

Vhodekar
Restaurant and Bar – Karaswada, Goa

An Internship Report for

Course Code: HTR102

Course Title:

Credits:

Submitted in partial fulfilment of Bachelor's Degree (IMBA)

By

ASHILESH MAHESH VENGURLEKAR

Seat Number: 2105

PRN:202100259

Under the Mentorship of

Dr. Kevin D'Souza

Goa Business School

Integrated Masters in Business Administration(Hospitality, Travel and Tourism)



GOA UNIVERSITY

Date: July 2024

Examined By:

DECLARATION BY STUDENT

I hereby declare that the data presented in this Internship Report titled **“Vhodekar Restaurant and Bar – Karaswada, Goa”** is based on the results of learnings carried out by me in the Integrated Masters in Business Administration (HTT) at the Goa Business School, Goa University, under the mentorship of Dr. Kevin D’souza and the same has not been submitted elsewhere for the award of a degree or diploma by me. Further, I understand that Goa University or its authorities will not be responsible for the correctness of observations or other findings given in this internship report.

I hereby authorize the University authorities to upload this dissertation on the dissertation repository or anywhere else as the UGC regulations demand and make it available to anyone as needed.

Ashilesh Vengurlekar

Seat Number: 2105

Date:

Place: Goa University

COMPLETION CERTIFICATE

This is to certify that the internship report “**Vhodekar Restaurant and Bar – Karaswada, Goa**” is a bonafide work carried out by Mr. Ashilesh Vengurlekar under my mentorship in partial fulfilment of the requirements for the award of the degree (Bachelor in Business Administration, BBA) in the discipline Integrated Masters in Business Administration (HTT) at the Goa Business School, Goa University.

Dr. Kevin D’souza

Date:

Date:

Place: Goa University

INTERNSHIP CERTIFICATE





VHODEKAR RESTAURANT & BAR

UNIT OF
Toraskar and son's LLP



Opposite thivim Industrial estate karaswada Bardez North-Goa 403526

 toraskarandsonsvhodekar@gmail.com
 9762329779\9764881096

25th July 2024

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **MR. ASHILESH MAHESH VENGURLEKAR** student of Goa University Taleigao Plateau, Goa. He has done his internship with **VHODEKAR RESTAURANT AND BAR** Mapusa-Goa from 10th May 2024 to 10th July 2024 in Food Production department.

During the above-mentioned period of training, his performance has been excellent.

We wish him a successful career ahead.

For **VHODEKAR RESTAURANT AND BAR**

Sincerely,

Mahableshwar Toraskar (Partner)

TORASKAR AND SON'S LLP

PARTNER

Morris M Swamy (Manager)

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Furthermore I would like to thank my family and friends, the owner's of the restaurant Mr. Mableshwar Toraskar and Sai Toraskar, Manager Mr Morris M Swamy, Executive Chef Mr. Rabin Takali Pun and all the kitchen staff and other restaurant staff for their never-ending support, encouragement and guidance for the successful completion of my internship.

EXECUTIVE SUMMARY

The two-month internship program, which commenced on 10th May 2024 and concluded on 10th July 2024, has been an excellent and rewarding experience. I had the opportunity to communicate and network with many individuals. This training has significantly enhanced my practical skills and provided me with a comprehensive understanding of the operations of a fine dining restaurant.

I underwent training at Vhodekar, where I completed my internship in the Food Production department over two months. I spent one month in the Chinese section and the other month in the Continental, Indian, and Goan sections. I had the opportunity to work a break shift, starting from 10:30 am to 3:30 pm, and then reporting back at 6:30 pm until the restaurant closed. During the training, I learned to perform various tasks professionally, such as the proper storage of raw materials, preparation of mise en place, cleaning of poultry and fish, and the correct way to cut vegetables. I also learned about different types of batter used in the Chinese section, wok tossing, garnishing of dishes, vegetable carving, preparation of Schezwan sauce, various Indian gravies, Goan masalas, and the preparation of continental salad dressings and pasta sauces. When the restaurant was not busy, the chefs allowed me to prepare à la carte orders, including fried rice, noodles, Goan chicken chilly, Chicken Cafreal, Dal Tadka, Seafood Butter Garlic, and many more. Overall, this internship was much better than the previous one, as I did not face many difficulties and was mentally prepared to face the challenges that came my way. The theoretical knowledge, along with the practical sessions held in college, greatly assisted me during my training period.

