

VIVANTA GOA PANAJI

Internship Report for

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by

ADHVAIT SHIRODKAR

Seat Number: 2102

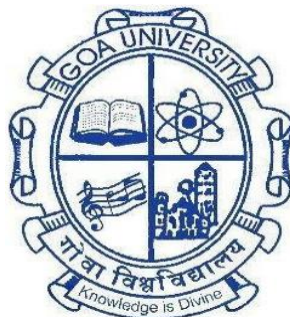
PRN:202100362

Under the Mentorship of

Dr. Kevin D 'Souza

Goa Business School

Integrated Masters in Business Administration



GOA UNIVERSITY

Date:

Examined By:

DECLARATION BY STUDENT

I hereby declare that the report presented in this Internship Report in Vivanta Goa Panjim is based on the results of learning carried out by me in the Integrated Masters in Business Administration 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.

Date:

Adhvait shirodkar

Place: Goa University

Seat Number: 2102

COMPLETION CERTIFICATE

This is to certify that the internship report “**Vivanta Goa panaji**” is a bonafide work carried out by Mr. **Adhvait shirodkar** under my mentorship in partial fulfillment of the requirements for the award of the degree Bachelors in Business Administration, (BBA) in the discipline Integrated Masters in Business Administration at the Goa Business School, Goa University.

Date:

Dr. Kevin D ‘Souza

Place: Goa University

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INTERNSHIP CERTIFICATE

CERTIFICATE OF EXCELLENCE

VIVANTA

GOA
Panaji

This certificate is proudly presented to

Mr. Adhvait Shinodkar

from Goa University

in recognition of successfully completing the Industrial Exposure Training
in Food Production (Bakery)

departments with an attendance of 100 %

The duration of this training was from 5/5/23 to 4/7/23.

[Signature]
GENERAL MANAGER

[Signature]
L & D MANAGER

IHCL

ACKNOWLEDGMENT

I Adhvait shirodkar give my deepest gratitude for the unwavering support and strength provided by divine guidance throughout the journey of completing this dissertation. The culmination of this internship has been shaped by the steady encouragement of my well-wishers, for which I am truly thankful. The support, encouragement and motivation every time has been invaluable for me. During these two months, I have also collaborated with many colleagues for whom I have great regard, and I wish to extend my warm thanks to all those who have helped me with my work.

Last but not the least would like to thank all my Professors for helping me prepare for the same-

Mr Kevin D'Souza: Program Director

Prof. K.G. Shankaranarayanan: Assistant Professor

Dr Albino Thomson: Assistant Professor

Dr Poonam Sadekar: Assistant Professor

Ms Sujal Naik: Assistant Professor

Mr Sadanand Gaonkar: Assistant Professor

Dr Paresh Lingadkar: Assistant Professor

Administrative staff:-

Ms Shilpa Shirodkar

Mr Kishor Nagvekar

Mr Naresh Salgaonkar

Mr Sarvesh Vaigankar

It was a great learning experience and it wouldn't have been possible without the help of my mentor.

EXECUTIVE SUMMARY

The rewarding part of my internship was being able to learn and get experience in Food production trainee. I am extremely grateful and excited for whatever comes my way in all aspects.

In review, a service-related business as in the industry of hospitality, the need for education, training and exposure cannot be ignored.

This internship has been an excellent and experience. I have been able to communicate well, and connect with so many people.

One main thing that I have learn through this internship is time management skill and self-motivation. In the beginning, It seemed challenging but as I got along gradually, I organized my day and work so that I was not overlapping or wasting my hours and had questions ready for when it was the correct time to get/give feedback.

The training enhanced my practical knowledge. Most importantly, I am oriented to the industrial scenario and its many challenges and subtleties.

VIVANTA GOA PANAJI

1.1 bird eye view

1.1.1 Introduction

Vivanta Panjim, Goa, is a luxurious hotel that epitomizes the vibrant spirit of Goa while offering a world-class hospitality experience. Nestled in the heart of Panjim, the capital city of Goa, this hotel stands tall, overlooking the Mandovi River. From the moment guests' step into the elegantly designed lobby, they are greeted with warm smiles and impeccable service. The hotel boasts an array of well-appointed rooms and suites, each exuding a contemporary charm and offering breath-taking views of the surrounding beauty. Whether indulging in the delectable cuisines at its signature restaurants, rejuvenating at the tranquil spa, or lounging by the pristine poolside, guests are enveloped in a serene and sophisticated ambiance. With its convenient location, modern amenities, and unwavering commitment to excellence, Vivanta Panjim, Goa, truly captures the essence of a luxurious coastal retreat.

