

➤ **Radisson Hotel Goa**

An Internship Report for Course

Code:

**Course Title: Intership Report**

**Credits: 08**

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

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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 “Radisson Hotel Goa” is based on the results of various learnings carried out by me 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 “Radisson Hotel 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 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



RGC/HR/VS/3704/2024

16<sup>th</sup> July 2024

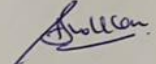
## TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Mr. Vishnu Shalat Sugathan** student of **Goa Business School, Goa University**, Taleigao, Goa has successfully completed his "Internship Programme" at Radisson Goa Candolim in the **F & B Production Department** w.e.f **16<sup>th</sup> May 2024 to 16<sup>th</sup> July 2024**.

During the training period, he was found to be honest, hardworking and sincere in executing the duties entrusted on him.

We wish him all the very best for his future endeavors.

FOR RADISSON GOA CANDOLIM

  
**Supriya Gawas**  
Cluster HR Manager



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## **ACKNOWLEDGMENTS**

**I Vishnu Shalat acknowledge that I have attended Internship program conducted by Radisson Hotel Goa during the period 16<sup>th</sup> May 2024 to 16<sup>th</sup> July 2024.**

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

**The internship opportunity I had at Radisson Hotel Goa was a great chance for learning and professional development. I would also like to thank the entire team of Radisson Hotel Goa 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-**

**Mr. Kevin D'souza(Program Director),Dr Albino Thomson,**

**Prof.K.G.Sankarnarayanan(Mentor),Dr Poonam Sadekar, Ms. Sujal Naik, Mr. Sadanand Gaonkar, Dr Paresh Lingadkar. 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 training at Radisson Hotel Goa helped me gain practical hands-on experience. I did in my 2 months of internship in Radisson Hotel Goa from 16<sup>th</sup> May 2024 to 16<sup>th</sup> July 2024. I completed my internship in Food and Beverage Production Department for the period of 2 months. 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 chefs at work.**

**During this period of internship I interacted with many guest and employees and connected with new people around which was great. I worked in F and B Production department for two months in which I learnt many new things of continental and Chinese cuisine as well as things carried out in garde manger also experiencing functionality of live counters and Indian chat counter.**

**For this two months I was exposed to many new learning about the kitchen, specifically continental and garde manger department, the aim was to grasp as much as knowledge possible for this two months.**

## **Chapter 1: Organization**

### **1.1 Birds Eye View**

When you choose Radisson Goa Candolim, you can enjoy a comfortable, stylish stay just 500 meters from the white sands and beautiful vistas at Candolim Beach. Ready to explore? Our hotel is near National Highway 66, which means you can easily drive to Old Goa historic sites and Panaji stores in less than 30 minutes. If you'd like a change of pace near the hotel, we're even closer to Fort Aguada, Calangute Beach, and Goa's famous casinos and party spots.

Looking for local recommendations? Stop by our concierge desk for advice and assistance. When you need to recharge from your adventures, you can retreat to the hotel for a meal at our on-site restaurants or a relaxing swim in our beautiful outdoor pool. Our fitness center lets you keep up your workout routine. If you're planning a destination wedding or corporate conference, consider our elegant banquet facilities.

#### **1.1 PRODUCTS/SERVICES**

- Breakfast
- Free Wi-Fi
- Outdoor pool
- Room service
- Valet parking
- Bar
- Breakfast
- Complimentary coffee and tea
- Free coffee and tea in the lobby
- Complimentary cookies
- Free cookies in the lobby
- Digital Key Card
- Dry cleaning services
- Fitness center



- Concierge service
- Gift shop
- Safety deposit box
- Laundry service
- Luggage storage
- Non-smoking rooms available
- Meeting facilities/social space
- Accessibility
- Accessibility features available
- On-site dining
- On-site restaurant(s)
- Parking
- Smoking rooms available