Chapter 1: Organization

1.1 BIRDS-EYE-VIEW

1.1.1 Vhodekar Bar and Restaurant

Vhodekar Restaurant & Bar is a fine dining establishment nestled in the serene village of Karaswada, Goa. This restaurant is a testament to the rich cultural heritage of Goa, seamlessly blending traditional elements with modern amenities to create a unique dining experience. Upon entering Vhodekar, guests are immediately transported back to the nostalgic era of the 80s and 90s Goa. The ambiance is meticulously crafted to reflect the authentic Goan fisherman theme. The walls are adorned with vintage photographs and memorabilia, capturing the essence of a bygone era. Earthenware pottery, a hallmark of traditional Goan decor, is prominently featured throughout the restaurant. These pieces not only serve as decorative elements but also as functional vessels for serving food, enhancing the overall dining experience.

1.2 PRODUCTS/SERVICES

Vhodekar is renowned for its seafood, which is sourced fresh from the local markets. The menu is a delightful mix of authentic Goan, Indian, Chinese, Continental, and Oriental cuisines, catering to a wide range of palates. Each dish is meticulously prepared using traditional recipes and techniques, ensuring an authentic and flavorful dining experience.

The seafood menu at Vhodekar is a highlight, featuring a variety of dishes that showcase the rich culinary heritage of Goa. From the classic Goan fish curry to the spicy prawn balchao, each dish is a celebration of the region's abundant seafood. The restaurant also offers a selection of grilled and tandoori seafood, cooked to perfection and served with a variety of accompaniments.

The Indian menu at Vhodekar is equally impressive, featuring a range of dishes from different regions of the country. From the rich and creamy butter chicken to the spicy and tangy vindaloo, there is something for everyone. The restaurant also offers a selection of vegetarian dishes, prepared using fresh and locally sourced ingredients.

For those who prefer Chinese cuisine, Vhodekar offers a variety of dishes that are sure to satisfy. From the classic chicken fried rice to the spicy Szechuan noodles, each dish is prepared using authentic recipes and techniques. The restaurant also offers a selection of starters.

The Continental and Oriental menu at Vhodekar is a delightful mix of flavours and textures. From the creamy pasta dishes to the flavourful stir-fries, each dish is prepared using the finest ingredients and techniques. The restaurant also offers a selection of salads and soups, perfect for a light and healthy meal.

The bar at Vhodekar is well-equipped and offers a wide range of drinks and liquors. The bartenders are skilled in crafting a variety of cocktails, using both local and international spirits. The bar also offers a selection of beers, perfect for pairing with the delicious food. In addition to the standard drinks menu, the bar also offers a selection of in-house crafted liquors eg. Banana liquor and Indian spice infused liquor, made using traditional recipes and techniques.

Vhodekar can accommodate up to 130 guests, making it an ideal venue for both intimate dinners and large gatherings. The restaurant is divided into three sections, each offering a unique dining experience.

The two open-air sections are designed to allow guests to enjoy the natural beauty of Karaswada. The open-air sections are perfect for those who want to enjoy a meal in a relaxed and tranquil setting.

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The air-conditioned section offers a comfortable and cool environment, perfect for those hot summer days. This section is elegantly decorated, with soft lighting and comfortable seating, creating a cozy and inviting atmosphere.

Vhodekar ensures that weekends are lively and entertaining with a range of activities. The restaurant hosts karaoke singing sessions, allowing guests to showcase their singing talents. Live bands perform regularly, providing a lively and vibrant atmosphere. For sports enthusiasts, the restaurant streams cricket and football matches on a projector screen, allowing guests to enjoy the games while dining. There is also a small cricket pitch where children can test their skills and have fun.

In addition to the dining experience, Vhodekar also offers takeaway options through Zomato. The restaurant has a commendable rating of 3.9 on Zomato, reflecting the high quality of food and service. Guests can also celebrate special occasions such as birthdays, anniversaries, or other functions by booking a section or the entire restaurant. The staff at Vhodekar are dedicated to providing a memorable experience, ensuring that every event is a success.

Vhodekar Restaurant & Bar is a stellar example of blending Goan tradition with modern flair. Its unique theme, diverse menu, and engaging entertainment options make it a must-visit destination for both locals and tourists seeking an authentic Goan dining experience. The restaurant's commitment to quality and service ensures that every visit is a memorable one, making it a beloved establishment in the heart of Karaswada.

