

INTERNSHIP REPORT

ORGANISATION NAME: TAJ RESORT AND CONVENTION CENTRE-GOA

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ROLL NO: 2001

INTEGRATED MBA IN HOSPITALITY, TRAVEL AND TOURISM

GOA BUSINESS SCHOOL, GOA UNIVERSITY

Declearaton

I hereby declared this project is submitted for fulfilment for industrial training required for Integrated MBA in hospitality, travel and tourism programme. This is self-done work by me with the guidance of different superiors and managers in Taj resort and convention centre-Goa in the food and beverage department. To my knowledge the contents of this project are original and are based on my knowledge acquired during my internship

Name: Algan Valanko Rodrigues

Roll.no: 2001

CERTIFICATE



Acknowledgement

The internship opportunity I got at Taj resort and convention centre-Goa was a great chance for learning and professional development. I consider myself one of the lucky individuals as I was given the opportunity to be part of it. I am grateful to meet so many wonderful people and professionals who led me through this internship.

I would like to like to specially the thank Mr. Vincent Ramos, General manager of taj resort and convention centre for giving this opportunity. Also, I would like to thank Mr. Valantine Athaide, Learning and development manager of taj resort and convention centre. Special thanks to the employees who trained me and the managers whom I worked for Mr. Jatin Bhandari, IRD manager and Mr Anthony Trinadade for guiding me during my internship. Also thanks to Mr. Srinivas Reddy, Food and Beverage director

A very big thank you to Dr. Poonam Sadekar our class coordinator for giving us a push in finding our internship destination and Prof. KG Sankaranarayanan⁴ for giving us this opportunity to do our internship.

A big thank you to my parents for supporting me.

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IHCL

THE INDIAN HOTELS COMPANY LIMITED

The Indian Hotels Company Limited is an Indian hospitality company that manages a portfolio of hotels, resorts, jungle safaris, palaces, spas and in-flight catering services. The company is being managed as a subsidiary of India's Tata Group. The chief executive officer of the company is Puneet Chatwal. Its major shareholders are Tata Trusts. The flagship hotel of the company is Taj Mahal Palace Hotel in Mumbai, Maharashtra, India. IHCL was founded in 1868 by Jamsetji Tata and is headquartered in Mumbai, Maharashtra. It has more than 196 hotels in 80 locations across 4 continents and in 12 countries, with over 20,000 rooms and 25,000 employees.

These are some brands which come under IHCL: -

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GINGER

An **IHCL** Brand

Ginger is an Indian budget hotel chain established by Roots Corporation Limited, part of Indian Hotels Company Limited, a subsidiary of the Tata Group. Ginger is a midscale hotels chain with 85 hotels in 50 locations. The first hotel was opened in Whitefield, Bangalore in June 2004.

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VIVANTA

Vivanta is an Indian hotel chain established in September 2010. The brand is a part of the Indian Hotels Company Limited, a subsidiary of the TATA Group. Vivanta is the upscale hotels brand of the company with 33 hotels in 30 destinations.

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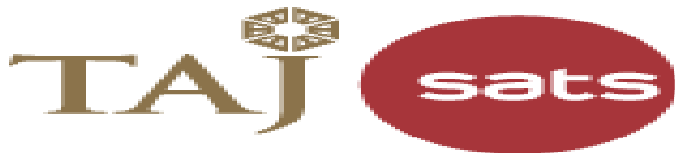
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SELECTIONS

The Selections brand hotels are the premium type of hotels offered by IHCL. With 26 hotels in 23 destinations.

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Tajsats is a joint venture between IHCL and SATS which caters to airline catering.

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Taj Hotels is a chain of luxury hotels and a subsidiary of the Indian Hotels Company Limited. Which has 90 hotels across 55 destinations.

