments by the Human Resources Department through mail on prior Saturday evening to inform them about the new employee joining the organization. The employees will report to the Human Resources Department at 09:30 hrs. on their date of joining and shall carry all the documents mentioned in the Letter of Intent. Once the employee has reported, the Human Resources Department will hand over the employee to the Training Manager who will take them for induction, which will be conducted for the two days from the date of joining.

Documentation to be filled during the joining of a new employee

- Employee file checklist
- Application for employment
- Associate details joining report
- Code of conduct
- Joining report
- Acknowledgement
    - Employee name tag
    - Yes, I can policy
    - Employee belief card policy
    - Preventions of sexual harassment policy (posh)
    - Employee id card
    - Whistle blower policy
    - Crises management pocket guide
- Insurance form
- Esic declaration form
- Nomination and declaration form for unexempted establishments
- Employees provident fund form
- Payment of gratuity
- Reference check form
- Job description
- Letter of appointment

        - Designation & Department
        - Location
        - Date of joining
        - Employee code
        - Responsibility level
        - Compensation
        - Job responsibility
        - Transfer secondment
        - Confirmation
        - Termination /separation
        - Terms and condition
        - Salary components
    - Letter of confirmation

Documents to be collected are:

- Educational certificate
- Work experience certificate
- Pay slip of last property
- Photograph
- Noc (no objection certificate)
- Driver's license
- Passport
- Pan card
- Id proof (Aadhar card, voter id)

2.1.8 Induction of New Hires

To facilitate new employees with necessary information and to allow them settle into their new role as quickly and smoothly as possible, an Induction Programmed will be conducted Affected by the Training Manager. The Induction will be held on the first and third Monday of a month and will last three days. All employees must attend the Induction Programmed on the day of joining. During the orientation program all new employees should be given –

- Uniform Issue Forms
- Name Badges and Lockers

After the Induction Programmed each HOD should assign the new employee their work area and general duties. Ideally a departmental orientation checklist, which lists to be covered, should be developed.

2.1.9 Pre-Employment Medical Examination

Every employee has to undergo a mandatory medical test to make certain she/he is medically fit to perform her/his assigned duties. The employee will be put through the test while undergoing Induction. The test will comprise of the following:

- HB (Haemoglobin)
- TLC (Total Lung Capacity)
- DLC (Differential Leukocyte Count)
- Blood Group & RH (Rhesus factor)
- Urine Routine Examination
- Stool Routine Examination
- X-Ray Chest PA View
- VDRLs (Venereal disease research laboratory test)
- HBSAG Rapid Card
- HIV I & II
- Physician Examination + Vision Check-up
- ESR (erythrocyte sedimentation rate)

PROCEDURE

- The Human Resources Department will give address of the designated hospital to the employee to visit the hospital the second day of joining.
- The employee shall first proceed to the empaneled hospital the next day to get the medical test done. After the completion of the test she/he will report back to the Human Resources Department.

- The Human Resources Department will verify that the employee has undergone the PEMT and handover the employee to the Training Manager for continuation of the induction process.
- An employee's continuation in service will be subject to being declared medically fit in this test.
- The cost of the above test shall be borne by the employer.

2.1.9.A Food Handlers Test

This test will apply to all employees who handle food viz. F&B Production, Kitchen Stewarding and Veg wash Assistant. Medical examination of food handlers shall be done after every six months.

INVESTIGATIONS:

1. HB (Haemoglobin)
2. TLC (Total Lung Capacity)
3. DLC (Differential Leukocyte Count)
4. Blood Group
5. Urine Routine Examination
6. Stool Routine Examination
7. X-Ray Chest PA View
8. VDRL (Venereal disease research laboratory test)

The Human Resources Department will arrange the food handler test. After the completion of the test he will report back to the Human Resources Department and subsequently to his shift. The cost for the above test shall be borne by the hotel.

2.1.9.B Letter of Appointment

Once a person has been selected for a position, the successful applicant would be contacted by The Human Resources Department and will be issued a Letter of Intent signed by the Human Resources Manager prior to commencing employee will be issued a detailed appointment letter in the prescribed format. All appointment letters will be signed by the general Manger. The following will be included in the appointment letter

- Designation
- Date of joining
- Employment status
- Salary breakup dully signed by the General Manger, Human Resources Manager and employee
- Terms & Conditions

A Job Description shall be attached to each appointment letter.

2.1.9.C Job Description

- A job description shall be written for every position in the hotel.
- The Human Resources Manager shall maintain an up to date file of the relevant job description to be given to new employees at the time of the orientation.
- Each employee will be given the job description on the date of joining along with the appointment letter. A receiving of the same will be kept in the employee personal file.

2.1.9.D Employees Personal Files

The information held in the personnel files is often highly confidential, thus security shall be a priority at all times. The Human Resources Manager is responsible for the maintenance and safeguarding of all personnel related files and shall ensure the employee files are only issued to the respective HOD's on a "need to know basis". All files for current employees shall be filed department wise/ alphabetically. It is suggested that each employee's file should include

an employee summary sheet which provides a quick reference to commonly used pieces of information (e.g. star date, date of birth, employee number, scale& date of increment) and a summary of the employee's job performance information such as address, telephone number and contract person for emergencies. Upon separation, the Exit Interview Form and Property issue/ Clearance form should be added to the employee's file. The file should be kept alphabetically in a Separations File and retained for a period of one year from the date of separation.

2.1.9.E Confirmation of Employees

A confirmation form will be sent from the Human Resources Department to the concerned HOD. The above review will be based on

- Appraisal system
- Fire Fighting and safety Test

Probation will be extended for a period of three month of employees who have not performed well but have the potential to deliver if groomed. Accordingly, these employees will be put through a training programmed designed to assist them to acquire the necessary skills. Thereafter the performance of these employees will be reviewed again after the extension of probationary period of three months. Once an employee has been found suitable for conformation through the assessment process, a letter of confirmation as per the prescribed format should be issued within a week after review through the Human Resources Department. The letter will be signed by the General Manager.

2.1.9.F Annual Performance Appraisal

Appraisals are done annually for the Staff & for the Executives the Human Resources Department shall start the process one month prior to the increments.

Executives/Staff

The Human Resources Manager-will develop and maintain a system to ensure Performance Development Reviews at the appropriate time the major aim of a Performance Development Review is to provide feedback on job performance and Occur guidelines for improvement. The emphasis should be a highlighting strength and identifying areas in which further training and development needs to occur the review process should be coordinated by the Human Resource Department in conjunction with the Department Head. However, it is the employee's immediate manager who should conduct the review process and has final responsibility for ensuring that it is carried out. For the HODs, the performance appraisal will be done by the General Manager. The Human Resources Department shall send the performance appraisal form of the employee to the concerned HOD. During the Annual Performance Review, the Head shall conduct an appraisal interview with the concerned employee. The interview should focus on the employee's performance during the past year in order to judge the achievement the employee has achieved. The HOD may suggest the areas where the employee needs to be groomed and trained on for improving the employee's productivity. The signature of the concerned employee must be obtained on the performance appraisal forms after the assessor has discussed the appraisal with the employee. The Human Resources Manager, HOD and Manager will sit together and discuss the ratings of each employee. Based on the discussion the training needs and the increment would be proposed for the employee.

2.1.9.G Attendance

All Staff, Supervisors & Executives will mark their attendance through biometric access card in the time recording system maintained at the Staff Entry. In case, an employee forgets to bring his/her biometric access card on the shift then Attendance Rectification slip is filled up the staff. The timings on ARS are duly authenticated by the Security and signed by HOD and submitted to Human Resources. All employees should report to the place of work at the start of their respective shift timings. All employees should report 10minutes prior to the place of work at the start of their respective shift timings. Absence Policy Absenteeism is disruptive and

detrimental to any organization. It affects productivity, disrupts normal operating effectiveness, and places a burden on other employees who must cover for their colleague who is absent. Know thoroughly the content of the organization's Attendance and Sick Leave policies. Make certain that all employees reporting to them are aware of their obligations under these policies. Maintain day-by-day attendance records of employees under their supervision. Speak to an employee upon his/her return to work after an absence; make appropriate notes on the employee's attendance record of all discussions with him/her concerning attendance. Review frequently the attendance records of employees reporting to them. Commend the employee whose attendance is good, encouraging him/her to maintain a good record. Counsel with and, as required, warn the employee whose attendance is unsatisfactory. Terminate the employee whose attendance continues to be unsatisfactory. Before terminating an employee, whose attendance is unsatisfactory, it is necessary to ensure that our attendance control procedures are in place.

P - Present (paid)

OFF- weekly off (paid)

RH - Restricted Holiday

NH - National Holiday

C/OFF - Complementary Off

A - Absent (non-paid)

LWP - Leave without Pay

WRH - Worked on Restricted Holiday

WNH - Worked on national Holiday

RH - we pre-define some Festivals Off/ Holidays that is paid

Off - If the employees work for continuous 12 days he? she can take 3 days off

In a month we have 6 days of weakly offs

2.1.9.H Pay Process

Guidelines

While the 7th will be the date for salary disbursement, the week would be used in case of any amoralities after the installation of software. Department-wise attendance will be sent to the department on the last day of every month for cross-checking with the attendance retrieved from the attendance software. All leave applications should be notified to Human Resources Dept. before the 25th of every month. Salary related issues will be handled by the Human Resources & Finance Department

Holiday Guidelines

The Company holiday year runs from 1st January to 31st December. All holidays must be booked and approved to be taken by the end of the holiday year. Employees are entitled to 10 holidays. 6 National/state Holidays. 4 Restricted Holidays from the list of 12 restricted Holiday List.

Hotel Security & Well Being Entry & Exit

All employees shall enter or leave the premises through the Staff Entrance for all the purposes. All staff is liable to be searched by the Security Staff on entering/leaving or while on duty. Employees not on duty should not enter the premises without management's permission. The management reserves the right also to check /search all / any executive on a daily or random and weekly basis with the approval of the General Manager.

2.1.9.I Mod (Manager on Duty) Policy

After the general shift leaves for the day and as night approaches the number of staffs in the hotel reduces. Most of the senior staff would have left for their residences after duty. There is thus a need for a Manager on Duty (MOD). The MOD is responsible for the operations, safety

and security of the premises at night. Nomination for MOD would be on rotational basis. All HODs and their deputies would be nominated as MOD for a on rotational basis. MOD will inspect various areas of the hotel while taking a round of the hotel. The MOD will follow the route plan as given in the format while taking a round of the hotel so that he covers all the areas in the Hotel He/She should carry the MOD report along with him and will make a note of his observations while taking the round. The MOD will be positioned at the lobby level after the round. She/he may retire to a room after 2330 hours or when all the guests have left and the outlets have been closed, whichever is later. If the hotel is sold out then MOD can leave for the day at 2300 hours. Check-in-proper check in to be done to check the standards and check out accordingly. Minibar-No liquor and imported items to be consumed. Laundry-Ironing-Please avail the service to check the standards. Dining-In all restaurants is okay excluding Alcohol and smoking The MOD will complete the report and submit it personally to the General Manager the next morning. MOD can leave by 1530 hrs. next day, not at the cost of work. If the hotel operations are busy HOD need to be present

2.2. Entitlement Regulations

2.2.1 Uniform Policy

Personal Hygiene

Take a daily shower or bath and use deodorant. Maintain clean hands and well-manicured, short nails. Nail polish, where allowed, should be pale or transparent and well maintained. Regularly brush your teeth and ensure fresh breath. Change shirt and underclothing daily. Scents, if worn, should be discreet. Any cuts/wounds should be covered with a blue waterproof dressing, particularly important for those dealing with food. Wash your hands regularly, particularly after using the toilet, smoking, and before handling any food. Adhere to all food safety regulations.

Hair

Haircuts should be conservative and appropriate in line with professional requirements. All hairstyles and colourings should be neat, tidy and conservative and hair should be brushed regularly. If hair is longer than shoulder length it should be tied back or put up in an appropriate style (hats and hairnets must be worn in food preparation areas). Any hair accessories should be unobtrusive and colour coordinated with your uniform.

Jewellery

Jewellery should be discreet and confined to your watch, wedding ring and/or one other ring. Food handling team members must comply with current legislative requirements. Earrings should be stud type and confined to one in each ear. Eyebrow, tongue, nose, multiple ears or other forms of visible body piercing are not permitted while on duty. Tattoos or other forms of body decoration must not be visible.

Uniforms

Where provided, it is Company policy that you wear your full issued uniform at all times while on duty. The uniform remains the property of the Company at all times and should be returned when you leave the employment of the company. Uniforms must not be worn outside working hours or off the premises unless authorized. You will be issued with a name badge, Yes, I Can! or service pin, which must be worn at all times on the left side/lapel of your uniform. If scratched or broken it will be replaced – if lost there will be a small charge for replacement. You should not wear any other badge/pin other than an issued/approved item. You have a direct responsibility to ensure that your particular uniform is clean, presentable, and well maintained. It may be considered a disciplinary offense if you do not appear in a full, clean uniform with a name badge ready to commence your shift at the allotted time.

General

Shirts must be buttoned to the neck and long sleeves must be fastened at the cuff. Ties must be knotted correctly and drawn neatly. Socks must be of plain design and black in colour. Where safety shoes have been issued they MUST be worn while on duty. Shoes must always be polished and in good repair. Never chew gum or eat/drink in public areas while on duty. Make-up should appear natural. Men should be clean-shaven although well-trimmed beards or moustaches are acceptable. If growing a moustache or beard please do so during an absence from work such as holidays, etc.

2.2.2 Name Badges

Name Badges are a part of an employee's uniform and they are expected to wear the name badges while on duty. In case a name badges are lost by the employee a fine of Rs 100/- will be imposed which will be deducted from their salary. Employees shall return the name badges to the Human Resources Department at the time of separation. The Name should be printed and stuck to the badge and need to be given to the employee. Once given take their signature on the badge sheet.

2.2.3 Locker

Management of staff locker rooms is the responsibility of the Human Resource Department. Only employees who are required to wear uniform shall be provided with the locker. Employees shall contact the Human Resources Department to complete the request form for locker allotment Employees are required to strictly observe the rules and regulations of locker assignment. Accordingly, disciplinary action shall be taken against any employee who does not respect them. The Human Resource Department in co-ordination with a security supervisor, shall perform a monthly spot check of the lockers. The HODs in rotation, may be giving the charge of spot check. Every lock will have three keys. One key each will be issued to the

employee misplaced his/her key or forgets the key at home. In case a key is lost it should be immediately reported to the HR Manager. The employee losing his/her key will be penalized with a penal fine of 100/- for offence. Contractual staff will arrange their own lock & key. Only employees who are required to wear uniforms shall be provided with a locker. The employee losing his/her key will be penalized with a penal fine of Rs 100/- for the offense. Contractual staff will arrange their own lock & key. The Human Resources Department, in coordination with a Security Supervisor, shall perform a monthly spot check of the lockers. The HODs, in rotation, may be given the charge of the spot check**.**

2.2.4 Staff Cafeteria

Employees will be provided with staff meals in Employee cafeteria minimum amount is deducted for meal consumption from Employees. The menu shall be displayed on the notice board in the cafeteria. The lunch / dinner timings for each department shall be displayed on the notice board in the cafeteria.

Cafeteria timings

Morning breakfast	-06:30 A.M. to 07:30 A.M.
Morning tea	-10:00 A.M. to 10:30 A.M.
Lunch	-12:00 P.M. to 02:30 P.M.
Evening tea	-04:00 P.M. to 04:30 P.M.
Dinner	-06:30 P.M. to 08:30 P.M.
Midnight snacks	-01:00 A.M. to 01:30 AM.
Tea	-04:00 A.M. to 4:30 A.M.

All outsourced employee in housekeeping, Kitchen, Security and Laundry Etc. will be provided meals as per their contact agreement. Any relative of the hotel employee consuming a meal in the staff cafeteria will also be charged with same amount. The associates will have to take prior permission from Human Resources Department and their respective HODs for the same. In

case the associate/relatives of the hotel staff consume the meals without prior approval then the charges for duty meals will be deducted directly from the salary.

2.2.5 Company Accommodation for Ladies Staff

Hotel offers rented /owned accommodation to female employees. However, as a policy, all employees would normally not be allotted any company accommodation.

Procedure

- Company accommodation would be allowed at the discretion of the Management and cannot be claimed as a right.
- In case an employee is desirous of company accommodation, the employee may apply for the same to the Human Resources
- The employee would be charged minimal rent. Rest of the rent and society charges will be paid by the company to the owner of the leased accommodation. All other expenses would be distributed equally among the occupants.
- In case the occupants are desirous of utilizing the services of a maid, they may do so under own arrangements.
- Employees allotted company accommodation will ensure compliance. It is essential that the guidelines for the use of company accommodation are adhered to so as to facilitate the employees and also ensure the upkeep of the accommodation.