1.3 SECTIONS WITHIN THE ORGANIZATION

1.3.1 Departments of the Restaurant.

- **Kitchen:**

The heart of the restaurant, the kitchen is responsible for food preparation, quality control, and menu innovation. Chefs, sous chefs, and kitchen staff work together to create exquisite dishes.

- **Food and Beverage:**

This department manages the dining experience. Wait-staff take orders, serve meals, and ensure guest satisfaction. While bartenders craft cocktails and maintain the bar.

- **Reception Desk:**

Also known as the host/hostess station, this area handles reservations, greets guests, and manages seating arrangements. Excellent communication and organizational skills are essential for receptionists.

- **Security:**

Security personnel maintain safety and prevent theft or disturbances. They monitor entrances, handle emergencies, and ensure compliance with safety protocols.

- **Housekeeping:**

Housekeepers maintain cleanliness throughout the restaurant. They clean tables, chairs, and restrooms, ensuring a pleasant environment for guests.

- **Storekeeper:**

Responsible for inventory management, storekeepers track supplies, order ingredients, and maintain stock levels. Attention to detail and organization are critical in this role.

- Finance:

The finance department handles financial transactions, payroll, and budgeting. Accountants and financial managers ensure the restaurant's financial health.

- Sales and Marketing:

This team promotes the restaurant, manages social media, and plans events. Marketing professionals create campaigns to attract diners, while sales staff build relationships with potential clients.

Chapter 2: Tasks Handled

2.1. Food Production

“The food production department in a restaurant performs essential functions such as food preparation, plating dishes, maintaining hygiene, managing stock, and supporting kitchen staff. They ensure smooth operations from assistant cooks to head chefs. Additionally, time management, organization, presentation, and creative flair contribute to high-quality dish production”

2.1.1 Chinese Section

During my first month of the internship, I had the opportunity to work in the Chinese section of the kitchen. In this role, I performed a variety of tasks. Each morning, I arrived at 10:30 and set up the mise en place tray. This involved cutting and slicing chilies, as well as spring onions. I also prepared minced garlic and minced ginger using an electric chopper, and made garlic paste.

Additionally, I brought trays of eggs from the store and checked the availability of sauces. The sauces included Szechuan sauce, light and dark soy sauce, vinegar, and ketchup. I was also responsible for preparing kimchi salad, tartar sauce, and stock every day.

After that, I prepared different batters for various dishes, such as chicken crispy, golden fry, chili chicken, and crumb fry, fish and chips. Other tasks included defrosting chicken, cooking rice and boiling of noodles every two days, making Szechuan sauce and chili paste every Monday, cleaning of the chicken, making lollipop from the wings, cutting of chicken for different starters and main course, boiling of chicken for fried rice.

2.1.2 Goan Section

During the second month of my internship, I spent ten days working in the Goan section. In the mornings, my tasks included chopping green chilies, garlic, ginger, onions, and coriander for à la carte orders. Later, I prepared salad and sol curry for the thali. I also grated coconuts for various masalas, gravies, and dishes, such as xacuti masala, fish curry masala, and kaldin. Additionally, I assisted in making rechado masala, cafreal masala, and marinades for fish.

The restaurant's service began at 1 PM, and during that time, I was responsible for preparing thali orders, frying fish, and replenishing the thali. In the evenings, I focused on mise en place for the next day, which involved chopping of the onions and slicing them, cutting of the ladyfinger for the vegetable, cutting of cabbage & carrots for the salad and cutting pineapple cubes for pineapple sasav. I also ensured proper storage of cleaned fish. The preparation of the ladyfinger vegetable and kishmur for the thali was given to me so every day I used to prepare that. Occasionally, the chef assigned me ala carte orders, including making Goan chili, fish/chicken rechado, and cafreal.

2.1.3 Indian Section

After completing my ten days in the Goan section, I requested the chef to allow me to train in the Indian and Continental sections. In the Indian section, my tasks included preparing LOC (lemon, onion, chilli) to serve with Indian gravies and rice dishes. I cut and cleaned chicken, boiled it for à la carte orders, and did the same for vegetables like beans, carrots, and cauliflower. Additionally, I set up the garnish tray by chopping coriander, mint, and making julienne ginger. My other mise en place tasks involved making of the green chili paste, ginger and garlic paste, boiling eggs, and finely chopping cucumber and tomatoes for masala papad.

