

AN INTERNSHIP REPORT

At

Double Tree by Hilton Panaji, Goa

By

Minesh Gobre

2124

Submitted to

Integrated Master In Business Administration

Goa University

Under the Mentorship of

Professor Kevin D'souza

In Partial fulfillment of requirement for the award of

Integrated Master In Business Administration

July 2023



Through

Integrated Master In Business Administration

Goa University



To Dr. Albino Roshan Thomson
Assistant Professor (IMBA-HTT)
Goa Business School

Dear Ma'am,

On behalf of DoubleTree by Hilton Goa – Panaji and in response to the interview of your student had with us, we are pleased to offer the following selected student's industrial training at our property.

1. Mcshea Sejarah Mendes
2. Minesh Vishwas Gobre
3. John Domingo Lopes

Training Commencement Date – You are requested to report to HR Department at DoubleTree by Hilton Goa – Panaji on 15th May 2023, at 09:00 am for further joining processes. Thereafter you will be orientated & briefed about property code of conduct.

Training Benefits -

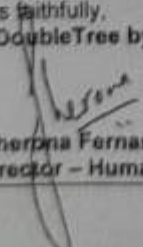
- Trainees will be paid stipend of INR 4,000 per month
- 6 weekly offs
- Laundry service for uniforms will be done at the resort
- Cafeteria meals on duty
- Orientation, training schedule, monthly meetings, trainee of the month rewards for high performers. Great & invaluable learning experience with a global brand

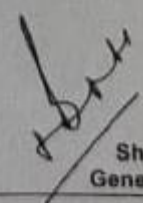
Note - Trainees will be solely responsible in managing their own accommodation throughout their training period and uniforms – Chef Coat, 2 sets of black pants & white shirt, black shoes.

The offer remains valid subjected to receipt of the required valid documentation to Learning & Development cell.

- Valid Govt. Photo ID (Aadhar Card / Driving License / Voter ID / Passport and PAN Card)
- College Photo ID photocopy
- Valid No Objection Certificate from the college
- Fitness Certificate from authorized physician (MBBS or MD) & Covid negative test certificate or Final vaccination certificate
- 2 Passport Size Photos
- Bank AC Details

Thank you,
Yours faithfully,
For DoubleTree by Hilton Goa – Panaji,


Sherona Fernandes
Director – Human Resources


Shiv Bose
General Manager

DOUBLETREE BY HILTON GOA - PANAJI

Kadamba Plaza, Panaji Old Goa Bypass Road, Velha Goa, Panaji 409006, India T : +91 832 249 1900 F : +91 832 249 1901

DoubleTree.com 0080-0440 2177

Hotel Owner : GoldRush Resorts Private Limited
CIN : U55101IA2011PTC006678
2/33/1, Chase Ring Road, Opposite Landini Garden,
Vasant Vihar, New Delhi - 110043, India
T : +91 80 4919 5100 F : +91 80 4919 5101 www.grouponty.com

Hilton

CERTIFICATE OF INDUSTRIAL TRAINING COMPLETION

This is to certify that:


Mr. /Ms. MINESH VISHWAS GOBRE

has completed his/her industrial training from MAY 15, 2023 to JULY 20, 2023

in FRONT OFFICE Department

at Doubletree by Hilton Goa – Panaji.

We Are **HILTON** We Are **HOSPITALITY** 


Sherona Fernandes
Director – Human Resources


Surojit Bodak
Assistant Training Manager



Hilton
HONORS

ACKNOWLEDGEMENT

I am grateful to all those who have supported me in completing my industrial training at Hotel - **Double Tree By Hilton Panaji, Goa** and preparing this report.

I am grateful to professor Mr. K. G Shankar Narayan (PD), Professor Kevin D'souza , Ma'am Albino, Dr. Poonam Sadekar, Ms Sujal Naik, Mr. Sadanand Gaonkar And Dr. Paresh Lingadkar for assisting me to get into hotel and preparing me for the training from Integrated Masters In Business Administration Goa University .

Sincerely
Mr. Minesh Gobre

Executive Summary

Working at the **Front Office** helped me communicate with guest in the training schedule, which simultaneously improves my vocabulary, command on language and fluency. Giving a warm welcome by saying '**NAMASTE**' and Offer a welcome drink. Also I came to know various types reports and record along with learning **ONQ**. The training has given me an experience which I would have never had doing any other job in the world. Known Making reservations for guests at local restaurants, entertainment venues or other local attractions, arranging Transportation (taxi or shuttle) services and offering recommendations when asked. Any other hotel reservations. Working at Front office taught me the lesson of how the guests are treated , How to handle & identify the guest luggage in huge crowds with proper tagging. Answering external phone calls as well as calls from checked-in guests and keeping a documented record of each call for later reference. I gained the knowledge of how to contact with guests in advance of special events for which they've reserved space and service. Maintaining scheduling flexibility and remaining available to work days, evenings, weekends, late night or overnight shifts and holidays. Informing service Express about Emergency calls. When there is an group arrival there was an lot of pressure , So keeping mind cool I used to deliver the Arrival & Departure luggage with proper room no and tagging within given time. I used to make use of bell hop trolley for luggage. Working at Front office I used to know prior about any celebrities or VVIP arrival. I learned to make the key cards for unlocking the room. Experienced use of an Master key , how important is it. It helped me communicate with guest in the training schedule, which simultaneously improves my vocabulary, command on language and fluency. I also learned the values and importance of this industry and experienced that this is much superior field than most of the other field during my training. As a human being, I noticed many changes in my behavior. Working in the hotel tests the patience in you. Keeping a cool-head even during tough situations. Training in a hotel teaches you the tricks and trades of the industry. Working for Long hours can also be pain full if you don't enjoy the work doing.