1.2 Products/Services

1.2.1 Rooms

ACCOMMODATION

170 rooms and suites with views of the buzzing Panaji city and sparkling Mandovi River. A variety of room categories are available-

- Superior charm room (66 rooms)
- Deluxe delight room (61 rooms)
- Premium indulgence room(32 rooms)
- Deluxe allure suite(6 rooms)
- Premium temptation suite (4 rooms)
- Presidential Nirvana suite (1 room)

All rooms have wireless broadband Internet, surround sound home theatre, artistically ordained walls, stylish furniture, iron and board, 32 inch Sony televisions with surround sound system and multimedia panels, 4 fixture bathrooms, and EL Safes.

RESTAURANTS/ BARS

vanta by Taj offers several international choices for dining:-

Dining options:

- Latitude- 24- hour dining that offers buffets (Breakfast and Night, Lunch on Sundays) all week. They also have a-la-carte where in guests can order from the menu available.
- Tease- is the high energy bar that offers various drinks and has a delicious Goan menu that guests can pair along with their drink.
- Caramel/Qmin- is the café/delicatessen which has a wide variety of pastries and desserts that the guests can indulge in.
- Tamari- is the Pan Asian restaurant which serves traditional cuisines from Japan, Thailand, and Vietnam etc.
- In- room dining – the guest can also order food to their rooms and enjoy the food at the comfort of their room.

JIVA SPA

Timings -8:00am to 9:00pm

A large spa reception lounge

- 2 treatment suites
- A large fitness zone
- Wet and Dry areas
- Relaxation lounges
- Experience showers
- Hammam and Finnish Sauna
- Beauty zone for face, hand and feet, hair
- Dedicated manicure and pedicure

SWIMMING POOL

Timings- 7:00am to 9:00pm

- 2 pool guards
- 10 Deck beds
- 2 Open Showers
- Changing Rooms for ladies and gents
- Pool Dimensions- 18.5mtrs x 4.5mtrs
- Depth- 4 feet

FITNESS CENTRE

Timings- 7:00am to 10:00pm

- 2 fitness trainees
- 3 treadmills
- 2 elliptical

- 1 cycle
- 1 stepper
- Well-equipped weight section

1.3 SECTION WITH IN THE ORGANISATION

1.3.1 FOOD AND BEVERAGES

DEPARTMENTS WORKINGS, DUTIES AND RESPONSIBILTIES

The Food and Beverage (F&B) department at Vivanta, Panaji, Goa is responsible for providing a diverse range of culinary offerings and ensuring a delightful dining experience for guests. Here's a description of the F&B department at Vivanta Panaji:

1. Restaurants and Dining Outlets:

Vivanta, Panaji, Goa features a variety of restaurants and dining outlets, each offering a unique culinary experience. These may include fine dining restaurants, casual eateries, cafes, lounges, and bars. The F&B department oversees the operations, menu planning, and quality of service in these establishments, catering to the different preferences and tastes of guests.

A. LATITUDE

Latitude means "the distance of a place north or south of the equator". Which is located at the Lobby level, Latitude, the hip 24-hour All-Day Diner at the Vivanta, spoils you for choice with a fascinating range of world cuisines with a lovely ambience which is paired with soothing music in the background. They have buffets everyday which include a breakfast and night buffet and on Sundays they have a lunch buffets too. During weekdays the lunch is usually a-la-carte. They have a variety of cuisines like Asian (Japanese, Chinese), Indian (South Indian, Goan) Continental, Mediterranean, Middle Eastern etc which are including the menu which also the guests to experiences a wide variety of delicacies.

