

➤ **GRAND HYATT GOA**

An Internship Report for Course

Code:

Course Title: Internship Report

Credits: 08

Submitted in partial fulfilment of Bachelor's Degree (BBA part of

IMBA)by

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Seat Number: 2146

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Under the Mentorship of

PROF.K.G. SANKARANARAYANAN

Goa Business School

Integrated Masters in Business Administration

(Hospitality, Tourism & Travel)



GOA UNIVERSITY

Date:

Examined By:

DECLARATION BY STUDENT

I hereby declare that the report presented in this Internship titled “Grand Hyatt Goa” is based on the results of various practical learnings carried out by me as a part of BBA in the Integrated Masters in Business Administration (HTT) at the Goa Business School, Goa University, under the mentorship of Prof. K.G.Sankaranarayanan 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.

Vishnu Shalat

Seat Number: 2146

Date:

Place: Goa University

COMPLETION CERTIFICATE

This is to certify that the internship report “Grand Hyatt Goa” is a bonafide work carried out by Mr. Vishnu Shalat under my mentorship in partial fulfilment of the requirements for the award of the degree of Bachelors in Business Administration (BBA) in the discipline Integrated Masters in Business Administration at the Goa Business School, Goa University.

Prof.K.G.Sankaranarayanan

Date:

Place: Goa University

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INTERNSHIP CERTIFICATE

July 20, 2022

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Vishnu Shalat, a student of Goa University, Goa has undergone Internship with us in Food & Beverage and Front Office Department from May 20, 2022 to July 19, 2022.

During the tenure of his training we found him to be sincere and hardworking.

We sincerely wish him success in all his future endeavors.

For Grand Hyatt Goa



Siddhi Sardesai
Assistant Personnel Manager

GRAND | HYATT

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ACKNOWLEDGMENTS

I Vishnu Shalat acknowledge that I have attended Internship program conducted by Grand Hyatt Goa during the period 20th May 2022 to 19th July 2022.

I'm using this opportunity to express my deep gratitude to the Learning and Development head of the hotel for giving me the opportunity to experience and gain knowledge.

The internship opportunity I had at Grand Hyatt was a great chance for learning and professional development. I would also like to thank the entire team of Grand Hyatt for their continuous support and guidance throughout my training. Last but not the least would like to thank all my Professors for helping me prepare for the same-

Prof. K.G. Sankaranarayanan (Mentor & Program Director) and Assistant Professors Dr Albino Thomson,

Mr. Kevin D'souza, Dr Poonam Sadekar, Ms Sujal Naik, Mr. Sadanand Gaonkar, Dr. Paresh Lingadkar Administrative staff-Ms. Shilpa Shirodkar, Mr Kishor Nagvekar, Mr Naresh Salgaonkar and 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 training at Grand Hyatt Goa helped me gain practical hands-on experience. I did in my 2 months of internship in Grand Hyatt Goa from 20th May 2022 to 19th July 2022. I completed my internship in Food and Beverage Department and Front Office Department one month each. It was an excellent experience. It indeed was a great opportunity for learning new things where I could test my skills and improvise on them after the feedback from my seniors at work.

During this period of internship, I interacted with many guests and employees and connected with new people around which was best part of my internship. I worked in F and B IN ROOM DINING(IRD) for one month in which I learnt many new things like cover setting, Napkin folds, store pickup, Baby bottle sterilization, bread toast making, making of ice tea and milkshakes, food pickup, serving of food and drinks in room, clearance, handling complaint guest, using master key, amenities set up in room, using coffee machine and the other month in Front Office Bell desk at airport in which I learnt escorting the guests to their rooms , providing guests with welcome drink, putting name tags on luggage, using flight tracker app, paging for guest.

During this two months, I was exposed to many new learning as well as hardships, the goal was to learn about both the departments as much as I could regardless having no passion in both the departments.

Chapter 1: Organization

1.1 Birds Eye View

Grand Hyatt Goa is a five-star deluxe hotel located by Bambolim Bay in Goa, India. Designed in 1990, the construction of the hotel was started initially in 1995 by the Dynamix Group and thereafter on the formation of DB Group. Work was suspended in between for a few years due to a crisis in the real estate sector all over the country. During end 2005, the work was recommenced so as to complete the Project. On December 22, 2009 DB Hospitality signed an agreement with Hyatt International for 5 Hyatt hotels in India. The hotel was built at a cost of Rs. 5,500 million on 28 acres of landed property at Bambolim, North Goa. It is the second Hyatt hotel in Goa, India and has 313 rooms. The hotel in Goa is situated in Bambolim and is located 7 km from the capital city of Panaji and km from Dabolim Airport.