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BIRD EYE VIEW

The word hospitality derives from the Latin *hospes*, which is formed from *hospes*, which originally meant to have power." The meaning of "host" can be literally read as "lord of strangers"

What is the Hospitality Industry?

"It is a friendly and generous reception and entertainment of guest or strangers". Finding all-encompassing description of hospitality industry comprising businesses that serve the guest who are away from home can be defined by its scope, mission and provider. Hospitality is the relationship between guest and host, or the act or practice of being hospitable. Specifically, this includes the reception and entertainment of guests, visitors, or strangers, resorts, membership clubs, conventions, attractions, special events, and other services for travelers and tourists.

The Hospitality Industry is a broad category of fields within the service industry that includes lodging, planning, theme, transportation, cruise line, and additional fields within the tourism industry. The hospitality industry is a multibillion-dollar industry that depends on the availability of leisure time and disposable income. A hospitality unit such as a restaurant, hotel, or an amusement park consists of multiple groups such as facility maintenance and direct operations (servers, housekeepers, porters, kitchen workers, bartenders, management, marketing, and human resources etc.)

Hospitality is the relationship between a guest and a host, wherein the host receives the guest with some amount of goodwill, including the reception and entertainment of guests, visitors, or strangers. Louis, chevalier de Jaucourt describes hospitality in the *Encyclopédie* as the virtue of a great soul that cares for the whole universe through the ties of humanity. Hospitality is also the way people treat others, that is, the service of welcoming receiving guests for example in hotels. Hospitality plays a fundamental role to augment or decrease the volume of sales of an organization.

The leisure industry is the segment of business focused on recreation, entertainment, sports, and tourism (REST)-related products and services. The field has developed to the point of having university degrees and disciplines focused on it, such as the Cornell University School of Hotel Administration, Webber, and San Jose State University's departments of hospitality, recreation and tourism management. Some universities offer leisure degrees, two of those universities can be found in the Netherlands: the Breda University of Applied Sciences and the NHL Stenden University of Applied Sciences. Both offers bachelor's in international leisure management, the latter of which is branded as International Leisure & Events Management.

COMPANY PROFILE

Conrad Hilton founded the hotel chain in 1919, when he bought his first property, the Mobley Hotel, in Cisco, Texas.

The first hotel to bear the Hilton name was the Dallas Hilton, a high-rise that opened in Dallas, Texas, in 1925.

In 1954, at the Caribe Hilton Hotel's Beachcomber Bar in San Juan, Puerto Rico, Ramon "Monchito" Marrero reportedly created the Piña Colada.

In June 1955, Hilton opened the first post-World War II property in Istanbul, Turkey, and it is the longest operating Hilton Hotel outside the United States.

The Conrad Hilton Hotel in Chicago figured prominently in the 1968 Democratic Convention police riot^[16] that occurred on Michigan Avenue and across the street in Grant Park on August 28. During the riot the demonstrators took up the chant "The whole world is watching", and the hotel's doors were locked for the first time in its history. The hotel suffered minor damage as a result of the violence, and a couple of street level windows gave way under the weight of dozens of protesters being pushed up against them by the police.

John Lennon and Yoko Ono held their first Bed-In for Peace between March 25 and 31, 1969, at the Amsterdam Hilton, in Room 902 (renumbered to Room 702 during renovation). This room became a popular tourist destination.

In the London Hilton bombing of September 1975, a bomb exploded in the lobby of the London Hilton on Park Lane killing two people and injuring 63.

With construction on the Beirut Hilton finished, the hotel was scheduled to open on April 14, 1975, but the Lebanese Civil War erupted exactly one day before the April 13 Grand Opening date. The hotel never opened and was severely damaged during the war, and the building was demolished in the late 1990s. However, a different hotel was established later, under the name "Hilton Beirut Grand Habtoor", in the nearby eastern suburb. Later on,^[when?] the Hilton Chain bought the Metropolitan hotel directly facing the Grand Habtoor and renamed it "Hilton Metropolitan".

On February 13, 1978, the Sydney Hilton Hotel was the site of one of the few terrorist incidents on Australian soil, when a bomb blast killed three people (two council workers and a policeman).

The Hilton Nicosia in Nicosia, Cyprus, was the scene of the assassination of Youssef Sebai, an Egyptian newspaper editor and friend of Egyptian President Anwar El Sadat, on February 19, 1978. The assassination and the hijacking of a Cyprus

Airways DC-8 at Larnaca Airport led to the Egyptian raid on Larnaca International Airport by Egyptian forces. The intervention by the Egyptians led to the deterioration of relations between Cyprus and Egypt.

In 1989, Hilton established the Hilton Honors program, Hilton's guest loyalty program.

A commercial space station project known as Space Islands was proposed by Hilton International in 1999 to be constructed from used Space Shuttle fuel tanks.[20] When completed, it was to be called the Hilton Orbital Hotel. The tanks were to be connected together to form a ring, resulting in a space station similar to that pictured in the film 2001: A Space Odyssey. Plans were also drawn up for a 5000-room hotel on the Moon, though Steve Hilton noted in 2009 that both these plans were more symbolic than practical at this stage.