I also assisted the chef in making various gravies, such as tomato gravy, white gravy, onion gravy, and chop masala. Sometimes, the chef allowed me to take similar orders, which included preparing jeera rice, dal tadka, masala papad, and chatpata green peas.

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2.1.4 Continental Section

This was the section I was most interested in during my last ten days of training. My duties included cutting vegetables such as carrots, cucumbers, tomatoes, capsicum, and red and yellow bell peppers for the salad. I prepared this salad with the Italian dressing that the chef had taught me. Additionally, I boiled pasta for à la carte orders and made roux for béchamel sauce, prepared tomato sauce, and pesto sauce.

I blanched beans, carrots, and broccoli for sautéed vegetables, boiled potatoes for mashed potatoes, crushed pepper, chopped parsley, and prepared butter rice. I also cut chicken into cubes for chicken satay and made tartar sauce and peanut dip to serve with the satay. The chef even allowed me to prepare any butter garlic dishes that came my way.

2.1.5 Other Task Handled

Some of the other tasks I performed during my internship included cleaning the kitchen, receiving vegetables, fruits, fish, and poultry, thoroughly cleaning them, and storing them in their assigned places. Every Monday, we cleaned the storeroom and properly stored all the dry ingredients. Additionally, we maintained the cleanliness of the staff dining area and refrigerators.

Chapter 3: Learning

3.1: Food Production

- Food Production is the department where I learned why maintaining proper personal hygiene is necessary. As we deal with the food that guests will eat, I also learnt the importance of time management and effective communication with staff. Working in a kitchen means one should be quick in decision-making and efficient task execution due to its fast-paced nature. Additionally, I gained new techniques, skills, and knowledge about various dishes that I had never even heard before.
- During my first month in the Chinese section, I learnt many tips and tricks from the chef. I was taught to create different batters for various dishes, including crispy, chili, lollipop, cheese balls, and fish and chips. This expanded my understanding and knowledge of this section, especially since I was initially unfamiliar with many of the ingredients used in these batters.
- Breaking down an entire chicken proved to be the most challenging task. I learned the precise cutting techniques for the breast, ensuring that all the slices are equal so that they cook evenly. I also learnt breaking down chicken wings to create lollipops. Properly handling and storing the carcass for stock preparation.
- In addition, I became familiar with various vegetable cuts used for cooking and garnishing. I learnt about different soups, some with names I had never heard before, such as "Ranbo Soup" and "Longfong Soup." I was also taught to make stock which was the base for all these soups.

- What truly captivated me in this section was wok tossing. While it appears simple, the reality is quite different. The technique, combined with lifting the heavy wok and using the ladle at the same time. Adding ingredients swiftly without burning them further challenged me. It took nearly 15 days for me to properly lift the wok and toss it. Eventually, the

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chef allowed me to practice wok tossing with leftover staff rice on weekends, enhancing my skills even further.

- In the Goan section, I was first taught the importance of maintaining cleanliness, especially when handling seafood and poultry. These ingredients can cause cross-contamination, leading to serious problems. Tasks included deshelling prawns, cleaning squids, and portioning them.
- Using the mechanical grater in the kitchen, I grated coconut to make xacuti masala and curry paste. The chef was also kind enough to share his recipes and ingredient quantities for these masalas.
- The specialty of the section was Tawa Fry and Rawa Fry fish. Frying fish may seem simple, but it's a delicate and tricky process. Properly controlling the hot plate temperature is very important. Too hot, and the fish burns and too low, the rawa soaks up the oil.
- I also learned to prepare Goan chicken/seafood chilly, seafood rechado, and Cafreal. Occasionally, the chef allowed me to prepare à la carte orders of these dishes.
- In the Indian section, I mastered the preparation of various gravies—the base for every dish in the restaurant which is used in making from simple dal fry to complex tikka masala. I learnt gravies like tomato, onion, white, and chop masala were made weekly. I also learned to cut chicken into pieces and boiling them for à la carte orders.

- During my time in the Indian section, I prepared simple dishes like Jeera rice, dal tadka, and dal khichdi.
- Moving to the continental section, I first learned to make salads with Italian dressing, served alongside most continental starters. I also mastered butter rice and mashed potatoes, which were common side dishes for main courses.