2.2.6 Health Club Policy

The Health facility includes Gymnasium, Spa, Salon and Swimming pool. Head of Departments & Above are entitled to use Gymnasium & Swimming pool services, however a discount of 50% is to be allowed on other services like Spa & Salon. These facilities generally

be allowed only before or after the shift timings. Also, during other times if health club gets busy then, would be expected to return later.

2.3 HR Initiatives

2.3.1 Employee Engagement /Welfare Activity

Social activities are excellent means of promoting camaraderie and team spirit amongst hotel staff. The Human Resources Manager is responsible for initiating regular social and sporting activities which provide opportunities for staff to get to know each other outside work. The hotel has its recreation room with the things like magazines related with hotel industry, News Paper and indoor games like chess, carrom etc. Inter hotel matches in various sports will be encouraged. The hotel shall host one function each year for all staff and possibly their families e.g. staff party, family picnic day and games day. Further, as a part of welfare functions, the representative of the Human Resources Department shall visit staff at their residence in case any domestic crisis and recommend to the management any residence in case any domestic crisis and recommend to the management any reasonable assistance and also to represent the management to condole the expiry of an employee or any employee's family. Further to represent the management during auspicious at an employee's residence. It is suggested that the staff party could be held over a year around the time of the opening date of the hotel Executives will be the host and all executives shall do service. The Hotel shall identify and reward outstanding contributions made by individual staff members including Executive, Managerial & Head of Department. The recognition scheme will provide an avenue for recognizing ideal qualities exhibited by individuals and provide incentive for other staff to emulate these qualities recognized in others. The hotel employee recognition program shall reflect the commitment to the development of guest services. It offers regular awards which

can be won by any staff members (front or heart of the house) the judgement services. It offers regular awards should be appropriate. Some of the awards suggested are listed below: -

Bravo Award: This is a part of the Brand Reward & Recognition Programmed. Any employee who performs exceptionally well or exceeds expectations or receives a guest appreciation may be recommended for this award. The recommendation may come either from the employee's HOD or any other HOD. The BRAVO will be presented not the employee of a particular month in the Extravaganza (Monthly Birthday Party) by the General Manager. The copy of the BRAVO will be placed in the employee's personal file.

Employee of the Month Award: As a part of the Rewards and Recognition programmed, it is a standard to select an Employee of the Month. This award is designed to reward the best performer and also motivate others to improve their performance by bringing in healthy competition. There will be three categories for the award of Employee of the Month as under:

Front of the House.

Front Office, F & B Service, Sales & Marketing, Housekeeping.

Back of the House (Operations).

Food Production, Kitchen Stewarding, Engineering.

Back of the House (Administrative).

Finance/ Purchase, Security, IT, HR.

Executive of the Month Award –This award is designed to reward the best performer and also motivate others to improve their performance by bringing in healthy competition. The Human Resources Department will issue the Executive of the Month from (Refer Appendix) to all HOD's by 25th of each month. Since these awards are meant to boost the morale of staff, Executives and therefore Managers would not be eligible for this award.

Selection Procedure:

- The Human Resources Department will issue the Employee & Executive of the Month from (Refer Appendix) to all HOD's by 25th of each month.
- The HOD will nominate one employee from his/her department and fill up the given form to the Human Resources Department by 30th of the month.
- The Human Resources Department will prepare a slide for each nomination collating all sides into a presentation.
- These nominations shall then be discussed with all the HODs and General Manager and the employee who would be voted the highest will be chosen as the Employee & Executive of the month.

This award is presented in the Extravaganza (Monthly Birthday Party) by the General Manager. Along with the certificate the employee gets a gift mug.

2.3.2 Monthly Birthday Bash

The birthdays of all the employees in the organization are celebrated month wise on a particular day at the end of the month in the Staff Cafeteria. All employees whose birthdays fall in that particular month are informed by a circular from the Human Resources Department along with a list of birthdays for the month to be present on that day. A cake and some snacks will be arranged by the Kitchen. The Human Resources will conduct some game or activity for the birthday babies. The Employee & Executive of the Month will also be awarded by the General Manager in the Monthly Birthday Bash.

2.3.4 Birthday of Employees & Anniversary of HOD'S

The birth dates of the employees are written on the notice-board every day and email forwarded to all employee. Birthday of Staff (Staff, Supervisor & Executive) Birthdays of the month are celebrated in Birthday Bash party A birthday card with the signature of the General Manager

& the concerned HOO will be given to the employee. Half Kg birthday cake will be given to On Roll employees on their birthdays, employees will obtain the birthday cake slip from Human Resources and submit to the IRD department to collect the cake the birthday cake slip is valid for 3 days from the date of birthday

Birthday of HOD: For the birthday of any HOD, a cake order is placed a day in advance A birthday card will be signed by the General Manager and HOD on that particular day, the cake is placed at a designated place. The General Manager and HODs must be present for the cake cutting ceremony

Anniversary of HOD: Invitation for Complimentary Dinner for family of 6 Pax is given to HODs on their Anniversary Dinner includes soft beverages only, no alcohol. The invitation is valid for 3 months from the date of Anniversary.

2.4 Separation of Employees

2.4.1 Separation

Employees on companies for a future and then move on Howsoever unpleasant, separation is part of the employee and also the company. It also becomes necessary in the source of routine functioning by terminate the services of employees. To ensure that separation is done smoothly and in all fame the procedure to be followed.

Resignations: The reasons for leaving if the person is a valuable employee, time should be taken to assess the reason and Upon receipt of a formal letter or verbal resignation from an employee, the HOD should do cuts with the player determine if any corrective action can be taken to avoid the separation if this is not possible then a letter of resignation should be forwarded to the Human Resources Manager After checking the separation details, the Human Resources Manager will arrange an exit interview with the employee. The HOD of the departure and thereafter if any serious concern is highlighted in the exit interview, the document

will be placed before the GM before final clearance is given. Prior to the day of departure, the employee concerned will be given a property issue/clearance form, which she has to mandatorily complete and it signed by the authorities concerned. The employee hands over the completed clearance form to the Human Resources Dept. The Human Resources Manager will not clear the Full and Final settlement, unless all items are returned or the clearance form signed by all concerned Department Heads. Should all items not be returned, The Human Resources Dept. may withhold the employee's final pay to the value of the items not returned.

Termination: Termination of an employee should only be undertaken as a last resort. Before terminating any employee, the crew warning procedures must be carried out or alternatively the employee must have acted in a manner, which justifies instant termination. Each specified circumstance where management are within their rights to dismiss an employee in general terms include Termination after conducting domestic inquiry if found guilty of Gross misconduct-theft, fighting being intoxicated on duty etc. Serious neglect of duty-first ensuring the employee was aware of duty Consistent poor performance-after appropriate warnings & counselling Breaking hotel rules and the Code of Conduct. Termination of senior staff shall be carried out by the General Manager with the Human Resources Manager present. In the case of other staff members, the termination shall be handled by the Human Resources Manager. It is important to ensure that prior to such a situation all the facts are clearly established and the correct procedures of terminations are carried out. The employee must receive appropriate termination pay according to the provisions and agreement / appointment letter.

Terminal Benefits: Terminal benefits means that the following need to be paid to the employee on the last date of working or the date of termination, whichever is earlier: As per the appointment letter issued to the employee, an employee must give notice to the company and vice versa, provided the employee has completed probation of six months with the company and has received a letter from the company stating that the employee has been confirmed. This

implies that the employee informs the company that s/he wants to leave the company. The employee (if services are confirmed) is told that s/he has to serve the notice period as per the clause of Appointment letter. In case the services of an employee are being terminated on disciplinary grounds or poor performance the employee is issued a letter stating that his/her services have been terminated. In either case the employee will be entitled to encashment of Leave in his/her credit balance subject to a maximum of 45days. PF and ESI, if applicable will be deducted as per the laws in vogue

2.4.2 Clearance Procedure

In order to minimize the cost of hotel items lost through employees who leave the hotel all terminating employees should complete their property issue/clearance form (Refer Appendix Al) which should be checked off and signed by the relevant managers to show that all the company property issued to the employee has been returned prior to their departure this includes items such as uniforms, keys, security badges, files, documents, etc. The completed form should be returned to the Human Resources Manager in order for the employee to receive his/her final pay. If all items not been returned, The Human Resources Manager can deduct the value of the items from the employee's final pay. In order for this system to be used effectively, a number of related procedures must be set in place as follows

1. When items are initially issued to the employee the items should be recorded on the property issue/clearance form, which the employee must sign and return to their personnel file.
2. The should be informed when being issued with items that they will be responsible for the cost of the items should they be lost or no returned.
3. The housekeeping must ensure that accurate records relating to the issue of items are maintained

2.4.3 Exit Interview

The Human Resources Manager shall conduct an Exit Interview with each employee who resigns to determine the reasons for the employee's decision to leave the hotel. The information gathered from Exit Interview can then be used to identify problem areas and utilized effectively in improving staff morale reducing turnover and rectifying shortcomings in the work environment.

Conducting Exit Interviews

Ideally to entering the interview the employee should be asked to complete an Exit interview Form in the first few minutes the Exit Interview the Human Resources Manager should attempt to put the employee at ease and explain the purpose of the Exit Interview. During the interview points raised by the employee on the Exit Interview should form the basis of discussion. These would normally include.

- Factors which contributed to the employee leaving
- How the decision could have been prevented
- What they intend to do in the future
- Recommendations for improvement in the workplace

Thanking the employee for the efforts during their employment at the hotel should conclude the Exit Interview and they should be left with a positive impression of the hotel and company. It is also recommended that a forwarding address be obtained for future correspondence. Once the Exit Interview is over the Human Resources Manager shall record on the Exit Interview Form their own thoughts and Department Manager thoughts on what the employee's real reasons for leaving were and also any action if any that should be taken to prevent further resignation. This should then be followed through in the appropriate manner.

2.4.4 Issuing Certificate of Employment

The hotel will have a standard Certificate of employment can be issued by the hotel to verify That the employee was employed by the hotel the position held by the employee

commencement and termination dates. These should be provided by the Human Resources Department

2.4.5 Employee Farewell Policy

It is the policy of Hotel, which states that if an HOD leave the services, Farewell greetings, gift and get together will be done. Gift will be arranged at Company cost and get together will be done by the HOD contribution. The Gift value will be as per the tenure of services: 2 years & Above-Gift Value INR 5100/- 5 years & Above-Gift Value INR 11000/-

3.TASK HANDLED

3.1.1 Conducting interviews for industrial training

Calling the interviewer and ask them for timings that they are comfortable in giving the interview. Set a Meeting to conduct the interview according to that call the interviewee. Take their interview and evaluate them and make notes with them and mailing them the offer letter or letter of intent.

Call …….

Hello!! Good morning/afternoon /evening I am HR! calling for Radisson resort goa baga. sir /maam may I know your name please. You have been shortlisted can u tell me the right time to setup an interview or is this the right time for it? Ok sir I will confirms and setup a meeting for you have a great day. 2000/- for industrial training with on and off duty meal with accommodation are provided for ladies 5000/- for job training

Ask them the following questions during the interview:

Tell me about yourself (introduction)

What kind of exposure you are looking for

Who all are there in the family

Which position are you applying for

What are your qualifications

How much do you know opera/ any system type used in an organization?

Working experience in any, Joining confirmation from….

Expected salary

Any extra circular activity and how it will be helpful to us.

3.1.2 Checking for New Joiners Every Month

Once the offer letter is sent than according to the date of joining need to confirm form the interview that is he going to join their organization or not if he is than ask him for his ticket and ask him either to mail or WhatsApp.

3.1.3 New Joining Formalities

"New joining formalities" refer to the processes and activities that are carried out when a new employee joins an organization. These formalities are designed to welcome and integrate the new employee into the company smoothly and effectively. Here's a general overview of new joining formalities:

- Offer Acceptance and Documentation
- Employee Information Form
- Induction Program
- Workspace Setup
- IT and System Setup
- Company Policies and Code of Conduct
- Benefits Enrolment
- Training and Skill Development
- Introduction to Team and Colleagues
- Feedback and Support

3.1.4 Letters

Offer Letter: Offer letter is basically called as a letter of intent which is been sent to the employee after conducting the interview and once the candidate is been finalized for the post mostly given 24hrs of acceptance. a copy resignation forms the company working is been asked. The offer letter contains the details of the job salary date of joining and documents required and accommodation details

Appointment Letter: It is basically provided after the employee joins the organization it is given after a week of joining it contains the details about the name, address,

department. Designation, date of joining, reporting HOD, terms and conditions and confidential details of the organization. The agreement is been sign by the employee on both the original as well as a copy wherein the original is given to the employee and copy is filled to their file

Manager

Associate

S4- Less Expensive

S1- More Experienced

Sp- Supervisor

Confirmation Letter: Confirmation letter is provided to those employees who have completed their 6 months in the organization after the evolution done by their respective HOD wherein they evaluate their performance until now and then the confirmation is given to the employee same as appointment letter the original goes to them and a copy in their file.

Experience letter: It is basically the same standard format which is copied for all the experience letter wherein uh just need to edit the details of the of the employees the fist we need to check with the last letter number given from the register and then followed by the date name from when to when in which department with what designation they had and there years of experience and who is giving it their name and signature with the stamp of the hotel on it. The letter will come on a letter head with the name of the hotel printed on it.

3.1.5 Exit Formalities

This is basically done when an employee is leaving the organization wherein The Human Resources provide with clearance form exit interview form and employee

handover checklist he needs to take the signature from all the hods mentioned and submit it back to Human Resources. for filing.

3.1.6 Issuing Batches

Issuing of A Name Tag for An Employee: It is basically a magnet name tag wherein the name is printed from the sticker printing machine on the plastic sticker and been stuck on the magnet name tag and then the employee supposed to sign on the batch issue document and if in case he loses one he/she had to pay the fees amount of 100/- Rs as a fine and take another one should handover the tag at the Human Resources office while leaving the organization during the departure.

Issuing of Vaccinated Batch and Yes, I Can Batch: It is basically a covid vaccine batch and a training completion batch wherein the person who is vaccinated is been provided with a vaccination batch and Yes I can batch given to those who has completed their training period in the organization it is only given to those who have completed 4 months in the organization with the yes, I can training in the organization the employee needs to return the batch as same as the name tag at the time of leaving the organization and if lost would be charged the amount fees of 50/- Rs as a fine.

3.1.7 Induction

Induction, also known as onboarding or orientation, is the process of introducing new employees to their roles, the organization's culture, policies, procedures, and work environment. It is a crucial step in helping new hires feel welcome, integrated, and prepared for their new positions

Pre-Arrival Preparation: Before the new employee's first day, Human Resources and the hiring manager coordinate to ensure that all necessary paperwork, equipment, workspace, and IT setup are ready.

Welcome and Introduction: On the first day, provide a warm welcome to the new employee. Introduce them to their team members, supervisors, and colleagues.

Company Overview: Provide an overview of the organization's history, mission, vision, values, and long-term goals. Explain the company's place in the industry and its strategic direction.

Organizational Structure: Explain the company's organizational structure, reporting lines, and key departments. Help the new employee understand how different teams collaborate.

Company Policies and Procedures: Review company policies, procedures, and guidelines. Cover topics such as attendance, leave policies, dress code, code of conduct, and any other relevant policies.

Benefits and Compensation: Provide information about employee benefits, compensation structure, retirement plans, health insurance, and other perks.

Workspace and Equipment: Give the new employee a tour of their workspace, including their desk, computer, phone, and any other equipment they will be using.

IT Systems and Training: Provide training on how to use company software, email systems, and other IT tools essential for their role.

Health and Safety: Brief the new employee on safety procedures, emergency exits, first aid locations, and any other safety-related information.

Company Culture: Explain the company's culture, values, and expected behaviours. Discuss how these values shape day-to-day operations and interactions.

Team Integration: Facilitate introductions to team members and encourage networking opportunities. Help the new employee feel included and part of the team.

Training and Skill Development: Identify any training programs or opportunities for skill development that will support the employee's growth in their role.

3.1.8 New Employees' Profile

So basically, when a new employee joins the organization then every month we need to see for new joiner and make their master data on the system wherein we use his details

which was been filled by him during the joining and the referring the documents which he had submitted. The profile should be made within the 2 weeks after his joining.

3.1.9 Opening Salary Bank Account for Employees

Opening bank account of employees who don't have an account in union bank it is done when a new employee joins and if he/she dot have an account than the bank sends a person for the process before that we need to arrange for the meeting and send the letter to the branch for asking them to visit.

3.1.9.A Identification Card

It is an identification card given to employees as a proof that they work with the company so basically, we need to make an excel sheet wherein we put the details about the employees that has to be printed on card details like name, date of birth, blood group, email id, phone number, Address etc.