On October 24, 1999, the four double columns of the left hand side of the then modern Barbados Hilton in Needham's Point, St. Michael, was collapsed and imploded inwards in just ten to fifteen seconds when the earthquake had rocked Barbados. It was later demolished in May 2005 after they constructed the new Barbados Hilton in January 2005.

In 2004, Hilton Hotels opened their new Kuala Lumpur property in KL Sentral, directly opposite the main entrance to the Sentral Terminal, as the replacement for their former premises in Jalan Sultan Ismail. The latter was the first internationally-run hotel in the city when opening in 1973, and changed management in 2002 (renamed Crowne Plaza Mutiara) before being demolished in 2015 for a (currently on hold) mixed-use development.

In 2009, the company relocated its global headquarters from Beverly Hills, California, to McLean, Virginia.

In 2009 Hilton opened Canada's tallest hotel at 58 stories, in Niagara Falls, Ontario.

In late 2010, Hilton announced a name change of the Hilton Hotels brand to Hilton Hotels & Resorts along with a new logo design, as part of a rebranding effort for the flagship brand.

In March 2013, Hilton announced that it would be entering Burma for the first time with the construction of a 300-room hotel in Yangon.

In 2015, approximately 20 Hilton Hotels & Resorts properties were inducted into the Historic Hotels of America organization. Among these hotels were Hilton Fort Worth, which hosted John F. Kennedy's final speech, and Hilton Hawaiian Village Waikiki Beach Resort, the setting of the film Blue Hawaii.

In 2016, Hilton N'Djamena opened in Chad. It was the brand's first property in the country and the 100th country Hilton began operations in worldwide.

In June 2016, Hilton opened their first hotel in Estonia and in the Baltic states.

In 2017, Hilton announced that it would remain the sponsor for McLaren until 2021. Hilton was one of the oldest sponsors of F1 series and sponsored McLaren since 2005.

In October 2017, Hilton announced it had committed a total of \$50m (£37.8m) over five years to its Hilton Africa Growth Initiative to support the continued expansion of its Sub-Saharan African portfolio.

In March 2018, Hilton opened their first hotel in Serbia. It is a four-star hotel located in Belgrade.

In late 2019, Hilton opened their first hotel in Gulshan, Dhaka, Bangladesh. It was designed by Mustapha Khalid Palash.

Planned before the pandemic and to open in 2020 the Hilton Hotels & Resorts under the brand Hampton Inn opened a Hotel and mixed use apartments in downtown Salem, Massachusetts.

Double Tree By Hilton

Double Tree by Hilton is an American hotel chain managed by Hilton Worldwide. DoubleTree has been the fastest growing Hilton brand by number of properties since 2007, and by number of rooms from 2007 to 2015. As of December 31, 2019, it has 587 properties with 135,745 rooms in 47 countries and territories, including 122 that are managed with 35,122 rooms.

Type Subsidiary

Type	Subsidiary
Industry	Hotel
Founded	January 1969; 53 years ago in Scottsdale, Arizona, United States
Founder	Samuel F. Kitchell
Headquarters	McLean, Virginia, United States
Number of locations	587 (December 31, 2019)
Area served	Worldwide
Parent	Hilton Worldwide
Website	www.doubletree.com

Double Tree By Hilton Panaji, Goa

Overlooking the Mandovi River, this upscale hillside hotel is 8 km from Panaji, 10 km from shops and eateries along Miramar Beach and 28 km from Goa International Airport.

Accommodations range from relaxed rooms with balconies to a 2-bedroom suite with a living area, terrace and hot tub. All offer flat-screen TVs and Wi-Fi access, as well tea and coffeemaking facilities, minifridges, and safes. Club-level rooms provide access to a private lounge. Room service is available.

Parking is free. There are 2 restaurants, one with outdoor-only seating and one open all day, plus a lobby lounge, a spa, a gym and an outdoor pool. Other amenities include a kids' club and event space.

Check-in time: 15:00

Check-out time: 12:00

PRODUCT / SERVICES PROVIDED AT DOUBLE TREE BY HILTON PANAJI

Guest Rooms

*** KING DELUXE ROOM GARDEN VIEW WITH BALCONY-**

34 sq. m., private balcony, spacious, safe, work station. Unwind in this spacious room with a Goan touch and modern amenities. Take in the view of nature from your private balcony and enjoy the comfort of the king bed. It's easy to stay on top of business with the convenient work station. This room also features a safe. Sleeps 3 adults or 2 adults and 2 children with rollaway beds.

***KING DELUXE ROOM RIVER VIEW WITH BALCONY-**

34 sq. m., Mandovi River view, private balcony, safe, work station. Unwind in this spacious room with a Goan touch and modern amenities. Take in the beautiful view of Mandovi River from your private balcony and enjoy the comfort of the king bed. It's easy to stay on top of business with the convenient work station. This room also features a safe. Sleeps 3 adults or 2 adults and 2 children with rollaway beds.

***TWIN DELUXE ROOM GARDEN VIEW WITH BALCONY-**

34 sq. m., private balcony, spacious, safe, work station. Unwind in this spacious room with a Goan touch and modern amenities. Take in the view of nature from your private balcony and enjoy the comfort of the twin beds. It's easy to stay on top of business with the convenient work station. This room also features a safe. Sleeps 3 adults or 2 adults and 2 children with rollaway beds.