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- Boiling pasta to al dente and preparing roux for béchamel sauce and other sauces followed. The restaurant occasionally served Caesar salad and Russian salad, and I was taught their dressings.
- Chicken/seafood butter, which was the most ordered repeat dish and many guests used to order it, the chef taught me this dish. After that any orders which used to come of butter garlic the chef used to allow me to make it. Additionally, the chef taught me the marination process for "Chicken Signature," a panko-crusted, juicy yet crispy whole breast chicken which was his signature dish and he came up with it, along with chicken satay and its peanut dip sauce.
- The chef also explained soup-making techniques, including cream of veg/non-veg soup, tomato soup, mushroom sauce, and pepper sauce for chicken steak. I was also taught the preparation of the sizzlers and trick to get more smoke and why did the sizzler smoke smelled so good and made the food more appetizing cause the chef used to make a compound butter which included chopped mint and sugar in the butter. Which he added on the sizzler hot plate.
- Some of the other things I learnt during my internship were proper storage of the wet and dry ingredients. Garnishing of the dishes and platters. Vegetable carving which included making of flower and butterfly from carrots which I was not quite good at but it was a very good learning experience.

Chapter 4: Challenges

4.1 Food Production

- The first and big challenge that every intern faces whether in hotel industry or any other industry is getting used to the environment and people you will be working with over there. Same happened with with me, the first initial days were quite difficult for me and I was completely unaware of most things that the chef's used to ask me to do or bring the stuff as I did not know where the ingredients or the items were being kept.
- Second the heavy workload that used to fall on me as the restaurant was almost open for entire day with a small break of 2 hours in between which sometimes I did not even get those. During my first time interning in Club Mahindra I had only done straight and over here I was doing break shift reporting to work at 10:30 and leaving by 4:30 and then joining again at 6:30 then staying there till closing. So it was like working for the entire day without proper rest.
- Also vegetables and most of the dry items like flour used to come everyday or every alternate day so to carry the heavy loads of boxes and sacks of vegetables was quite tired some also the dry storage area was located on a top floor to go there we need to climb steep steps and to carry those heavy bags of flour was very difficult.
- When the vegetable used to come, we need ensure that they weighed correctly according to what the chef had ordered and then wash them properly to remove any dirt, dry them especially the green leafy vegetables like coriander, parsley, basil, spinach so that they don't get spoilt and after drying then up we need to cut their stems and cling

wrap them and store properly in the freezer. This entire process used to take more than 1 hour and was quite boring to do at times.

- Same with the poultry and the seafood that used to come to the restaurant same process had to be followed for them as well. In case of these items the chef was very particular and strict about the storage as these are the items which can get spoilt very easily and were the costliest.
- Also as in other 4 star or 5 star hotels they have big walk-in freezer but in the restaurant we did not have such things we only had refrigerators and one blast freezer so storing the items were quite difficult as you need to place or keep them in such a way that they fit properly and not crush each other and get spoilt.
- At times preparation of the mise-en-place was also challenging as we did not know the approximate amount that we need to do or prepare before hand. As in hotels the front office already know how many guests are going to check in and how many guests are going to check out, but in a restaurant you never know how many customers you will get, so preparing mise en place I at times found very challenging and confusing cause if you do too less it will fall short and during order in will need to make more and this will delay the orders and if I do more and not receive customers the preparation will go to waste.
- In college when doing our food production practicals I found it quite relaxing and easy to cook and prepare dishes as sir always used to guide us and tell us what to do but during the internship it is quite opposite the chef will tell you just once and then you need to figure out the rest

of the work yourself like for eg working in the Chinese section to prepare batters and all it was very confusing at first because every batter has a different quantity and ratio of refined flour to corn starch, so if you mess up on the quantity the entire dish changes.

- Every Monday before going home at night the kitchen had to be deep cleaned and it used to take like 2 hours to clean the kitchen plus later setting it up again to how it was. It was quite tired some.
- When making the Indian gravies they were made in the big handis and were need to be stirred constantly with the big laddle at weighed almost a kilo that used to put a heavy toll on my hands. Also after the gravy was done cooking it had to bought down from the cooking range and needed to be cooled and after being cooled it need to be grinded and sometimes that still hot gravy masala being grinded used to splash all over the body leaving burn marks.
- Lastly specially on the weekends the restaurant used to get so busy that you never even used to get time to drink water or go to washroom. Saturday and Sunday were the most tireding days of me working in the restaurant in afternoon when I was interning in the Goan section we used to get 20/30 orders of thali at a time and to give them within 10mins was a task in itself.