3.1.9.B Updating Attendance

It is basically done two times a month first on mid of the month and second is ending of the month 25 or 26 the employees are paid from of 26th last month till the 25th of current month to update the attendance according to the register sometimes the punching machine does not work which makes error so for that reason we need to update it. **It is done on the Edge >Alif> Star >login username > RRGB > Ok continue > username & password> transition > Periodic update >name or employee code**

3.1.9.C Attendance report of Industrial and job Trainee

This is the process done every month wherein the report is made on the trainee's attendance of every month we need to check with the attendance register and make this report and this report is also used to pay them stipend.

3.1.9.D Stipend Sheet

A stipend sheet is a document used to track and manage the payments of stipends, which are typically fixed sums of money given to interns for specific purposes, such as compensation for an internship, training. Stipend sheets help maintain accurate records of stipend payments, ensuring transparency, accountability, and proper documentation

3.1.9.E Filing of The Documents

Basically, keeping the documents of the employees in their respective files checking for missing documents n filing them and arranging them in proper manner

3.1.9.F Checking of Employee's Documentation

Checking the files of the employees if all the documents are submitted or not if not submitted than call them and ask then to submit in the office.

3.1.9.G Discrepancy of Attendance

Discrepancy is done when the system is not verifying the check in and check out of the employees while coming on duties we need to check the attendance according to the attendance register and update on the master before the month ending for the salary process wherein the discrepancy sheet with attendance is to be mailed to each department to check for their absentees in that month and to let us know what the absent is a weekly of or its absent. And then that sheet is bee filed

3.1.9.H Filing Attendance Discrepancy File

Attendance discrepancy is the report made for the days when the employees has missed the punch in punch out at the system due to various reasons wherein the Human Resources makes a report through alif system and mail it to all the respective HOD'S and ask them to submit the report before a particular day wherein they clarify their weekly off and holidays they took or it was because of punch in punchout machine issue than file them in discrepancy file and mention the month on it .

3.1.9.I Photograph of The Employees

Taking picture of the employees for the townhall event for the ppt or for their birthday cards to wish when with that card photograph for the id card making and for any celebration or activity conducted in the hotel or outside hotel premises.

3.1.9.J Planning A Town Hall Event

Townhall is an event done every month in the year in the organization as a part of employee engagement activity wherein the employees are invited and are given recognition for their good work wherein the revenue of the hotel is review of the hotel and the other activities of the hotel is been discussed and explained than the employees are been involved in various other activities like dancing, singing, games etc. the employees are been awarded with certificates like

- HOD of the month
- Trainee of the month
- Grooming star of the month
- Associate of the month
- Most reviews award

3.1.9.K Issuing A Pay Slip

Pay slips are generated only on a employees request wherein the employees comes to inquire for it **Cafeteria** so we need to use the system and generate it from the alif > Star >Report > PRISM > Query > Pay slip query > than the employee code or name > period (the current month will come generate blank report because of the running month or maybe because attendance not updated so previous months can be generated) until the payroll is not transferred the to PRISM the salary slip will not be generated

3.1.9.L Food Handler's Urine and Stool Test

Food handler's urine and stool test is done for those who get contact towards food which is served to the guest. Food production, food & beverage service, purchase, Human resource, and finance departments are been tested since they are handling food.

3.1.9 M Making Sanitary Card

Sanitary card is made for the people who handle food in the organization wherein it goes to local health center where they stamp verify and send it back to the hotel

3.1.9.N Checking of Bills

Cafeteria food was outsourced so the bill of every month used to come 2 times one at 15th of every month and one at 30. The bill had the number of Pax who had lunch and dinner so according the count on the register needs to be verified with the bill and then the amount was checked with the total Pax and if any count was more or less it was informed to the vendor and was told to generate another bill with proper count and total amount and then the bill was photo copied and submitted in the finance department for the rechecking and for further payments and receiving was taken from the finance department.

3.1.9.O Cafeteria Food Complaints

Checking the food if it is proper or not if any complaint than checking with vendors for the same. Daily checking if the meals are on time or not if any delay informing the vendor.

3.1.9.P Skip Meal

It is basically for those who have missed the meal due to busy hours the skip meal is filled by the department head and is submitted to the Human Resources for his approval and then the skip meal form is signed and submitted to the F&B department and then they order the food for them in the kitchen and then the food is taken to cafeteria.

3.1.9.Q Sick Meal

It is basically for those who are sick and cannot come to the premises to have the meal the process is same as the skip meal wherein the sick person contacts the HOD of their department and then the HOD informs the Human Resources and the skip meal is ordered and kept ready and is been sent to their accommodation.

3.1.9.R Petty Cash Voucher

It is a document which records the expenses of an organization. Basically, used when handovering cash to anyone and needs to take cash from finance to make payment a petty cash voucher is required for example, ODC for a particular day needs to be paid that day itself so with the help of that the payment is made to the ODC

3.1.9.S Police Verification

Making police verification for new joiner wherein calling them and giving them the police verification form to fill and asking them to carry 4 passport size photographs after they filling it check if things are right than make 3 photo copies of that and make

set of 4 with attaching photo copy of Aadhar card on all the copies take the signature of Human Resources Manager and submit the file to the Security Officer for further follow up and then they submit it to nearest police station they then get registered and stamped and one copy is sent back to the hotel.

3.1.9.T Audit

This is done by an auditor who comes from cooperate to check if the everything is proper or not they ask for the employees file and they check if all the documents are there or not in their file they check the sop and ask for the report of PF and ESIC

3.1.9.U Getting the Supply Requirement from The Store

This was basically getting supply requirements like papers, letter head, pens files all the other requirements which are needed for the work from the store after making a requisition on the system and printing it and taking signature from the Human Resources Manager and Finance Manager and submitting it to the store supervisor and taking the supply**.**

3.1.9.V Retrieve Data

Retrieving data is done to update the data for updating attendance data wherein we need to go on the system and on alif >Process >Retrieve machine data>Date till you want (date till when done)> To the date it should be done> continue.

3.1.9.W Mail All the HOD'S For Attendance

Once the attendance is ready the attendance discrepancy is to be sent to all the HOD'S of each department and later the attendance is checked and Email back than according to that we update the attendance and do the further process.

3.1.9.X Checking Contractual Bills for Contractual Workers

Checking contractual bills for contractual workers involves a specific focus on reviewing and verifying invoices or bills related to services provided by individuals who are hired on a contractual basis or as independent contractors.

Invoice Submission: Once the work is completed, the contractual bill is submitted as an invoice to the organization for the services provided. This invoice includes the details of the work performed, the time spent (if applicable), and the agreed-upon compensation.

Review and Verification: The process of checking contractual bills for contractual workers involves thoroughly reviewing the invoice against the terms specified in the engagement agreement. This ensures that the scope of work matches the services described in the contract and that the charges are in line with the agreed-upon compensation structure.

Hourly Rates or Fixed Fees: Depending on the nature of the engagement, the invoice might be based on hourly rates or fixed fees. For hourly rates, the invoice should detail the hours worked and the rate per hour. For fixed fees, the invoice should match the predetermined amount.

Confirmation and Approval: The reviewed invoice might need to go through an internal approval process before it can be paid. This could involve the HUMAN RESOURCES , or the relevant department head.

Payment: Once the invoice is approved, the organization can proceed with processing payment to the contractual worker based on the agreed-upon terms.

Record Keeping: Accurate record keeping is essential. This includes maintaining copies of engagement agreements, invoices, timesheets, approvals, and payment documentation.

3.1.9.Y Salary Process

The salary process, also known as payroll processing, involves the steps an organization takes to calculate and disburse salaries or wages to its employees in a systematic and

timely manner. This process is a fundamental function of Human Resources and finance departments within an organization.

Time Tracking and Attendance: The process begins with tracking employee attendance and work hours. This can involve various methods such as timecards, electronic time-tracking systems, or attendance software.

Data Collection: Gathering relevant data for each employee, including their basic salary or hourly wage, any overtime worked, leave taken, bonuses, incentives, deductions, and taxes.

Calculation of Earnings: Based on the collected data, the system calculates each employee's earnings for the designated pay period. This includes regular pay, overtime pay (if applicable), and any additional compensation.

Deductions and Withholdings: Deductions are then subtracted from gross earnings. These can include taxes, social security contributions, health insurance premiums, retirement plan contributions, loan repayments, and other authorized deductions.

Net Pay Calculation: The remaining amount after deductions is the net pay, which is the actual amount an employee will receive in their pay check.

Pay check Generation: Once the calculations are complete, pay checks are generated for each employee. These can be physical checks or electronic direct deposits, depending on the organization's payment method.

Salary Slip Generation: Along with the pay check, a salary slip (also known as a pay stub) is usually provided to employees. This document outlines the details of their earnings, deductions, and net pay for the pay period.

Review and Approval: Before finalizing the payroll, a review and approval process takes place. This may involve Human Resources, finance, and relevant department heads to ensure accuracy and compliance.

Payment: Once the payroll is reviewed and approved, payments are made to employees according to the designated pay schedule, whether it's weekly, bi-weekly, monthly, or another frequency.

Record Keeping: Accurate and detailed records of each payroll run, including pay stubs, tax documentation, and payment records, should be maintained for auditing and reference purposes.

Compliance: It's crucial to ensure that the salary process adheres to labour laws, tax regulations, and other legal requirements in the jurisdiction where the organization operates.

The salary process is essential for maintaining employee satisfaction, managing financial obligations, and ensuring legal compliance. It requires coordination between various departments and accurate data management to guarantee timely and error-free payments.

3.1.9.Z Pay Roll

The process of managing and administering employee compensation, including salaries, wages, bonuses, deductions, and taxes. It involves calculating the amount each employee should be paid based on factors like their hourly or salaried rate, number of hours worked, deductions for taxes or benefits, and any other relevant considerations.

- **Time Tracking**: Recording the number of hours worked by employees, whether through traditional timecards, digital time tracking systems, or other methods.
- **Calculating Earnings**: Determining the gross pay for each employee based on their hourly rate, salary, overtime, and any additional compensation.
- **Deductions**: Subtracting various deductions from gross pay, such as income tax, Social Security contributions, health insurance premiums, retirement plan contributions, and any other authorized deductions.
- **Net Pay Calculation**: After deductions, the remaining amount is the net pay, which is the actual amount employees receive in their pay checks.
- **Pay check Distribution**: Disbursing employee pay checks through direct deposit, physical checks, or other methods.
- **Compliance**: Ensuring that payroll processes adhere to labour laws, tax regulations, and other legal requirements. This includes keeping up with changes in legislation that may affect payroll calculations and reporting.

- **Record Keeping**: Maintaining accurate records of payroll data, including earnings, deductions, and payments, for both individual employees and the organization as a whole.

The payroll function is crucial for organizations to ensure employees are paid accurately and on time while also fulfilling their legal obligations related to taxes and labour laws. It requires coordination between Human Resources , finance, and other relevant departments to ensure smooth and error-free payroll operations.

3.1.9.a Prism

It is a software which helps Human Resources -related tasks such as payroll, employee management, recruitment, performance tracking, or other Human Resources functions.

- Employee Information Management
- Recruitment and Onboarding
- Time and Attendance
- Payroll and Compensation
- Performance Management
- Training and Development
- Benefits Administration
- Compliance and Reporting
- Analytics and Reporting
- Employee Self-Service
- Document Management.

3.1.9.b Requisitions

A requisition often referred to as a "Purchase Requisition" or simply "Requisition," is a formal request made within an organization to obtain goods or services needed to fulfil certain requirements. It initiates the procurement process and serves as a request for approval to proceed with purchasing. Requester Information, Requisition Number, Date, Description of Requirements, Delivery Deadline, Approvals, Signature

3.1.9.c Checking Locker Room

Checking the locker rooms for employees in a hotel is an important task to ensure that the facilities are clean, well-maintained, and equipped to meet the needs of the staff. Here's how you might approach checking the locker rooms for hotel employees. Schedule Routine Checks, Cleanliness and Hygiene, Odour Control, Supplies and Amenities, Locker Condition, Safety Measures, Privacy and Security, Personal Belongings, Maintenance Reporting.

3.1.9.d Checking Grooming

Ensure that your organization has well-defined grooming and dress code guidelines. These guidelines should cover various aspects of personal appearance, including clothing, grooming, accessories, and overall presentation. Conducting periodic checks to assess employees' adherence to grooming standards Check that employees are dressed in accordance with the established dress code Assess employees. Personal hygiene to ensure they appear clean and well-groomed Check hairstyles to ensure they are neat and appropriate. Keep records of grooming checks and any feedback provided to employees Inspect accessories and jewellery to ensure they align with the dress code guidelines Check that employees are wearing appropriate and well-maintained footwear that complements their attire. Recognize and appreciate employees who consistently maintain a professional appearance. Positive reinforcement can motivate employees to continue adhering to grooming standards.

3.1.9.e Wear Week

A "wear week" typically refers to a designated period of time, usually a week, during which organization focus on celebrating different types of fun activities for its employees. Decorating and having themes for each day it was celebrated from 24th till 28

Fun week

Day 1: inauguration / welcoming

Theme: traditional

Welcoming in a traditional way with pooja and Arti

Donations

Tea snacks

Day 2: picnic

Day 3 : picnic games and activities

Chees and carom

Day 4: picnic games and activities

Day 5: townhall

3.1.9.f Annual Day / One Year Anniversary

It is the celebration of completing one year by the hotel wherein an event was organized for the employee's appreciation and fun wherein her were a lot of fun activities for the employees with a DJ night with food and drinks and dance the people who completed one year were given token of appreciation employees were informed to participate in various completion like singing dancing fashion show etc.

3.1.9.g Editing Video of Town Hall event

Making a video of the townhall event edit it add transitions for the video add pictures from the event and create memory video and post it on the social media and linkdin

3.1.9.h Enquiring for ODC

Calling all the hotel management collages in an around and asking for training and placement faculty's contact details and calling on that number asking if any student is available for doing ODC than fixing meetings with the Human Resources Manager and then continuously keeping contact with them.

3.1.9.i ODC Follow Ups

It is basically checking on them if they are doing the work or not their grooming standards and giving them the basic requirements as mentioned to them than hand overring to concerned department and end of the day making sure that they are paid by making them a petty cash voucher n submitting in finance and taking cash and hand overring to the ODC for the day.

3.1.9.j Statutory Compliance in Human Resources.

It basically refers to the adherence of various labour and employment laws, regulations, and guidelines set forth by the government and relevant authorities. These laws are designed to protect the rights and interests of both employees and employers, ensuring fair and ethical practices in the workplace. Non-compliance with these regulations can result in legal liabilities, penalties, and reputational damage

Employment Contracts: Ensuring that employment contracts are in accordance with labour laws, covering terms and conditions of employment, notice periods, probation periods, and any specific clauses required by law.

Minimum Wage: Adhering to minimum wage laws and ensuring that employees are paid at least the legally mandated minimum wage for their work.

Working Hours and Overtime: Complying with laws related to working hours, breaks, and overtime. Some countries have laws regulating maximum working hours per day/week and requirements for overtime compensation.

Leave Policies: Implementing and managing leave policies in line with laws governing paid leave, public holidays, sick leave, maternity/paternity leave, and other types of leave.

Equal Opportunity and Anti-Discrimination: Ensuring a workplace free from discrimination, harassment, and bias based on factors such as gender, age, race, religion, disability, or sexual orientation.

Health and Safety: Adhering to occupational health and safety regulations, providing a safe working environment, conducting regular safety audits, and addressing employee safety concerns.

Social Security and Benefits: Compliance with laws related to provident fund contributions, social security, insurance, and other employee benefits.

Tax Deductions: Properly deducting and remitting employee income taxes and other relevant taxes as required by law.

Employee Records: Maintaining accurate and up-to-date records of employee information, contracts, attendance, leaves, and other relevant details as required by law.

Termination and Severance: Following legal procedures when terminating employees, including providing adequate notice or severance pay as per applicable laws.

Data Protection: Ensuring compliance with data protection and privacy laws when collecting, storing, and using employee personal information.

Employment of Minors: Adhering to laws regulating the employment of minors and ensuring their rights and protection are upheld.

Trade Union and Labour Relations: Abiding by laws related to the formation and functioning of trade unions, as well as maintaining healthy labour relations.

Employment Eligibility Verification: Verifying the eligibility of employees to work in the country by adhering to immigration and work authorization laws.