Buffet Timings

Morning Buffet- 900rs + taxes

7:30am to 10:30am

Lunch Buffet- 1000rs + taxes (prices may vary depending on beverages ordered)

Night Buffet- 1200 + taxes

7:30pm to 10:30pm

Packages:

- CP (Continental Plan) - Breakfast
- MAP (Modify American Plan) - Breakfast + one major meal
- AP (American Plan)- Breakfast + Lunch + Dinner

B. TAMARI

Tamari is a pan-asian restaurants that have cuisines from Japan, China, Thailand and Vietnam. With the Asian themed interior and soothing music, the restaurant gives pleasant vibes. Conduct a casual meeting over the Teppanyaki counter or book one of the two private dining rooms to impress business associates, friends and family. Small and large plate options cater to different group (and appetite) sizes.

Hours: Lunch – 12:30 Hrs to 15:00 Hrs

Dinner – 19:00 Hrs to 23:30 Hrs

C. CARMEL/QMIN

Caramel/Qmin is the café in Vivanta, Panjim. With its cozy vibes and comfortable interior they offer a wide variety of delicacies which range from amazing breads to sweet mouth-watering desserts. Caramel's menu boasts of a wide variety of Breads, Gateaux, Salads, Sandwiches, Burgers, Wraps, Quiches, Muffins, Cupcakes, Pastries and Artisanal Chocolates. Loyalists also vouch for Caramel's local specials including crispy Rissois (Traditional Portuguese Croquettes) and Custom made cakes.

Hours: 10:00 Hrs to 22:00 Hrs

D. TEASE

Tease is the bar where in a wide variety of drinks are served along with a range of different dishes that compliments the drinks. With its stylish and modern interior, Tease is a great hangout spot for a gathering with friends. From local brands to international brands, Tease can provide you with a wide range of alcohol and drinks. Tease has its pulse on the hyper-local food trend, offering connoisseurs an authentic taste of Goa with their menu "Goan Stories".

Hours: 12:30 pm to 2:00 am

2. Menu Planning and Development:

The F&B department collaborates with skilled chefs, culinary experts, and food enthusiasts to create innovative and enticing menus and they also have a separate menu for the buffets that are organized by the hotel. They focus on offering a diverse range of dishes, incorporating local flavours, regional specialties, and international cuisines. Menu planning takes into account guest preferences, dietary restrictions, and seasonal ingredients to provide an exceptional dining experience.

3. Food Preparation and Presentation:

The F&B department ensures that food preparation is conducted with the highest standards of quality, hygiene, and safety. They oversee kitchen operations, including ingredient sourcing, storage, and cooking processes. The chefs and kitchen staff work meticulously to present dishes that are visually appealing, flavourful, and prepared to guests' specifications.

4. Banqueting and Events:

The F&B department plays a significant role in organizing and catering to banquets, conferences, weddings, and other special events hosted at Vivanta, Panaji, Goa. They work closely with event planners and guests to create customized menus, arrange food and beverage setups, and ensure smooth execution of the event. The department aims to create memorable dining experiences that complement the occasion.

5. Quality Control and Guest Satisfaction:

Maintaining high-quality standards and ensuring guest satisfaction is a top priority for the F&B department. They regularly monitor food and beverage quality, service standards, and guest feedback. Any concerns or suggestions from guests are promptly addressed to enhance the overall dining experience and exceed guest expectations.

6. Ensuring timely delivery of food and beverages.

The F&B service team is responsible to ensure that the food once prepared is taken to the customer who demanded it in whichever restaurant it maybe, Latitude, Tamari, Tease or even IRD (in room dining). They also need to ensure that drinks are delivered on time, even at the pool bar or at any of the restaurants at the hotel. In summary, the Food and Beverage department at Vivanta, Panaji, Goa strives to offer a diverse and memorable dining experience. Through meticulous menu planning, quality food preparation, excellent service, and a focus on guest satisfaction, the department aims to create a culinary journey that caters to the varied preferences of guests while showcasing the unique flavours and culinary heritage of Goa.

CHAPTER 2: TASKS HANDLED

2.1 FOOD PRODUCTION (BAKERY)

This report highlights the responsibilities and tasks that I managed during my internship as a trainee in the food production(Bakery) department in VIVANTA GOA PANAJI .my role is to present dishes that are visually appealing,flavourful and prepared to guest specification

Detailed Task Breakdown are following :

1. Ingredient Transport:

Move ingredients like flour, sugar, or eggs from the storage area to the bakery section, ensuring they are delivered efficiently and safely.