***TWIN DELUXE ROOM RIVER VIEW WITH BALCONY-**

34 sq. m., Mandovi River view, private balcony, safe, work station. Unwind in this spacious room with a Goan touch and modern amenities. Take in the beautiful view of Mandovi River from your private balcony and enjoy the comfort of the twin beds. It's easy to stay on top of business with the convenient work station. This room also features a safe. Sleeps 3 adults or 2 adults and 2 children with rollaway beds.

Suites-

***DELUXE SUITE RIVER VIEW WITH BALCONY-**

68 sq. m., separate living room, Lounge benefits, Mandovi River view. Admire stunning views of Mandovi River from the private balcony of this stylish and spacious suite. This suite, decorated in a Goan style, has a separate living room and private bedroom with one king bed. During your stay, enjoy a range of benefits including complimentary breakfast, evening light snacks, and soft beverages. Amenities include a work station and a safe. Sleeps 3 adults or 2 adults and 2 children with rollaway beds.

***PREMIUM SUITE RIVER VIEW-**

102 sq. m., higher floor, living room, Lounge benefits, river view. Set on a high floor of the hotel, this spacious suite boasts stunning views of Mandovi River. Decorated in a Goan style, enjoy the comfort of the separate living room and private bedroom with a King bed. During your stay, enjoy access to the Executive Lounge with a range of benefits including complimentary breakfast, evening light snacks, and soft beverages. Amenities include a work station and a safe. Sleeps 3 adults or 2 adults and 2 children with rollaway beds.

***PRESIDENTIAL SUITE RIVER VIEW-**

136 sq. m., terrace, jetted-tub, living room, Lounge benefits, river view. Experience an unforgettable stay in the Presidential Suite, a modern retreat inspired by Goan elements. Take in stunning views of Mandovi River from the private terrace with jetted-tub or from the comfort of the king bed. This suite features a spacious separate living room and two private bedrooms. During your stay, enjoy access to the Executive Lounge with a range of benefits including complimentary breakfast, evening light snacks, and soft beverages. Amenities include a work station and a safe. Sleeps 4 adults or 4 adults and 2 children with rollaway beds.

Executive-

***KING EXECUTIVE RIVER VIEW WITH BALCONY-**

34 sq. m., Lounge benefits, higher floor, Mandovi River view, private balcony, work station. Set on a higher floor of the hotel, this spacious room offers beautiful views of Mandovi River from the private balcony. During your stay, enjoy evening light snacks and soft beverages. Decorated in a Goan style, this room has modern amenities including one king bed, a work station, and a safe. Sleeps 3 adults or 2 adults and 2 children with rollaway beds.

***TWIN EXECUTIVE RIVER VIEW WITH BALCONY-**

34 sq. m., Lounge benefits, higher floor, Mandovi River view, private balcony, work station. Set on a higher floor of the hotel, this spacious room offers beautiful views of Mandovi River from the private balcony. During your stay, enjoy evening light snacks and soft beverages. Decorated in a Goan style, this room has modern amenities including twin beds, a work station, and a safe. Sleeps 3 adults or 2 adults and 2 children with rollaway beds.

Accessible

***KING ACCESSIBLE ROOM-**

34 sq. m., Wheelchair accessible, Mandovi River view, private balcony, safe, work station. Unwind in this spacious room with a Goan touch and wheelchair accessible amenities. Take in the beautiful view of Mandovi River from your private balcony and enjoy the comfort of the king bed. It's easy to stay on top of business with the convenient work station. This room also features a safe. Sleeps 2 adults. Any corresponding photo may not reflect the specific accessible room type or room type feature.

All Amenities

Connecting Rooms
Free parking
Free WiFi
Non-smoking rooms
Digital Key
Concierge
Spa
Resort
Executive lounge
On-site restaurant
Fitness center
Room service
Business center
Meeting rooms
Pets not allowed
Outdoor pool

Accessible amenities

- *Accessible business center.
- *Accessible concierge desk.
- *Accessible elevators.
- *Accessible exercise facility.
- *Accessible guest rooms with mobility features with entry or passage doors that provide 32" of clear width.
- *Accessible hotel restaurant.
- *Accessible meeting rooms.
- *Accessible parking.
- *Accessible parking spaces for cars in the self-parking facility.
- *Accessible public entrance.
- *Accessible registration desk.
- *Accessible route from the accessible public entrance to the accessible guestrooms.
- *Accessible route from the accessible public entrance to the registration area..
- *Accessible route from the hotel's accessible entrance to the meeting room/ballroom area.
- *Accessible route from the hotel's accessible public entrance to at least one restaurant.
- *Accessible route from the hotel's accessible public entrance to the business center.
- *Accessible route from the hotel's accessible public entrance to the exercise facilities.
- *Accessible route from the hotel's accessible public entrance to the spa.
- *Accessible route from the hotel's accessible public entrance to the swimming pool.
- *Accessible transportation with advance notice.
- *Audible alarms.
- *Audible alerts in elevators.
- *Bathroom doors at least 32 inches wide.
- *Bedroom doors at least 32 inches wide (812 mm).
- *Braille elevator.