HUMAN RESOURCES – Retunes (annual, half, yearly, quarterly)

PF /ESIC – Registration & Challans

PF /ESIC – Employees Quires

Shop & Establishment Act

Labour /Returns laws > Radisson – Hospitality >(Shop & Establishment Act)

Annual Returns >S&E > Minimum Wages Act > Payment of Wages Act > Maternity Act > CLRA Act > LWF > POSH(prevention of sexual harassment) Returns

Quarterly > GR1 > S&E Form XXIX

Half Yearly > LWF **>** S&E Form XXIX

3.1.9.k Accommodation Visit

It is a basically done for the person who is coming for the position of a manager wherein we need to make sure that before they arrive their accommodation is ready for them check the cleanliness and basic facilities in the apartment are available

3.1.9.l Making Invitation /Posters

Making invitations or posters for any events functions or celebrations or for anyone who is completing one year or it's his birthday or any achievements for that month**.**

3.1.9.m Activity Calendar & MOD (Manager on Duty) Calendar

Activity calendar is made for every month which is like a calendar but has an event or function or something on it like it has all the important dates on it and like it has townhall fun Friday or a movie day on it and according to that the events are organized for its employees so that they don't miss on anything.MOD calendar is made for every month wherein the hods have to be MOD (Manager on duty) at night and check on the hotel operations in the absence of other managers.

3.1.9.n Decoration for townhall/ annual function and wear week

It basically is decorating the banquet for event like townhall every month and annual day decoration and decorating during wear week and for the last day event.

3.1.9.o Fun Friday every week

"Fun Friday" is a popular concept where organizations, including hotels, arrange enjoyable and engaging activities for employees to unwind and build team camaraderie. fantastic way to boost employee morale, foster teamwork, and create a positive work environment Themed Dress-Up Day, Outdoor Picnic or BBQ, Trivia or Quiz Challenge, Cooking or Baking Competition, Talent Show , Game Day, Movie Screening, Outdoor Sports or Games, Craft or DIY Workshop, Karaoke Night, Wellness Activities

3.1.9.p Maintaining CVS

Maintaining CVs (Curriculum Vitae or resumes) is an important aspect of the human resources (Human Resources) process. Effectively managing CVs ensures that a company has access to a pool of qualified candidates for potential job openings and helps in streamlining the recruitment process

3.1.9.q Screening cv for internship

Screening CVs for internships involves evaluating candidates' qualifications, skills, and experiences to identify those who are the best fit for the internship position. Here's a step-by-step guide on how to effectively screen CVs for internship roles:

- Define Internship Requirements
- Develop Screening Criteria
- Review CVs
- Prioritize Relevant Experience
- Assess Skills and Achievements
- Check Educational Background
- Review Projects and Extracurricular Activities

- Evaluate Soft Skills
- Look for Cultural Fit
- Verify References (if applicable)
- Shortlist Candidates
- Rank Candidates (Optional
- Contact Shortlisted Candidates

3.1.9.r Invoice filling for Finance

Filling invoices in the finance department involves accurately recording and documenting financial transactions between your organization and its clients, customers, or vendors. This process is crucial for maintaining financial transparency, tracking payments, and managing accounts payable or receivable.

3.1.9.s Filing Bills

Assign Invoice Numbers: Assign unique invoice numbers to each invoice. This helps in tracking and referencing invoices later.

Ensure Accuracy: Double-check all the details on the invoice to ensure accuracy. Mistakes in details like amounts, dates, or client information can lead to confusion and delays in payment.

Classify Invoices: Categorize invoices based on whether they are incoming (accounts receivable) or outgoing (accounts payable). This categorization is essential for financial reporting and analysis.

Organize Supporting Documents: Attach any necessary supporting documents to the invoice, such as purchase orders, delivery receipts, or contracts. This helps in validating the invoice's accuracy.

3.1.9.t Writing a Cheque

It was basically writing cheques as a part of my finance training wherein the cheques were written and then submitted **Date**, **Payee**, **Amount in Numbers, Amount in Words**, **Account Number** (Optional), **Signature**

3.1.9.u Scanning of documents

Scanning involves converting physical documents, pictures, or other media into digital format. This is commonly done using a scanner, which is a device that captures an image or text and creates a digital copy of it. Here's how the process generally works. Prepare the Document, Choose Settings, Start Scanning, Save the File.

3.1.9.v Printing of documents

Printing involves creating physical copies of digital documents or images. This is done using a printer, which transfers the digital data onto paper or other printing media. Here's a general overview of the printing process: Prepare the Document, Choose Printer and Settings, Print the Document, Collect the Printed Document

3.1.9.w Photo copy

Photocopying is a process that allows you to make exact duplicates of printed or written materials. It's a convenient way to reproduce documents, images, and text without having to retype or recreate them from scratch. Here's a simple breakdown of how photocopying works: Original Document, Photocopier Setup, Settings, Copying, Printing, Collect Copies

3.1.9.x Bill checking

Bill checking" typically refers to the process of reviewing and verifying bills or invoices for accuracy and legitimacy. This process is important to ensure that you are being charged correctly for goods and services and to prevent errors or fraudulent charges.

Receive the Bill/Invoice: You will receive a bill or invoice from a service provider, vendor, or company for products or services you have received. This could be for utilities, rent, groceries, medical services, or any other type of expense.

Review the Details: Carefully go through the bill or invoice to understand what charges are being applied.

Description of Charges: Make sure you understand what each charge is for. There should be a clear description of the products or services provided.

Quantities and Rates: Verify that the quantities and rates listed on the bill match what you expect based on your usage or purchase.

Dates: Check the billing period or date of the transaction to ensure accuracy.

Check for Errors: Look out for any errors, discrepancies, or unexpected charges. These could be incorrect quantities, overcharges, duplicate charges, or charges for items you didn't receive.

Compare to Agreements: If you have a contract, service agreement, or purchase order, compare the bill to these documents to ensure that the charges align with what was agreed upon.

Contact the Provider (if needed): If you identify any discrepancies or errors, get in touch with the service provider or vendor to clarify the issue. They might be able to explain the charges or correct any mistakes.

Verify Legitimacy: Especially if the bill comes from an unfamiliar source, make sure the invoice is legitimate. Scammers sometimes send fake invoices in hopes of getting people to pay for services they never received.

Make Payment: If you're satisfied that the bill is accurate and legitimate, you can proceed with making the payment by the due date. This could involve sending a check, making an online payment, or following the payment method specified on the invoice.

3.1.9.y Searching of missing documents during audit

Searching for missing documents during an audit is a crucial process to ensure the accuracy, completeness, and reliability of the audit findings. Audits involve examining financial records, transactions, and other documentation to assess the financial health and compliance of an organization. When certain documents are missing, it can impact the audit's conclusions and raise concerns about the organization's record-keeping practices Start by compiling a comprehensive list of the documents that are expected for the audit. This list should include financial statements, invoices, receipts, contracts, agreements, bank statements, payroll records, and any other relevant documentation Physically search file cabinets, storage rooms, and other physical storage spaces where documents might be kept. Also, search digital folders, shared drives, and document management systems for electronic copies.

3.1.9.z Documents searching from the system according to the Pv number

Searching for documents in a computer system based on a specific "PV number" involves using the system's search capabilities to locate and retrieve documents associated with that particular reference number.

Inventory Management System: Log in to the computer system where the documents are stored. This could be a file server, cloud storage, document management software, or any other system used to organize and store electronic documents.

Enter the PV Number: In the search field, enter the PV number for which you are looking for documents. Make sure to enter the number accurately to ensure a successful search.

Initiate the Search: Press the "Search" button or hit "Enter" to start the search. The system will then scan its database or repository for documents associated with the provided PV number.

Review Search Results: The system will display a list of documents that match or are related to the provided PV number. The results might include file names, document titles, or other relevant information.

Click on Relevant Document: Identify the document you're looking for based on the search results. Click on the document's title or icon to open and view its contents.

Retrieve and Use the Document: Once the document is open, you can review its contents, verify its accuracy, and use it for your intended purpose.

Close the Document/Search: After you've found and used the document as needed, you can close the document and the search interface

4. CHALLENGES

During my internship in the hospitality sector, I had the privilege of working in the administrative section of the back of the house, specifically within the Human Resources and Finance departments. This role presented me with a mix of challenges that gave me a deep understanding of the crucial role these departments play in the hotel industry. One of the first challenges I encountered was the ever-changing schedule. The long and irregular hours required to meet company's demands were a stark contrast to what I was accustomed to. Balancing work with my personal commitments and trying to maintain a semblance of routine was quite a struggle. However, this experience taught me the importance of time management and finding ways to recharge in the midst of a demanding schedule. Multitasking became a constant companion throughout my internship. It was overwhelming initially, but over time, I gained the ability to prioritize tasks and remain organized in the midst of chaos. The second challenge I faced was free internship wherein I was not paid anything as stipend as I as told to work without any stipend or travel allowance. However Working closely with diverse teams exposed me to various work styles and communication patterns. Collaborating effectively and ensuring everyone was on the same page required patience and adaptability. It wasn't always smooth sailing, but this experience taught me the significance of clear communication and the strength that lies in teamwork. Cultural sensitivity was another learning curve. Interacting with people from diverse backgrounds highlighted the importance of understanding different customs and norms. While it was occasionally challenging to navigate these cultural differences, it opened my eyes to the richness of human diversity and the importance of respect and inclusivity. In the Human Resources department, I faced the dynamic challenge of managing employee onboarding and training processes. The hospitality industry's fast-paced nature meant that new employees joined the team frequently, and ensuring their smooth integration was essential. Learning the intricacies of the onboarding process, from paperwork and documentation to training schedules, demanded strong organizational skills and meticulous attention to detail. Navigating the diverse personalities and needs of the employees was an invaluable learning experience. From coordinating work schedules that aligned with both business requirements and individual preferences, to addressing conflicts and concerns, I honed my diplomacy and communication skills. This hands-on interaction with employees taught me the value of empathy and active listening in maintaining a harmonious work environment. In the Finance department, I was tasked with administrative responsibilities that included filling

documents, writing cheques, and handling bills. Though these tasks might seem routine, they presented their own set of challenges. Ensuring accuracy and timeliness in document processing was essential to maintain the financial integrity of the organization. The meticulousness required in these tasks taught me the importance of attention to detail and the critical role it plays in financial operations. Additionally, learnt managing vendor and supplier relations, even in an administrative capacity, provided me with insight into the importance of maintaining positive relationships. While I wasn't involved in complex negotiations, I learned how open and clear communication contributes to the smooth flow of supplies and services. Reflecting on my time in the Human Resources and Finance departments, I am grateful for the multifaceted challenges I encountered. I recognize that these challenges were instrumental in shaping my growth. These experiences not only added to my skill set but also deepened my appreciation for the intricate processes that drive the hospitality industry behind the scenes. Adapting to the fast-paced nature of the hospitality sector, managing diverse responsibilities, and learning to communicate effectively in high-pressure situations have given me a newfound confidence and a skill set that extends beyond the realm of hospitality the internship taught me that even seemingly small tasks contribute significantly to the overall success of an organization. As I progress in my career, I carry the lessons from my internship, ready to contribute effectively to various administrative roles within the hospitality sector or any other industry. This experience has taught me resilience, adaptability, and the value of stepping out of my comfort zone to embrace the unknown.