## **1.2 SECTIONS WITHIN THE ORGANIZATION**

### **1.2.1 Departments of the Hotel.**

\* Finance Department

\* F&B Service Department

\* Purchase Department

\* Laundry Department

\* Housekeeping Department

\* Front Office Department

\* Kitchen Department

\* Security Department

\* Maintenance Department

\* Kitchen Stewarding Team

## Chapter 2: Tasks Handled

### **FOOD AND BEVERAGE PRODUCTION DEPARTMENT**

#### **PREPARING MISE EN PLACE**

I used to make the mise en place ready for the breakfast, omelette counter, Chinese and continental cuisine as well as for the chat counter, for morning breakfast potatoes as well vegetable for sauteed was cut. Potatoes were cut in 4 different style which were wedges, lyonnaise, medium dice with skin and medium dice peeled. As for sauteed vegetable there was combination of 5 vegetables cut which were carrot, sweet potato, beans, cauliflower, beetroot (and sometimes corn and peas ) this were cut into batonnet, triangle and oblique. As for omelette counter onion, tomatoes, green capsicum, mushroom, green chilly and coriander were fine chopped along with grated processed cheese. In Chinese cutting there was chilly cutting which was tringle cut of onion, bell pepper, and slit green chilies, Manchurian cutting which was fine chopped onions and capsicum as well as garlic and ginger. Along with fried rice cutting which was fine chopped carrot, beans and cabbage, and noodles cutting which was again carrots, capsicum and onion but in julienne cut. Making of fried preparation for Chinese cuisine in Chinese batter such as fried chicken, panner, baby corn, mix vegetable and cauliflower. Making of different sauces for Chinese and continental such as schezwan sauce, red chilly sauce, bechamel or white sauce, tomato sauce or red sauce. Boiling of

different pasta such as farfalle, fusilli, lasagna sheets, macaroni, penne, rotini, spaghetti, shell. Drying up of thyme and rosemary and making of burger patty such as beef patty and chicken patty as well as preparation of chicken cutlet. Cutting and preparing of green salad was also done for room service every morning and afternoon followed by night (depending upon the shifts). For chat counter puri was freshly fried, potato filling, mint chutney, panipuri water and sweet curd was made on a daily basis and tamarind chutney was made for weekly basis.

### **PREPARING BUFFET FOR GARDE MANGER, CHINESE AND CONTINENTAL**

Breakfast, lunch and dinner buffet was made ready according to shift. If it was night shift then only breakfast buffet was made ready for morning shift morning breakfast back up and lunch buffet along with breakfast mise en place and for afternoon shifts evening or dinner buffet as well as breakfast mise en place. For breakfast Radisson breakfast standard was followed in which things which I used to prepare and set buffet along with chefs were 3 cut fruits were given, the available fruits options were pineapple, muskmelon, watermelon and papaya. Sautéed vegetable, sautéed potatoes, chicken sausages, vegetable fried rice, boiled eggs and roasted tomatoes was filled in buffet along, side orange jam as well as

mixed fruit jam and butter with white and brown breads. Dried fruits such as wall nut, almond, cashew nuts and dry seeds such as sunflower seeds, flex seeds, pumpkin seeds and Sesame seeds were set in sprouts black chana sprouts and moong sprouts were set, in cheese processed cheese slices, cubes, cedar cheese and blue cheese were given and in cold dish chicken salami and ham was set in buffet. Variety of yogurt were set such as plain yogurt, sweet yogurt, kiwi yogurt, pineapple yogurt, orange yogurt and blueberry yogurt. Cut vegetable were set such as carrots, capsicum tomato and cucumber diced and sliced. Cornflakes, chocos and muesli along with warm milk was set, almond milk and slim milk was also set in buffet, different sandwiches were made such as mixed fruit jam sandwich, mint chutney sandwich and vegetable and cheese sandwich. Coffee and tea was made and set by us along side water melon juice and cold coffee in juice and cold drink section. Orange juice , kiwi juice, sweet lassi, plain butter milk and beetroot juice was also made set in buffet by me.