IHCL presence in Goa



About the property I worked at

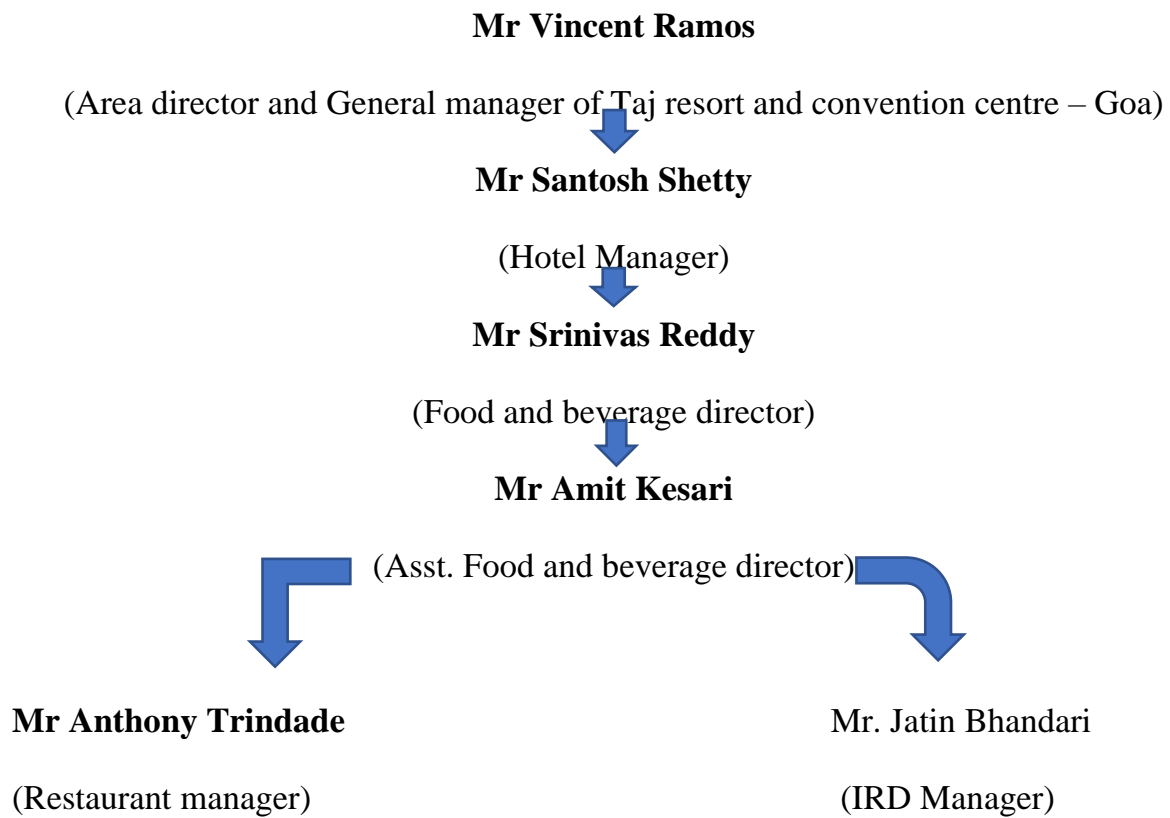


- The view from the rooftop of Taj resort and convention centre.

Taj resort and convention centre- Goa this is at Vanguinim beach, Dona Paula, Panaji – Goa. This is a 5-star property owned by the Fomento group but its operated by IHCL. This is a 300-room property opened in the year 2020. This hotel has two restaurants BLD and C2C. A pool bar on the rooftop which gives an excellent view the zuari bay and the ports of with a forested hillside perch and gorgeous Sea Views. This view is also witnessed from the restaurants. This hotel has two pools one is the UB pool and the other on the rooftop. There is also a club lounge which is open 24*7 for Taj club members. There are 4 meeting spaces totalling 3000sq.ft with flexible

seating and 2 board rooms with fixed seating. Other recreation facilities in the hotel include a kid's room, Jiva spa, gym, etc.