1.1 PRODUCTS/SERVICES

Accommodation: 313 guestrooms across categories: 238 Grand Rooms, Pool View and Bay View Rooms, 59 Grand Club Rooms, 12 Grand Suites, 3 Grand Executive Suites and 1 Presidential Suite.

* Restaurants and Bars:

- The dining room: Multi-cuisine Restaurant.
- Chulha: Indian Restaurant

- The verandah: Italian Restaurant
- Confeiteria coffee bar: Coffee shop
- Asian wok and pool bar: Asian cuisine Capiz bar
- Bay view lounge

* Meeting and event space

- Grand ballroom: 1510 square meters of pillar free Area
- Ballroom 1: 680 square meters
- Ballroom 2: 680 square meters
- Ballroom 3: 680 square meters Outdoor event space

• Recreational Facilities

- The Shamana Spa features 19 treatment room including six

couple suites, with private room lounge, Ayurveda suite

and single suites.

- Fitness center
- Aqua sail sailing center
- Adventure park featuring wall climbing, zipline, sky cycle, rope course and

more

- Kids playground
- Casino
- Swimming pool

* Other services

- In room dining
- Shopping center

1.2 SECTIONS WITHIN THE ORGANIZATION

1.2.1 Departments of the Hotel.

*** Finance Department**

*** F&B Service Department**

*** Purchase Department**

*** Laundry Department**

*** Spa & Recreation Department**

*** Housekeeping Department**

*** Front Office Department**

*** Culinary**

*** Security Department**

*** Maintenance Department**

*** Kitchen Stewarding Team**

*** Recreation Team**

Chapter 2: Tasks Handled

FOOD AND BEVERAGE DEPARTMENT(IRD)

NAPKIN EXCHANGE

My shift used to start with exchanging the linen and napkins for which I had to count the number of linen and napkins are in the laundry basket, taking it to laundry I had a journal provided by the hotel to do the entry of linen and napkins being exchanged

NAPKIN FOLD

After the Napkin exchange I had to fold around 200-300 napkins into pocket fold and keep it in back up(as the cutlery were put in it, spoons, forks) and also set up around 25-30 bread baskets

ROOM SERVICE

Once the order is received, according to the order placed by the guest the pantry captain used to set the cover on the tray and food was placed on it , and I had to deliver it to the respective room informed by the captain.

FOOD PICK-UP

Once the KOT was punched along with the required bowls I had to go to kitchen area to receive it, after receiving the food I used to come back cling wrap the bowls

cross check with team captain than place it in respective room.

ROOM CLEARANCE

Once the clearance is requested by the guest, I used to go to the particular room and do the clearance.

KEEPING MISE-EN-PLACE READY AND CLEAN

Once the clearance is done in all the guest houses(7 in total) cutlery and napkins were loaded into crates and brought to the pantry through buggy and later shifted to trolley(8 crates in total) and taking it to the wash area two floors above from the pantry, once reached the wash area the cutlery were unloaded from the crates and set into dish washing machine, after the wash I had to load it back into the crates.(of course the crates were also washed) after which I would return to the pantry and start with wiping of cutlery with cotton clothes till dry and spotless without any marks or finger prints later stacking it neatly. After which I had to take care of small copper bowls used for storing pickles and lemon wedges, so around 100-150 small copper bowls were washed by me

(pitambari powder) and stacked nicely, after which washing and wiping of white wine glass, Red wine glass, Beer goblet, Beer mugs was done, wine glasses were stacked on glass holders and beer mug and goblet were placed in the fridge for

cooling. Cleaning of hot boxes were done on daily bases around 6 hot boxes were wiped and cleaned with cotton cloth on daily bases.

STORE PICKUP

Receiving goods from store according to the items mentioned on scalla.

PLACING AMENITIES

Placing of amenity jars (a total of 5 jars) with different Indian savory and 5 different fruits in fruits basket was placed in guests room.

ORDER PREPARATION

Some orders were prepared by me like black tea, ice tea, espresso, americano under the guidance of my seniors.

FRONT OFFICE DEPARTMENT(BELL DESK)

PRESENTING THE GUESTS WITH WELCOME DRINK

Welcome drink was prepared Capiz bar and brought to front office back area and was stored in the fridge, once we came to know the arrivals(number of paxs)it was brought to the guest area accordingly it was served to guests.

SCANNING AND PLACING OF LUGGAGE

Once the guest arrives luggage tags were put the luggage of which one copy was given to the guests, later the luggage were loaded on luggage cart and taken to the scanning area where the luggage were loaded in the scanning machine by me scanned by the security and stamped with verified stamp which was again taken to lobby area and loaded into tempo which had to be taken to the room and placed according to the room number mentioned.