- *Digital alarm clock available with sound and strobe light.
- *Emergency Call Button on Phone.
- *Evacuation chair available to help evacuate a disabled person.
- *Grab bars in bathroom.
- *Hotel comply with the Americans with Disabilities Act of 1990.
- *Level or ramp entrance into the building.
- *Lower or Adjustable Closet Rod.
- *Lowered bed.
- *Lowered buttons in elevators.
- *Lowered emergency evacuation instructions.
- *Lowered light switches.
- *Lowered peep hole in door.
- *Lowered shelf storage.
- *Lowered sink.
- *Lowered thermostat controls.
- *Lowered toilet.
- *Public Areas/Facilities accessible for physically challenged.
- *Rooms accessible to wheelchairs (no steps).
- *Strobe alarms.
- *Valet only parking.
- *Visual alarm for hearing impaired.
- *Visual alarms for hearing impaired in hallways.
- *Wheelchair ramp for lobby/reception access.

Hotel policies

***CANCELLATION-**

Cancellation policies may vary depending on the rate and dates of your reservation. Please refer to your reservation confirmation to verify your cancellation policy. If you need further assistance, call the hotel directly or contact customer service. Alternatively, you can cancel your reservation online.

***CHECK-IN/CHECK-OUT-**

Minimum age to register 18

Early checkout-fee 100% of reserved room charges apply. Charges may vary depending rate type

Late checkout-fee _____ ₹0.00

***PAYMENT-**

Currency	Indian Rupees
Accepted credit cards	American Express
	Diner's Club
	JCB
	MasterCard
	Visa

***FACE COVERINGS-**

We ask that you follow all local guidelines and laws with respect to practicing social distancing and wearing a mask in public areas. Please check with local public health and government authorities regarding guidelines or requirements that may be in place for the location of your stay.

***FAMILY & CHILDREN POLICY-**

Two children below 12 years of age can share existing beds with parents for free and enjoy meals as per the booking inclusions. Guests above 12 years of age will be charged for meals as per the booking inclusions, which shall be payable at the Hotel. Charges apply for extra beds.

FOOD AND BEVERAGE GUIDE

Comida –

This modern all day dining restaurant is inspired by Portuguese architecture and Goan lifestyle, offering live cooking stations with Western, Indian and Asian fare, and the very best of the local produce. Located on the lower ground floor, the restaurant boasts a large outdoor terrace and an adjacent bar, COMIDA, which comes alive in the evening and is perfect for drinks. The restaurant serves a varied breakfast buffet and delicious a la carte options for lunch and dinner. The menus are a combination of all the elements of world cuisine and local specialties represented in a truly international way, with innovative live cooking elements to give a creative atmosphere and focus on fresh products and innovative presentation of the meals.

Hours

Monday- 12:00 am - 12:00 am
Tuesday- 12:00 am - 12:00 am
Wednesday- 12:00 am - 12:00 am
Thursday- 12:00 am - 12:00 am
Friday- 12:00 am - 12:00 am
Saturday- 12:00 am - 12:00 am
Sunday- 12:00 am - 12:00 am

Comida Bar-

Comida Bar with its picturesque views is an ideal spot to meet friends and colleagues for cocktails, conversations and more. Comida Bar offers a fine selection of wine, beer, liquors and hand-crafted cocktails, along with a delectable snack menu.

Relax over a pint of beer or sip on single malts and wines of the world that can be enjoyed by the glass with delicious nibbles. A great location to sit down and enjoy retro beats with a delicious beverage and watch the evening go by, Comida Bar features an adjoining alfresco deck with views of the river and our green surroundings.

Monday

11:30 am - 11:30 pm

Tuesday

11:30 am - 11:30 pm

Wednesday

11:30 am - 11:30 pm

Thursday

11:30 am - 11:30 pm

Friday

11:30 am - 11:30 pm

Saturday

11:30 am - 11:30 pm

Sunday

11:30 am - 11:30 pm

Feliz-

Resonating the essence of Goa, Feliz provides a relaxed ambiance with an outdoor-only seating overlooking the picturesque Mandovi River. Feliz serves a fine and handcrafted selection of Goan and Coastal cuisines and showcases a wide array of unique cocktails and fine wines to create memorable dining experiences across Lunch and Dinner. The artisanal menu curated by celebrated chef Vidhya Gawas, offers authentic home-cooked Goan cuisines and gourmet delights. An open air ambience and trendy music.

Monday

12:30 pm - 11:00 pm

Tuesday

12:30 pm - 11:00 pm

Wednesday

12:30 pm - 11:00 pm

Thursday

12:30 pm - 11:00 pm

Friday

12:30 pm - 11:00 pm

Saturday

12:30 pm - 11:00 pm

Sunday

12:30 pm - 11:00 pm

Rio Salao-

Relax with a book and a cup of tea or coffee during the day in Rio Salao, and by the evening wind down with a cool beverage and enjoy the breeze. Overlooking Mandovi River, the lobby lounge is also a great meeting space for socializing and enjoying traditional afternoon tea.

With a focus on local and international teas and coffees as well as a selection of non-alcoholic beverages, the lounge offers an assortment of sandwiches, fresh confectionery and a small bites menu for lunch and dinner. Rio Salao is the perfect oasis to relax over drinks while taking in Goa's magnificent sunset views.

Monday

10:00 am - 8:00 pm

Tuesday

10:00 am - 8:00 pm

Wednesday

10:00 am - 8:00 pm

Thursday 10:00 am - 8:00 pm

Friday 10:00 am - 8:00 pm

Saturday

10:00 am - 8:00 pm

Sunday 10:00 am - 8:00 pm

DoubleTree By Hilton Panaji ,Goa is the perfect destination for a family holiday. The resort features dedicated spaces for our young guests, where they can play & learn under the affectionate of the trained staff.