Hierarchy of the food and beverage department in Taj resort and convention centre – Goa



REPORT

In the initial days of my internship in the Food and beverage service department I was put in the In room dining department wherein I worked for 16 days. During this period I performed the following duties:-

1. **Mise-en-place:** In the first 2 days of my internship, I was told about the various kinds of plates, cutlery. For example all the spoon, AP knives, steak knife, fruit knife, dessert spoons, tongs, bread baskets, closhes, Charlies, tea pots and Charlie, coffee pots, ice bucket, dinner plates, B&B plates, saucers, tea cup, various glasses example the whiskey glasses, beer mugs, highball glasses. All the special bowls used to place amenities in the rooms. Keeping the trolleys ready by putting trolley cloth. Getting the salvers and trays washed, making sure that there is sufficient stock of cold drinks, soda, tonic water, beers, redbull in the refrigerator. Refilling of sugar caddies, salt pepper caddy, etc. Also setting the pickup counter and keeping it ready. This also included stacking all the packed food containers like the cake boxes, pizza boxes, hand bags, etc. Managing the rooftop bar also was the duty of IRD so the bar counter also had to be set.



- All the tray mats, cake stand, charlies, alfies, bread baskets, closhes, ice buckets kept systematically arranged on the shelves



- All mise of plates, various bowls, miniature bowls and wine glasses are kept



- Salt pepper, sugar caddies, ketchup satches, mustard sauce, tobasco sauce, chlli flakes and oregano kept ready.



- Cutlery wiped and kept ready



- Pass counter setup



- Refrigerator stocked up with beers, wines, soft drinks, soda, tonic water, milk, juices, butter, etc.



15 pax breakfast arrangement in one of the suite rooms for VIP guest

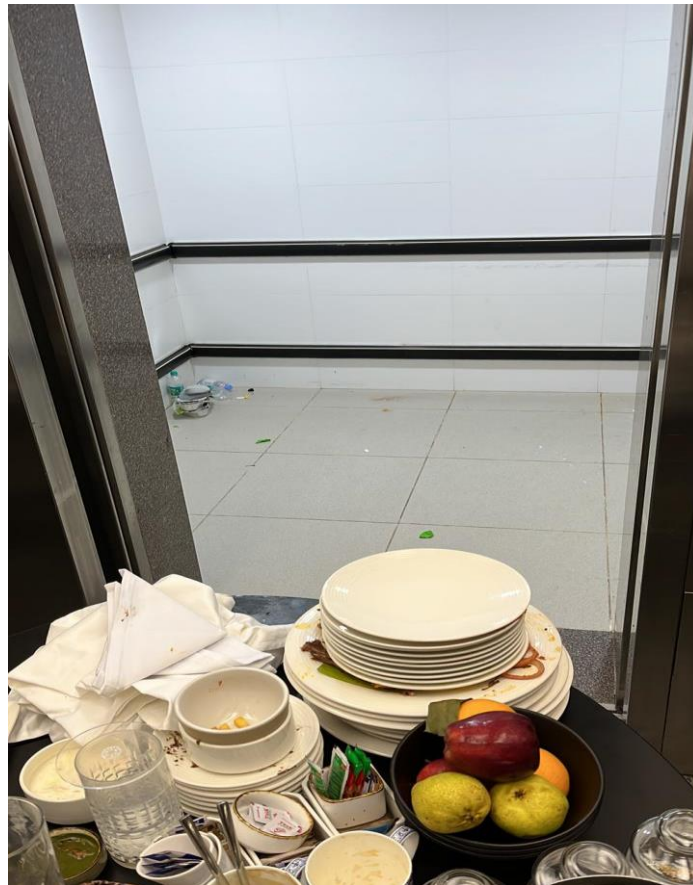


Rooftop bar counter set during the night for next days operation.



- Trolleys kept ready with a clean table cloth.