APPENDIX I

FIGURES TABLES AND CHARTS

Figure no 1: Hotel Brands

Figure no 2: Hotel Belives

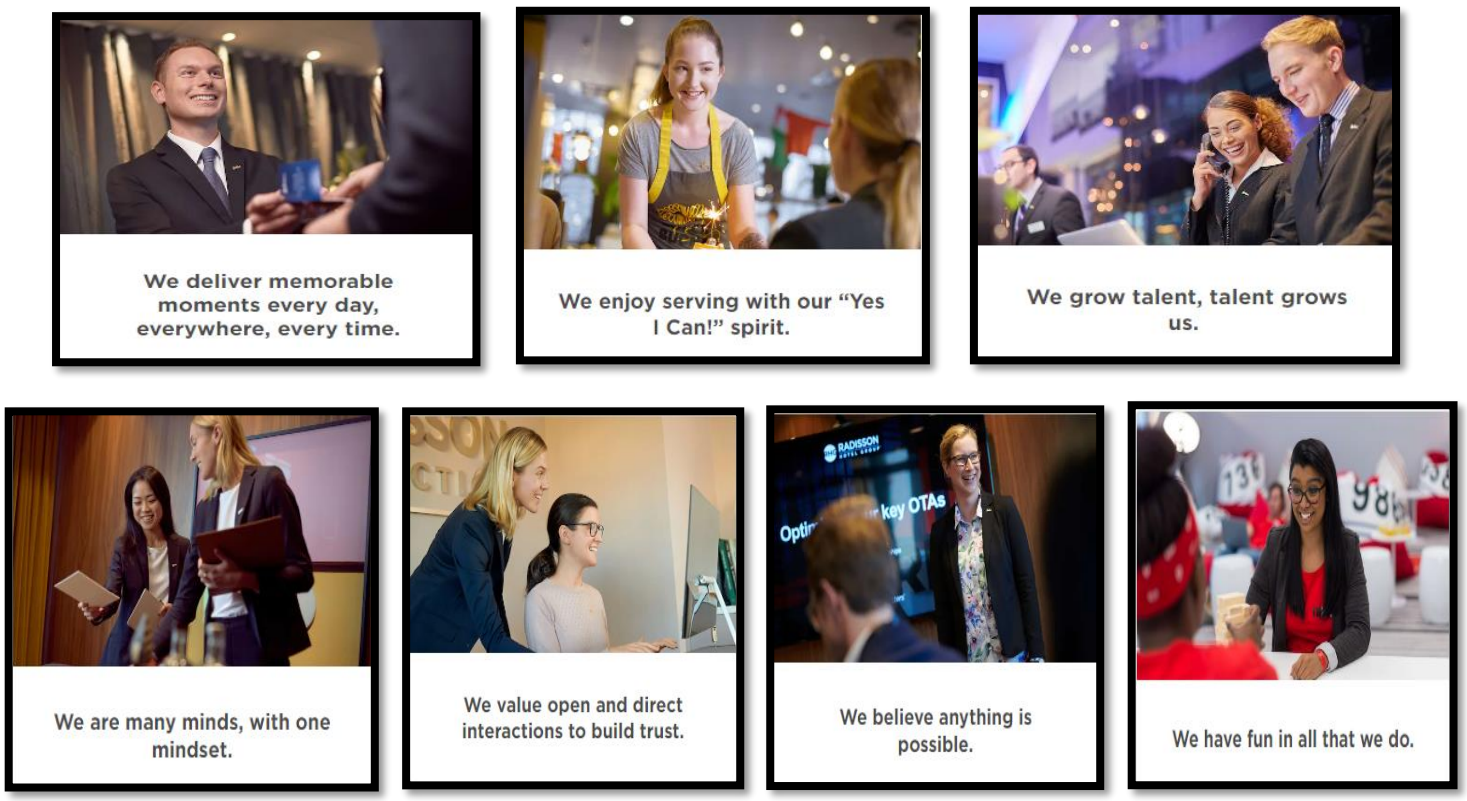


Figure No 3 : Raddison Brands

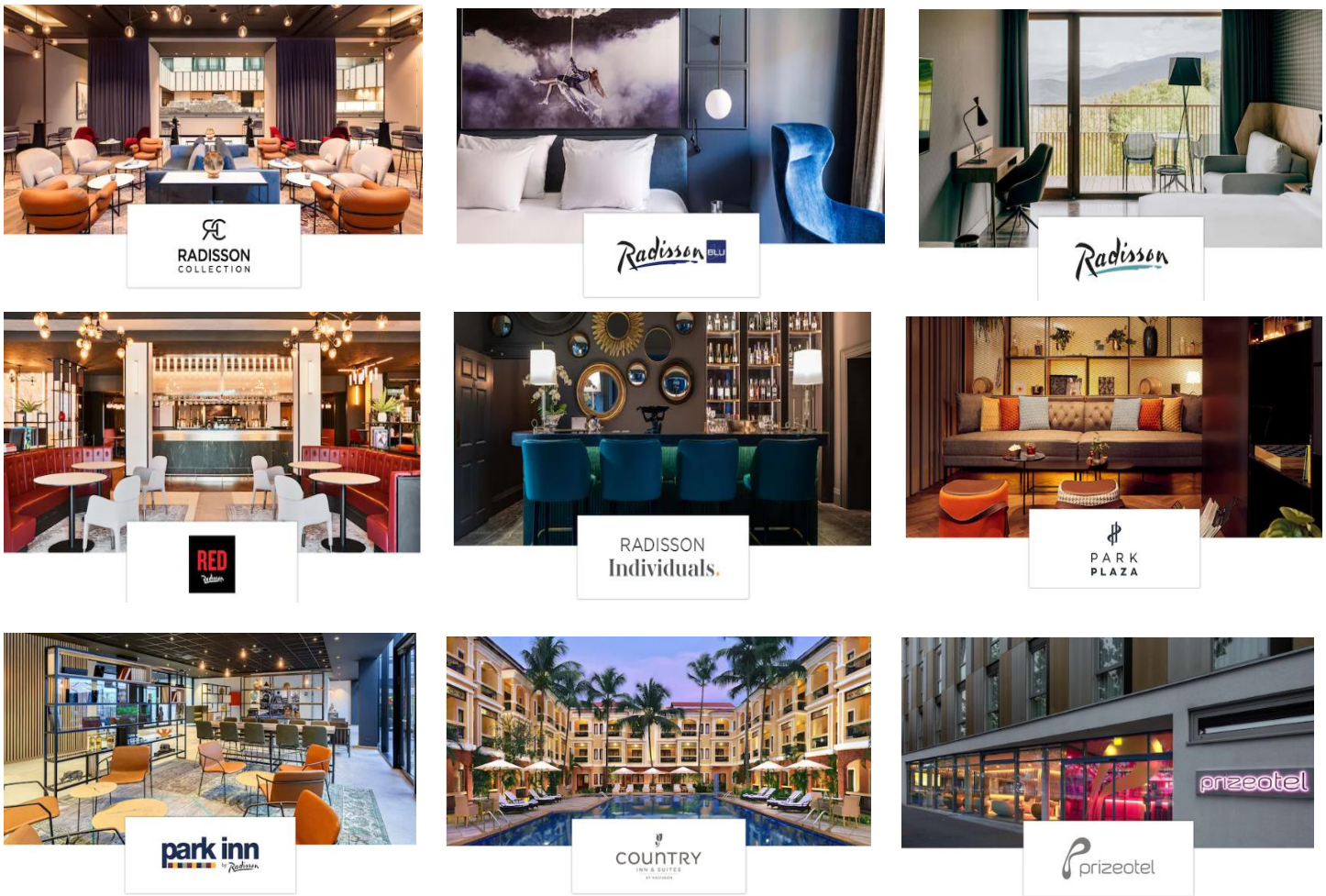
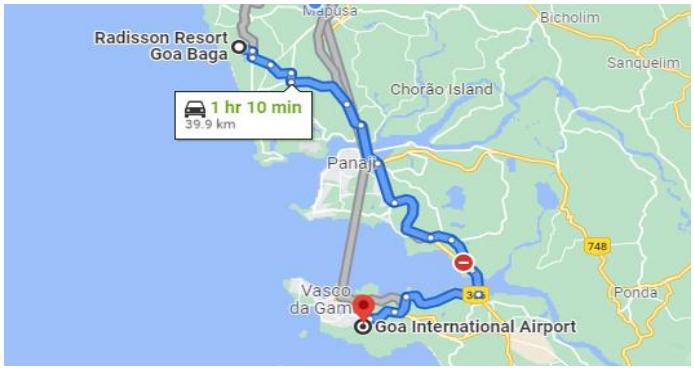


Figure No 4: Hotel Picture

Figure No 5: Hotel Connectiviy Map From Airport And Railway Station



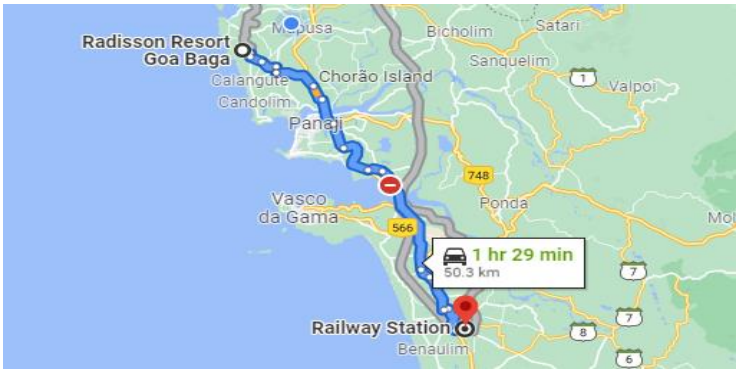


Figure no 6 : Nearby Attraction

Baga Beach
1.08 mi / 1.74 km from the hotel

The famous Baga Beach is a hotspot for tourists and watersports lovers in North Goa. Also known as "The Hometown of Nightlife", Baga is one of the most popular beaches in Goa and offers everything from banana rides and parasailing to dolphin spotting and discos.

Baga River
0.57 mi / 0.92 km from the hotel

Skirting the sides of the popular Baga Beach is the beautiful Baga River. The river flows into the Arabian Sea and is a calm and quiet escape for travelers looking to take in the stunning green scenery and coconut trees.

Saturday Night Market
0.66 mi / 1.06 km from the hotel

Held in the cities of Arpora and Baga, the Saturday Night Market is every food lover's dream. Boasting hundreds of food stalls offering cuisines from all around the world, local and foreign boutiques, and designer stalls, there is something for everyone at this fascinating flea market.

Figure no 7 : Nearby Attraction

Calangute Beach
1.45 mi / 2.34 km from the hotel

Known as the "Queen of Beaches" in Goa, Calangute Beach is the largest and liveliest beach in North Goa, catering to all types of travelers with watersports, busy beach parties, and glorious scenery from sunrise to sunset.

Fort Aguada
5.4 mi / 8.7 km from the hotel

Built in 1612, this legendary Portuguese fort housed a natural spring that allowed passing ships to replenish their water supplies. When you visit this massive structure, be sure to capture the sweeping views from its four-story lighthouse.

Chapora Fort
2.71 mi / 4.36 km from the hotel

Once a strategic military location, the Chapora Fort is now a popular tourist spot thanks to the commanding views of Chapora Rriver, Vagator Beach, and the Arabian Sea. While little remains of the old fort, the glory and legends of the great battles once fought there still attract many visitors.

Figure no 8 : Rooms

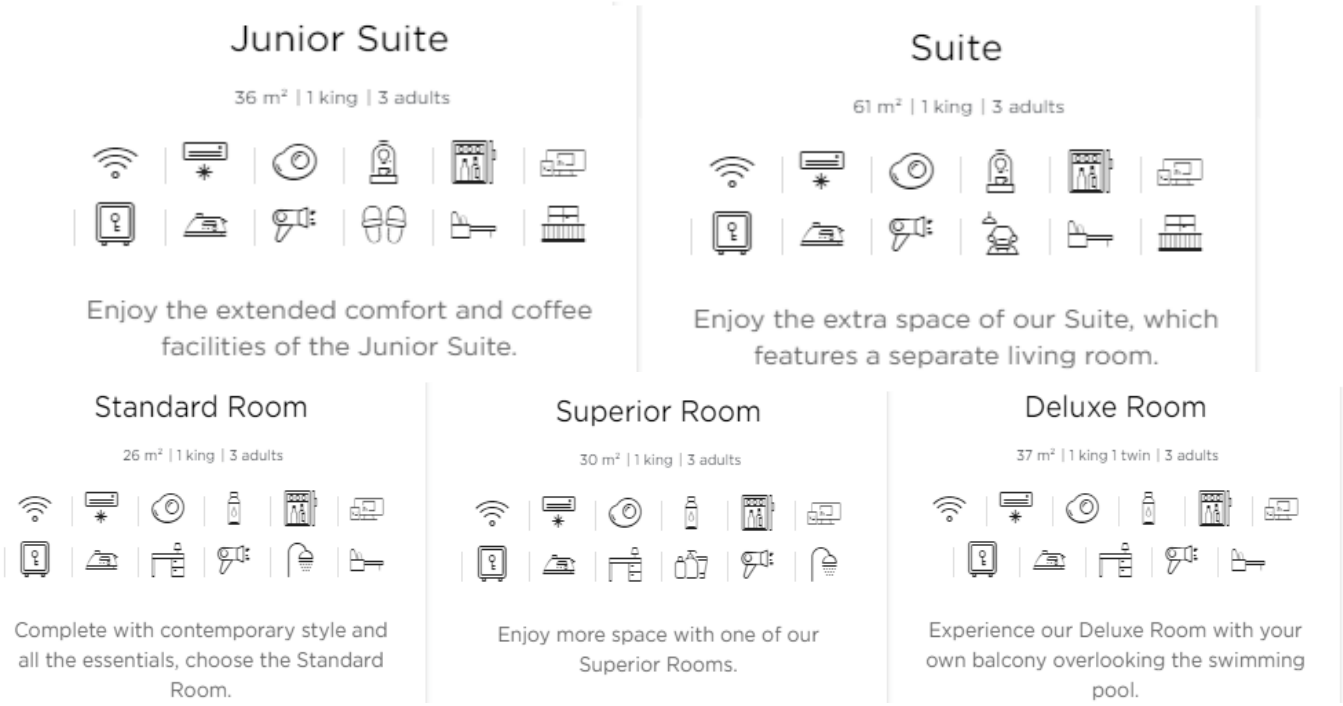


Figure No 9 : Hotel Rooms

Figure No 10 : Services

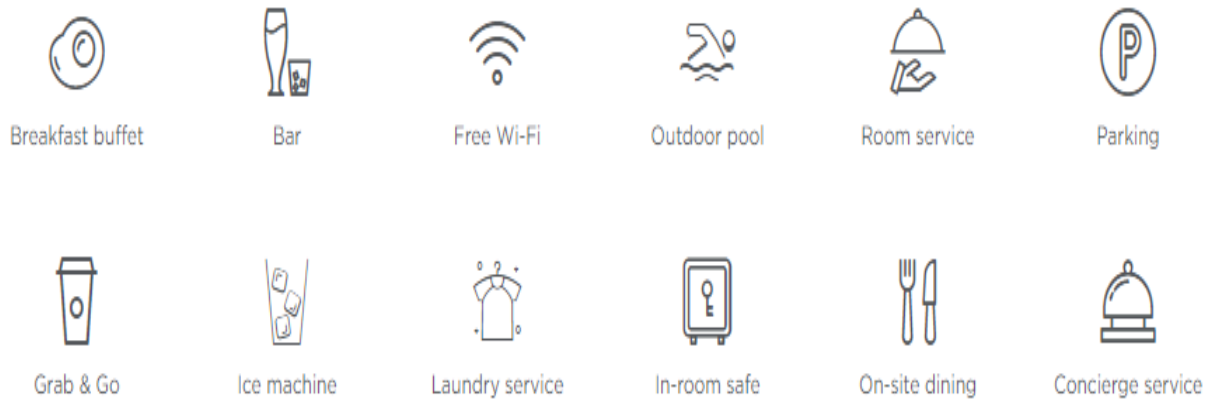


Figure No 11: Café De Port

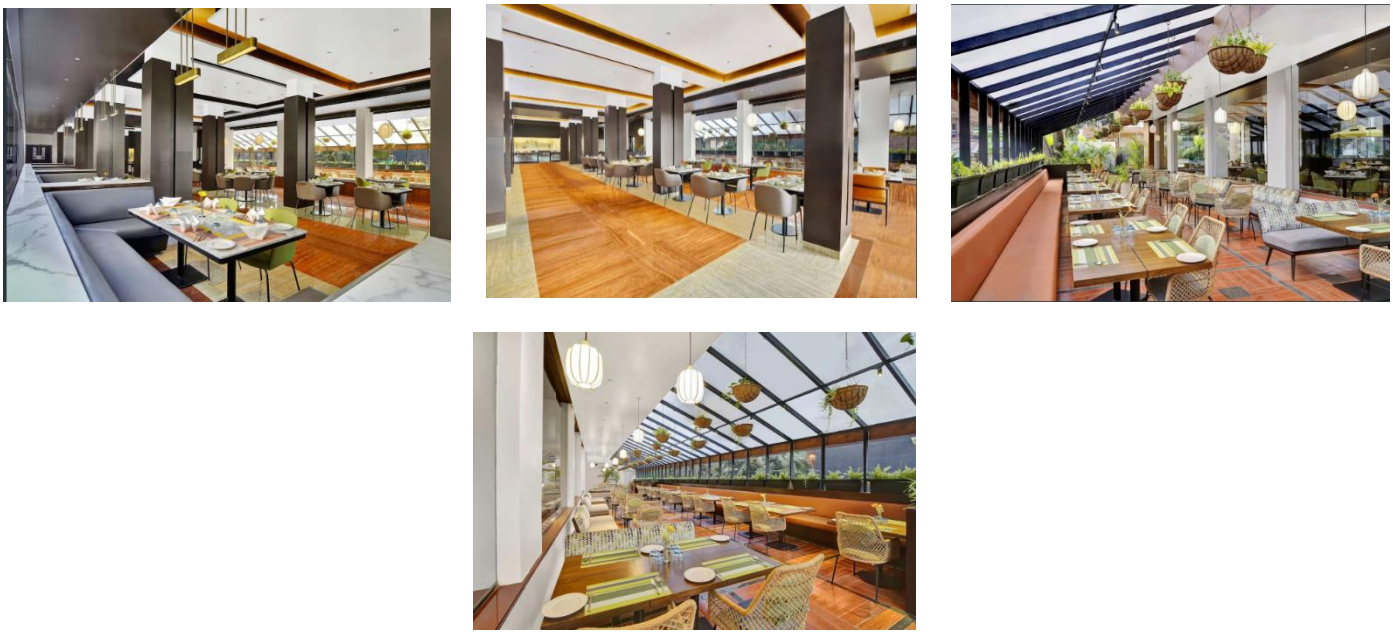


Figure No 12 : Juleep

Figure No 13 : Key Features

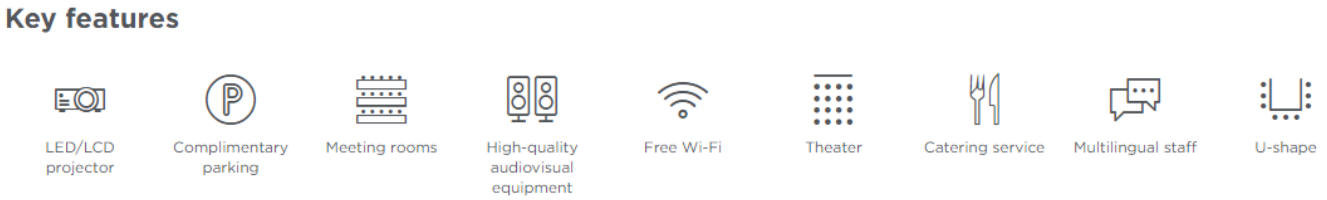


Figure No 14: Organisational Chart

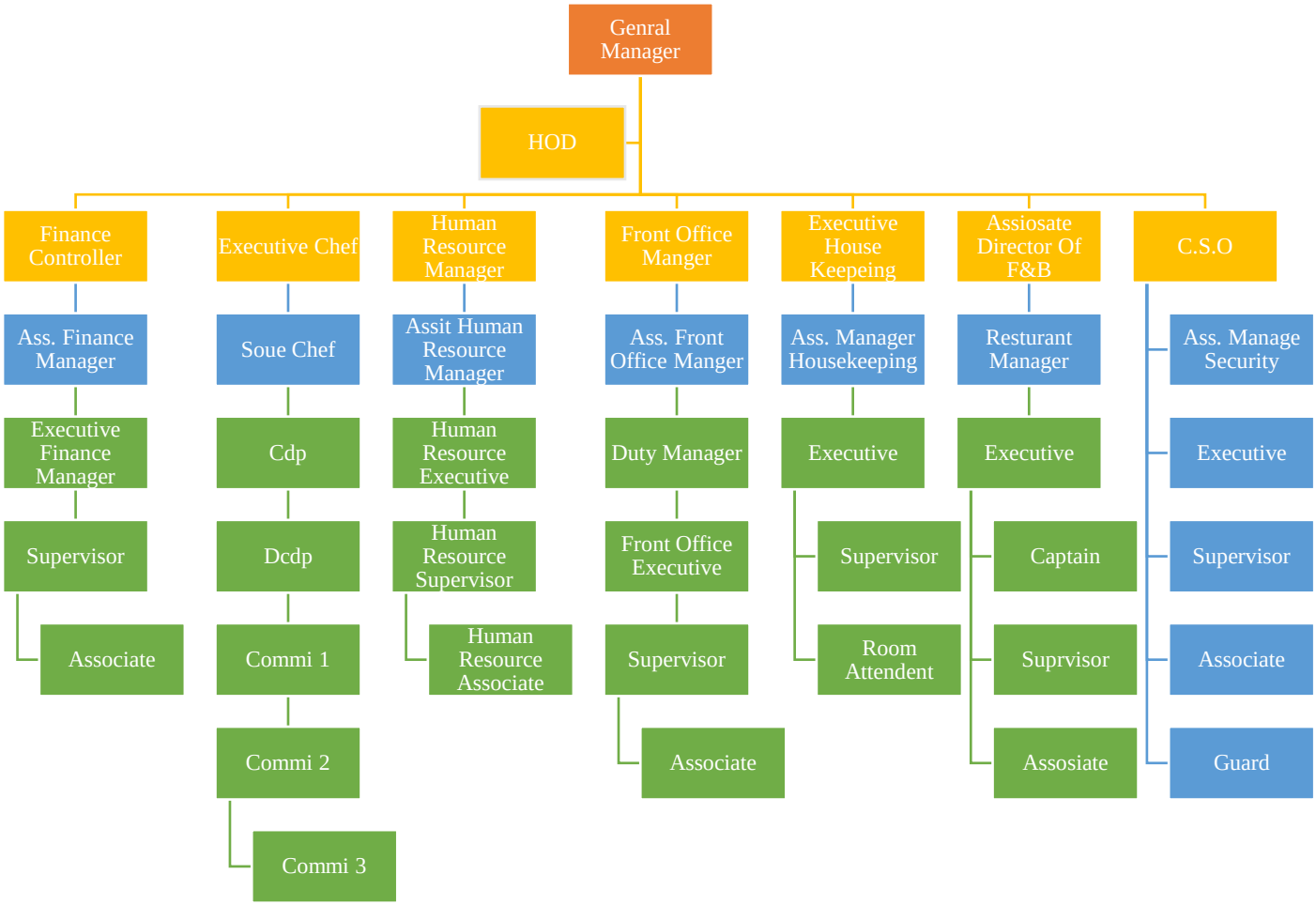


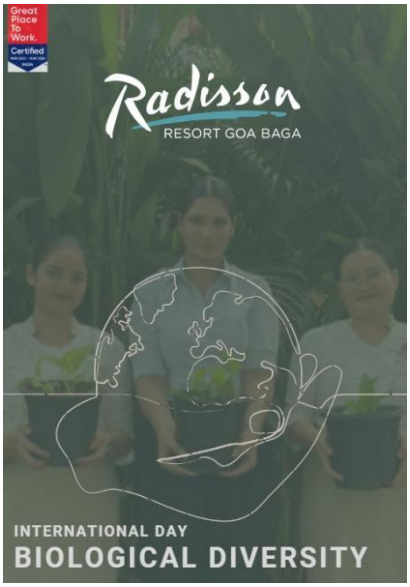
Figure No 15 : Human Resources Department chart