The lunch and dinner buffet was set according to buffet menu and number of guest for buffet which comprised of two gravy or soup items and two main course items for continental and Chinese for garde manger chaat counter, Mexican counter along with 4 salads excluding green salad, as green salad was a must and compulsory salad. some dishes and salads prepared by me under the guidance of chefs were, in continental and Chinese tomato soup, pumpkin soup, roasted pumpkin soup, crème of mushroom soup, crème of broccoli soup, chicken/veg

manchow soup, sweet corn soup, veg/chicken clear soup, veg/chicken fried rice, veg/chicken noodles, veg/chicken schezwan fried rice and noodles, triple schezwan fried rice, chicken lollipop, chicken chilli and chicken Manchurian, gobi Manchurian, paneer Manchurian, Goan chilli, pasta in red, white, pink and pesto sauce, Green thai curry, chicken/veg lasagna, in garde manger different salads such as grilled pine apple salad, pasta sundried tomato salad, green salad, roasted pumpkin with green peas and fetta cheese, watermelon feta salad, mix fruit ambrosia salad, Caesar salad, citrus salad, devils duck salad, celery radish and olive salad, Idli chaat salad, egg cocktail salad, corn and panner chaat, healthy sprout salad, chicken sausage salad, Korean salad. For chaat counter 6 types of Indian savoury/chivda along with tamrind chutney, mint chutney and sweet curd and fine chopped onion, tomato, chilly and coriander was set on buffet, on Mexican counter cheese nachos with 3 dips tomato salsa, pineapple or mixed fruit salsa and cheese dip were set. Also butter milk, raita and plain curd was set in buffet by me.

### **PREPARING TDH ORDER OF PANTRY, COMTINENTAL AND CHINESE**

Under the guidance of pantry manager I used to prepare orders of pantry after the KOT was received by the service team, some of the orders which i prepared were in drinks chocolate milk shake, vanilla milkshake, strawberry milkshakes, pistachio milkshake, butterscotch milkshake, mango milkshake, cold coffee,

buttermilk, masala buttermilk, orange juice, pineapple juice, watermelon juice, papaya milkshake, ABC juice and tender coconut (peeled and served). In sandwiches, vegetable sandwich(plain ,grilled and toasted), club sandwich veg/chicken (plain, toasted), chicken sandwich, chicken tikka sandwich, mint sandwich (on special requests),in burger veg, chicken and beef burger and French fries and potato wedges, prawns cocktail. In continental I have made tomato soup, roasted pumpkin soup, pumpkin soup, mash potato, roasted tomato, chicken nugget, pasta in pesto , white and red sauce , chicken clear soup and frying hash brown in Chinese chicken fried rice, chicken chilli and chicken manchow soup.

### **SUNDAY BRUNCH**

Special menu was made for Sunday brunch by executive chef Mr. Abhishek Bhagat which was later provided to departments heads the main learning I got from here was to do plating to make natural color like orange, green, blue, pink, purple and to make garnish using parsley, peeled carrot, peeled cucumber, cherry tomato, coleslaw.

### **VEGETABLE, FRUITS AND STORE PICKUP AND SETTING**

I along with other job trainee I used to collect vegetable and fruits from pick up

area and set it neatly in the respective place, as for store pick up intend was provided to us according to which store pickup used to take place, later in kitchen store area all the store was set properly.

### **HI-TEA PREPARATION**

Whenever HI tea took place I along with chefs used prepare tea, coffee, vegetable sandwiches and chicken cutlet for the group for minimum of 100-150 guests .

### **LIVE COUNTER**

In morning shift I was sent to live counter, which was an omelette counter where I used to make order ready according to order placed by guest to the service team the item available were plain omelette, masala omelette, fried egg, sunny side up, only egg white fried egg, cheese omelette and a initiative was taken by our GM which was called Monsoon magic a live counter in lobby area which was a chaat and tea counter which started in june which will last till august where different chaat items were prepared by me such as chowpatty bhel, panipuri, papdi chaat, dahi vada, masala bhutta and masala tea.



### Chapter 3: Learnings

- Importance of mise en place
- Setting up buffet
- How to handle live counter
- Different types of salads
- Keeping things in order and systematically
- Different cuts of vegetable
- Peeling of fruits
- Plating, decorating dishes
- Different kinds of sauce preparation for pastas
- Different main course and soup dishes made in Chinese, continental department
- Making of milkshakes and few beverages
- Making of sandwiches
- Store pick up
- KOT reading

## Chapter 4: Challenges

- Setting of vegetable, fruits and store
- No fixed timing of off
- Handling customer at live counter
- Working in under very high flame

## Appendix I: Samples of work done





## Appendix II: Photos while at work



**Thank You**