2. **Floor clearance:** Doing the floor clearance so that I could get familiar with the property and know which room lies where. This was done twice once at around 4pm and then again at 2am. So had to go with the trolley to all blocks and collect our plates cutlery which was kept outside the room by the guest or in the service elevator by the housekeeping staff.



3. **Packed foods:** Special requests by the guests like for example there is a mass check-out at 4am. So the guest will not be able to have breakfast in our

restaurant as it opens at 7 so he has to be given packed breakfast so that the guest can have it on the way. So getting the prepared food or snacks from the kitchen packing it and keeping it at the reception. This is done by IRD.



- Packing



- Packed breakfast boxes kept at the reception

4. **Tray setups:** According to the guests order there is a particular setup for every cuisine one has to follow while preparing the order. A tray mat should be put

for the tray for any order. Hot food items should be put in a hotbox and taken in the guest room. For orders like ice cream cakes cloth has to be put while taking this to the guest's room in a salver. For beverage orders served in a glass always use a coaster. For ex:-

- Indian cuisine setup: Salt & pepper, pickle, papad, green salad these items had to go with tray for any order from the Indian cuisine with the accompaniments of the food item ordered by the guest

Order for Chicken Biryani for 1 pax:

So the tray setup should include 1 dinner plate, 1 BnB, A napkin with required cutlery which is fork, knife and spoon, salt & pepper, pickle, papad, green salad and raita which is an accompaniment for the biryani

- Chinese setup: For orders from the Chinese cuisine salt & pepper, soya sauce and chilli sauce should go with the dish along with any accompaniments if any
- Italian setup; Only chilli flakes and oregano to be given with accompaniment if any
- Tea setup: Tea pot, cup, saucer, dessert spoon, sugar caddy and cookies in cookie jar
- Ice bucket: A tong should be carried along with it so that the guest pick the ice from the tong and drop it into his/her glass

5. **Service:** Take the tray setup on the trolley and food in the hotbox.



- Room kept on Do not disturb mode.

After reaching the room check if the guest has put the room on do not disturb and ring the bell once every one minute. If the room is on do not disturb call the order taker and tell the room is on do not disturb the order taken will call the guest and let you know. After the guest opens the door greet the guest according to the time of the day and ask for permission of come inside. For ex:

Good morning, sir/madam,

I am here with your order, may I come in?

The guest might tell you to keep it inside or take the order himself if its small. Ask the guest where to keep the order, keep where the guest asks to keep it.

If there is a beverage in the guest's order ask the guest if he wants to hav it now or later to open and pour it in the glass

Sometimes the guest may ask you to serve him so serve the guest.

Ask the guest if they want anything else.

Then present the bill to the guest. The guest may pay in cash, card, UPI or might sign on the bill and pay while check-out.

Say thank you have a nice day while leaving from the room

When the guests call for clearance go to the guests room with a trolley

Ring the bell, greet the guest.

Good morning sir,

Im here on your request for clearance, may I come in?

After doing clearance wish the guest and leave

Thank you sir and have a nice day.

6. Placing amenities:

There were 3 types of amenities VIP1, VIP2, VIP3. These have to be placed for every new guest in their rooms.



- All mise platters, pop-up jars, fruit bowls, finger bowls kept ready for amenities.



- All platters, pop-up jars given to the kitchen and bakery for the chefs to make the amenities ready.

In VIP 3 amenities there is only a platter of sweets in the room

In VIP2 amenities you have to place a fruit bowl along with a B&B plate, a cocktail napkin and a fruit knife along with the IRD managers card. This is the lowest order of amenities. Also a pop up jar with cookies and chocolate platter



In VIP1 amenities the most of the amenities as it's the highest level of VIPs. In this have to put 5 dry fruits or biscuits pop up jars in a platter along with a platter of selected sweets this is to be placed on the tv platform and a big fruit bowl, finger bowl and with a B&B plate a cocktail napkin and a fruit knife along with the IRD manager's card. Sometimes a red wine and a chocolate photo frame also may be placed in the room along with this in case of celebrities.