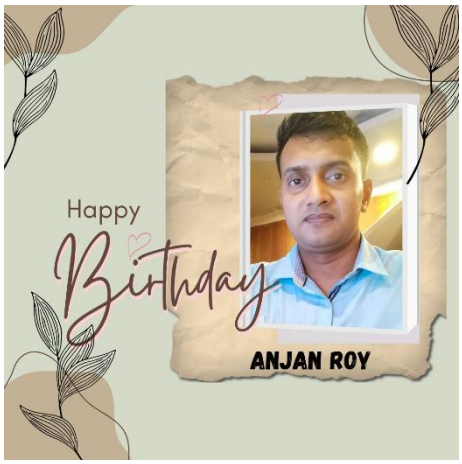
Figure No 16 : Finance Department chart

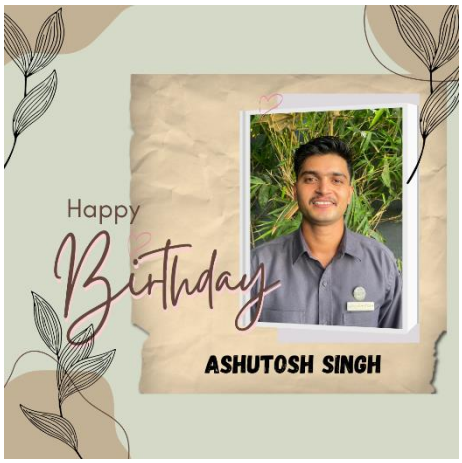
Figure No 17 : Human Resources Operations

APPENDIX II

SAMPLE OF WORK DONE



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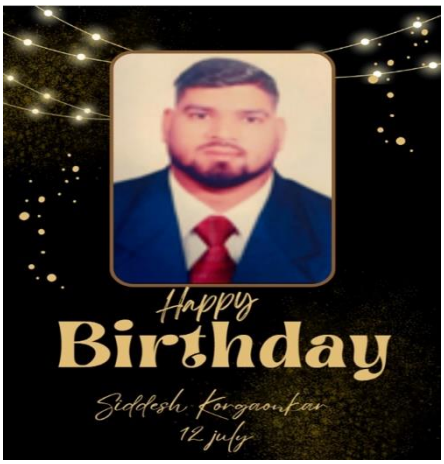
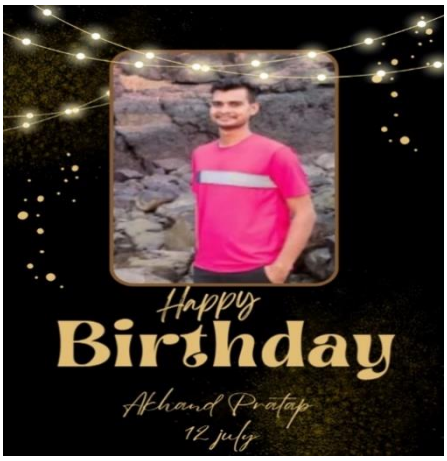
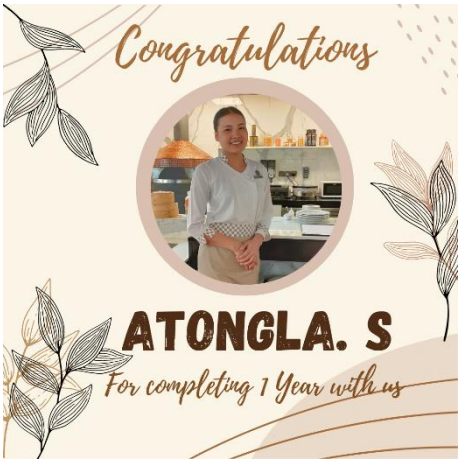
Birthday
ASHUTOSH SINGH

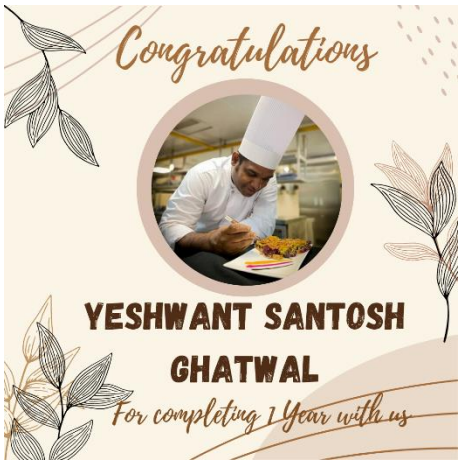

Happy
Birthday
Siddesh Korgaonkar
12 july


Happy
Birthday
Akhand Pratap
12 july

Congratulations
TAPAN NATH
For completing 1 Year with us

Congratulations
SHILPA BARIK
For completing 1 Year with us


Congratulations
ATONGLA. S
For completing 1 Year with us

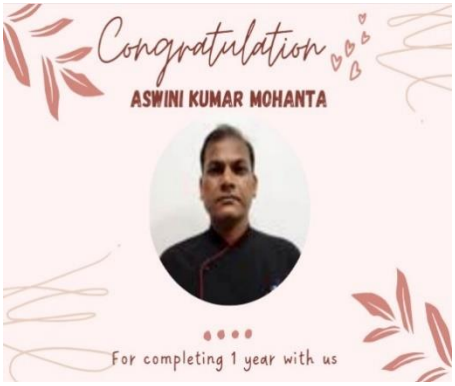

Congratulations
YESHWANT SANTOSH GHATWAL
For completing 1 Year with us

Congratulations
LALSAHAB RAMAKANT MAURYA
For completing 1 Year with us

Congratulations
Sameer Gorekar.
For completing 1 year with us ....

Congratulation
JAGADISH VISHWAKARMA
1
For completing 1 year with us

Congratulation
JYOTINDRA BASNET
For completing 1 year with us

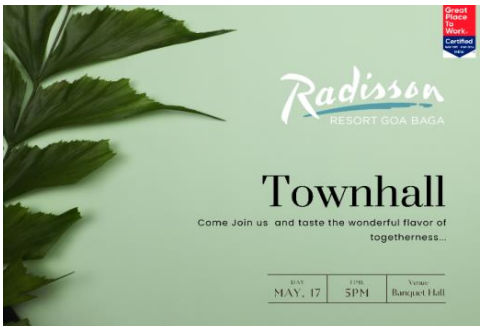

Congratulation
ASWINI KUMAR MOHANTA
For completing 1 year with us

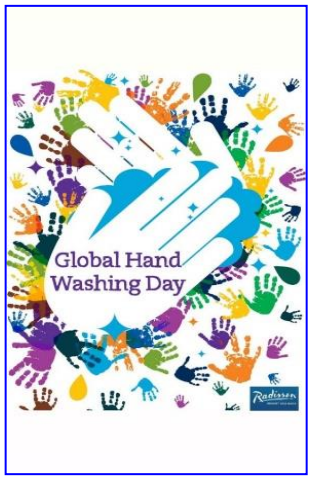
WORLD
ENVIRONMENT DAY
SAVE OUR
ENVIRONMENT
Radisson
RESORT GOA BAGA

World
BAKERS
Day
Radisson
RESORT GOA BAGA

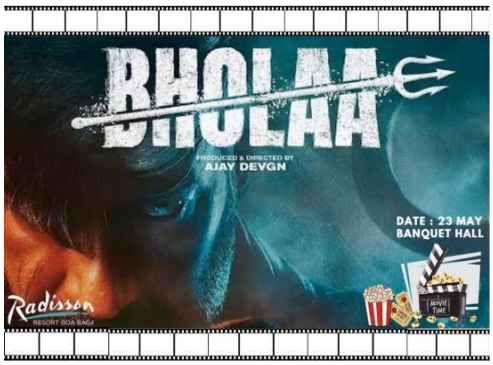
WORLD
COCKTAIL
DAY !!!
Radisson

Radisson
RESORT GOA BAGA
CELEBRATES THE ACHIEVEMENTS OF OUR ENGINEERS & TECHNOLOGICAL INNOVATORS WHO MADE OUR LIVES AND PROCESSES EASIER FOR US !
National
Technology
Day


Radisson
RESORT GOA BAGA
Townhall
Come Join us and taste the wonderful flavor of togetherness...
MAY, 17
5PM
Banquet Hall


Global Hand
Washing Day
Radisson

1
YEARS
Radisson
RESORT GOA BAGA

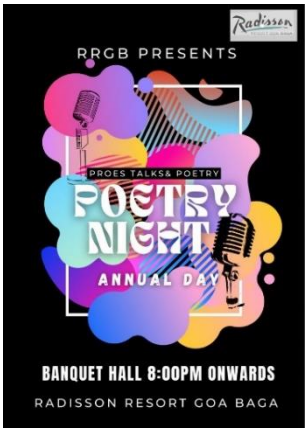

BHOLAA
PRODUCED & DIRECTED BY
AJAY DEVGN
DATE : 23 MAY
BANQUET HALL
Radisson

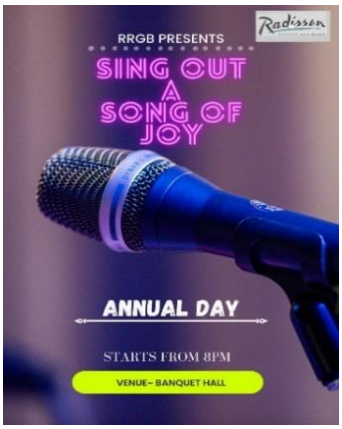
Radisson
WE JOYFULLY INVITE YOU TO
THE ANNUAL DAY
18th June 2023 | 8.30 PM
VENUE : BANQUET HALL

International Day for
Biological Diversity
22 May
Radisson

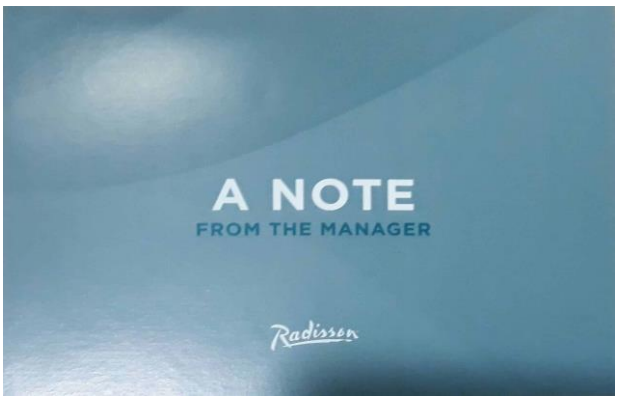
TWENTY TWENTY THREE
Summer Holiday

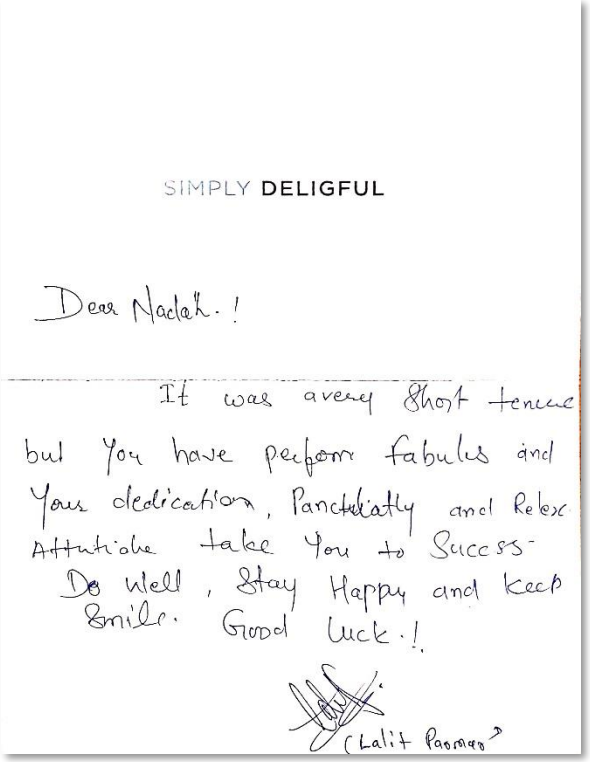
DANCE
night
Take More Chances Dance More Dances
17. 06. 2023
DOORS OPEN : 8PM ONWARDS
RADISSON RESORT GOA BAGA
Banquet Hall


Radisson
RRGB PRESENTS
PROES TALKS& POETRY
POETRY
NIGHT
ANNUAL DAY
BANQUET HALL 8:00PM ONWARDS
RADISSON RESORT GOA BAGA


Radisson
RRGB PRESENTS
SING OUT
A
SONG OF
JOY
ANNUAL DAY
STARTS FROM 8PM
VENUE- BANQUET HALL

Viva
SÃO JOÃO
Radisson





SIMPLY **DELIGFUL**

Dear Nadah.!

It was a very short tenure but you have perform fabulus and your dedication, Panctuiatly and Relex Attutiohe take you to Success. Do well, Stay Happy and keep Smile. Good luck.!