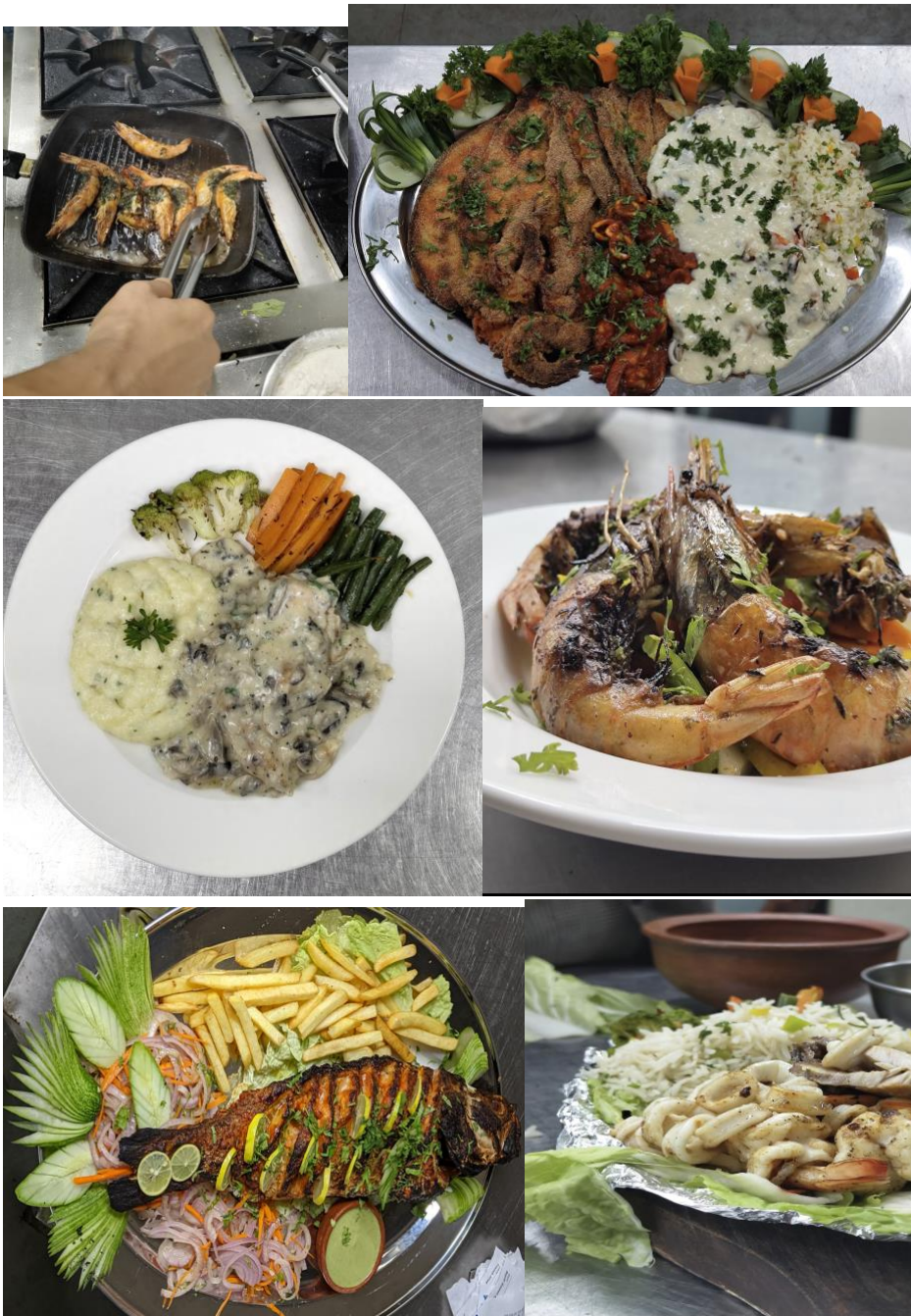
APPENDIX I: Samples of the work done

Goan Masala Preparation:- Preparation of the Goan Cafreal, rechado masala and fish fry masala.



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Preparation of Ala Carte Orders:- Frying of fish and garnishing of the platter done by me.



17.

APPENDIX II: Photos while at work