- VIP 1 amenities kept with a chocolate photo frame.



- Chocolate photo frames kept ready to be put into the rooms.

- Also PR cakes are put by the in room dining in rooms if a guest is celebrating his birthday, anniversary or any other occasion. This cake is to be placed with AP knife with a ribbon on the B&B plate on a cocktail napkin.



After IRD I was transferred to BLD restaurant so I have worked there for one and a half month. There was mostly buffet service in this restaurant. The A la carte system was followed when there is less occupancy in the hotel. I have performed the following duties during my work tenure in this restaurant:-



- Back area of the BLD restaurant.



- Alfresco section of the BLD restaurant.

1. **Mise-en-place:** This included keeping the plates ready by wiping, wiping the cutlery (AP forks, AP knives, AP spoons, dessert spoons), folding napkins, wiping other miniature bowls (small katoris, debris, butter dishes), idli bowls, B&B plates, fruit plates, cups, saucers, water goblets, juice glasses, and other miscellaneous works.
2. **Section setup:** In setting up the section these would include the side board setup and setup of all tables in the section.

In table setup all the tables which include wiping the tables using a B&B plate and a wiping cloth so that the food debris can be transferred into the B&B plate after wiping. Then putting the table numbers in the center of the table along with a water dispenser, cruet sets, water goblets and cutlery boards. A neatly folded napkin to be kept on the B&B plate in the centre of a cover



In setting up the side board there should be sufficient amount of cutlery which is AP spoons, AP knives, AP forks, service gears, tea spoons in the drawers. Also, water goblets and folded napkins and B&B plates to be kept in the lower shelves. On the top of the side board there have to be toothpick holders, straw holders, ketchup, tobacco, chilli sauce, soya sauce, vinegars and also hot water to prepare finger bowls.





- Side board

3. **Service:** Mostly as this restaurant mostly followed a buffet system so most to the guests would help themselves but sometimes the guest would ask to get something we the section holder would have to get it for them. Also clearing the table, wiping it and setting it again for the next guest to sit.

Clearance was another part of service and the cleared floor had to be segregated in water, solid and plastic wastes and breakages if any of the glass or plate breaks



- Jack tray

In case of a la carte orders the waiters would take the orders and we had to make sure that the KOT reaches the kitchen and get the prepared food and give to the waiter or serve it ourselves

Other things to be done are always greeting the guest with a smile and understanding their every need to live up to their expectation at the end end the guest should be satisfied with the service offered to them

4. **Counter service:** there were few food items in the menu which had to be prepared on the spot and as per the requirements of the guest. So foods like dosa, paratha, waffles, eggs, ice cream, chaat, roti, naan there were live counters wherein there would be one ordertaker and a runner to deliver the orders on the table or give ti to the section holders. So the guest would tell us their order and their table number while placing the order.

5. **Buffet setup:** For the buffet setup the duties were basically getting the wiped plates form the back areas which include the dinner plates, fruits plates, half plates, quarter plates miniature bowls, cereal bowls, soup bowls, idli bowls all the juice glasses buffet cutlery which include ladles, soup ladles, service spoons tongs on the buffet etc.

Putting the boards in the right place, buffet tags

Also giving required juice dispensers in the pantry, tea erns in the kitchen some other utensils for the chefs to keep the food ready to be placed on the buffet. Doing the food pick up on time that is going to the kitchen to get all food & beverages to be placed on the buffet and placing them with required buffet cutlery for the guest to serve them.