This is the kids own domain, where they will find arts and crafts, pottery classes, cooking lessons & movie room and more. And the parents can explore the endless possibilities of luxurious experiences.

Facility Provided To Guest:

Doctor on call

Hi-speed wi-fi

Welcome Drink on arrival

Pick up-Drop Facility

Please watch young children at all time Warning signs around the resort are intended for your safety. We ask that you read and obey them During you stay with us, we encourage you to enjoy the beautiful, can sometimes unpredicta Mble and we recommended that you consult the lifeguard on duty before venturing into the water For hygiene reasons, we advise you to use your discretion when dining at any restaurants outside the resort.

Fitness Centre – Open on Daily Basis.

- 1) 24 hrs Gym
- 2) Steam
- 3) Indoor therapy Rooms
- 4) Weekly Activities
- 5) Trainer
- 6) Fully equipped state-of-the-art fitness center
- 7) Fitness Classes
- 8) Special Guest Privileges

Equipment Available :-

- Cardiovascular Equipment
- Elliptical Machine(s)
- Exercise Bike(s)
- Free Weights
- Strength Equipment
- Treadmill(s)
- Weight Machines
- Yoga Mats

- 1) No lifeguard on duty
- 2) Towels provided
- 3) Kids pool – 1ft
- 4) Adult pool – 4ft
- 5) Swimming attire available on sale
- 6) Open 24hrs

Doubletree by Hilton Panaji Goa .has redefined leisure with its sublime offering of an outdoor wellness pool that poses a rejuvenating .Dive into pure bliss and relax on the sundeck for a surreal experience. With the lawn hosting its own naturist zone featuring a stunning pool bar gives you the perfect reason to indulge. Visit our stunning pool area, the perfect place to wind down and re-center yourself under open, beautiful skies. Awaken your senses with an early morning swim, cool down after a busy day, or spend a lazy afternoon sipping cocktails in the sun.

Set in an outdoor space, the Swimming Pool at **Double Tree by Hilton Panaji Goa** is a reflection of leisure and comfort. Our outdoor pool area provides a blissful locale for swimming, relaxing and socializing.

FRONT OFFICE DEPARTMENT

Front Office Department, is the comprehensive reception service and management department as the guest room service as the center, that the service area including Reception, Concierge, Operator, Assistant Manager, Business Center. It can provide various services, such as booking rooms, guest room allocation, inquiries, message, welcome, baggage, telephone, fix, typing and transportation arrangement etc.

WHAT IS FRONT OFFICE DEPARTMENT?

At hotels, front office refers to the front desk or reception area of the core operations department of the hotel... The employees who work in the lobby of the hotel at a part of the front office as they deal with guest directly. The concierge, cashier, porter, and mailing service are included in the front office.

WHAT WORK DOES FRONT OFFICE PERFORM?

Hotel operation front office. 1. The Front Office is truly the nerve center of a hotel. Members of the front office staff welcome the guest, carry their luggage, help them register, give them their room keys and mail. The sleeping rooms are comfortable, well equipped and clean.

WHY IS FRONT DESK IMPORTANT!

Front Office plays a critical part in Tourism and Hospitality Industry. This is because of the fact that the front office is the first and last point which interacts with the client. Front office called so because they are situated at the front near the entrance of the Hotel.

Reception

- Keep knowledge of rooms /restaurants/ Banquets Functions and location.
- Check Arrivals Of The Day: Type of category requested by guest, expected time of arrival, the guest class (VIP: Very Important Guest, Gold Member, Platinum Member, Diamond Member, Silver Member)
- Check House Position: Number of rooms occupied, number of arrivals and number of departures.
- Coordinate group check-in
- Blocking of Rooms: This is done to reserve a particular room for the next day's arrival depending upon availability.
- Departure control: To check that all check-outs are by 12:00 hrs. In case of late check-outs, the Front Office is to be informed and depending upon availability the same is offered
- Attend to guest complaints or request during the period of their stay at the hotel. >
- Maintain log books: This is done to make note of any follow-ups, reminders or general information that needs to be passed on to the next shift.
- A log book is also maintained to make a note of all messages/invitation correspondence received after office hours that need to be delivered.

Cashier

- Check folios for proper posting of rooms charges.
- Check that supporting bills, especially credit bills are attached. The departure card is signed and given to the bell boys, so that the luggage can be loaded.
- If there is a room change, the room number is also updated on the registration card of the guest and is shifted to the folio of the current room.
- After departures, the cash statement is tallied i.e.: total amount of all the bills with the total earnings of that day.
- Prepare Cash Summary: This involves separation of cash that needs to be handed over to the Finance department and sealing of the same along with the cash summary in an envelope.
- To keep the bills of every departure ready with supporting bills attached. In case

Check In Procedure

The software used at the Front Desk for reservation is the ONQ

- All guests arriving at the Reception will be greeted immediately by name when possible and as per standard phrases.
 - All guests will be pre-registered with mandatory fields of the reservation completed prior guest arrival. Thus ensuring a smooth and speedy check-in at the counter
 - At the time of check in the guest is served welcome drink & DT Cookies (Doubletree cookies signature of hotel).
- Rooms are to be assigned to all guests according to the guest profile and preferences, by a Reception Associate, in coordination with housekeeping, so as to ensure that the room is ready with all amenities as per profile at least 30 minutes prior to guest arrival.
- All first time guests are to be offered a short orientation to the hotel facilities and room facilities.
 - The guest is asked for his id proof & passport in case of foreign national.
 - The registration card is prepared & the guest needs to sign on it.
 - Once the registration card is complete, the Reception Associate is to check for updating of details on opera including room rate and billing instructions.
 - The guest is then offered with their valid key of the room along with key card jacket & is escorted to the room.