TAKING CARE OF PHYSICALLY DISABLED PEOPLE

Any time any handicap people arrived specially who had problem in walking, wheelchair was brought for them in which they were sited and I had to escort them to their rooms or restaurant area.

CLEANING OF BUGGY AND WHEELCHAIR

Out of lobby there was wash area but was not in use due to short of staff, so I had to go to that area fill a bucket of water carry it all the way to lobby on foot then with a cotton cloth wash and wipe the buggy a total of 5 buggy after which I had wipe around 12 wheel chairs on daily basis.

PAGING AT AIRPORT

I was taken to Dabolim airport to receive FIT as well as paging for group at the

airport, I had list of guests to arrive (FIT) once they arrive confirming their names I used to escort them to their cars which took them to the Hotel.

USING FLIGHT TRACKER APP

This app was used to locate the pin point location of guest arriving, before coming to the airport a print of arrivals with their name, flight name and code was taken later the code was put in flight tracker app which gave the pinpoint location the guests making me aware when the guest has arrived (I mostly handled FIT's group was handled by other senior staffs)

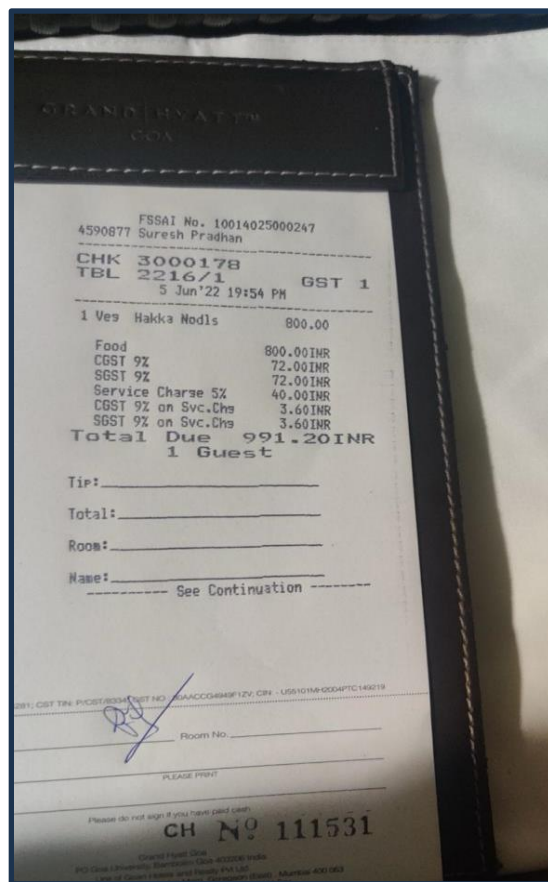
Chapter 3: Learnings

- Importance of mise en place
- Interacting with guests
- Being well groomed
- Keeping things in order and systematically
- In room ethics
- How to do clearance in room
- Serving food in room
- Using flight tracker app
- Use and importance of pocket fold in room service
- Using coffee machine
- Using of master key
- Baby bottle sterilization
- KOT reading

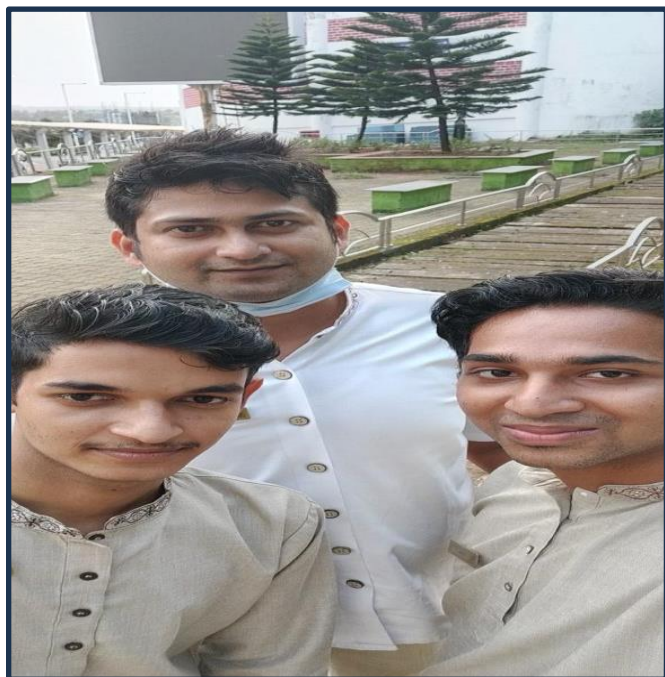
Chapter 4: Challenges

- Too much work load
- No fixed timing of off
- Directly tasks were assigned without any guidance or training
- Handling complaint customer
- Escorting guest to their respective cars at airport

Appendix I: Samples of work done



Appendix II: Photos while at work



Thank you