2. Finished Product Delivery:

Transport freshly baked goods such as bread, pastries, or cakes from the bakery to the restaurant's dining area or kitchen for service.

3. Waste Removal:

Collect and transport waste materials from the bakery, such as packaging or expired products, to designated disposal areas.

4. Cleaning Supplies Delivery:

Move cleaning materials and tools needed for maintaining the bakery's cleanliness from the storage area to the bakery.

5. Equipment Handling:

Transport bakery equipment, such as mixers or ovens, to and from maintenance areas or different sections within the bakery as needed.

6. Packaging Transport:

Move packaging materials like boxes, bags, or wrapping supplies from the storage area to the bakery for use in packaging baked goods.

7. Temperature-Controlled Storage:

Transport items that require specific temperature conditions, such as refrigerated dough or chilled pastries, to and from temperature-controlled areas.

8. Inventory Restocking:

Assist in restocking shelves or storage areas with ingredients and supplies as needed, ensuring the bakery has the necessary materials for daily operations.

9. Order Fulfillment:

Carry special orders or bulk batches of baked goods from the bakery to the restaurant's serving area or to off-site locations as required.

10. Maintenance Supply Delivery:

Deliver maintenance supplies, such as spare parts for bakery equipment or cleaning agents, to the bakery area for upkeep and repair

CHAPTER 3: LEARNING

3.1: FOOD PRODUCTION (BAKERY)

As a learner in this department, I have gained valuable insights into different aspects of guest services, communication, and operational efficiency.

1. Basic Baking Techniques:

Understanding foundational skills such as measuring ingredients, mixing, kneading, and baking.

2. Recipe Development:

Learning how to create, modify, and scale recipes to suit various needs and preferences.

3. Ingredient Knowledge:

Gaining insight into different types of flour, sugars, fats, and leavening agents, and how they affect the final product.

4. Equipment Handling:

Becoming proficient with bakery equipment like ovens, mixers, proofers, and piping tools.

5. Time Management:

Mastering the art of scheduling and organizing tasks to ensure all products are prepared and baked on time.

6. Food Safety:

Understanding hygiene practices, storage requirements, and proper handling of ingredients to ensure safety and quality.

7. Presentation Skills:

Learning techniques for decorating and presenting baked goods attractively.

8. Quality Control:

Developing skills to assess and ensure the consistency and quality of baked products.

9. Customer Preferences:

Gaining knowledge about customer preferences and trends to tailor products accordingly.

10.Team Collaboration:

Enhancing teamwork and communication skills within the bakery section and with other hotel departments.

CHAPTER 4: CHALLENGES

4.1 FOOD PRODUCTION (BAKERY)

As I was placed in the bakery department which looks after the production of baked items and also dessert , it was big challenging in the beginning as I used to face difficulties in preparing certain dishes as per the required recipes . I was new to this department so I took little time in getting to know certain things completely about the cuisines and the relevant different recipes

I was challenging with the blue touch flam used in bakery also the frying of donuts had to be done properly It was only showed to me ones to fry then I had to do it by my own

Initially I faced some hurdles while interacting with the guests while I was on the live counter in the restaurants I improved with communication skills and good set of knowledge and information about the industry would be the prerequisites for the tasks that I have handled.

Detailed Task Breakdown are following :

1. Time Management:

Balancing multiple tasks and meeting tight deadlines.

2.Consistency:

Ensuring uniform quality and appearance in baked goods.

3.Learning Complex Recipes:

Mastering detailed and intricate recipes.

4. Handling Equipment:

Gaining proficiency with industrial baking equipment.

5. Ingredient Knowledge:

Understanding the role of various ingredients and their substitutions.

6. Maintaining Hygiene:

Adhering to strict cleanliness and safety standards.

7. Adapting to High Pressure:

Managing stress during busy periods.

8. Quality Control:

Identifying and correcting issues in baked products.

9. Customer Preferences:

Meeting diverse customer demands and dietary restrictions.

10. Team Collaboration:

Working effectively with other bakery staff and kitchen teams.

APPENDIX I: Samples of work done



APPENDIX II : PHOTOS WHILE AT WORK