- Luggage will be delivered to the guest room along with or before the guests reach the room. In case of any delay, the guest will be notified of the same and the expected arrival time of his/her baggage conveyed.

Check Out Procedure

- As soon as Guest Services receives a call from guest's side for checkout a bellboy is sent to room for collecting luggage .
- On the other hand housekeeping is also informed for the same
- Bellboy brings the luggage and guest to front desk
- A folio is prepared with all the consumption & charges applicable. This is just an information copy that shows the charges.
- After the guest verifies all the charges the bill is prepared in 3 copies.
- Depending on the type of settlement (cash or by credit card) the guest pays the bill.
- 1st copy of the bill is presented to the guest.
- The other copy is attached with the registration card & signed by the associate Which is retained in the hotel at back office of Front Office
- 3rd copy is send to the Head-Quarters.
- After settling the account bellboy again help guest with their luggage till exit door If car or cab is called then he puts the luggage into car and wish them a Happy Journey.

In House Telephone Handling Procedure

- Wish the guest according to the time of the day and by saying 'NAMASTE' Always call the guest by his/her last name.
- Thank the guest for calling the front desk.
- Introduce yourself.
- Ask him/her how you could assist him/her. Listen to the guest carefully & act accordingly. Eg: Namaste ,Welcome assistant this is Pratik here, how may I assist you...???
- If there is any inconvenience apologize to the guest & assure him/her that the work would be done ASAP.
- Never transfer the call without informing the guest about the caller.

From Outside of Hotel

- As soon as phone rings answer within 3 rings and use brand standard phrase

How may I assist you?"

- Listen to guest carefully and act accordingly.

Documents Maintained

- Logbook
- Allowance Voucher
- Room Status Report
- Cash book
- Briefing Register
- Erand Card Book
- Wake up Call Register.

Business Center

Business center is open 24x7x365 and can access by guest in house

Facilities

- Scanning
- Photocopying

Observations

- Welcome Experience
- Luggage (Tagging, Storing Left Luggage, Escorting it to room, and bringing it down)
- Computer System (Opera and Micros&Oracle)
- Check in > Check Out
- Different Reports Prepared (high balance report, flash report, VIP and VVIP report)

- Inventory of items
- Distribution of newspapers
- Handling of Xerox Machine for multiple purposes.

Skills Developed

- Handling them while they are doing check in procedure along with brand's Standard Welcome Experience i.e. How to offer welcome drink by keeping all hygiene standards
- Tagging of luggage, storing of it, left luggage procedure and record keeping of the Same.
- Escorting guest to their room.
- On request Guest amenities inventory and exchange with Housekeeping.
- Use of Key Maker and prepare a valid key for a guest room.
- Hotel Wi-Fi Access to guest and problem solving
- Things to speak with Guest while escorting them to room along with noting the things like their likes and dislikes, preferences and many more.
- Room Change Procedure and things to do after that along with records.
- Inter departmental Mailing of various reports
- Guest Request Log up keeping and follow of the same.
- Update Wake up calls in system.
- Call Handling both in house and from outside of hotel along with transfers of call.
- C Forms updating online.
- Courtesy calls to guest after check in.
- Allocation of room, blocking and de blocking of room as per preferences of guest
- Interaction with guest
- soft skills and handling of guest.

Actual Work Performed

- Escorting of the guest to the guest room
- Pick up and drop of luggage to the guest room
- Handling guest calls, and provide amenities as want
- Provide guest amenities to the guest room.
- Give information of the hotel to the guest.
- Made room key card for the guest.
- Scan guest documents at the time of check in.
- Place magazines and newspaper in the lobby and seating area.
- Give wake up calls to the guest.
- Get the supplies from the housekeeping department .
- Give the local information to the guest.
- Welcome guest at door, serve the welcome drink to the guest.

Tasks Handle

- Assisting the bell captain, you look after the luggage of the guests arriving and departing.
- Assisting the receptionist with respect to check in and check out of the guest.
- Looking after the requirements of the guests resting in the lobby area.
- Slot wise arrangement of the cards according to the room numbers.
- Ensuring the registration cards have proper information about room numbers and facilities.
- Maintaining the guest list and the cards synchronising it with the updated data.

LEARNINGS

My internship this time was in Double Tree Hilton Panaji . I was instructed to join on 15th of May 2023, and accordingly I did so. Upon arrival I was introduced to the hotel staff including HR. The HR staff made us do some compulsory paper work and after that the formal introduction to the relevant department was done.

I was placed in the front office where I worked in helping the bell captain who looks after the luggage of the guest for arriving and departing. Reception staff introduced me to the working of the department and I was well to do with the process in very less time. A responsibility included looking after the needs of the guest who were sitting in the lobby and fulfilling their requests. The duty manager is very compassionate and helpful in nature who advised us at different phases of the process. Overall, it was a good experience working with numerous people who help me complete this internship and their buy loan and gain experience to be corporate ready for upcoming days.