(Lalit Parmar)

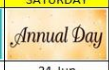
APPRENTICE,INDUSTRIAL TRAINEES & JOB TRAINEES SCHEDULE CUM STIPEND SHEET MAY 2023

SR.NO	NAME	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
1	TANAY	P	W/O	P	P	P	P	P	P	P	W/O	P	P	P	P	P	P	W/O	P	P	P	P	P	P	W/O	P	P	P	P	p	p
2	SANJAY SINGH	P	P	P	P	P	P	P	P	P	P	P	P	W/O	W/O	P	P	P	P	P	P	P	P	P	W/O	W/O	P	P	P	p	p
3	Gagan	P	P	W/O	P	P	P	P	P	P	P	P	P	P	W/O	P	P	P	P	P	P	P	P	P	W/O	P	W/O	P	P	p	p
4	Shweta Gurung	P	P	P	W/O	AB	AB	P	AB	P	P	W/O	P	P	P	P	P	P	P	P	P	P	P	P	P	W/O	P	P	P	W/O	AB
5	VIPIN SINGH	P	P	P	P	W/O	P	P	P	P	P	LEFT																			
6	ADARSH KUMAR	P	W/O	P	P	P	P	P	W/O	P	P	LEFT																			
7	AMAN CHANONI	W/O	P	P	P	P	P	P	P	P	P	LEFT																			
8	ABHISEKH GUNSOLA	P	P	P	P	P	P	W/O	P	P	P	P	P	W/O	P	P	P	P	P	P	P	P	P	P	P	P	P	W/O	W/O	p	p
9	MOHIT SINGH	P	P	P	P	P	P	P	W/O	P	P	P	P	P	W/O	P	P	P	P	P	P	P	P	P	P	P	W/O	P	p	p	p
10	AYUSH NEGI	P	P	P	P	P	P	W/O	P	P	P	P	P	P	W/O	P	P	P	P	P	P	P	P	P	P	P	P	P	P	W/O	W/O
11	HAPPY RANA	P	P	W/O	P	P	P	P	P	P	P	P	W/O	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	W/O	W/O	p
12	VANASH BOTALA	P	P	P	P	W/O	P	W/O	P	P	P	P	P	P	P	P	W/O	P	P	P	P	P	P	P	P	P	W/O	P	p	p	p
13	MANISH RANA	P	P	P	P	P	W/O	P	P	P	P	P	P	P	P	W/O	P	P	P	P	P	P	W/O	P	P	P	P	P	P	p	p
14	DEMZIL DOZA	P	P	P	W/O	AB	AB	AB	P	W/O	AB	P	P	P	P	P	P	P	P	P	P	P	P	P	W/O	W/O	AB	P	P	p	p
15	SHIVAM GUSAIN	P	P	P	W/O	P	P	P	P	P	P	P	P	P	W/O	P	P	P	P	P	P	P	P	P	P	W/O	P	P	P	p	p
16	SHUBHAM SINGH	P	P	W/O	P	P	P	P	P	P	P	P	P	W/O	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	p	p
17	AMIT SINGH	P	P	P	P	P	W/O	P	P	P	P	P	P	P	P	W/O	P	P	P	P	P	P	P	P	W/O	P	P	P	P	p	p
18	RAJESH	P	W/O	P	P	P	P	P	P	W/O	P	P	P	P	P	P	P	P	P	P	P	P	P	P	W/O	P	P	P	P	p	p
19	VIPIN SINGH BHANDARI	P	P	P	P	P	P	P	P	W/O	P	P	P	P	P	P	P	W/O	P	P	P	P	P	P	P	W/O	P	P	P	p	p
20	NEERAJ SINGH	W/O	P	P	P	P	P	P	P	P	P	P	P	W/O	P	P	P	P	P	P	P	P	P	P	P	P	P	W/O	W/O	p	p
21	GEORGE UNNI	P	P	W/O	P	P	P	P	P	P	P	P	P	W/O	W/O	P	P	P	P	P	P	P	P	P	P	W/O	P	P	P	p	p
22	AKASH	W/O	W/O	P	P	P	P	P	P	P	P	P	W/O	P	P	P	P	P	P	P	P	P	P	P	W/O	P	P	P	P	p	p
23	PANKAJ KUMAR JOSHI	P	P	P	P	P	P	P	P	P	P	W/O	P	P	P	P	P	P	P	P	P	P	P	P	W/O	P	P	W/O	P	W/O	p
24	SRIKAR	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB
25	NISHANTH	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB
26	MOHD YUSHUF	P	P	P	P	P	P	P	P	W/O	P	P	P	P	P	P	W/O	P	P	P	P	P	P	P	P	P	P	W/O	P	p	p
27	NADAH SHAIKH	P	P	P	W/O	P	P	P	P	P	P	W/O	P	P	P	P	P	P	P	P	P	P	P	P	P	W/O	P	P	P	W/O	p
28	MANISH KUMAR	P	P	P	P	P	P	P	P	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB
29	MANOJ KUMAR	P	P	P	P	P	P	P	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB
30	AJAY BHATT																		P	P	P	P	P	P	P	W/O	P	P	p	p	p
31	RAHUL																		P	P	P	P	P	P	W/O	P	P	P	P	W/O	p
32	SOURABH JADHAV																				P	P	P	P	P	P	W/O	P	P	p	p
33	SHUBHAM MISHRWAN																						P	P	P	P	P	P	P	p	p
34	DHANVEER SINGH																						P	P	P	P	P	P	P	p	p

MOD ROASTER JULY 2023

01-Jul	02-Jul	03-Jul	04-Jul	05-Jul	06-Jul	07-Jul	08-Jul	09-Jul	10-Jul
Saturday	Sunday	Monday	Tuesday	Wenesday	Thrusday	Friday	Saturday	Sunday	Monday
Shruti B	Sachin	Praveen T	Sarvesh L	Bruce	Mrunal .H	Mangesh P	Shruti B	CSO	Ghanshyam
11-Jul	12-Jul	13-Jul	14-Jul	15-Jul	16-Jul	17-Jul	18-Jul	19-Jul	20-Jul
Tuesday	Wenesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wenesday	Thursday
Ashwini	Praveen T	Lalit P	Sarvesh L	Ghanshyam	Sachin	Mrunal H	Akhil S	Ashwini	Lalit P
21-Jul	22-Jul	23-Jul	24-Jul	25-Jul	26-Jul	27-Jul	28-Jul	29-Jul	30-Jul
Friday	Saturday	Sunday	Monday	Tuesday	Wenesday	Thursday	Friday	Saturday	Sunday
Mangesh P	Shruti B	Praveen T	Ghanshyam	Ashiwini M	Bruce	Akhil S	Sarvesh L	CSO	Sachin
31-Jul									
Monday									
Mrunal .H									

ACTIVITY CALENDAR JUNE 23

			01-Jun	02-Jun	03-Jun	04-Jun
			THURSDAY	FRIDAY	SATURDAY	SUNDAY
05-Jun	06-Jun	07-Jun	08-Jun	09-Jun	10-Jun	11-Jun
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
12-Jun	13-Jun	14-Jun	15-Jun	16-Jun	17-Jun	18-Jun
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
						
19-Jun	20-Jun	21-Jun	22-Jun	23-Jun	24-Jun	25-Jun
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
26-Jun	27-Jun	28-Jun	29-Jun	30-Jun		
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY		

Activity Calander July 2023

					01-Jul	02-Jul
					Saturday	Sunday
03-Jul	04-Jul	05-Jul	06-Jul	07-Jul	08-Jul	09-Jul
Monday	Tuesday	Wenesday	Thursday	Friday	Saturday	Sunday
10-Jul	11-Jul	12-Jul	13-Jul	14-Jul	15-Jul	16-Jul
Monday	Tuesday	Wenesday	Thursday	Friday	Saturday	Sunday
17-Jul	18-Jul	19-Jul	20-Jul	21-Jul	22-Jul	23-Jul
Monday	Tuesday	Wenesday	Thursday	Friday	Saturday	Sunday
24-Jul	25-Jul	26-Jul	27-Jul	28-Jul	29-Jul	30-Jul
Monday	Tuesday	Wenesday	Thursday	Friday	Saturday	Sunday
31-Jul						
Monday						

Appendix III

FORMS

(FORM 2 REVISED)

NOMINATION AND DECLARATION FORM FOR UNEXEMPTED/EXEMPTED ESTABLISHMENTS

Declaration and Nomination Form under the Employees Provident Funds and Employees Pension Schemes

(Paragraph 33 and n4 (1) of the Employees Provident Fund Scheme 1952 and Paragraph 18 of the Employees Pension Scheme 1995)

1. Name (IN BLOCK LETTERS) : _____
Name Father's / Husband's Name Surname

2. Date of Birth : _____ 3. Account No. _____

4. *Sex : MALE/FEMALE: _____ 5. Marital Status _____

6. Address Permanent / Temporary : _____

PART – A (EPF)

I hereby nominate the person(s) cancel the nomination made by me previously and nominate the person(s) mentioned below to receive the amount standing to my credit in the Employees Provident Fund, in the event of my death.

Name of the Nominee (s)	Address	Nominee's relationship with the member	Date of Birth	Total amount or share of accumulations in Provident Funds to be paid to each nominee	If the nominee is minor name and address of the guardian who may receive the amount during the minority of the nominee
1	2	3	4	5	6

1 *Certified that I have no family as defined in para 2 (g) of the Employees Provident Fund Scheme 1952 and should I acquire a family hereafter the above nomination should be deemed to cancelled.

2. * Certified that my father/mother is are dependent upon me.

Strike out whichever is not applicable

Signature/or thumb impression of the subscriber

PART – (EPS)
Para 18

I hereby furnish below particulars of the members of my family who would be eligible to receive Widow/Children Pension in the event of my premature death in service.

Sr. No	Name & Address of the Family Member	Age	Relationship with the member
(1)	(2)	(3)	(4)

Certified that I have no family as defined in para 2 (xxi) of the Employees's Family Pension Scheme 1995 and should I acquire a family hereafter I shall furnish Particulars there on in the above form.

I hereby nominate the following person for receiving the monthly widow pension (admissible under para 16 2 (a) (i) & (ii) in the event of my death without leaving any eligible family member for receiving pension.

Name and Address of the nominee	Date of Birth	Relationship with member

Date _____

Signature or thumb impression of the subscriber

CERTIFICATE BY EMPLOYER

Certified that the above declaration and nomination has been signed / thumb impressed before me by Shri / Smt./ Miss _____ employed in my establishment after he she has read the entries / the entries have been read over to him/her by me and got confirmed by him/her.

Date : _____

Signature of the employer or other authorised officer of the establishment

Place :

Name & address of the Factory. Establishment

Date :

CLEARANCE FORM

Name: _____ Separation Date: _____

Position: _____ Finishing Time: _____

_____ Head of Department Signature _____ Date

YOUR FINAL PAY CANNOT BE CLEARED WITHOUT THE FOLLOWING ITEMS HAVING BEEN RETURNED AND THIS FORM COMPLETED AND APPROVED

	Yes	NA
Resignation letter	☐	☐
Acceptance of resignation letter by Department Head	☐	☐
Notice Period Served	☐	☐
Notice period waived off	☐	☐
Exit interview conducted by Human Resources	☐	☐
Full and final settlement sheet given to Finance	☐	☐

RETURN OF HOTEL PROPERTY

Item	Returned to:	Received/ Performed by:	
Uniforms Returned		Uniform Room	
Locker Cleared		HR	
ID/Insurance Card		HR	
Name Badge		HR	
Employee Handbook		HR	
"Yes I Can!" Pin		HR	
Cash Floats		Finance	
Cash Advance		Finance	
City Ledger		Finance	
Material		Dept	

Computer/IT equipment		IT	
Email ID locked		IT	
Mobile phone		IT/HR	

Keys Returned

- Hotel Keys _____ Security _____
- Locker Keys _____ Security _____

OTHER PROCEDURES

Computer Access

Mail deleted _____ IT Manager

Access cancelled _____ IT Manager

AUTHORISATION FOR COLLECTION OF FINAL PAY:

_____ Human Resources Signature _____ Date

I hereby acknowledge receipt of my termination pay cheque.

_____ Employee Signature _____ Date

Date

ATTENDANCE DISCREPANCY FORM (IN/OUT MISS)

SN	Date	In	Out	Remarks for missing punch, (IN/OUT miss)

Employee Name	
Department / Employee ID	
Employee Sign.	
HOD Sign.	

ASSOCIATE DETAILS

JOINING REPORT

1. Name: _____
2. Name of Father: _____
3. Name of Husband/Wife: _____ Marriage Anniversary: _____
4. Permanent Address: _____
_____ Phone: _____
5. Present Address: _____
_____ Phone: _____
6: Date of Joining: _____ Department: _____
7. Emergency Contact Number: _____ Location: _____
(Emergency contact Relationship: - Father / Mother/wife/husband /others)
8. Family Details:
(Spouse & children)
9. Previous PF &UAN No: _____
10. Do you wish to continue your existing P.F: YES/ NO
11. Previous ESIC No: _____ Pehchan Card: YES / NO
12. Bank Account Details : Bank Name: _____
Bank Address: _____
Name of Account Holder (as in bank account) _____
Bank Account Number: _____

Signature:

Date:

Radisson
RESORT GOA BAGA

INTERVIEW EVALUATION FORM
(Staff & Supervisor Level)

Name of Candidate:
App. Through
Current Salary (Gross) :
Net .

Position applied for :
Total Experience :
Expected Salary :

Evaluation Criteria Family background, Academic qualification, Professional knowledge, Related experience, Professional achievements, Communication skills, Personality and Appearance, Potential for growth

Assessment and Remarks:

H.O.D. _____

H.R.D. _____

G. M. _____

Final Result
Selection for Position
Salary to be offered (Grade & Basic)

Reject / Shortlist / Select

Human Resources Manager HOD **General Manager**

Radisson Baga Goa

INTERVIEW APPRAISAL FORM

Interview Panel
Name: .....
Name: .....
Name: .....

Candidate's Name: .....
Position applied for: .....
Hotel .....
Date of Interview: .....

Instructions:
1. This form is to be used while interviewing candidates for positions in M1 grade and above. Select the relevant column under marks allotted for your use.
2. Traits have been allotted marks as per their importance.

Sl.	Skills / Traits	Marks Allocated M1/M2	M3/M4	M5	Marks Given	Remarks
1.	Family Background • Formative years	5	5	5		
2.	Academic Performance • College – Grades • Professional Course – Grades	20	15	5		
3.	Professional Knowledge • Theoretical • Practical & Applications	10	10	10		
4.	Management Skills • Leader or Follower • Business / Commercial / Legal Acumen	10	15	20		
5.	Professional Achievements: • Evidence / Examples of increase in Revenues / Optimizing costs / Streamlining processes to achieve Business Excellence • Rewards won	10	15	20		
6.	Personal Traits • Extrovert / Introvert • Relaxed / Stressful • Attitude (Positive / Negative) • Clear Thinker / Confused	10	10	10		
7.	Communication Skills • Speaking • Listening	10	10	15		
8.	Creativity and Innovation	10	10	10		
9.	Hobbies • Reading Habits • Sports / Games / Music • Others	10	5	–		
10.	General Appearance • Impressive / Unimpressive	5	5	5		
	Overall Rating	100	100	100		

General Remarks (Please substantiate overall rating by giving the strengths and weaknesses).

Signature of the Interviewer / s
Date:

घोषणा पत्र DECLARATION FORM

फार्म-1/Form-1

घोषणा पत्र कर्मचारी द्वारा भरा जाएगा। फार्म के साथ पोस्टकार्ड आकार के दो फोटोग्राफ भी लगाए जाने चाहिए। फार्म भरने से पहले पीठ पृष्ठ पर दी गई हिदायतों को भली-भांति पढ़ लेना चाहिए। यह फार्म निःशुल्क है।

To be filled by employee after reading instruction overleaf. Two Postcard Size photographs to be attached with the form. This form is free of cost.

(क) बीमाकृत व्यक्ति के विवरण
(A) INSURED PERSON'S PARTICULARS

1. बीमा संख्या Insurance No.					
2. नाम (स्पष्ट अक्षरों में) Name in block letters					
3. पिता/पति का नाम Father's/Husband's Name					
4. जन्म की तिथि Date of Birth	दिन Day	महीना Month	वर्ष Year	5. वैवाहिक प्रास्थिति Marital Status	विवाहित/अविवाहित विधवा M/U/W
				6. लिंग/Sex	पु/स/M/F
7. वर्तमान पता/Present Address				8. स्थायी पता/Permanent Address	
पिन कोड Pin Code				पिन कोड Fin Code	
टेलीफोन नम्बर/ई-मेल पता/				टेलीफोन नम्बर/ई-मेल पता/	
शाखा कार्यालय Branch Office				औषधालय Dispensary	

(ख) विवरण के विवरण
(B) EMPLOYER'S PARTICULARS

9. नियोजक की कूट संख्या Employer's Code No.			
10. नियुक्ति की तारीख Date of Appointment	दिन Day	महीना Month	वर्ष Year
11. नियोजक का नाम और पता Name & Address of the Employer			
12. यदि पहले नियोजन में रहा है तो कृपया निम्नलिखित भरें दीजिए। In case of any previous employment please fill up the details as under.			
(क) पिछली बीमा संख्या (a) Previous Ins. No.			
(ख) नियोजक कूट संख्या (b) Employer's Code No.			
(ग) नियोजक का नाम व पता (c) Name & Address of the Employer			
टेलीफोन नम्बर/ई-मेल पता/e-mail address			

(घ) मृत्यु की स्थिति में नकद हितलाभ के भुगतान के लिए ई.एस.आई. अधिनियम, 1948 की धारा 71/ई.एस.सी. (केन्द्रीय) नियम, 1950 के नियम 56(2) के अंतर्गत नामिनी के ब्यौरे।
(c) Details of Nominee u/s 71 of ESI Act 1948/Rule-56(2) of ESI (Central) Rules, 1950 for payment of cash benefit in the event of death.

नाम-Name	नातेदारी-Relationship	पता-Address

मैं एतद्द्वारा घोषणा करता/करती हूँ कि मेरे द्वारा प्रस्तुत किए गए विवरण मेरी जानकारी और विश्वास के अनुसार सही है। मैं अपने परिवार के सदस्यों में हुए परिवर्तन की सूचना 15 दिन के भीतर प्रस्तुत करने का वचन भी देता हूँ/देती हूँ।

I hereby decalare that the particulars given by me are correct to the best of my knowledge and belief. I undertake to intimate the corporation any changes in the membership of my family within 15 days of such change.