Making sure that the buffet is clean at all times, make sure that there are sufficient plates, cups on the buffet. Also, to refill the chaffing dishes if the food is less in it



- Jams of different flavours, butter and honey



- Bakery products



- Cold cuts and cheese



- Paratha Counter



- South Indian section



- Greens, balsamic sauce and olives



- Milk warmer, tea urns



- The egg and waffle counter and continental breakfast buffet



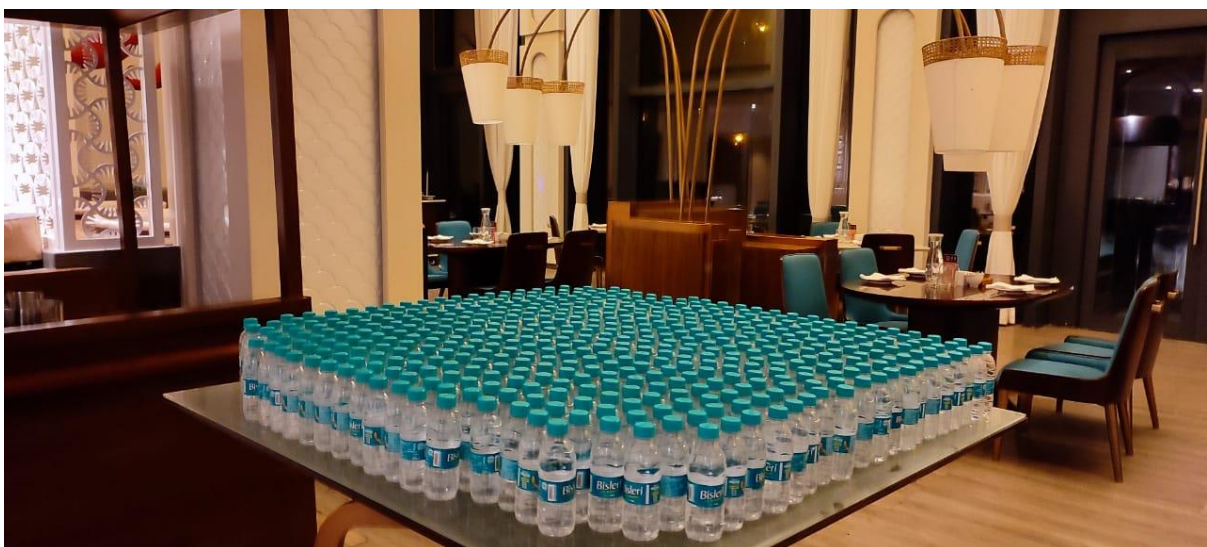
- Indian buffet



- Toaster for toasting breads



- Juice dispensers



- Water bottles



- Cereals and cut fruits



- BLD bar



- Birthday celebration

Setting up the coffee machine was an important task as all coffee orders like the espresso, double espresso, cappuccino, café late, americano black coffee were done through the coffee machine so changing the water from the coffee machine was very important and also cleaning the machine and making sure all the required coffee cups, espresso cup and also disposable cups along with sugar satches of brown sugar, white sugar and sugar free to be kept on the machine and the most important thing was to put 2 packets of coffee beans in the coffee machine



- Coffee machine

EXPERIENCE

It was a wonderful experience working at Taj as it gave me first-hand experience in the hospitality industry and to learn how the things work in hospitality industry. Also learned to do various practically which we had bookish knowledge off. It was a pleasure in interacting with the guest and making sure the guests services are not compromised in any situation

Also, it was a great bonding with the hotel staff and other interns and the manager. Made new friends, knowing many people

The learnings I got from this internship is of many things for example

- The importance of mise en place.
- All the tray setups for in room dining orders.
- The clearance aspect. The importance of segregating the wastes.
- How interact with the guest.
- The SOPs followed by the hotel and their policy.
- How the packed foods are packed with necessary accompaniments and cutlery, straws, etc
- The buffet setup for breakfast, lunch and dinner operations.
- Also doing food pickup for buffet and in room dinig from various kitchens.
- Helping other food and beverage departments as and when they require help on the order of your manager.
- Being punctual and come well groomed on duty and respecting superiors.

CONCLUSION

This internship has given me very important and useful experience. With this experience of two months, I have developed a greater understanding of the job environment and how this industry demand hard work. To survive in this industry everyone has to work very hard