This internship gave me the understanding of how different departments of an organization depend on each other in order for the firm to flourish in its particular industry. Cooperation and agreement can honestly go a long way in the hospitality industry. Through this internship, I interacted with people from different states and cultures and made new connections and friends as well. Interning at this particular property has taught me how to be responsible and professional.

CHALLENGES

In front office department the major challenges I faced was related to ordering and updating of the registration cards with their room numbers. Nevertheless, fulfilling request of the guests held in lobby was also a tedious task to do. With the constant support from the supervisor and the duty manager, I was able to do the task responsibly and efficiently.


CONCLUSION

I found this training very informative for my future career. It has motivated me to the fullest and I would like to thanks the hotel staff who treated me so well and helped me learn many more things and they make sure that I could complete my training successfully. My biggest thanks goes to all HODs of Department who always were there with us no matter what They always guided us and helped us in every step. I also appreciate the educational enviroment and friendly staff.

Inspires of being new at Hotel, I managed to work efficiently, speedily, effectively. This was due to cooperation received from the staff working at the hotel and faith Managers, Team Leaders' and Associates' in me. increased my confidence and helped me to put in my best. At the same time I was able to learn and retain as much as possible knowledge.

This training period increased my confidence level, Skill and stamina of doing work. It helps to develop my personality as well as attitude towards people and my communication , situation handling ability and job knowledge.

APPENDIX II

 <h2 style="margin: 0;">ALLOWANCE VOUCHER</h2>		
<p>DOUBLE TREE BY HILTON® GOA - PANAJI</p>	<p>No. 620</p>	
Name : _____	Date : _____	
Folio No : _____	Room No : _____	
		Check Out Date _____
Sr.No	EXPLANATION	AMOUNT
TOTAL		
Rupees : _____		
_____ Cashier	_____ Approved by	_____ Financial Controller
_____ General Manager		

Name	Designation
Shiv bose	General Manager
Sherona Fernandiz	Director Of Human Resources
Surojit Bodak	L & D Manager
Dacia Godinho	Commercial Director
Amar Albuquerque	Director Of Room
Atul parikh	Financial Manager
Kedar Komarpant	Chief Engineer
Kiran Patel	Front Office Manager
Gangadhar Khandare	Executive Housekeeper
Mousami Sharma	Assistant F&B Manager
Pradeep Rao	Executive Chef
Satpreet Singh	IT Manager
Prashant Khatakar	Cluster learning& Development Manager
Jagdish Koti	Cluster Revenue Manager
Venugopal K	Security Manager



DOUBLETREE BY HILTON HOTELS LOCATIONS IN INDIA

Location	Address	Contact No.
Goa – Panaji	Near Mandovi River Kadamba Plateau Panjim Old Goa, Bypass Road, Panaji, Goa 403006	0832 249 1900
Arpora – Baga	Ximer, Arpora, Goa 403518	0832 665 5666
Agra	B/H-1&2, Taj Nagri Phase 2, Agra, Uttar Pradesh 282001	0562 710 2323
Ahmedabad	Ambli Rd, Vikram Nagar, Ahmedabad, Gujarat 380058	079 4105 0000
Jaipur Amer	935 Kukas, Delhi Road, Jaipur, Rajasthan 302028	01426 227 850
Pune – Chinchwad	C-32, MIDC Tata Motors Rd, Chinchwad, Pune, Maharashtra 411019	020 6731 3333
Bangalore	Iblur Gate Dr. Puneeth Rajkumar Road, Sarjapur - Marathahalli Rd, Bengaluru, Karnataka 560102	080676 56565
Gurgaon – New Delhi	Golf Course Rd, Sector 56, Gurugram, Haryana 122011	0124 491 1234
Gurugram Baani Square	Baani Square, Sector 50, Gurugram, Haryana 122002	0124 442 0000



	Benefit	Member	Silver	Gold	Diamond
Member 0-9 nights	Hilton Honors Discount rate	✓	✓	✓	✓
	Points toward free nights & more	✓	✓	✓	✓
	No resort fees on reward stays*	✓	✓	✓	✓
	Digital Check-in	✓	✓	✓	✓
	Choose Your Room	✓	✓	✓	✓
	Digital Key	✓	✓	✓	✓
	Free WiFi*	✓	✓	✓	✓
	Hilton Honors Experiences	✓	✓	✓	✓
Silver 10+ nights	20% Bonus Points on stays*		✓	✓	✓
	Fifth night free on reward stays		✓	✓	✓
	Two free bottles of water		✓	✓	✓
	Elite Rollover Nights		✓	✓	✓
Gold 40+ nights	80% Bonus Points on stays*			✓	✓
	Space-available room upgrades*			✓	✓
	Free continental breakfast			✓	✓
	Milestone Bonuses			✓	✓
Diamond 60+ nights	Executive lounge access				✓
	Diamond status extension				✓
	Premium WiFi				✓
	48-hour room guarantee				✓
	Elite status gifting				✓

Type of Rooms	No. of Rooms
Deluxe Garden View, Twin	40
Deluxe Garden View, King	57
Deluxe River View, Twin	04
Deluxe River View, King	30
Executive River View, Twin	05
Executive River View, King	16
Deluxe Suite	07
Premium Suite	1
Presidential Suite	1
	TOTAL 160



Appendix II