नियोजक के प्रतिहस्ताक्षर
Counter signature by the employer

बीमाकृत व्यक्ति के हस्ताक्षर/अंगूठा निशान
Signature /T.I. of IP.

मोहर सहित हस्ताक्षर
Signature with seal

(ङ) बीमाकृत व्यक्ति के परिजनों का विवरण
(D) Family Particulars of Insured person

क्र.सं. Sl. No.	नाम Name	फार्म भरने की तारीख को आयु/जन्म-तारीख Date of Birth/Age as on date of filing form	कर्मचारी के साथ नातेदारी Relationship with the Employee	क्या उसके साथ रह रहे हैं? अथवा Whether residing with him/her.		यदि नहीं तो आवास का स्थान दर्शाएं If 'No' state Place of Residence	
				हां-Yes	नहीं-No	कस्बा-Town	राज्य-State

ई.एस.आई. निगम अस्थायी पहचान पत्र
ESI Corporation Temporary Identity Card

(नियुक्ति की तारीख से 3 महीने तक वैध)
(Valid for 3 month from the date of appointment)

नाम-Name		
बीमा संख्या-Ins. No.		नियुक्ति की तारीख-Date of appointment
शाखा कार्यालय Branch Office		औषधालय Dispensary
नियोजक की कूट संख्या व पता Employer's Code No. & Address		

फोटो के लिए स्थान (Space for photograph)

वैधता
Validity
तारीख
Dated

बीमाकृत व्यक्ति के हस्ताक्षर/अंगूठे का निशान
Signature/T.I. of I.P.

मोहर सहित शाखा प्रबंधक के हस्ताक्षर
Signature of B.M. with seal

अनुदेश
INSTRUCTIONS

1. फार्म-1 का प्रेषण ई.एस.आई. (साधारण) विनियम, 1950 के विनियम 11 व 12 के अंतर्गत विनियमित किया जाता है।
Submission of Form-I is governed by regulation 11 & 12 of ESI (General) Regulations, 1950

2. "कुटुम्ब" से किसी बीमाकृत व्यक्ति के निम्नलिखित सभी अथवा कोई आश्रित अभिप्रेत है:-
अर्थात्:- (i) विवाहिता (ii) बीमाकृत व्यक्ति पर आश्रित कोई धर्मज या उसके अपरजस अभिप्रेत बालक, (iii) कोई बालक जो बीमाकृत व्यक्ति के उपार्जनों पर पूर्णतः आश्रित है बशर्ते कि (अ) जिसने पांच वर्ष पार कर लिए हैं, उसके 21 वर्ष की आयु प्राप्त कर लेने तक, (ब) कोई अविवाहित पुत्री, (iv) कोई बालक जो किसी शारीरिक अथवा मानसिक असामान्यता या चोट के कारण विकलांग है तथा विकलांगता रहने तक बीमाकृत व्यक्ति के उपार्जनों पर पूर्णतः आश्रित है, (v) आश्रित माता-पिता, (ब्यौरे हेतु ई.एस.सी. अधिनियम, 1948 की धारा 2 के खंड 11 को देखें)।

"Family" means all or any of the following relatives of an Insured Person namely:-

(i) a spouse (ii) a minor legitimate or adopted child dependant upon the I.P.; (iii) a child who is wholly dependant on the earnings of the I.P. and who is (a) receiving education, till he or she attains the age of 21 years (b) an unmarried daughter, (iv) a child who is infirm by reason of any physical or mental abnormality or injury and is wholly dependant on the earnings of the I.P. so long as the infirmity continues; (v) dependant parents (Please see Section 2 clause 11 of the ESI Act 1948 for details.

3. पहचान-पत्र अहस्तान्तरणीय है।
Identity Card is Non-Transferable.

4. पहचान-पत्र के गुम होने की स्थिति में नियोजक शाखा प्रबंधक को तत्काल सूचित किया जाए।
Loss of Identity Card be reported to Employer-Branch Manager immediately.

5. किसी प्रकार की गलत सूचना देने की स्थिति में ई.एस.आई. अधिनियम, 1948 की धारा-84 के तहत कानूनी कार्यवाही की जा सकती है।
Submission of false information attracts penal action Under Section 84 of ESI Act, 1948.

6. यदि नियुक्ति की तिथि से थोड़ी-थोड़ी भरा हुआ यह फार्म नियुक्ति के दस दिन के भीतर संबंधित शाखा कार्यालय में अवश्य ही प्रस्तुत किया जाना चाहिए। विलम्ब की स्थिति में नियोजक के विरुद्ध धारा-85 के तहत कानूनी कार्यवाही की जा सकती है।
This form duly filled in must reach the concerned Branch Office within 10 days of appointment of an Employee. Delay attracts penal action under Section 85 of the Act, against employer.

7. बीमाकृत व्यक्ति होने के नाते आप व आपके परिवार के आश्रितजन निम्नलिखित हितलाभ प्राप्त कर सकेंगे। अन्य नकद हितलाभ हैं, (1) बीमारी हितलाभ (2) अस्थायी अपंगता हितलाभ (3) स्थायी अपंगता हितलाभ (4) आश्रितजन हितलाभ (5) प्रसूति हितलाभ (महिला कर्मचारी के लिए)।
As an insured person you and your dependant family membes are entitled to full medical care. The other benefits in cash include (1) Sickness Benefit (2) Temporary Disablement benefit (3) Permanent disablement Benefit (4) Dependants benefit and (5) Maternity Benefit (in case of woman employees) subject of fulfillment of contributory conditions.

8. अधिक जानकारी के लिए कृपया नियम के वेबसाइट को देखें या शाखा कार्यालय या क्षेत्रीय कार्यालय से संपर्क करें।
For more details please contact website of ESIC at www. esic.org. in. or contact Regional Office or Branch Office.

केवल शाखा कार्यालय में प्रयोग हेतु
For Branch Office Use only

1. बीमा संख्या आवंटन की तारीख :
Date of allotment of Ins. No. :_____
2. अस्थायी पहचान पत्र जारी करने की तारीख :
Date of Issue of T.I.C. :_____
3. औषधालय का नाम/संख्या :
Name /No. of Dispensary : _____
4. क्या अन्योन्य चिकित्सा व्यवस्था उपलब्ध है? यदि हां, तो उल्लेख करें :
Whether reciprocal Medical arrangements involved, if yes, please indicate :

शाखा प्रबन्धक के हस्ताक्षर
Signature of Branch Manager

क्र.सं. Sl. No.	नाम Name	फार्म भरने की तारीख को आयु/जन्म-तारीख Date of Birth/Age as on date of filing form	कर्मचारी के साथ नातेदारी Relationship with the Employee	क्या उसके साथ रह रहे हैं? अथवा Whether residing with him/her.		यदि नहीं, तो आवास का स्थान दर्शाएं If No, state Place of Residence	
				हां-Yes	नहीं-No	कस्बा-Town	राज्य-State

REFERENCE CHECK FORM

Applicant's Name _____
Dates Employed _____
Referee's Company Name _____
Final Position Held _____
Referee's Name _____
Did you directly Supervise? _____
Referee's Position/Title _____
Referee's Phone Number _____

On the Job Performance

Please describe his/her overall work performance and attitude	
Strengths – example of a work activity displaying a strength.	
Weaknesses – example where the weakness became apparent Was the candidate aware of this weakness and has there been any effort to improve in this area?	
	On a scale of 1-5 (1 being poor and 5 being excellent) how would you rate the candidate's following skills (Kindly Highlight the appropriate box)
Leadership	1☐ 2☐ 3☐ 4☐ 5☐
Problem Solving	1☐ 2☐ 3☐ 4☐ 5☐
Initiative	1☐ 2☐ 3☐ 4☐ 5☐
Team Work	1☐ 2☐ 3☐ 4☐ 5☐
Communication	1☐ 2☐ 3☐ 4☐ 5☐
Ability to work under pressure	1☐ 2☐ 3☐ 4☐ 5☐
Ability to take constructive criticism	1☐ 2☐ 3☐ 4☐ 5☐
Ability to work unsupervised	1☐ 2☐ 3☐ 4☐ 5☐
Technical Skills	1☐ 2☐ 3☐ 4☐ 5☐
Punctuality / Attendance	1☐ 2☐ 3☐ 4☐ 5☐
What is the best way to manage this candidate?	
What would his/her superiors say about him/her?	
What would his/her peers say about him/her?	
Development Areas?	
Reason for Leaving?	

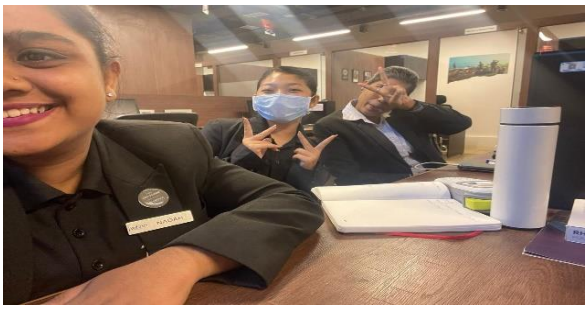
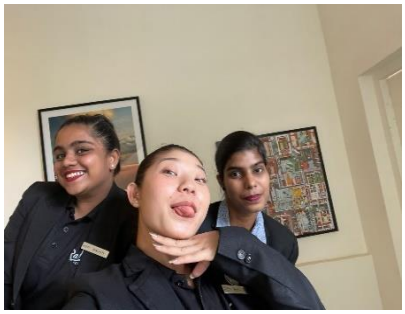
Would you re-hire this person? Yes ☐ No ☐
If no reason for the same :

Checked By: _____
Date: _____

Sr.No.	Emp.Code	Name	Birthday
1	000010	PANDHARINATH NARESH VERNEKAR	24 JUL
2	000099	AKHAND PRATAP	12 JUL
4	000130	SIDDESH YESHWANT KORGAONKAR	12 JUL
6	000178	SANJAY DATTARAM MANDREKAR	25 JUL

Appendix IV

PHOTOS WHILE YOU ARE AT WORK

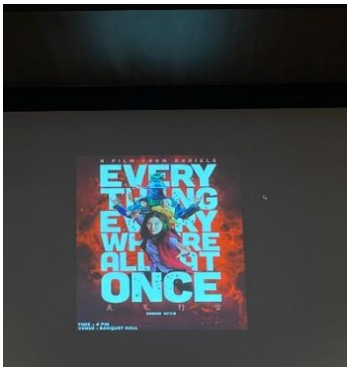
Certified

01st.
ANNUAL
DAY
R.R.G.B.

WEAR
2023

OPPO F19S
Baga,Goa · 2023/12/27 17:05

WEAR
EEK 2023


EVERY
ONCE

Appendix IV

Attendence

NO OF DAYS	DATE	DAY	SHIFT	SHIFT TIMINGS	DEPARTMENT
1	15-05-2023	MONDAY	morning	9.00 am to 06.30 pm	Human Resource
2	16-05-2023	TUESDAY	morning	9.00 am to 06.30 pm	Human Resource
3	17-05-2023	WEDNESDAY	morning	9.00 am to 06.30 pm	Human Resource
4	18-05-2023	THURSDAY	morning	9.00 am to 06.30 pm	Human Resource
5	19-05-2023	FRIDAY	morning	9.00 am to 06.30 pm	Human Resource
6	20-05-2023	SATURDAY	morning	9.00 am to 06.30 pm	Human Resource
7	21-05-2023	SUNDAY			
8	22-05-2023	MONDAY	morning	9.00 am to 06.30 pm	Human Resource
9	23-05-2023	TUESDAY	morning	9.00 am to 06.30 pm	Human Resource
10	24-05-2023	WEDNESDAY	morning	9.00 am to 06.30 pm	Human Resource
11	25-05-2023	THURSDAY	morning	9.00 am to 06.30 pm	Human Resource
12	26-05-2023	FRIDAY	morning	9.00 am to 06.30 pm	Human Resource
13	27-05-2023	SATURDAY	morning	9.00 am to 06.30 pm	Human Resource
14	28-05-2023	SUNDAY			
15	29-05-2023	MONDAY	morning	9.00 am to 06.30 pm	Human Resource
16	30-05-2023	TUESDAY	morning	9.00 am to 06.30 pm	Human Resource
17	31-05-2023	WEDNESDAY	morning	9.00 am to 06.30 pm	Human Resource
Month End					
18	01-06-2023	THURSDAY	morning	9.00 am to 06.30 pm	Human Resource
19	02-06-2023	FRIDAY	morning	9.00 am to 06.30 pm	Human Resource
20	03-06-2023	SATURDAY	morning	9.00 am to 06.30 pm	Human Resource
21	04-06-2023	SUNDAY			
22	05-06-2023	MONDAY	morning	9.00 am to 06.30 pm	Human Resource
23	06-06-2023	TUESDAY	morning	9.00 am to 06.30 pm	Human Resource
24	07-06-2023	WEDNESDAY	morning	9.00 am to 06.30 pm	Human Resource
25	08-06-2023	THURSDAY	morning	9.00 am to 06.30 pm	Human Resource
26	09-06-2023	FRIDAY	morning	9.00 am to 06.30 pm	Human Resource
27	10-06-2023	SATURDAY	morning	9.00 am to 06.30 pm	Human Resource
28	11-06-2023	SUNDAY			
29	12-06-2023	MONDAY	morning	9.00 am to 06.30 pm	Human Resource
30	13-06-2023	TUESDAY	morning	9.00 am to 06.30 pm	Human Resource
31	14-06-2023	WEDNESDAY	morning	9.00 am to 06.30 pm	Human Resource
32	15-06-2023	THURSDAY	morning	9.00 am to 06.30 pm	Human Resource
33	16-06-2023	FRIDAY	morning	9.00 am to 06.30 pm	Human Resource
34	17-06-2023	SATURDAY	morning	9.00 am to 06.30 pm	Human Resource
35	18-06-2023	SUNDAY			
36	19-06-2023	MONDAY	morning	9.00 am to 06.30 pm	Human Resource
37	20-06-2023	TUESDAY	morning	9.00 am to 06.30 pm	Human Resource
38	21-06-2023	WEDNESDAY	morning	9.00 am to 06.30 pm	Human Resource

39	22-06-2023	THURSDAY	morning	9.00 am to 06.30 pm	Human Resource
40	23-06-2023	FRIDAY	morning	9.00 am to 06.30 pm	Human Resource
41	24-06-2023	SATURDAY	morning	9.00 am to 06.30 pm	Human Resource
42	25-06-2023	SUNDAY			
43	26-06-2023	MONDAY	morning	9.00 am to 06.30 pm	Human Resource
44	27-06-2023	TUESDAY	morning	9.00 am to 06.30 pm	Human Resource
45	28-06-2023	WEDNESDAY	morning	9.00 am to 06.30 pm	Human Resource
46	29-06-2023	THURSDAY	morning	9.00 am to 06.30 pm	Human Resource
47	30-06-2023	FRIDAY	morning	9.00 am to 06.30 pm	Human Resource
Month End					
48	01-07-2023	SATURDAY	morning	9.00 am to 06.30 pm	Human Resource
49	02-07-2023	SUNDAY			
50	03-07-2023	MONDAY	morning	9.00 am to 06.30 pm	Human Resource
51	04-07-2023	TUESDAY	morning	9.00 am to 06.30 pm	Human Resource
52	05-07-2023	WEDNESDAY	morning	9.00 am to 06.30 pm	Human Resource
53	06-07-2023	THURSDAY	morning	9.00 am to 06.30 pm	Human Resource
54	07-07-2023	FRIDAY	morning	9.00 am to 06.30 pm	Human Resource
55	08-07-2023	SATURDAY			
56	09-07-2023	SUNDAY	morning	9.00 am to 06.30 pm	Human Resource
57	10-07-2023	MONDAY	morning	9.00 am to 06.30 pm	Human Resource
58	11-07-2023	TUESDAY	morning	9.00 am to 06.30 pm	Human Resource
59	12-07-2023	WEDNESDAY	morning	9.00 am to 06.30 pm	Human Resource
60	13-07-2023	THURSDAY	morning	9.00 am to 06.30 pm	Human Resource
61	14-07-2023	FRIDAY	morning	9.00 am to 06.30 pm	Human Resource
62	15-07-2023	SATURDAY	morning	9.00 am to 06.30 pm	Human Resource
63	16-07-2023	SUNDAY			
64	28-07-2023	FRIDAY	morning	9.00 am to 06.30 pm	Human Resource

No of Days	64	
Monthly Off	4	
One Half Month	17 Days	2 Off
Second Month	30 Days	4 Offs
Third Half	17 Days	2 Off

…….. ***Thank you*** ……..